Department Annual Report

Student Services

2012-2013

Student Life & Conduct

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Department Information

Current year goals

Expand the Go See GR! Program (New)
Expand the Go See GR! Program to include more cultural organizations (e.g., Meijer Gardens, UICA, Ford Presidential Museum, Children's Museum, etc.) and other local events, and develop a more widespread marketing strategy to inform students and faculty of this benefit.

✓ This goal was met successfully. The program was expanded to include the Children’s Museum, the Ford Presidential Museum and the UICA. We are continuing to explore ways to market and expand this program moving forward.

Student Parking & Transportation Audit (New)
Review and evaluate parking and transportation options offered to GRCC students, including DASH parking, College Street, GreenRide, bus passes, and student campus parking. Collect data through student surveys to identify possible areas of improvements. Analyze parking and transportation participation to more efficiently distribute resources. Benchmark what other college and institutions have done to resolve their parking and transportation challenges, and involve local leaders and service provided (e.g., The Rapid, City of Grand Rapids Parking Services, etc.) to provide recommendations that improve student access, parking and transportation.

✓ The audit was complete. The review team is looking into the following ideas: a semester long bus pass, the potential to sell year long parking to a select number of students for the ramps, and the possibility of decreasing the number of DASH spots we reserve.

✓ Overall, so many offices/areas have a vested interest in parking and the financial implications, I would suggest any additional big picture work on this area be proposed through SLT as a CAP versus a department plan.

College Action Project 4.1 - ePortfolio System (Continuing)
The goal of this project is to develop and implement an ePortfolio system that would be adopted institutionally and utilized by the majority of our students. The development of a student ePortfolio system will expand the transcript to tell the complete story of our students' experiences. This record will allow students to present a portfolio of their academic, leadership, service and professional experiences to 4-year institutions admission panels, scholarships committees, internships coordinators, and ultimately, future employers. In addition to helping track student experiences and accomplishments, this CAP should also focus on finding ways to expand and promote opportunities for student to increase their academic, co-curricular, leadership, volunteer, and professional experiences.

✓ The goals set for this year for this CAP were met and the work continues through SLT. This year the team was reconfigured, leadership was transitioned from Eric Mullen to Sara Dorer, research and focus groups occurred with students, employers and faculty, and two pilot classes utilized the product that was selected by the previous team.

Internal collaborations and partnerships

✓ We collaborated with the department of Social Sciences to hold our Constitution Day event, which also addresses a federal compliance requirement.
We collaborate with the Diversity Learning Center and the music department to host the day time MLK Jr. event annually.

External collaborations and partnerships

- The GoSeeGR! Museum program connects us to the Public Museum, the Children’s Museum, the Ford Presidential Museum, the Art Museum, and the UICA. In addition to marketing this program and allowing students and employees free entrance with their ID, we also hosted evening events at three of the locations. During those events, the venue was open only for GRCC participants.
- We maintain a relationship with the Rapid and Celebration Cinema in order to sell their products conveniently for our students.

Departmental needs for support from other departments within the college
A variety of the work we do cannot be accomplished without the support and help of additional colleagues, but there is no one department we need support from. Raider Rally, Info Stations, and club/org advising all require participation from GRCC employees in order to succeed.

Program accreditation Updates
N/A

Student Achievements & Awards

- Emily Smitter, President of Campus Activities, received the Brian Kloet Leadership Award.
- Ross Pike, member of the Student Leadership Advisory Council, received the Benham Service and Engagement Award.

Other department updates

- In September of 2012, Student Congress disband as an organization. After months of turmoil among the members of the executive board, a controversial election process and the removal or stepping down of a few board members, the group determined it was time to evaluate the organization from a broad perspective and determine if it was functioning in a model that could be successful on a two-year campus. A new group, the Student Leadership Advisory Council (SLAC), was formed to work through this evaluation process. They administered surveys to students, held focus groups, had open meetings designed to gather feedback and did outside benchmarking research throughout the year. By the end of the year, they had redesigned their core purpose and set goals for the most important aspects of the work they feel the organization should do. They passed the reigns to some new members of SLAC to carry out the work of creating/developing new guiding documents during the summer.
- Student Congress had allocated money to create a Student Leadership Office, which was created and completed this year. The executive board members of SLAC and Campus Activities have access to that space.
• The “Ready, Set, Graduate!” campaign was created and implemented, providing opportunities for faculty and staff to engage in conversations with students about completing and transferring.
• The Student Feedback Management Team held their first training sessions for service areas being required to track student complaints. Additionally, the team was very involved in the MQA site visit in the fall as well.
• The Office of Student Life and Conduct staff participated in a full day retreat to analyze the work we do and how we support the completion agenda, thoughtfully thinking through what it means to now have the two areas of work merged into one.

**Faculty & Staff**

*Departmental Professional Development Activities (Contractual Obligations for Departmental Faculty Development/6 hours)*

N/A

*Faculty Professional Development Activities- Year End Summary*

N/A

*Faculty Development Plans for Upcoming Year*

N/A

*EOL/Release Time Work*

N/A

*Faculty & Staff Accomplishments/Awards*

• Molly Maczka received her Associates in Arts with Macro degree from Grand Rapids Community College December 2012.
• Sara Dorer presented “Classroom Civility: Creating a Culture of Care and Accountability” during the Faculty Opening Day at Mid Michigan Community College on August 22, 2012.
• Sara Dorer presented two webinars in a four part “Conduct 101” series offered in September and October 2012 to MI ASCA (Association for Student Conduct Administrators) members. The two sessions presented were “Basics of Managing the Student Code” and “Basics of BIT.”
• Sara Dorer met with administrators at Mid-Michigan College on March 28, 2013, per their request, to provide guidance and advice as they begin to develop a Behavioral Intervention Team on their campus.
• Sara Dorer presented “Working with Difficult Students in Our Service Areas” at the Michigan Community College Student Services Association (MCCSSA) Spring Conference in Lansing, MI on Friday, March 22, 2013.
• Sara Dorer presented the following sessions on-campus:
  o Student Feedback Management Training (3 sessions in August)
  o Diffusing Rude Behavior (through Staff Development), November 8, 2012
  o Safety and Security on Campus (through Staff Development, with Tony Myers), March 14, 2013.

Faculty & Staff Community Service

• Liz Tyrell served on the CAP 4.1.1 team.
• Molly Mackza served as a Representative on the ESP Executive Board and on one hiring selection committee.
• Evan Macklin served on the Student Feedback Management Team, the Flanagan Scholarship Selection team, and the Orientation Team, as well as two hiring selection committees.
• Paulo Teles served on the Blackboard Transact customer product panel team.
• Sara Dorer served on two hiring selection committees and the following college wide teams: Student Feedback Management Team (leader), Behavioral Intervention Team (leader), Diversity Team, CAP 4.1.1 (leader), CAP 5.2.1, CAP 5.1.2, Common Syllabus team (through AGC), Study Away Review team, Compliance team, Title IX Advisory committee, 100-year celebration steering committee and milestones sub-committee, Commencement Team, and the Strategic Leadership Team.

Assessment of Student Learning

Program Learning Outcome(s) assessed this year
Based on the transition of leadership and services offered through this office this year, no program learning outcomes were assessed. It appears the plan had been to assess students at the Student Leadership Retreat in August, however, with the Coordinator leaving the college during the summer and the Director being transitioned into a new role, they cancelled the leadership retreat. Sara Dorer has met twice with Katie Daniels to learn the program review process and establish a solid plan for next year in regards to establishing learning outcomes and assessing student learning.

Measures of Student Learning
N/A

Initial Data and Findings
N/A

Curricular or Pedagogical Changes Implemented
N/A

Data and Findings (post improvement/change)
N/A