

2024 Non-Instructional Program Review

Reviewing 2022/23 Academic Year



Program/Department: Student Life
Completed by Austin Stephens

1. Please provide your position and department:

Student Life Coordinator - Student Services/Student Life

2. Please identify the non-instructional program you are reviewing.

Student Life

3. Describe how your department supports the vision, mission, and beliefs of Lake Tahoe Community College.

The Office of Student Life is directly integrated into the core of Lake Tahoe Community College, providing support on all levels, from students (new, returning, and prospective), to visitors, staff, and faculty. Student Ambassadors work directly with the campus population to help ensure a streamlined and stress free time at LTCC. Our department supports the initial and ongoing student experience in the form of day one enrollment support, from class registrations, CCCApply, and financial aid applications, to a wide variety of campus events, workshop opportunities, and student clubs. Nearly all campus departments have a direct connection to our office in one way or another, whether through collaborative events, Graduation, or other large and small scale campus activities. Our office continually strives to improve upon and expand diverse opportunities for our student population(s) and continues to expand outreach efforts in collaboration with HSI, SAS, and Equity to increase student recruitment and retention especially for traditionally underserved populations.

4. Do you have a **supervisor approved** alternative for this Annual Program Review? If so, please be prepared to upload the approved alternative, as a PDF, in the next prompt.

No.

5. What are the major strengths of your department?

Our biggest strength has been the rapid growth of student engagement between the Office of Student Life and the general student population over the last year. We have noted a large increase of on campus participation at nearly all student focused events compared to recent years. The new generation of Student Ambassadors have proven to be a crucial piece in building and continuing these campus connections as they help bridge the gap between students and support staff on campus and have been great in terms of student club recruitment, reviving three previously vacant clubs, and contributing numbers to the rest.

Effective collaboration between offices has been another key factor in our ability to support our campus community. We have been able to ramp up outreach efforts via digital outreach (calls, emails, and so forth) and physical outreach events at the various schools around the Tahoe basin and further out. A handful of other outreach and recruitment events have taken place in areas such as the Meyers Mountain Market. We constantly work alongside other student support departments with our most frequent collaborator being Equity & Student Wellness.

Finally, we have been able to grow our support of campus mental health services and find this to be an avenue that students are grateful for. We assist students with information relating to TimelyCare, Basic Needs, SAS, and other resources. We have also been able to grow a strong group of students in the Active Minds mental health club thanks to our office location and Ambassador interactions with their peers.

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6. In what ways could your department improve to better meet the needs of the College and support student success?

We see the reintroduction of face to face orientations a potential growth area for student services as a whole. As on campus housing continues to develop, we will be exploring how we can build out face to face orientation activities to welcome students to our community and ensure a proper introduction to the various departments and individuals here to support their journey.

Another growth area we are beginning to focus on is better cross departmental training for all Student Ambassadors to better support both staff and students. While Ambassadors have general knowledge of most areas of campus, more robust support could be provided to enrollment services in peak periods.

We would also love to introduce more student centered events or workshops, from casual fun events to professional development. We currently have a set of annual student events, but in the interest of boosting student engagement and ensuring a unique experience for returning students, an expansion of campus opportunities would go a long way.

7. What are the biggest challenges your department may face in making these improvements?

As with years past, our largest barrier is funding. As student engagement ramps up and we continue to expand campus events to support a more diverse community, there is a much higher demand for direct funding into the Office of Student Life. We strive to provide meaningful events centered around Equity, Women's History Month, LGBTQ+, Mental Health Awareness, and much more, we are limited on the scale and frequency especially when looking to bring in outside organizations or educators to enrich student and staff experiences and meaningful knowledge. We are extremely grateful for the ability to collaborate with other campus departments and utilize their funding sources, but as Student Life continues to grow, and as housing comes over the horizon, we need a greater ability to be self sustained, especially considering many of our collaboration sources include grant funding which will eventually come to an end.

8. If there is additional information you wish to provide that wasn't addressed in this survey, please do so here.

I have loved to see how Student Life has grown over the last year and how the opening of the official Enrollment Services location has begun to benefit our students. Overall I feel that our department is in a good place in terms of growth and engagement, but funding continually occurs to be our biggest barrier for any event, including annual activities.