

12. Hire a full-time staff person who is experienced in student conduct, including trainings, intervention programs, peer education programs, and community standards.

How does the program mission tie into the Student Services' and institution's mission?

The College of Marin espouses that students will learn in an environment that provides access for historically underserved and represented populations, and one that is “supportive” and “that promotes social and environmental responsibility.” Additionally, the College has committed to offering options for students to develop skills for transfer to a four-year institution, career, lifelong learning, and community and cultural enrichment.

SAA is the branch of the College that offers students the opportunity to engage and learn beyond the classroom (Student Activities) and also understand accountability, responsibility to self and others, as well as, constructively learn from ones actions (Conduct). While multiple areas in the College provide opportunities, SAA considers the leadership development and skills that come with involvement with clubs, programs, events, and workshops, and ASCOM. Examples include serving as an officer in a club, or designing and implementing an event. These opportunities allow for students to gain valuable skills that can be translated to the four-year college experience and/or profession. The dialogue and interaction that students have across identities and cultures in clubs, at events, and/or as participants in sessions, such as the Student Success Speaker Series, encourage students to gain insight and tools that are necessary in a society where individuals are more conscious and mindful of working effectively across different identities.

Briefly describe the program and services it provides in order to achieve its goals and SLOs?

Programs and services that are currently offered that achieve the Student Services SLOs (listed below) include the Student Success Speaker Series - a series of sessions offered weekly about topics that affect student success, such as overcoming math anxiety, support services for homelessness, healthy relationships, balancing academic and personal life, and tips and tools for effective study habits. This series is collaborative in nature with presenters from different College offices and programs, as well as, community partners in the greater Marin Country.

In addition, the Office provides online resources for free tax aid, legal services, shelter and food pantry services in the Bay Area, and offered a Tax Preparation Saturday event on February 27, 2016. The Road to Success and Welcome Week events also provide students with the opportunity to engage with faculty, staff, and programs to get connected with over 18 different services and departments present. 230 students participated in the fall 2015 event and of this group 112 filled out an evaluation about their experience. Approximately 97% shared that they strongly agreed or agreed that the information at the Road to Success was helpful and 98% shared that they strongly agreed or agreed that they better understand the services and

resources available to them at COM as a result of their participation. All services, programs, and resources were named when students were asked about which ones they would take advantage of, and EOPS, Tutoring, Drama, the Library, and Transfer Services were especially highlighted by the students.

Considering the community college system wide push and the Colleges commitment to **equity**, the programs and services outlined here work to enhance **access** for historically underrepresented students to effectively gain tools and exposure to plan for their semester and future goals - career preparation and or transferring. ASCOM also serves an important role in encouraging student involvement, skill development, and leadership development through ClubFest, connections to Participatory Governance, and the Inter Club Council (ICC).

Finally, the Conduct process is a healthy avenue for students to practice self-advocacy and self-initiative because of the educational approach that is used to support students in understanding behavioral responsibility and accountability. The intervention based model that is in place where students are outreached to and met with by an academic counselor, psychologist, health services, conduct officer, or dean is grounded in the goal of **student success**. During successful outreach meetings, students are provided with guidance and coaching, including recommendations for a myriad of appropriate resources and support – at the College and at times in the community - to get them back on track to degree completion or transferring.

Between July 31, 2015, and March 28, 2016, 127 COM Care reports were filed by faculty and staff. 78, however, have required follow-up and a large portion have been categorized as “disruptive behavior” (approximately 31%) or “other” (approximately 35%), which often times warrant a follow-up for psychological/mental health concerns and or homelessness. Additional concerns that have been steady include “social adjustment,” “mental health,” and “academic concerns in class or on assignments.” Additionally, approximately 38 incident reports have been reviewed and responded to between July 31, 2016 and March 28, 2016. Outcomes include “not responsible,” written reprimand, educational sanction (ex. Reflection letter), or long term suspension (five students).

It is important to note that the majority of cases of the 127 COM Care reports and 38 incident reports have intersected with students exhibiting or demonstrating serious mental health concerns. These cases require weekly attention, primarily by the Office of Student Activities & Advocacy, COM’s Psychologist Dawn Cureton, and Student Accessibility Services. On average, the Director of SAA spends 12 – 15 hours on Conduct. This does not include the need to review policies and procedures, updates to the COM Care system, or inputting files and documents from meetings with students, and email correspondence with faculty/staff/students.

While the Office strives to meet the Student Learning Outcomes for every student, it is critical to include that there are significant challenges and barriers when there is limited staffing in the