Barstow Community College

NON-INSTRUCTIONAL PROGRAM REVIEW

PROGRAM: | Office of the Vice President of Student Services

Academic Year: | 2013-2014   **Date Submitted:** | August 2013

By:

Lead: | James Daniels

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1. Mission and Vision

A. Service Area/Administrative Unit Mission

> The office of the Vice President of Student Services is to oversee and support the student services in campus and online, the student services personnel and provide outstanding support services for all of the student services; student activities, student events, college faculty and all the service office of the college.

B. Service Area/Administrative Unit Vision *(Where would you like the Program to be three years from now?)*

> The vision of the office of the Vice President of Student Services is continual improvement of communications, stronger online and on ground student services for students, and a more integrated service structure with faculty, students and staff.

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

> The office of the Vice President of Student Services supports the excellence in education and helping students achieve their educational goals and promotes responsible students, faculty, staff and administrators. We are a support office for all of student services and students on or off campus.

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2. Service Area/Administrative Unit Description and Overview

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

A. Organization, including staffing and structure

B. Who do you service (including demographics)?

C. What kind of services does your unit provide?

D. How do you provide them?

> A
> The organization consists of 1 vice president of student services, 1 fantastic administrative assistant who knows everything and a little bit more, and some so …so student assistants
> B
> The office provides services to student, staff, faculty and administrators. In addition we interact with local high schools, community organizations, the city of Barstow, and local business.
> C
> The office provides personnel support for all personnel services: evaluations, time card, leave slips, attendance, staffing and work load.
> The office provides administrative support for all of the student services offices; athletic paperwork, state and federal communications and reporting, college communications within and outside,

College to university communications, and provide assistances and guidance on a daily bases to all of the units in Student Services
The office provides direct support service to students in helping them navigate the college environment.
The office oversee the "Student Code of Conduct" , disciplinary actions, and student sanctions.
D
The office provides the majority of our services in person, face to face and by technology.

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3. Data

A. ASSESSMENT DATA

1) List all quantitative and/or qualitative measures that you have chosen to gauge the effectiveness of your unit.

Communications of information, gathering of information and implementation of information and directives. Training and cross training of staff and student assistance. Improve the admissions, registration, probation & dismissal follow up interventions, and graduation process

2) Summarize the results of these measures.

Staff will be able to communicate clearly the objectives of the student success initiative as well as understand the data collection and success markers of the initiative. Students will move through the student services seamlessly and quickly. Staff will all be knowledgeable on the basics of all of the services in student services, thus promoting the on stop shop. And finally our data will reflect higher retention, higher graduations, and higher student satisfactory scores. The unit will also work more efficiently; no overtime, less absenteeism, and better services.

B. PROGRESS ON SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES (SAO/AUO)

1) Summarize the progress your unit has made on SAO/AUO measures you have applied since your last program review.

No review has been done in the past

2) Describe any improvements made by your unit as a result of the outcomes assessment process. 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 #10: Resources.)*

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4. Policies & Processes

A. **What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit?** *(BCC BP/AP; Federal, State & local regulations; departmental guidelines)*

> The student Success Initiative SB1456 will bring a broad sweeping changes in the unit.
> Changes in staffing at the Fort Irwin, will impact the services on the main campus

B. **Describe the effect the changes or updates in policies and processes in 4.A have had on the unit.**

> To meet the change of the student success initiative we will need the following: a student tracking software, swipe machines to record activities, computer hardware support and computer staffing support. Purchase a tracking system and the equipment to collect student success data. A support person to handle machines, software, processing reports, and maintenance of the system.
>
> To meet the staffing change at Fort Irwin we will need more cross training, personnel trained to administer testing, main campus staff traveling from the main campus to the Fort Irwin. Additional trained substitute for the front desk. An additional person who is flexible in their knowledge skills and abilities, higher skilled in army protocols and reporting, and can work both campuses.

C. **In addition to (or in response to) those listed in 4.A, what in-house policies, procedures, and processes need to be updated, created, or deleted?**

> The student services section of the AP Chapter 5; 5010 to 5700, the student code of conduct, student handbook, and Student Services Web pages

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5. Internal Factors *(see Handbook for worksheet)*

A. Strengths

Personnel/ people are our strengths in student services

B. Weaknesses

Outdate software, hardware, and technical knowledge. The outdated Californian Education Code. Not enough staff and staffing in the wrong places. **New infrastructure is needed**

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6. External Factors *(see Handbook for worksheet)*

A. Opportunities

The Student Success initiative SB1456 will be a great opportunity to move forward in a strategic manner.

New President will be a great opportunity for the college to reinvent itself.

B. Threats

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7. Continuing Education/Professional Development

A. What continuing education and/or professional development activities have program/unit members participated in during the current cycle?

Training Schedule for Student Service Spring 2013
3:000 4:30
Student Service Training area

Banner Training I
 Customer Services
Student Assistant Training
Admission and Record training
Special Programs and Services
DSP and Access
Advising New Student I
Financial 101 the Basics
Advising New Student I
Advising New Student II
CTE
Campus Security
Student Service 101

B. What are the continuing education and/or professional development plans for the upcoming cycle?

Training Schedule for Student Service Fall 2013
3:000 4:30
Student Service Training area

Sept. 6	Banner Training I
Sept 13	Banner Training II
Sept. 20	Banner Training III
Sept. 27	Admission and Record training "understanding the rules"
Oct. 4	Special Programs and Services
Oct. 11	DSP and Access " A different kind of student" Faculty and Staff
Oct. 18	Advising New Student I Faculty and staff
Oct. 25	Financial 101 the Basics Faculty and Staff
Nov. 1	Advising New Student I Faculty and Staff
Nov. 8	Advising New Student II Faculty and Staff
Nov. 15	CTE and You! Faculty and Staff
Nov. 29	Campus Security / Angry students
Dec. 6	Student Service in Review How did we do (Evaluation)

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8. Prior Goals/Objectives

Briefly summarize the progress your program/unit has made in meeting the goals and objectives identified in the most recent Program Review or Annual Update. *(Include measurements of progress or assessment methods.)*

No prior report…

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9. Goals/Objectives/Actions (ACTION PLAN)

A. **GOALS:** Formulate Goals to maintain or enhance unit strengths, or to address identified weaknesses.

B. **ALIGNMENT:** Indicate how each Goal is aligned with the College's Strategic Priorities.

C. **OBJECTIVES:** Define Objectives for reaching each Goal.

D. **ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE:** Create a coherent set of specific steps (Actions/Tasks) that must be taken to achieve each Objective.

E. **OUTCOMES:** State intended Outcomes and list appropriate measures and assessment methods for each Outcome.

F. **ADDITIONAL INFORMATION:** This provides space for the additional communication of information necessary to further "close the loop" on the goal or action plan, as it relates to Institutional Planning. This may include references to other institutional documents, such as governing or compliance documents (i.e. Board Policy, Administrative Procedures, Title V), institutional planning documents (i.e. Strategic Plan, Educational Master Plan, Facilities Plan, Technology Plan), or Board, Presidential, Supervisory or Departmental recommendations or goals, etc. *(See Handbook for additional examples.)*

Complete the following table with your Program's **ACTION PLAN**, which must include a **minimum of 3 goals**:

	GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Communicate and insure the guidelines, data, and process for the Student Success Initiative SB1456 are understood, implemented, and evaluated.	*List all that apply:*	#1 Communicate the Student Success Initiative	Include information SSI in training, IEC, all College Meeting, Mgmt. Meeting , PAC, college meetings as request, and the counselor to counselor.	Staff when asked should be able to articulate the SSI to students or anyone who asks. Activities and meetings reflect an understanding of the SSI. Task forces will be set to implement the SSI
			#2 Communicated the SSI in Development Training	Dedicate a training session to the SSI: setting collecting data, collect data, and insure good data	Data will be collected and analyzed. New programs will be based upon the data
			#3 Communicate evaluation criteria and rubric which will be used to evaluated services	Set an evaluation criteria and create a rubric that reflects the SSI.	Evaluate all student services units in regards to the SSI and report the data out to administration
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#2	Increase student services to online students and increase the online services for on ground students. *This is a support service for the A&R, Fin Aid and Counseling department and the student success SBG1456*	*List all that apply:*	#1 Increase and offer more online student service to online Students to match the on campus services.	Purchase desktop cameras for student services and offer "Skype" student services In addition purchase document cameras. Increase web based workshops for probation and dismissed students. General workshops. In addition produce a "New online	Fully Schedule online conference, information, workshop, orientation and all student services to online students and improved and flexible service to the on ground services. New Orientation produced

ACTION PLAN				
GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
Provide a coordinator to oversee the student success implementation, data gathering, evaluation and reporting.			Orientation that integrates with banner	
		#2 Increase online services to on ground students	The above technology plus New online orientation, admissions instruction, registration instruction First year student advising.	Fully Schedule online conference, information, workshop, orientation and all student services to online students and improved and flexible service to the on ground services.
		#3 Hire a new student services staff person, coordinator	Develop a Job description Place on the Strategic Planning Process, get approval and hire a coordinator of Student Success.	A person is hired.
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#3	Purchase and train the campus on the use of a Student Tracking system and evaluated the effectiveness of the system	*List all that apply:*	#1 research and choose a system- schedule demos	#1Purchase a student tracking system (SARS)	Install and get user feedback
			#2Purchase card swipe system and machines	Reviews reports and insure they meet the guideline of the SSI
			#3 ½ time person for IT to support the system run documents and reports	Review the work of the ½ person and their support to the system, quality of the documents and reports
Additional Information:				
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ACTION PLAN					
	GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
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#4		List all that apply:	#1		
			#2		
			#3		
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#5		List all that apply:	#1		
			#2		
			#3		
	Additional Information:				
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#6		List all that apply:	#1		
			#2		
			#3		
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10. 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 3.C.

IMPORTANT: A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for **EACH** new resource requested. *(Click the link to access the form.)*

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
2	2	4 Desktop camera	$500 est.	no	Department budget
		4 Document Camera	$800 est.	no	Department Budget
		Production of an Integrated online Orientation program for online students	$20,000 est.	Yes	
3	3	SARS software and instillation and equipment	$75,000	no	First Year Student Success Money
		Support person full time	$50,000	Yes	

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Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source

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Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source