STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: _____Student Employment Office_____

Prepared by: _____David Schlanger and Carmen Parra_____

Academic Year: _____2018-2019_____

I. Student Services Area Overview

1. Mission Statement

4. Strengths

1. The Student Employment Office improves the quality of student life by helping students meet their financial needs and giving them real-world work experiences to prepare them for future careers. This is consistent with national data and in alignment with Norco College's Strategic Plan Goal #2.

2. Effectively administered more than $270,000 of Norco College's Federal Work Study allocation to support eligible students for on- and off-campus employment opportunities.

3. For this academic year, over 300 students were processed for on-and off-campus employment positions, with the majority being funded through the Department-funded and Federal Work Study programs.

4. Effectively monitored student eligibility throughout the year to ensure students maintained a minimum 2.0 cumulative grade point average and were enrolled in the required minimum half-time status.

5. Supervisors of student employees continue to submit documents (hire forms, timesheets, etc.) in a timely manner with minimal errors. These collaborative efforts are important to ensuring student employees receive a timely start date at their placement sites, as well as proper delivery of paychecks.

5. Students Served

During the 2018-2019 year, over 300 students were served by participating in college work-study employment in either on- or off-campus positions.

II. Assessing Outcomes

1.A. Report on 2018-2019 Assessment Plan and Objectives for Student Services Area: _____

Objectives:

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.								

II.2.A. 2018-2019 Assessment Plan for Student Services Area:
_____

Objectives:

3. Improvement Areas

Timesheet Processing: Currently, the process for completing, submitting, and processing student employee timesheets is a manual process. The procedure requires wet signatures from both the student employee and their supervisor, then the form must be submitted as a hard copy to the Student Employment Office. Timesheet data on the forms is then che (g)-92yC1s f(a)-1 (va)-1 (h)2 i (h)2 (e)-2 1 (p)1(s)2 (ffo)-1 (r c)-1 (o)-mre oups r(a)-1 (s)2 0 Td[n)1 at (an((g)-92yC1

4. Staff Needs
NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

List Staff Positions Needed for Academic Year 2018-2019 **Please be as specific as possible when offering a justification.** Place titles on list in order (rank) of importance.	Indicate **N = New** **R=Replacement** **I = Increase time**	**Annual TCP*** TCP for employee
1. **Customer Service Clerk** *(0.475, permanent part-time)* Justification: The Student Employment Office handles the processing for over 300 student employees annually. Additional support is needed to assist with the monthly manual processing of up 200+ timesheets that are generated due to the multiple budgets required of many positions. Support is also needed to help with the intake and tracking of the growing number of confidential student employee hiring forms and records. The need for this position was recognized during the reorganization conversation in Summer 2018 and the position was listed at that time as a "Position for Future Discussion".	N	$19,532
2. Justification:		
3. Justification:		
4. Justification:		

 * TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

6. Technology++ Needs Not Covered by Current Budget

Annual TCO*

Priority	EQUIPMENT REQUESTED	New (N) or Replace-ment (R)?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom, etc.)	Is there existing Infra-structure?	How many users served?	Has it been repaired frequently?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	**Electronic Time Sheets** Justification: Incorporating an electronic timesheet software for student employee positions would add efficiency to nearly all departments throughout the campus. Currently, more than 200 timesheets are routed through a five-step process (resulting in over 1,000 employee processes) every month. Such software would also increase accuracy. Both RCC and MVC have also lobbied to get electronic timesheets.	N	N	Student Employment Office (ERP or online)	Yes, at the District Office and Online	300/e.tb82 (r)-2 (e)-1c 0.001 Tw 0.002oy Oess133(l)0.6(i)0.5 (n)-4.42gh18 20.6Tm())2owar002 Tw Tña 18 20.6Tm())2owa6Tm		

8. Professional or Organizational Development Needs _Not_ Covered by Current Budget*

List Professional Development Needs for
Academic Year 2018-2019

Reasons might include in response to assessment findings or the need to

9. SAFETY NEEDS *not* covered by current budget

List Safety Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of importance.	Cost per item	Number Requested	Total Cost of Request
1. Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

Appendix

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by