

Skyline College

Student Activities Office

Program Review

Executive Summary



Short Summary of Findings

The Student Activities Office is an integral part of the campus community. The staff strives to create an environment where students can achieve academic and personal success and develop a sense of civic responsibility. The Student Activities Office provides assistance to individuals and student organizations in the planning, management and evaluation of programs and organizational activities directed toward meeting a wide variety of students' needs and interests on campus. We create intentional involvement and learning opportunities for students through co curricular education and leadership opportunities.

Values:

- To enhance self awareness and intellectual development through direct application of co-curricular programs and leadership opportunities
- Support students and student groups in their self directed activities and events
- Prepare student for community leadership and citizenship after graduation or transferring
- Provide an environment which enables students to understand their social responsibilities and realize their individual potential
- Create an environment that is welcoming of the board range of individual experiences and fosters an appreciation for difference and cultural awareness
- Provide many points of entry to ensure that developmental experiences are tailored to meet the individual needs of each student.

The Student Activities Office strive to meet these values through the services provided in the following areas; Auxiliary Services, Leadership Development and Campus Life.

Further development of these areas maybe limited due to the current budget climate. An increased operating budget would greatly assist program development. The Student Activities Office is currently understaffed and needs additional staffing in order to provide the current services and to continue to develop programs that address the needs of the campus community. In January of 2007 the Student and Community Service Center is scheduled to open. The new student union will include the following: Associated Students Office, bookstore, Cafeteria, Cyber Café, Coffee Cart, Conference Meeting Rooms, Cultural Awareness Center, Game Room, Information Center and the Student Activities office. Additional staff will be needed to ensure that the service plan for the new building and the programs within it can be met.

The staff is continues explore options for creating an innovative department while adhering to budget constraints. We are committed to providing quality services to student, faculty and staff and continuing our role in the overall enhancement of the campus community.

Full-Time Faculty Signatures

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Submitted on: Highlight this text & type in date

Three Strengths of the Program

- Experienced professional staff
- Program continues to develop and expand in order to increase access to student population
- Department staff collaborates well with student, faculty and staff groups, and within the Student Services Division, helping to create a sense of ownership in the programs coordinated through the department.

Three Suggestions for Improvement

- Increased budget for staffing of Student Support and Community Service Center
- Increase budget for outreach and updating or publication materials
- Decrease dependence of the Student Activities Office operations budget on the Associated Students of Skyline College Governing Council's budget allocations.

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**SKYLINE COLLEGE
PROGRAM REVIEW SELF STUDY
STUDENT ACTIVITIES OFFICE**

PART A: Overview of Program

1. State the goals/ focus of this program and how the program contributes to the mission and priorities of the College and District.

The Student Activities Office is an integral part of the campus community. The staff strives to create an environment where students can achieve academic and personal success and develop a sense of civic responsibility. The Student Activities Office provides assistance to individuals and student organizations in the planning, management and evaluation of programs and organizational activities directed toward meeting a wide variety of students' needs and interests on campus. We create intentional involvement and learning opportunities for students through co curricular education and leadership opportunities.

Values:

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- Provide many points of entry to ensure that developmental experiences are tailored to meet the individual needs of each student.

It is the commitment of the Student Activities Office to use student developmental theory to form the practices and training provided by the office. In turn these theories will also help to establish further developments through assessments and development of student learning outcomes.

2. Discuss how this program coordinates, impacts, and/or interacts with other programs in the College.

Auxiliary Service Liaison

Coordinates outside vendor requests

Serves as chair to the College Auxiliary Services Advisory Committee

Serves as a member of the District Auxiliary Services Advisory Committee

Handles service issues with outside vendors

Works with vendors contracted by the district (i.e. bookstore, vending machines and cafeteria service) to insure quality service to students, faculty and staff

Authorize campus postings

Coordinates facilities usage of the Cafeteria and all outside areas except for the athletic fields

Campus Life

Commencement

Serves as chair to the Commencement Ceremony Planning Committee

Coordinates all planning and facilitation of the Commencement Ceremony

Plan and facilitates the Commencement Ceremony Reception

Plan and facilitates Thank you Luncheon

Education Program Series

- Develop an education program series that celebrates diversity and reflects the values and mission of the college
- Implement and evaluate programming series

Skyline Student Recognition and Awards Program

- Serves as chair to the Skyline Student Recognition and Awards Program Planning Committee
- Coordinates all planning and facilitation of the Student Recognition and Awards Ceremony
- Plans and facilitates the Donor and Scholars Reception
- Plan and facilitates the Student Recognition and Awards Ceremony Reception

Student Handbook

- Collect update information from all college and district areas
- Work with Public Information Office to create design and layout of handbook
- Work with VPSS Office to insure accuracy and editing of the handbook

Leadership Development

Associated Student of Skyline College

- Advisor to the Associated Student of Skyline College Governing
 - Attend ASSC meetings and events
 - Accompany ASSC to leadership conferences and lobbying events
 - Assist ASSC with budget management
 - Assist ASSC with event planning
 - Assist ASSC with recruitment and training of new ASSC Governing Council members
 - Teach Student Government 111 / 112
 - Coordinate student body card distribution
 - Coordinate distribution and approval process of check requests from ASSC Accounts with ASSC Bookkeeper and the Business Operations Office
 - Develop and update ASSC Governing Council Resource Guide
 - Assist ASSC and SOCC with distribution of official publications, meeting minutes and financial records
 - Assist ASSC with the development of their webpage and the creation of a webpage for SOCC

Advisor to Skyline Organization and Club Council

- Assist SOCC with the approval process for new student clubs and organizations
- Attend SOCC meetings and events
- Develop and updates Organization and Club Manual
- Develop and update Advisor Manual
- Conduct training for all advisors to student groups
- Establish student advisor support group / advisory council

Conflict Resolution Program

- Coordinate Peer Mediation Program
- Recruit /train peer mediator program
- Implement campus outreach program
- Develop and maintain all publications for mediation program
- Maintain database and confidential records of the mediation program

3. If the program utilizes advisory boards and/or professional organizations, describe their roles.

The Student Activities Office has no formal advisory board. However there are regular meetings with Associated Students of Skyline College Governing Council, Skyline Organization and Club Council,

Student Services Leadership Team, Student Services Council, Vice President of Student Services and student staff.

In addition to the meetings listed above, the Coordinator of Student Activities also serves on the following campus and district wide committees and teams:

Campus Auxiliary Services Advisory Committee, chair
District Auxiliary Services Advisory Committee
Commencement Committee, co-chair
Crisis Action Team
Emergency Response Operations
Equal Employment Opportunity Advisory Committee (SEED)
Health and Safety Committee
Institutional Planning Committee
San Mateo County College Consortium
Student Recognition and Awards Committee, co-chair
Vending Commission Fund Committee, chair

4. Explain how this program meets the needs of our diverse community.

The Student Activities Office strives to create an inclusive environment where students can develop an awareness of diversity issues and increase the level of tolerance on campus by sponsoring programs and experiences that encourage intentional interaction that are based on mutual respect. Some of the activities sponsored by the Student Activities Office have included Black Inventors Exhibit, Cinco de Mayo, and Chinese New Year.

The Student Activities Office also cultivates diversity on campus through program assistants and the advising that we provide for the following student groups on campus:

Chartered Student Clubs and Organizations

American Medical Student Association	Anthropology Club	Black Student Union
Catholic Club	Cheerleading Club	Cosmetology
Filipino Student Union	Gay, Straight Alliance	Honors Transfer Club
Journalism Club	Latino American Student Organization	Polynesian Club
Phi Theta Kappa	Photography club	
Psychology Club	Respiratory Therapy club	
Society of Hispanic Profession Engineers	Skyline Fellowship Club	Skyline Hoops
Student's and Parent's Association for Children's Enrichment (SPACE)		Women in Transition

In addition to our work assisting and advising student clubs, the Student Activities Office is developing an Educational Program Series that will celebrate diversity and reflect the values and mission of the college. We are also gathering information for the establishment of the Cultural Awareness Center and Resource Library. This will be located in the Student Support and Community Center that is scheduled to open in January of 2007.

5. If the program has completed a previous self-study, evaluate the progress made toward previous goals.

This is the first self-study for the Student Activities Office; however the office does participate in the evaluation process through the College's annual work plan and Student Satisfaction Survey. There is also feedback from members of the ASSC, SOCC, conflict mediators and student Staff.

PART B: Curriculum

1. Describe how the courses offered in the program meet the needs of the discipline(s) and the students. (This may be answered through descriptive narrative evaluation or quantitative research).

Student government 111 and Student Government 112 are designed to assist Student Governing Council members, club officers, and other students interested in acquiring skills in leadership development. The course offers training for effective participation in group experience which includes, but is not limited to, college governance and activities. Course may be taken twice for credit. Open entry/open exit. Transfer credit: CSU.

Course Objectives: Students will develop a greater awareness and understanding of leadership competencies through the review of general theory of leadership and group dynamics along with reflective practice of the same. The course is designed to:

- Provide students with instruction and an environment to develop leadership skills and abilities
- Provide students with theory and experience related to the practice of basic democratic procedures (Parliamentary Procedures and Shared governance).
- Provide students with instruction and experience to develop initiative, responsibility and other skills and attitudes to emphasize cooperation in order to exercise leadership and render maximum service to Skyline College students, staff, administration and community.

2. State how the program has remained current in the discipline(s).

The staff remains current through division meetings, workshops, attendance of local state and national leadership conferences and through reading the appropriate periodicals.

3. If the student population has changed, state how the program is addressing these changes.

Because the Student Activities Offices educates students by hands-on experience, we must constantly adapt to the needs of the campus community. Current trends effect the development of specific programs within the department. For example, the Conflict Mediation Program, Educational Programming Series, Cultural Awareness Center and the Leadership and Community Service Certificate Program are all projects that are being developed to serve the needs of the changing student population.

4. All courses in this program should be reviewed and, if appropriate, modified every six years. If this has not occurred, please list the courses and explain.

The basic functions of the course are remain the same; however, content concerning time management, personality assessment, and some other aspects of leadership development have been added to the class. The class roster is primarily made up of student government members who are required to take the class in order to remain on the ASSC Governing Council. Currently the staff is considering options to market the class so that it will be appealing to a larger part of the student population.

5. If external accreditation or certification is required, please state the certifying agency and status of the program.

External accreditation or certification is not required.

6. Discuss plans for future review and program modification.

The staff is considering different approaches to increase class enrollment. Future plans include meeting with the Dean of Creative Arts and Social Sciences, the Vice President of Student Services, and the ASSC Governing Council to discuss how to increase enrollment while still providing the basic information needed to educate the ASSC.

PART C: Faculty and Staff

1. List major development activities completed by faculty and staff in this program in the last six years and state what development is needed or proposed by faculty in this program.

The staff Student Activities Office consists of The Coordinator of Student Activities and 3-4 part-time work study Students. The Office also relies on Student Volunteers to assist with programming and events on Campus. The Student Activities Office has completed the following projects and programs to meet the needs of students:

Development of the Skyline Organization and Club Manual

Resource tool for all students interested in starting or participating in a recognized student club or organization. The manual covers everything from how to start a new club, conference travel and planning events on campus.

Welcome Week Events

Since the fall of 2000 this program has been in place to help student become oriented to the campus and the services provided by ASSC, Student Activities Office and student clubs and organizations. The annual event includes BBQ, Ice Cream Social, Club Fair and Pancake Breakfast

Student and Community Service Center

In the fall of 2000 the staff student volunteers and members of the ASSC Governing Council initiated a campaign to raise fees for the development of the new Student Union/ Bookstore. ASSC Executive officers and the Coordinator of Student Activities worked jointly with the Academic Senate, College Council, the College administration and SOCC in order to facilitate a special election that would meet all of the requirements as outlined in the California Educational Code. As a result of their collaboration with these other areas of the college an district the Student Union / Bookstore Measure passed on February 2, 2001.

The Student Recognition and Awards

Ceremony has been expanded from a simple hour luncheon that was held in the old library to a formal ceremony in the Main Theatre with a Donors and Scholars Luncheon prior to the event and a dessert reception for all attendees after the ceremony. The formalized ceremony recognizes the academic achievements of our students and acknowledges the contributions of our Donors. The program continues to be improved every year a copy of the evaluation of last years ceremony is attached to this document.

Community Service

Flex Day Workshop, Building a Better Citizen, Community Service and Service Learning on Campus, Community Service and Leadership Practicum (Student Government 115).

2. Describe the orientation process for new faculty and staff (include student workers such as tutors and aides).

The one professional staff member, the Coordinator of Student Activities, participates in orientation with the Vice President of Student Services and the District Human Resources Office. The Coordinator assists the executive Council of the ASSC with training of new Governing Council members and the representatives of the Skyline Organization and Club Council. The Coordinator serves as advisor at weekly meetings of the ASSC, bimonthly meetings of SOCC and the monthly Executive Council meetings for ASSC. The Coordinator trains the Student Staff and holds bimonthly Student Activities Office meetings.

3. If recruitment of new and/or diverse faculty is needed, suggest recruitment techniques.

In order to continue to provide quality services to students, the Student Activities Office needs to add additional full-time professional staff.

The following are needed:

Program Services Coordinator

Duties of the Program Services Coordinator position would include but not be limited to the following:

Cultural Awareness Center

- Creation of resource library

- Diversity training for students, faculty and staff with the assistance of the Coordinator

- Implement and evaluate Cultural diversity speaker / educational programming series with the assistance of the Coordinator

- Development of student based peer mentor program that focuses of student retention with the assistance of the Coordinator

Conflict Resolution / Peer Mediation Program

- Coordinate Peer Mediation Program with the assistance of the Coordinator

- Coordinate Peer Mediator Training with the assistance of the Coordinator

- Implement Campus Outreach Program

- Work with Administration, Faculty, staff and students to incorporate peer mediation into the informal judicial process

- Serve as chair to mediation program advisory committee

- Develop and maintain all publications for mediation program

- Maintain database and confidential records of the mediation program

Office Assistant II

Duties of the Office Assistant II position would include but not be limited to the following:

Provide administrative support to the Student Activities Staff

- Assists Coordinator with updating and editing of all Student Activities publications

- Coordinates schedules of Work –Study staff

- Maintain SAO checkout logs

- Maintain Student Activities Office webpage(s) with the assistance of the Program Services Coordinator and the Coordinator

- Assist ASSC and SOCC with distribution of official publications, meeting minutes and financial records

- Assist ASSC and SOCC with updating of WebPages

Auxiliary Service Liaison

Coordinates outside vendor requests

Authorize campus postings

Coordinates facilities usage of the Cafeteria and all outside areas except for the athletic fields

Conference Meeting Rooms

Coordinate room schedule and billing for conference room

Coordinate room setup and tear down with facilities department

Information Desk

Coordinate Activities Calendar

Coordinate student assistant schedule

Maintain information kiosks and marquee

Student Handbook

Collect update information from all college and district areas

Work with Public Information Office to create design and layout of handbook

Work with Coordinator and the VPSS Office to insure accuracy and editing of the handbook

PART D: Facilities, Equipment, Materials and Maintenance

1. Discuss the effectiveness of the facilities, equipment, equipment maintenance, and materials for the program to meet its goals and focus. Include if they impact success and if they are accessible to all students.

Facilities, Equipment and Maintenance

We are currently housed in an office that is too small and does not provide privacy for one-on-one meetings with students or initial screening on students requesting mediation services. However, these issues should be resolved with the opening of the Student Support and Community Service Center (Student Union). The plans for the Student Union also include new computers, audio/ visual equipment for the conference meeting rooms and the acquisition of a computer kiosk and electric signage board to allow for greater dissemination of information to the campus community

Materials

Additional funds are needed for the printing of brochures for the conflict mediation program, community service and vending / free speech rules and regulations

Funding for the implementation of the Education Program Series and Conflict Mediation Program

Funding for the creation of the Resource Library in the Cultural Awareness Center

2. List projected needs.

The greatest projected need is in the area of staffing. Please see Part C, Question 3

Addition funds are needed for the printing of department brochures. See Part D, Question 1

Student Recognition and Awards Ceremony will need additional funding in order to improve Donor and Scholars Reception

A funding increase is needed to support the additional costs of outreach advertising for the Commencement Ceremony

3. Describe the use of technology in the program and discuss if technology is current and comparable to other college and business or industry.

The Student Activities Office uses technology in the follow ways:

- Development of the WebPages for the office, ASSC and SOCC.
- Banner to access appropriate student information screens.
- Currently working with the Admissions Office to develop an on-line graduation application.
- Planning for the Student Union includes using the Student Body Card as a key system for ASSC Offices. This would allow tracking of the use of the ASSC office and eliminate the need for keys which would improve the security in the building.

4. If appropriate, describe the support the program receives from industry. If the support is not adequate, what is necessary to improve that support?

Not applicable

PART E: Budget Request

1. What resources (staff, facilities, equipment and/or supplies) will be needed in the next six years?

The Student Activities Office is currently understaffed and needs additional staffing in order to provide the current services and to continue to develop programs that address the needs of the campus community. In January of 2007 the Student and Community Service Center is scheduled to open. The new student union will include the following: Associated Students Office, bookstore, Cafeteria, Cyber Café, Coffee Cart, Conference Meeting Rooms, Cultural Awareness Center, Game Room, Information Center and the Student Activities office. Additional staff will be needed to ensure that the service plan for the new building and the programs within it can be met. Please refer to Part C, Question 3

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Funding for the creation of the Resource Library in the Cultural Awareness Center

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2. If appropriate, discuss methods the program could share resources with other programs in the College and District.

Current plans are being review within the Student Services Division at this time.

PART F: Access

1. Discuss how and to what extent has this program contributed to expanding access to students.

The Student Activities Office has expanded access to students by creating various points of entry into the co-curricular program; Student Government, Student Clubs and Organizations, Conflict Resolution / Mediation Program. The staff is also developing materials that can be accessed through WebPages and continues to evaluate and improve upon traditional programs coordinated by the department (i.e. Commencement Ceremony, Student Recognition and Awards Program and the Student Handbook).

PART G: Student Satisfaction Survey

1. Summarize the findings of the student satisfaction survey for programs in Student Services.

Overall results of the student satisfaction survey were good but the number of students who responded was small, 23. The survey affirmed that students would like to see more culturally diverse programs on campus and that students should have strong representation in the shared governance process.

2. Indicate areas of improvement for the program.

Although students expressed that they understood what the Student Activities Office does the comments are the survey suggests that many students confuse the responsibilities of the Student Activities Office with the responsibilities of the Associated Students of Skyline College Governing Council and the programming of other areas of the Student Services Division. A majority of students also indicated that did not know how the funds from the Student Body Card fee, 57%, and Student Representation Fee, 78%, are used. The survey also indicated that 78% found the prices of the campus food service to be unreasonable.

3. Outline a plan for responding to student needs.

Results of this survey are being review with the ASSC Governing Council. The Coordinator is working with ASSC to help them develop a better outreach program to the student body. Creation of brochures that explain what the Student Body Fee and the Student Representative Fees are and how they are currently being used on campus is part of this process. More detailed information on WebPages and other printed material are options currently being considered to help improve communication of services provided by the ASSC Governing Council and the Student Activities Office.

The Student Activities Office is continuing to expand its access to students as follows:

Auxiliary Services

The Coordinator of Student Activities will continue to work with the District office to improve the quality and pricing of the food service on campus
Update outside vending / free speech material
Continue to evaluate Vending Commission Trust outreach and distribution process

Leadership Development

ASSC Governing Council and SOCC

- Creating an Advisor Manual
- Creating and Advisor's Round table / training
- Implementing and developing a Leadership Recognition Ceremony
- Create online access via webpage
- Work with ASSC to coordinate a campus wide training for student leaders

Community Service

- Develop and publicize opportunities for volunteers
- Develop database and resource library of available volunteer opportunities
- Establish an internship program with non-profit and government agencies
- Continue to explore the possibility of a certificate program
- Create an annual volunteer fair

Campus Life

Commencement Ceremony

Increase student participation through advertising campaign and online access

Conflict Resolution Program

Coordinate Peer Mediation Program

Recruit /train peer mediator program

Implement campus outreach program

Establish peer mediation class

Develop and maintain all publications for mediation program

Maintain database and confidential records of the mediation program

Work with administration, faculty, staff and students to incorporate peer mediation into the informal judicial process

Education Program Series

Develop an education program series that celebrates diversity and reflects the values and mission of the college

Implement and evaluate programming series

Cultural Awareness Center

Creation of resource library

Provide Diversity training for students, faculty and staff

Development of student based peer mentor program that focuses on student retention

Student Recognition and Awards Ceremony

Improve Donor and Scholars Reception create college host element to the program

Skyline College Program Review
Worksheet for Program Services and Performance

Weekly Student Contact Hours – WSCH

Report the 3 previous fall semesters with the most recent on the right.

Year	20	20	20
WSCH			

Please comment on program enrollment and expected trends.
(Counseling classes only)

FTE and WSCH/FTE (LOAD)

Report the previous 3 Fall semesters with the most recent on the right

	20	20	20	
FTE				
WSCH/FTE				

Please comment on the comparison of this program to College trends.
(Counseling classes only)

Total Program Contact Hours

Report data on program retention and success rate with the most recent on the right.

	20	20	20	
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Total Contact Hours				
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Student/Staff Ratios

Report data on program retention and success rate with the most recent on the right.

	20	20	20	
Ratios				
Total Student Headcount				

Retention and Success

Report data on program retention and success rate with the most recent on the right. Have these rates broken down by student types (i.e. age, ethnicity, gender)

	20	20	20	
Retention				
Success				

Please comment on the programs success and retention rate. Include factors that affect the rates and how college services are used to provide multiple avenues for student success.

Debriefing for Commencement Ceremony 2005

Attended: Sylvia Martinez, Theresa Tentes, Jerry Peel, Linda Ghio, Jim Herndon
Doria Bernard, Sherri Hancock, Judith Redwine, Amory Cariadus

Planning Meetings

- Comment(s): Bi-monthly meetings are needed but not for all of the members of the committee
Meetings were organized and effective
- Issue: Encourage more individuals to attend planning meetings.
- Suggestion(s): Have request come from supervisor
Develop tier meeting system similar to the one used in Student Services

Commencement Venue, Date and Time

- Comment(s): SSF Conference Center was nice space it contributed to the overall elegance of the event
- Issue: Cost of renting the space and the loss of 500 seats
- Suggestion(s): Hold the event at CSM if the gym is not ready by spring 2006
- Issue: Increase student, faculty, staff and community participation
- Suggestion(s): Change the date of the ceremony so that it does not conflict with the ceremonies at CSM and Canada
Change the date and time so that it does not occur during the holiday weekend

Event Program

- Comment(s): Persis did an impeccable job submitting data into a format that was easily incorporated into the program
Program cover was beautiful
- Issue: Listing of Matriculation Officer and EOPS Officer in Program – Other areas in Student Services are listed by departments.
- Suggestion(s) All areas of Student Services should follow the same format in the program
Next year include city of residence for each graduate

Commencement Rehearsal

- Comment(s):
- Issue: Review of names that are difficult to pronounce required a large block of time
- Suggestion(s): Submit one detailed graduate participation list to readers
If pace for awarding of the degree is similar next year there is time for the reader to clarify pronunciations of graduate's name before the name is called
- Issue: Needed more volunteers to help with facilitation of accepting the degree section of program
- Suggestion(s): Encourage volunteers to stay for the entire rehearsal.
Have volunteers come in shifts
- Issue: Increase student participation
- Suggestion(s): Conduct rehearsal at time when there are no finals
- Issue: Some graduates arrived early and had no place to go to because of the volunteer training that was taking place prior to the rehearsal
- Suggestion(s) Conduct volunteer rehearsal on a different date or earlier in the day
Have a greeter meet the students and begin distributing handouts
- Issue: Rehearsal was not held in the same venue as commencement. This contributed to additional nervousness for some of the participants in the ceremony (students and faculty)
- Suggestions(s): Overall the event went well but the committee may want to consider holding rehearsal at the actual venue for the event

Set up for the Commencement Ceremony:

- Comment(s): SSF Conference Center staff was very helpful
- Issue(s): Student Activities Office needs more dependable volunteers to help with set up

- Suggestion(s): Encourage professional staff to help – supervisors OK volunteer time, free lunch for volunteers
Pay student volunteers
- Issue: Placement of graduates – Some faculty, staff and students missed not being able to see the graduates on stage
- Suggestion(s): Hopefully the ceremony will be held on campus next year and this will not be an issue because the gym can accommodate a larger stage
Sit graduates on either side of the stage instead of in the audience – possibly on risers
If the gym is not available find a venue that will accommodate a larger stage
- Issue: People could not see the screens because of the audience members and lighting
- Suggestion(s): Dim the lighting and raise the screens

Parking

- Comment(s): There was plenty of parking but you had to park cross the street or at one of the neighboring hotels
- Issue: Distance of the parking area from the conference center was an issue for some
- Suggestion(s): Encourage students, faculty and staff to car pool or use public transportation
Work with SSF Conference Center on increasing the amount signage and its location
Designate spaces for members of the platform party and increase number of disabled parking spaces
Have a member of the Skyline College Security staff assigned to parking lot

Early Arrival of Guests

- Comment(s): People began arriving an hour before the doors were open to the public
Due to the limited seating guests arrived early in order to secure their seats for the event
- Issue: There were not enough “extra” tickets for the event
- Suggestion(s): Set a deadline for ticket pick up. If tickets are not claimed by graduate they will be redistributed to graduates on extra ticket list
Set up a Will Call Line for any last minute changes
- Issue: The weather was unpleasant and there was no holding area for guests
- Suggestion(s): Have volunteers arrive earlier
Open main lobby but make sure that guest do not enter platform party, faculty or graduate line up areas
Open the grand ballroom but make sure stanchions are in place and volunteers and security are stationed in key areas to prevents guest from sitting in reserved seats
- Issue: Guests who arrived early blocked the doors and would not let faculty, staff or volunteers enter the SSF Conference Center
- Suggestion(s): Have a separate entrance for graduates, faculty, platform party and volunteers
Use stanchions outside the center and have area closely monitored by security

Volunteers and Ushers

- Comments: Excellent group of volunteers that responded well to unforeseen circumstances
- Issue: Attire of the volunteers
- Suggestion(s): Student Activities Office needs the direct contact information for all of those interested in volunteering. This will ensure that volunteers are aware of the attire for the ceremony
A detailed description of volunteer duties and attire should be sent to volunteers
Volunteer training should happen prior to the commencement rehearsal
- Issue: Ushers sometimes blocked audience view
- Suggestion(s): Have reserved seats for ushers so they do not block the view of the stage
- Issue: Some volunteers were unable to eat before the ceremony
- Suggestion(s): Ask supervisor’s to release volunteers early
Provide food for volunteers prior to the ceremony
- Issue: Ushers need to be aware of individuals interfering with the video taping and blocking the view screens
- Suggestion(s): Place additional ushers or security staff in video and projection areas

Platform Party

- Comment(s):** Dinner was excellent
Review of Commencement Ceremony script went well.
- Issue:** There was a delay in distribution of invitations to VIPs
- Suggestion(s):** Add President's Office, specifically Administrative Assistant position to the Commencement Ceremony task list
- Issue:** Platform party instructions were a bit confusing to many changes
- Suggestion(s):** All communications should be date labeled
Student Activities Office needs to work in conjunction with the President's Administrative Assistant to ensure flow of information
- Issue:** Platform party was unsure of when to line up with faculty
- Suggestion(s):** Clarify during script review when platform party
Have person in charge of line up of faculty go get the Platform Party
Have a volunteer work with the Platform Party and keep track of time
- Issue:** Platform Party room needs to be unlocked in a timely manner
- Suggestion(s):** Have chief of security work directly with the SSF Conference staff
- Issue:** Platform Party appeared to be a bit confused about when they should begin the Recessional and who would lead
- Suggestion(s):** Review recessional order during script review
Provide an exit cue for platform party

Line up, Processional and Recessional

Faculty

- Comment(s):** Students were more orderly than the faculty during the processional
Some faculty members came across as if they were only at Commencement because it is required by their contract
- Issue:** Some faculty members appeared to forget Skyline's "Student First" philosophy
- Suggestion(s):** Assign a Dean to assist with line up of faculty
- Issue:** Faculty did not know the order of the recessional
- Suggestion(s):** Review the script with faculty during the line up
Have ushers cue faculty

Students

- Comment(s):** Students were organized and well behaved
More of the graduates need to attend Commencement Rehearsal
- Issue:** Missing hats and torn gowns
- Suggestion(s):** Have the Bookstore staff bring extra caps and gown for graduates to the commencement ceremony
Purchase higher quality gowns for the ceremony
Use rental gowns for the ceremony
- Issue:** Confusion regarding graduate line up
- Suggestion(s):** Appoint a head line assistant for the event. The head line assistant must be present at the volunteer information session and the Commencement Rehearsal
Create detailed line up sheet for line assistants
Meet with graduates with highest honors and choir members and go over their roles as line leaders. Head line assistant should also participate in this meeting
- Issue:** Guests where in the lobby during the processional
- Suggestion(s):** In addition to locking the outside doors the security staff and volunteers need to sweep the lobby and bathrooms to make sure that all of the guests are in the main ballroom
Place stanchions in the lobby that will prevent guest from cutting through the line of graduates
- Issue:** Coordination of the line up in the main lobby of the faculty, graduates and platform party at the beginning of the recessional needed to be more organized
- Suggestion(s):** Uses radios to cue line assistants, ushers and security staff
Set watches of the line assistants and review recessional start time

Music

- Comment(s):** I have heard the choir perform before and they were much better than their performance that evening
Soloists were very nervous and it affected their performance
The orchestration of the piece during the joint performance of the choir and band appeared out of sync
- Issue(s):** Students were disappointed that they did not get to march in to Pomp and Circumstance
The musical selections by the band and choir were not appropriate for the event
The soloists in the choir did not seem prepared
- Suggestion(s):** Have the Dean of Creative Arts and Social Sciences screen the pieces that will be performed at the ceremony
- Issue:** The attire for the band and choir was inappropriate for the event
- Suggestion(s):** Choir members should wear robes and band should wear business attire to complement the dignity and tradition of the event
Student Activities Office should clearly communicate guidelines for attire to Choir Director and Band Conductor in the beginning of the ceremony planning process
- Issue:** Start cues for the choir and band need to be clear and concise
- Suggestion(s):** Student Activities Office should meet with the Director and Conductor prior to event
Have radios for band and choir
Include participation in the Commencement Ceremony in the faculty contracts for the Choir Director and the Band Conductor
- Issue:** Band members began tuning their instruments prior to the recessional
- Suggestion(s):** All tuning of instruments needs to be done prior to the ceremony. If it is an emergency the musician should take care of the instrument and tune it off stage
- Issue:** The choir left the event before it ended
- Suggestion(s):** The Student Activities Office will review the expectations for the choir/ band performances during the early planning stages of the ceremony with the Vice President of Student Services, Dean of Creative Arts and Social sciences, the choir Director and the Band Conductor

Awarding of Degrees:

- Comment(s):** Name readers did an excellent job
The atmosphere at the SSF Conference Center added to the sense of tradition and dignity of the event
The Commencement Ceremony was elegant and dignified.
- Issue:** Correct pronunciation of graduates names
- Suggestion(s):** Have ESL professors continue to read the names of the graduates and offer them an honorarium for participating in the event
Vice President of Student Services can read the names but s/he will need to participate in the commencement rehearsal and have the appropriate tool set
- Issue:** Pace of the Awarding of the Degree
- Suggestion(s):** flexibility is important when determining the pace. Pace may need to change in accordance with the number of graduates participating in the ceremony.
- Issue:** Lighting was too bright it washed out projection screens and made the event less elegant
- Suggestion(s):** Have the lighting focused on the stage
Add funds to the budget to rent additional lighting for the stage area.
- Issue:** Reading of honors and other items
- Suggestion(s):** Let the students add if they were first in family to graduate or if they are an officer in the ASSC
- Issue:** Guests left the ballroom during the ceremony and began eating the food for the reception
- Suggestion(s):** Have security officer monitor the area
Have refreshments set up at a later time
Place stanchions in the main lobby area and tell guest who are leaving the ballroom that they must use the side exits
If guests leave the ballroom do not let them return

Issue: Guest were crowding the stage and the path of the graduates in order to take their own photographs

Suggestion(s): Set up a photo area for guests
Have aisles and stage monitored by security and volunteers

Issue: Graduates were uncertain of how to proceed across the stage after stopping to take their picture with the President.

Suggestion(s): Review during the line up how to proceed across the stage for those graduates who missed the Commencement Rehearsal
Conduct rehearsal at the actual event venue so students are more familiar with the layout of the ballroom and stage.

Other:

The committee should discuss the pros and cons of adding a guest speaker to the ceremony

The President would like to move her comments to the beginning of the program because the audience and graduates were distracted, preoccupied and ready to leave at closing (Vicki has assured me that she can be relied upon for brevity)

There is currently a tentative contract for the SSF Conference Center for the 2006 Commencement Ceremony. They will need to receive confirmation from the college by December 31, 2005

More volunteers and security staff are needed at the closing of the ceremony in order to prevent the theft of flowers and rental plants

Skyline College Debrief Student Recognition and Awards Ceremony Event meeting

Date & Time: 05/24/05, 11:00 a.m.

Location: room 1319

Present: *Cariadus, Amory; Chadwick, Karen L.; Hancock, Sherri; Elliott, Donna; Ghio, Linda; Corazon, Linda-Rosa; Kapp, Nick; Irber, Sandy; Beringer, Connie; Harshman, Gunilla; Redwine, Judith; Movsesova, Eleonora*

Other Input Received: Taylor, Phyllis; LaBerge, Georgi

Purpose of Event

1. Recognize students who have earned honors and scholarships
2. Acknowledge scholarship donors, connect donors with scholarship recipients, and promote the giving of scholarships

Planning

VP Student Services has the overall responsibility for coordinating this event

Committee needs to meet frequently; task assignments need to be clear; e.g., who will personally contact platform party members ahead of time; more work needs to be completed outside of the committee meetings but accountability reports provided in the meetings

Emcee needs to be included at least four weeks earlier in the process and to have a chance to go over pronunciation of names prior to the event

The platform party members need to be fully informed with respect to their individual roles several days in advance; this will require individual, personal contacts

Actual scripts need to be developed for the platform party; different from the descriptions used in 2005

Identify a person to deal with logistics as there were problems with college facilities and the caterer completing their work on time in 2005; the logistician needs to participate in the planning meetings; assigned to Student Activities Coordinator

VPSS needs to see to it that Deans get names to Financial Aid on time

VP Instruction/VPSS need to provide clear guidelines re: inclusion on Honors, Deans' list; requirements for part time students; which semesters are to be included in the printed program

Event should be scheduled on or after 5/19

Invitations/Printed Program

Change the title of the 2005 reception to "Donors and Scholarship Recipients"

Avoid adding inserts to the printed program

Program contained errors that should have been caught; need to ensure that program content is checked before it goes to print; need to clearly identify the person(s) responsible for final proofing

Program looked attractive

Invite Foundation Board, Board of Trustees, Chancellor to the reception and ceremony; use RSVP's so they can receive a table assignment; it should look like we knew they were coming

Reception before Ceremony

Food needs to be delivered earlier; if still using Fresh and Natural, be alert since they have not been timely for this event. (May have to use them since they donate part of the cost of the food.); need to identify college persons who will take covers off food; food needs to be ready for buffet at start of reception; food could be lighter.

Gallery is a good venue

Follow up with Facilities to ensure that the room is set up early; there were problems with this in 2005

Development Office working with Financial Aid prepares a list of donors and their scholarship recipients; all staff attending the reception should have a copy; assign a staff member to "host" each donor for entire event; Development Office briefs staff individually on the donor they are to host several days before the event; assign donors and their scholarship recipients to the same table for the reception; as people come in they learn their table number; goal is to connect as many donors with recipients as possible

Have check in list at the door

Have usually had 40 – 50 donors attend; this includes their guests (?)

Think about using different color-name tags with ribbons for college staff, donors, scholarship recipients (scholarship students are the only students who come to the reception??)

Begin the food immediately; President/Foundation Director begins program wherein each donor is acknowledged and stands at place (in the interest of time) to be recognized; President/Foundation Director says a few words about the scholarship donors

Due to lack of space, staff attending will probably need to be limited to only those who will be assigned to host donors; staff needs to know why they are not invited to the reception

Invite Foundation Board, Board of Trustees, and Chancellor to the reception, and ceremony

Ceremony

Have clear roles for the platform party, emcee, academic and classified participants, etc.

Consider having Chancellor on the stage? Say a few words?

Have full lighting in the theater; consider renting some potted plants for the stage

Seat donors in one section; seat all students receiving scholarships in one section close to the stage

College "hosts" guide donors to designated seating area

Platform party has a script outlining who does what when so that the ceremony flows smoothly; have the names of platform party on chairs; have platform party assemble on stage a few minutes before the ceremony and go over the ceremony with them

Timing needs to be regulated so that one student is on the stage at a time, announcing of name coincides with the one student on the stage, and there are no gaps;

VPSS works with Academic Senate to select an appropriate faculty member to emcee; emceeing this event has to be done well as it reflects upon the college

Take more time with the Honors Medallions

All names of Scholarship recipients, Dean's List, Honors, and Phi Theta Kappa students should be read, even if not in attendance (might want to revisit this since their names are printed in the program); have all Phi Theta Kappa students stand at one time

Liked the participation of faculty and student body president

Post Ceremony Reception

Seemed to work well

Debriefing

Great for continuous improvement

Outline of the 2005 program:

- a) Welcome
- b) Keynote
- c) Scholarship Presentations
- d) Division Scholarships and Awards
- e) Academic Achievement Recognitions
- f) Phi Theta Kappa Special Award
- g) Remarks
- h) Scholarship Recipients
- i) Skyline College Department/Division Scholarships and Awards:
 - Social Science and Creative Arts
 - Instructional Technology and Resources
 - Science, Math and Technology
 - Language Arts
 - Talisman
 - Special Scholarships and Awards
- j) Special Thanks to Scholarship and Honors Celebration Planning Committees

Special Assignments (Revised to include modifications from 2005 Debriefing)

Academic Senate

- work with VPSS office to find Master of Ceremonies
- notify Faculty of upcoming event and encourage their participation

Development Office

- get (if donated) or buy flowers
- review and edit event program
- send invitation to Foundation, Present's Council and Board of Trustees; keep track of RSVPs for VIP group and limit staff attending to only those who will be assigned to host donors; inform other staff why they are not invited to the reception
 - work with Financial Aid Office to coordinate guest list and name tags
- create script for Pre Reception
- assign staff host to each donor attending; and prepare staff individually to host Donors
- create seating arrangements for Pre Reception
- work with Financial Aid to seat recipients with donors
- coordinate check in and seating at Pre Reception

Financial Aid Office

- coordinate scholarship notification
- create name tags using database provided by Development Office, VPSS office and the Student Activities Office
- assemble and distribute name tags

- maintain guest list
- review and edit event program
- turn in ribbon count to the Student Activities Office
- send invitations to Donors and Scholarship winners
- take responsibility for final edit of event program

Marketing Office

- create event program
- send out campus notification via email
- work with Development Office and Financial Aid Office on event program edits
- send out district notification via email
- coordinate publicity photography

Student Activities Office

- reserve room; submit floor plan and work with facilities on pre reception, stage, and post reception set ups
- coordinate decorations
- organize on time catering for the reception
- recruit and train volunteers for event
- order ribbons for the different color-name tags
- submit staff and Faculty nametag database to Financial Aid Office
- flowers (if donated)
- assign videotaping and photography
- design invitations for all campus and VIPs
- develop actual scripts for Platform Party
- prepare each member of the Platform Party for his/her role

VPSS Office

-overall coordination of the entire event

- obtain rosters from Deans, program coordinators and organization advisors
- send student invitation letters
- assign the person(s) responsible for final proofing of the program's master copies before sending to the publisher and to the printing
- create Honor Recognition Posters
- assist SAO with decorations
- send invitations to District Office, administrators and Board
- send student roster for ribbons to Dean of Enrollment Services
- coordinate process of clarification for the Dean's List students' selection criteria for full/part-time students
- work with VP Instruction to develop clear guidelines for inclusion on Honors and Deans' Lists, for part-time students' inclusion and which semesters to be included in the printed program
- work with Academic Senate to select emcee
- conduct a debriefing of the entire event with all those involved within a few days of the event