



Barstow Community College

Program Review

Non-Instructional

Name of Service Area:

Department:

Academic Year:

Date Submitted:

By:

Lead

Members

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1. Service Area Mission and Vision

A. Service Area **Mission**

Fort Irwin provides opportunities for personal growth, educational achievement and career preparation in an environment that accepts and promotes diversity through professionalism for the Active Duty Soldier and family members. Student Services advocates for students; enhances educational experiences through provided services; fosters success and promotes student growth and development through partnerships within the college and in the community.

B. Service Area **Vision**

Fort Irwin will provide and maintain quality academic and student services programs that will meet or exceed 90% customer satisfaction. Provide learning programs and create an environment that will ensure student success. This will be done by promoting awareness, interest and greater access to a more diverse academic curriculum and support services.

C. Describe how your Service Area mission and vision align with and contribute to the College's **Mission** and **Vision**.

The Fort Irwin campus mission and vision is the same as the Barstow College main campus. We are one college regardless of distance. We follow the same policy and procedures and provide the same programs and services as the main campus to promote critical thinking, communications, personal and professional responsibility, and global awareness.

2. Service Area Description and Overview

Assume the reader does not know anything about the Service Area. **Describe** the Service Area, including—but not limited to—the following:

- A. Organization, including staffing and structure
- B. Who do you serve (including demographics)?
- C. What kind of services does your Area provide?
- D. How are the services provided? (*Including alternative modes and schedules of delivery; for example, online, hybrid, early morning, evening services.*)

Barstow College – Ft. Irwin has a Director of Military Programs and is supported with one Student Services specialist that work in the area of enrollment management, financial aid, instructional and counseling support, marketing/recruitment and provide additional support and services when needed. In addition, we have one full-time counselor and two part-time counselors who assist students and develop their education plans while attending the college to insure student success and retention. We have two tenured full-time faculty assigned to the campus that help and support the dozens of adjunct-faculty assigned here through out the academic year. A tutor has been assigned to Fort Irwin to provide academic support for students needing help with their course work. All personnel report to the Director who in turn reports to the VP of Academic Affairs.

Our clientele is primarily active duty service members, dependents and contractors stationed at Ft. Irwin.

We provide the same services as the main campus. This includes enrollment management, financial aid, business, counseling, tutoring and instructional support.

Our business hours are from 07:30 to 17:30 Monday through Friday. Residential classes run from 11:30 to 21:50 Monday through Thursday and we offer at least one rotational class per semester. In addition, we do offer hybrid and online classes and services to our clientele.

3. External Factors

What external factors have a significant impact on the Service Area? Include the following, as applicable:

- A. Budgetary constraints or opportunities
- B. Competition from other institutions
- C. Requirements of four-year institutions
- D. Requirements imposed by regulations, policies, standards, and other mandates
- E. Job Market
 - Requirements of prospective employers
 - Developments in the field (both current and future)

At this time we have few budget constraints, this campus is run in a very efficient manner. We have been provided adequate resources to meet the college's academic and student service objectives. We have received a 90% + customer satisfaction rating over the past year.

We are the only community college on base, so there is little or no competition.

Barstow College has an articulation agreement with Park College which allow our students to transfer directly to their program. In addition, we provide AA-T and an AS-T degree that is accepted by the Cal State system.

Meeting requirements, policies and standards imposed by the Dept of Ed, DoD, SOC, VA, State of California and the base are just part of doing business.

Ft. Irwin is very isolated and for the most part our customers are already employed by the DoD. However, we do try to keep up with employment trends and job requirements.

4. Service Area Policies & Processes

- A. What are the policies, procedures and processes that impact your Service Area (*BCC BP/AP; Federal, State & local regulations; departmental guidelines*)

We adhere to the same policies and procedures as the main campus and consider them a part of our routine business practices.

- B. What policies, procedures and processes need to be updated or deleted?

The catalog needs to be current.

5. Service Area Status

- A. What is going well and why?

The Fort Irwin Campus is doing well. We have a committed faculty and staff providing excellent class instruction and services. We have developed a culture of servant leadership towards the students. That is why our last student survey gave us a 98.9% customer satisfaction rating.

- B. What is not going well and why?

Communications between the main campus and our site could be better. Not all information is relayed to our site from the different departments at the main campus.

6. Service Area Data

A. Performance Data

Discuss the area's performance on the specific data items listed below. (*If you have already discussed your area's performance on one or more of these components, then refer to that response here, rather than repeating it.*)

- 1) Completion Rate

Not available through campus data, request has been submitted to provide Ft. Irwin data separately.

- 2) Success/Retention Rate

Not available through campus data, request has been submitted to provide Ft. Irwin data separately.

- 3) Full-Time/Part-Time Service Professional ratio

We have 2 full-time faculty and approximately 24 adjuncts teaching at Fort Irwin. 1 Full-time Counselor and 2 part-time to support the students. 2 full-time A & R technicians along with one work study employee. 1 part-time tutor that works 20 hours a week.

- 4) FTES Targets

Unknown

5) Student Engagement

Ft. Irwin is a small site and because most of our students are working full-time for the Army there is limited student engagement outside of the classroom and student services we provide. The ASB does provide lunch to our students on occasion.

B. Progress on Service Area Outcomes (SAOs) and Student Learning Outcomes (SLOs)

- 1) Summarize the progress your Service Area has made on programmatic and service level SAO/SLO measures you have applied since your last program review.

We have developed a new assessment tool for student evaluation of faculty and course work. Increased service hours by 20% for our student body. Expanded the Desert University offerings to meet General Farrell's education initiative.

- 2) Describe any program/service improvements made by your Service Area as a result of the outcomes assessment process.

Improved accuracy of the financial aid process through electronic submission. Cross-trained all staff members to become certified PearsonVu, Dantes and CLEP proctors to insure consistent and regular scheduled testing dates. Cross-trained staff in GOARMY.ED to insure timely service for active duty service members. More diverse course offerings.

- 3) What is your plan for continuously completing the assessment cycle?

We continuously assess and evaluate data and feedback provided by the students, faculty and staff to improve services and programs we offer at this site location.

C. Supporting Assessment Data

- 1) Provide a list of any quantitative or qualitative measures not provided in 6.A. that you have chosen to gauge your program's effectiveness (*e.g.: transfers, degrees, certificates, satisfaction, student contacts, student headcount, Perkin's data, etc.*)

Satisfaction survey through base survey and ICE comments. Student contacts

- 2) Summarize the results of these measures

Through the base survey students gave Barstow a 98.9% positive response to our programs and services. Student contacts tend to be negative often concerning faculty.

- 3) What did you learn from your evaluation of these measures, and what improvements have you implemented, or do you plan* to implement, as a result of your analysis of these measures? (**List any resources required for planned implementation in #9: Resources.*)

I am implementing a student evaluation for all faculty and courses offered at the Ft. Irwin campus.

7. Prior Goals/Objectives

Briefly summarize the progress your Service Area has made in meeting the goals and objectives identified in the most recent Program Review.

We have provided 20 hours a week for tutoring to assist student success. Created an effective working environment through cross-training staff. Met with the ESO, and reviewed base surveys to support the soldiers and their dependents academic needs.

8. Goals/Objectives/Actions

Reflect on the responses to all the previous questions.

- A. Formulate Service Area **Goals** to maintain or enhance program strengths, or to address identified weaknesses.
- B. Indicate how each Goal is **Aligned** with the College's **Strategic Priorities**.
- C. Identify explicit **Objectives** for reaching each goal.
- D. Develop **Outcome** statements and appropriate measures for each objective.
- E. Create a three-year **Action Plan** consisting of a coherent set of specific steps that must be taken to achieve each objective.

As you create your Service Area **Goals, Objectives, Outcomes** and **Action Plan**, it might be helpful to think about some of the following questions:

- Imagine your Service Area three years from now in an ideal future. You and your colleagues have done everything you possibly can to make the Service Area excellent. Look around: What do you see?
- Describe the colleagues and partners inside and outside the institution with whom you would like to work in the ideal future.
- In the ideal future, what specific innovations, best practices, or other accomplishments would you share with a visiting out-of-state colleague?
- What long-term impact would you like your Service Area to have on the College and the community?
- What strengths, opportunities, or new directions now exist on which you can capitalize in three years' time?

Complete the following table with your Service Area's **Action Plan**.

| Action Plan | | | | | | | | | |
|-------------|---|--|------------------------|---|--|--|-----------------------------------|--|-----------------------------------|
| GOAL | ALIGNMENT* | OBJECTIVE | OUTCOMES/MEASURES | ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE | | | | | |
| #1 | Provide excellent customer service . | <input checked="" type="checkbox"/> 1. Foster innovative learning environment <input type="checkbox"/> 2. Provide Successful college learning experience <input checked="" type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input type="checkbox"/> 6. Strengthen college planning/ decision making | #1) Training | Monthly training program | a) | Identify training needs | | | |
| | | | | | b) | Schedule time | | | |
| | | | | | c) | Enter text | | | |
| | | | | <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input type="checkbox"/> 6. Strengthen college planning/ decision making | #2) Travel Stipen | Annual increase | a) | Submit proposal with data and rational | |
| | | | | | b) | Enter text | | | |
| | | | | | c) | Enter text | | | |
| | | | | <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input type="checkbox"/> 6. Strengthen college planning/ decision making | #3) Improve customer satisfaction | Attend conferences or workshops | a) | Identify appropriate conference or workshops to attend | |
| | | | | | b) | Provide time and resources for employees | | | |
| | | | | | c) | Enter text | | | |
| #2 | Promote awareness, interest and access. | <input checked="" type="checkbox"/> 1. Foster innovative learning environment <input checked="" type="checkbox"/> 2. Provide Successful college learning experience <input checked="" type="checkbox"/> 3. Promote and support student engagement <input checked="" type="checkbox"/> 4. Cultivate and enhance local partnerships <input type="checkbox"/> 5. Attract/ develop excellent employees <input type="checkbox"/> 6. Strengthen college planning/ decision making | #1) Market & Advertise | Increased enrollment | a) | New brochure | | | |
| | | | | | b) | Radio production | | | |
| | | | | | c) | Place advertisement | | | |
| | | | | | <input type="checkbox"/> 5. Attract/ develop excellent employees <input type="checkbox"/> 6. Strengthen college planning/ decision making | #2) Community Outreach | Community awareness | a) | Newcomers Briefing |
| | | | | | | b) | Enter text | | |
| | | | | | | c) | Enter text | | |
| | | | | | <input type="checkbox"/> 6. Strengthen college planning/ decision making | #3) Availability | Increase operational hours | a) | Flex schedule |
| | | | | | | b) | Enter text | | |
| | | | | | | c) | Enter text | | |
| #3 | Improve college programs through systematic evaluations | <input checked="" type="checkbox"/> 1. Foster innovative learning environment <input type="checkbox"/> 2. Provide Successful college learning experience <input checked="" type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input type="checkbox"/> 5. Attract/ develop excellent employees <input checked="" type="checkbox"/> 6. Strengthen college planning/ decision making | #1) Planning | 2 year schedule | a) | ICE comments | | | |
| | | | | | b) | Ft. Irwin Ed Survey | | | |
| | | | | | c) | Enter text | | | |
| | | | | | <input type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input type="checkbox"/> 5. Attract/ develop excellent employees | #2) Quality faculty | Adjunct faculty training | a) | Identify needs through assessment |
| | | | | | | b) | Provide expert trainer | | |
| | | | | | | c) | Schedule training | | |
| | | | | | <input type="checkbox"/> 5. Attract/ develop excellent employees <input checked="" type="checkbox"/> 6. Strengthen college planning/ decision making | #3) Assessment | Services and educational products | a) | Continous program review |
| | | | | | | b) | Enter text | | |
| | | | | | | c) | Enter text | | |

9. Resources Required

List all significant resources needed to achieve the objectives shown in the table above, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements noted in 6.C.

Rationale*: For each resource listed, enter the reason(s) the resource is needed to achieve the objective.

| Goal # | Objective # | Resource Required | Rationale* | Estimated Cost |
|---|-------------------------------|------------------------------|--|-----------------------------------|
| Excellent Customer Service | Training | Time and Travel Two CPU's | For staff to be up to date on all state and federal regulations, also, new school policies Improve customer service | \$1,000.00 annually \$2,400.00 |
| Attract, retain, and develop excellent employees | Travel Stipend | Money | To keep and maintain quality staff at the Ft. Irwin Campus | \$7,200.00 annually |
| Promote Awareness, Interest and access | Marketing | New Brochure | Increase Enrollments - FTEs | \$1000,00 |
| Improve college programs through systematic evaluations and training. | Faculty Development (adjunct) | Assessment/Training | Improve the level of instruction in the classroom | \$2,000.00 |
| <i>Enter text</i> | <i>Enter text</i> | <i>Enter text</i> | <i>Enter text</i> | <i>Enter text</i> |

A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for EACH new resource requested.