Annual Program Review Update
*Be sure to include information from all three campuses.

Program: Residential Life 2008-2009  Date:  9-18-08

Name: Robert K. Ekholdt  Email/Phone: robert-ekholdt@redwoods.edu, (707) 476-4398
(Lead Contact) Robert k. Ekholdt

1. State your program’s mission and it’s relation to the mission of the college.

   Mission: Residential Life maintains and supports a learning community.

   Goal: To support the College’s retention efforts.

2. Program Changes

   Have there been any changes in your program or area since your last Program Review?

   No __XX__ (go to next question)
   Yes ____ Describe the changes below:

3. Program Trends

   If applicable, describe how external or internal changes are impacting your program and describe efforts within your area to address these impacts. Include supporting data from Institutional Research or other sources in your discussion.

   At this time no formal connection to Institutional Research is maintained as the Residence Halls is not using the Datatel system to input data. Using Datatel in the future will allow us to be better connected to the rest of the campus’s information collection. We will be dedicating time to study how to use the Datatel Residence Hall System and participating in Datatel Residence Hall Workshops as needed.

4. Budget Resources

   List your department’s budget for the following categories in the table below. Restricted funds have a sponsor/grantor/donor (federal, state, local government, etc). The funds are restricted by the sponsor/grantor/donor. Everything else (including action plans) is unrestricted.

<table>
<thead>
<tr>
<th>Category</th>
<th>Unrestricted Funds</th>
<th>Restricted Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply and printing budget</td>
<td></td>
<td>07-08</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office Supplies - Budgeted $2,000/ Actual $316.33,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Warehouse Supplies - Budgeted $1,000/ Actual $491.18,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Printing - Budgeted $2,000, Actual</td>
</tr>
<tr>
<td>Category</td>
<td>07-08 Description</td>
<td>08-09 Description</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Equipment replacement and repair budget</td>
<td>07-08 Equipment Replacement Budgeted $12,500/ Actual $9,133.38, Building Repair</td>
<td>08-09 Equipment Replacement Budgeted $13,700/ Actual $8,461.36 $175,500, Actual</td>
</tr>
<tr>
<td>Professional Development</td>
<td>07-08 Staff Development Budgeted $0/ Actual $427.00, Staff Travel Budgeted $3,000/</td>
<td>08-09 Staff Development Budgeted $2,000/ Actual $344.00 to $1,599.05, Staff Travel</td>
</tr>
<tr>
<td>Work-study funding</td>
<td>07-08 Budgeted $0, Actual $19,688.70</td>
<td>08-09 Budgeted $0, Actual $7,992.06 to $1,699.05</td>
</tr>
<tr>
<td>Additional Budget Items</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (i.e. Collections)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Is the funding for these areas adequate?
An increase in Equipment replacement should be considered as we replace mattresses, blinds and furniture when necessary at the end of each year. The 07/08 expenditures for mattresses and blinds alone came to $9,133.38. An expenditure of the kind at this time would put us well over the budget allocated for the 08/09 year.

Funding for work-study positions at the Residence Halls must be put into the Residence Halls allocated budget of approximately $20,000. An average of approximately $18,573 per year has been used for work-study positions from 04/05-07/08.

If not, describe the impact of unaddressed needs on your program outcomes and ability to serve students and the community.

Failure to increase the Equipment Replacement Budget would stop us from replacing worn-out mattress, blinds, furniture, etc. This would create poor living conditions in the Residence Halls which would be unacceptable in our support for student success here at College of the Redwoods. The need for a well maintained living and learning environment is of high priority.

Lose of work-study funding would eliminate all Resident Assistant positions a vital part of the Residence Hall staff.

5. Staff Resources

Complete the Classified Staff Employment Grid below (please list full- and part-time staff). This does not include faculty, managers, or administrative positions. If a staff position is shared with other areas, estimate the fraction of their workload dedicated to your area.

<table>
<thead>
<tr>
<th>Staff Employed in the Program</th>
<th>Assigned Area Associated Students - Co Advisor</th>
<th>Full-time staff (classified and management) (give number)</th>
<th>Part-time staff (give number)</th>
<th>1 – half time</th>
<th>Gains over Prior Year</th>
<th>Losses over Prior Year (give reason: retirement, reassignment, health, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

Do you need more full-time or part-time classified staff? If yes, explain why.

Possible need for increase in classified staff as the office of Residential Life continues to increase duties with Student Government, Clubs and Campus Life activities. We will need to dedicate more time towards these activities for planning and supervision of activities both on and off campus.

6. Work study Resources

<table>
<thead>
<tr>
<th>Work study students employed in the program</th>
<th>Assigned Area Residential Life</th>
<th>How many? (give number)</th>
<th>“Type” of workstudy(federal, Calworks, EOPS) District</th>
<th>Gains over Prior Year</th>
<th>Losses over Prior Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Residential Life</td>
<td>5</td>
<td>District</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Do you need more work study student help? No If yes, explain why.
7. Facilities and Technology

Are facilities adequate for achieving the outcomes of this department/program? ( ) Yes  (XX ) No

If No was checked, complete the following grid for each space that does not meet the needs of this department/program:

<table>
<thead>
<tr>
<th>List space (classroom, instructional, office) name/number: Residence Halls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check if any of the following are not adequate:</td>
</tr>
<tr>
<td>(XX ) ADA access</td>
</tr>
<tr>
<td>The Residence Halls should be assessed for ADA compliance with both State and Federal regulations.</td>
</tr>
<tr>
<td>(XX ) Ventilation / room temp</td>
</tr>
<tr>
<td>Residence Halls’ Computer Lab becomes excessively hot when in use.</td>
</tr>
<tr>
<td>(XX ) Number of seats / work stations</td>
</tr>
<tr>
<td>Technology (computers, projectors, internet)</td>
</tr>
<tr>
<td>Internet problems continue and a need for ongoing planning for equipment replacement is a necessity. The need for regular scheduled maintenance for the computer lab at the end of each semester. Increased number of video cameras is needed for security</td>
</tr>
<tr>
<td>(XX ) Other (briefly describe):</td>
</tr>
<tr>
<td>The Residence Halls has not been upgraded for an extended period of time and for this reason has need for extensive physical repair; roofs, rain gutters, carpets, bathrooms, showers, vanities, lighting inside and outside of rooms, painting, heating systems, change windows to double pane, etc..</td>
</tr>
</tbody>
</table>

Describe the specific action and estimated cost (if available) to make this space adequate for your needs:

**Technology** – Working with Tech Support to make changes needed with the internet equipment (cost estimate $11,500-$22,000 may be more, increased cost for band width of approximately $377.00/month = $4,524/year)

1. Work request – Internet Problems 11-5-08
2. Email – Internet Problems, waiting for quote for new equipment 9-17-08, 9-9-08, 9-5-08
3. Work request – Internet Problems 9-8-08
4. Work request – Internet Problems 9-3-08
5. Email - Tech Support notice Internet access problems at Residence Halls 9-3-08
6. Work request – Internet Problems 8-28-08
7. Work request – Internet Problems 8-27-08
8. Email – Internet Problems 8-27-08, 8-26-08
9. Work request – Internet Problems 8-2-08
10. Email – Internet Problems 8-6-08
11. Email – Internet Problems 8-4-08
12. Email - Request for quotes for more video cameras and new computer lab computers
13. Work Request – Internet Problems 2-4-08
14. Work request – Internet Problems 10-7-07
15. Email – Internet problems 8-24-07
16. Work Request – Internet Problems 8-16-07
17. Email – Internet Problems 1-19-07
18. Email – Internet Problems 12-14-06
Internet problems have been ongoing since the 06/07 academic year as seen in the above work requests and emails. A repair for this problem is needed as quickly as possible so residents have reliable internet access. This will help with students’ academic success. As many faculty use the internet for communication with students providing them with assignments and tests online.

The Residence Halls need the ability to scan materials on to computer systems. Some materials are Residence Halls’ contracts and Discipline files. An imaging system for the campus is needed so discipline records can become part of students’ permanent records.

Firewall Installation Completed – March 9, 2008
Security Cameras Installed – April 14, 2008
(Additional Video Cameras – Estimated cost $25,000)

**Maintenance Department** –

A short term and long term maintenance plans must be created so the necessary repairs are completed in a timely manner and a financial commitment to the repairs necessary at the Residence Halls must be made. The Residence Halls has little down time so repairs, custodial services and painting of the facilities must be down quickly and efficiently. There have been times due to the lack of staff the Residence Halls painting needs have been deferred. The necessity to provide a clean and attractive facility is of great importance as it instills pride and a sense of responsibility in maintaining the facility to the residents that live here.

Safety issues

There is a need for increased security cameras around the Residence Halls as many areas are difficult to see. Improving lighting for student’s safety is must and lighting must be examined for helping cameras ability to see at night. The ability for Security to view security cameras in real time at the Security Office and for searching for incidents must be a priority for the safety of all students and for investigating incidents. Need for an emergency communication system must be considered, a minimum of an alarm sound or intercom/loud speaker system for quick communication about campus violence or natural disaster should be looked into for the Residence Halls and for the campus. Carbon Monoxide Detectors for each room should be considered as further safety considerations as we have had natural gas leaks in rooms in the past. Rain gutters must be replaced or water diverted from the upper Mendocino Hall deck as the deck becomes very slippery when wet. Part of the rain water diversion has occurred but the project is incomplete. Fire control sprinkler systems should be considered in the future for residents’ safety.

Del Norte Hall may be in violation of California Fire Code Section 703 – All doors within residence halls must remain closed unless someone is entering or exiting the room. Automatic door closing systems must be installed for Del Norte Hall to come into compliance. The window in upper Del Norte may also need to be changed to be automatically closing. Mendocino Hall may be exempt from this fire code as its doors exit directly to the outside of the building. This information was faxed to maintenance and discussed with the Assistant Director of Maintenance on 7-18-08.

Estimated costs of Upgrades
Asbestos abatement - $600,000
Automatic door closing system for Del Norte Hall - $12,600
Bathrooms refurbished - $160,000
Blacktop repair - $100,000
Carbon Monoxide Detectors - $2,520
Carpet replacement - $108,000
Computer room Ventilation put in - $2,500
Double pane windows - $111,000
Earthquake retrofit - $1,000,000
Fire Control Sprinklers - $1,000,000
Heating system replacement - $130,000-$260,000 (Depending on energy efficiency)
Lighting inside rooms - $16,800
Roofs and Rain gutters - $600,000 (Additional costs having to do with earthquake retrofit must be added)
Upper deck of Mendocino Hall repair - $24,000
Vanities, sinks and faucets - $84,000
Video Cameras for security - $25,000

Total cost for items listed above: $4,106,400

If applicable, list the average number of discipline/program sections scheduled in this room each semester, and the total number of students enrolled in these sections.

Sections: N/A | Students: 155

8. Equipment (See Facilities Section 7)

Is the available equipment adequate to achieve the outcomes of the department/program?
() Yes    () No

If No was checked in Item 8, complete the following grid for each piece of equipment being requested for this department/program:

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Approximate Price</th>
<th>Number of students using equipment each semester (if applicable)</th>
<th>Describe how the equipment allows achievement of program outcomes</th>
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<tbody>
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</tbody>
</table>

Equipment Repair (See Facilities Section 7)
Is the equipment used for your department/program in need of repair, which is outside your current budget allotment? This does not include classroom specific equipment repair described in the facilities section. ( ) Yes ( ) No

If Yes was checked, provide the following information to justify a budget allotment request:

<table>
<thead>
<tr>
<th>Equipment requiring repair</th>
<th>Repair Cost / Annual maintenance cost</th>
<th>Number of students using equipment each semester (if applicable)</th>
<th>Describe how the equipment allows achievement of program outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

9. Faculty Resource Needs (If applicable) N/A

If applicable, complete the Faculty Employment Grids below (please list full- and part-time faculty numbers in separate rows):

<table>
<thead>
<tr>
<th>Discipline Name (e.g., Counseling, EOPS, Library)</th>
<th>Total Load for fall 2007 term</th>
<th>% of Total Load by Full-Time Faculty</th>
<th>% of Total Load by Part-Time Faculty</th>
<th>% Change from fall 2006</th>
<th>% Change from fall 2005</th>
<th>Explanations and Additional Information (e.g., retirement, reassignment, etc.)</th>
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</thead>
<tbody>
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</tbody>
</table>

a. If you are requesting a full-time faculty position develop an attachment to this report that addresses the following criteria (as listed in AR 305.03)
   • The ratio of full-time to associate faculty
   • Current availability of associate faculty
   • Relation to program review recommendations
   • Effect on diversity of the faculty
   • Effect on academic offerings and ability to serve students and the community
   • Effect on the vitality and future direction of a program and/or the college
   • Effect on student learning

b. If your Associate Faculty needs are not being met, describe your efforts to recruit Associate faculty and/or describe barriers or limitations that prevent retaining or recruiting Associate Faculty

10. Learning Outcomes Assessment Report
List all expected program-level outcomes, whether you have completed the assessment loop or not. For each outcome, identify the means of assessment and the criteria for success. Summarize the data that have been collected in the ‘Assessment Results’ column. If no data have been collected and analyzed for a particular outcome, use the ‘Assessment Results’ column to clarify when these data will be collected and analyzed. In the fourth column, indicate how the assessment results are being used to improve the program.

<table>
<thead>
<tr>
<th>Program Outcomes (may be operational for some student service and administrative areas)</th>
<th>Means of Assessment and Performance Criteria</th>
<th>Assessment Results Summary</th>
<th>Use of Results</th>
</tr>
</thead>
</table>
| Conduct a needs assessment to identify services and programs that may positively impact residence hall student success | Work with Institutional Research to create a survey to measure student knowledge of services available and there use of services. Create focus groups to ask students about their knowledge of services available and how we can improve letting students know about services available. View students GPAs for each semester and the number of units attempted and completed to look for overall improvement. | Percent of students below 2.0 GPA for semester or below 12 units:  
- **Fall 07** – Low GPA 5%  
  Low units 13%  
  Both low GPA and Units 45%  
  Total: 63%  
- **Spring 08** – Low GPA 3%  
  Low units 18%  
  Both low GPA and Units 41%  
  Total: 61%  
- **Fall 08** – Low GPA 5%  
  Low units 12%  
  Both low GPA and Units 42%  
  Total: 59% | Guide students to needed services. Provide workshops and seminars. |
| Improve residential life environment through the development of a financial plan and maintenance timetable. | Improved physical environment, maintenance timetable created, and Resident student Satisfaction survey | Satisfaction Survey: Condition of student housing, 47.9% satisfaction | Create a yearly maintenance timetable and make a financial plan to allow for regular Residence Hall improvements |
| Provide meaningful programing | Listings of seminars and workshops: Counseling, Financial Aid, Scholarship, Student Satisfaction Survey | Satisfaction Survey: Residence Halls Activities, 50.7% satisfaction | Improve program offerings and improve satisfaction. Increase student participation in program development and give students leadership opportunities |

List all course-level student learning outcomes for which some assessment activity (assessment, analysis, or use of results) has taken place since the most recent program review, and complete the table below as appropriate

<table>
<thead>
<tr>
<th>Student Learning Outcomes (course-level)</th>
<th>Means of Assessment and Performance Criteria</th>
<th>Assessment Results Summary</th>
<th>Use of Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>To acquire knowledge of resources</td>
<td>Improved semester grades and improved unit load attempted to</td>
<td>Percent of students below 2.0 GPA for a semester or</td>
<td>To assess the need for increased services in the</td>
</tr>
</tbody>
</table>
unit load completion ratio for each semester. Better understanding of financial aid which will provide for reduced late payments below 12 units:

**Fall 07**
- Low GPA 5%
- Low units 13%
- Both low GPA and Units 45%
- Total: 63%

**Spring 08**
- Low GPA 3%
- Low units 18%
- Both low GPA and Units 41%
- Total: 61%

**Fall 08**
- Low GPA 5%
- Low units 12%
- Both low GPA and Units 42%
- Total: 59%

Residence Halls in the areas of academics, financial aid and counseling.

<table>
<thead>
<tr>
<th>Improved students understanding of cost of Residence Halls and tuition.</th>
<th>Increased retention and reduced unpaid debt.</th>
<th>Will work with Institutional research to develop a Survey to assess new resident’s understanding of the costs associated with attending College of the Redwoods and living in the Residence Halls. Develop survey for use in Fall 2009./Spring 2010.</th>
<th>To assess the need for first contact financial advising.</th>
</tr>
</thead>
</table>

Discuss the extent to which part-time faculty (if applicable) have been involved in the dialogue about assessing student learning outcomes: N/A

**11. Curriculum Update (if applicable)  N/A**

Identify curricular revisions and innovations undertaken
- a. in the last year.
- b. planned for the coming year.

Complete the grid below

<table>
<thead>
<tr>
<th>Course</th>
<th>Year Course Outline Last Updated</th>
<th>Year Next Update Expected</th>
<th>Was the course added or deleted?</th>
</tr>
</thead>
</table>

If the proposed course outlines updates from last year’s annual update (or comprehensive review) were not completed, please explain why.

**12. Communication**
Are the current lines of administrative, faculty, and staff communication adequate to meet the needs of this department/program? Describe representative example of effective or ineffective communication.

The lines of communication between the Residence Halls and administration are very good as Student Services’ Directors meet regularly with the Vice President of Student Services or his designee to discuss any issues that may come up concerning the College.

Since the elimination of early alert the connection between the Residence Halls and faculty is now missing as we have no knowledge of students’ grades or attendance. This connection though small was critical in our attempt to help students find the necessary counseling or services for their success. Without early alert there is no way to evaluate the relative success of students early enough in a semester to send them in the direction they need for assistance. Many students being away from home for the first time have difficulty requesting the help they need and early alert was the one place to help those students get some guidance that they wouldn’t otherwise receive.

13. Action Plans

List any action plans submitted since your last annual update. Describe the status of the plans. If they were approved, describe how they have improved your department/program.

N/A

14. Department Goals Report

List goals the department will attempt to accomplish in the next three years. Each year, you will be asked to update the Goals Report to make adjustments to the goals the program enters this year.

<table>
<thead>
<tr>
<th>College Strategic Plan Goal</th>
<th>Division Goal</th>
<th>Department Goals FY2008-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal 1: Enable student attainment of educational goals.</td>
<td>Provide research based learner-centered services that support access and student engagement from matriculation to goal attainment.</td>
<td>Department Goal: Support the College’s efforts to increase enrollment and insure student college success/retention.</td>
</tr>
<tr>
<td>Objective 1.1: Reduce barriers to persistence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goal 5: Ensure student access.</td>
<td>Participate in creation and implementation of a comprehensive integrated enrollment management plan.</td>
<td></td>
</tr>
<tr>
<td>Objective 5.2: Enable degree and certificate completion in a</td>
<td></td>
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</tr>
</tbody>
</table>
timely manner.

Objective 5.4
Improve K-12 outreach

Objective 5.5:
Increase programs for senior citizens.

Objective 5.6
Increase distance and online educational opportunities

Objective 5.7:
Reduce or remove financial barriers for students

15. Quality Improvement Plan (QIP)

The QIP is intended to assist the program in thinking and planning for a minimum of the next three years. Many factors that influence the implementation of the department/program’s plans can and do change over time. Each year, you will be asked to update the QIP to make adjustments to the plans the program enters this year.

Because this document will be used to inform planning processes, it is very important that all the requested information be provided. The form has been designed to elicit the information needed for this process. Each “block” on the form is for a single recommendation; thus, the department/program should complete all the fields for each of the recommendations.

**Quality Improvement Plan**

<table>
<thead>
<tr>
<th>Category</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department Goal the Action is Connected</td>
<td>Department Goal: Support the College’s efforts to increase enrollment and insure student college success/retention.</td>
</tr>
<tr>
<td>Recommendation Number and Title</td>
<td>N/A</td>
</tr>
<tr>
<td>Planned Implementation Date</td>
<td>Revised to 2009</td>
</tr>
<tr>
<td>Estimated Completion Date</td>
<td>Action/Tasks</td>
</tr>
<tr>
<td>---------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>On-going</td>
<td>Action Plan:</td>
</tr>
<tr>
<td></td>
<td>1. Work with Counseling to develop student skills workshops, crisis counseling, and substance abuse counseling.</td>
</tr>
<tr>
<td></td>
<td>Crisis counseling was funded from August 2007-Oct 2008, but affect of this counseling service is unknown directly. Information has been provided from the counselor that a large number of Residence Halls’ students have been seen by the counselor. The actual total number of students is unknown. This position is no longer funded at this time. Though statistics are not clear on the number of residents assisted by the crisis counseling services there are many issues that students living in residence halls face. They range from homesickness, roommate issue, relationship breakups, substance abuse, alcohol abuse, high blood pressure and obesity.</td>
</tr>
<tr>
<td></td>
<td>Student Skills – The Residence halls continues to have a high rate of students with less then a full load by the end of the semester or have a GPA less then 2.0. An increased need for one on one academic counseling as well as group counseling at the Residence Halls is needed. Workshops on services available on campus are also needed.</td>
</tr>
<tr>
<td></td>
<td>2. Develop a financial feasibility plan and a maintenance repair timetable.</td>
</tr>
<tr>
<td></td>
<td>3. To support the 1 week pre-collegiate orientation/bridge</td>
</tr>
</tbody>
</table>

| Measure of Success/Desired Outcome | To improve the retention of students from Fall to spring semester and to improve the unit load completion and cumulative grade point average at the end of each semester of each student resident |

| Estimated Cost(s) | 1. $24,000 |

<p>| Who is responsible? | Dean Student Development Melissa Green, Vice President Student Services and Learning Support Dr. Keith Snow-Flamer |</p>
<table>
<thead>
<tr>
<th>Consequence if not funded</th>
<th>Possible affect if the plans are not funded are as follows:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Crisis counseling – Without crisis counseling students’ retention may be reduced.</td>
</tr>
<tr>
<td></td>
<td>2. Feasibility plan / Maintenance Time Table – Major repairs will be delayed</td>
</tr>
</tbody>
</table>

| External Accreditation Recommendations (if applicable) | |
|--------------------------------------------------------|