



Barstow Community College
**NON-INSTRUCTIONAL
PROGRAM REVIEW**

PROGRAM:

Academic Year: **FULL PROGRAM REVIEW** **Date Submitted:**

Academic Year: **ANNUAL UPDATE #1** **Date Submitted:**

Academic Year: **ANNUAL UPDATE #2** **Date Submitted:**

By:

Lead:

Members:

1. Mission and Vision
2. Description and Overview
3. Data
4. Policies & Processes
5. Internal Factors
6. External Factors
7. Continuing Education and Professional Development
8. Prior Goals and Objectives
9. Action Plan: Goals/Objectives/Actions
10. Resources

1. Mission and Vision

A. Service Area/Administrative Unit 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 Soldiers 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 Fort Irwin community.

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

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 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.

DATE: 10/16/13

ANNUAL UPDATE #1: No changes

DATE: 10/07/14

ANNUAL UPDATE #2: We have incorporated the Barstow Community values into the Mission and Vision of our unit.

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?

Barstow College – Ft. Irwin has a Director of Military Programs and is supported with two A & R specialist that work in the area enrollment management, financial aid 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. Recently, a tutor has been hired and assigned to Fort Irwin to provide academic support for students needing help with their course work. All of personnel report to the Director who in turn reports to the VP of Student Services. 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.

DATE: 10/16/13

ANNUAL UPDATE #1: 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.

DATE: 10/07/14

ANNUAL UPDATE #2: We have reduced the part-counselors on site by one.

3. Data

A. ASSESSMENT DATA

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

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

B. PROGRESS ON SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES

- 1) a. List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit.
- b. Summarize the progress your unit has made on SAO/AUO 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. 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.

- 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.)

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.

DATE: 10/16/13

ANNUAL UPDATE #1: No change.

DATE:

ANNUAL UPDATE #2: No Change.

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)

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

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

None

- 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 catalog needs to be current.

DATE: 10/16/13

ANNUAL UPDATE #1: No change.

DATE: 10/07/14

ANNUAL UPDATE #2: Minimal effect.

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

A. Strengths

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. Weaknesses

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.

DATE: 10/16/13

ANNUAL UPDATE #1: No change.

DATE: 10/07/14

ANNUAL UPDATE #2: I have attended more meetings on the main campus which has allowed for better communication concerning new processes and procedures

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

A. Opportunities

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.

B. Threats

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.

DATE: 10/16/13

ANNUAL UPDATE #1: No change.

DATE: 10/07/14

ANNUAL UPDATE #2: We have worked with CTE and established an automotive program on base. However, the ESO is looking at other community colleges to provide other education programs that we do not offer. Currently, the ESO is working with Victor Valley Community College to provide a LVN program.

7. Continuing Education/Professional Development

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

This questions was not in original PR.

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

Attend CCME to keep current on all DoD initiatives related to education

DATE: 10/16/13

ANNUAL UPDATE #1: No change.

DATE: 10/07/14

ANNUAL UPDATE #2: This year Jaime Rodriquez was sent to Dallas, TX to attend the national VA conference.

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 original response.

DATE:	10/16/13
ANNUAL UPDATE #1:	No change.
DATE:	10/07/14
ANNUAL UPDATE #2:	Attend new comers briefings every Friday to increase awareness with the soldiers and dependents

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**:

ACTION PLAN					
GOAL		ALIGNMENT WITH BCC STRATEGIC PRIORITIES <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Provide excellent customer service	<i>List all that apply:</i> 1, 3, 5	#1 Training	<ul style="list-style-type: none"> Identify training needs Schedule 	Monthly training program
			#2 Improve customer satisfaction	<ul style="list-style-type: none"> Identify appropriate conference or workshops to attend Provide time and resources for employees 	Attend conferences or workshops
<i>Additional Information:</i>					
DATE:	<input type="text"/>	ANNUAL UPDATE #1:	<input type="text"/>		
DATE:	<input type="text" value="10/07/14"/>	ANNUAL UPDATE #2:	<input type="text" value="Ceri, Jaime and Randy have been attending workshop and training at the main campus on a regular basis."/>		
#2	Promote awareness, interest and access.	<i>List all that apply:</i> 1, 2, 3, 4	#1 Market & Advertise	<ul style="list-style-type: none"> New brochure Radio production Place advertisement 	Increased enrollment
			#2 Community Outreach	Newcomers Briefing	Community awareness
			#3 Availability	Flex schedule	Increase operational hours
<i>Additional Information:</i>					
DATE:	<input type="text"/>	ANNUAL UPDATE #1:	<input type="text"/>		
DATE:	<input type="text" value="10/07/14"/>	ANNUAL UPDATE #2:	<input type="text" value="We have developed a new marketing brochure for the Fort Irwin program, we have done more outreach with dependents and have expanded our operational hours"/>		
#3	Improve college programs through systematic evaluations	<i>List all that apply:</i> 1, 3, 6	#1 Planning	<ul style="list-style-type: none"> ICE comments Ft Irwin Ed Survey 	2-year schedule
			#2 Quality faculty	<ul style="list-style-type: none"> Identify needs through assessment Provide expert trainer 	Adjunct faculty training

ACTION PLAN				
GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
			<ul style="list-style-type: none"> Schedule training 	
		#3		
<i>Additional Information:</i>				
	DATE: <input type="text" value="10/16/13"/>	ANNUAL UPDATE #1:	Objective #3: Assessment Actions Tasks: Continuous program review Outcome: Services and educational products	
	DATE: <input type="text" value="10/0714"/>	ANNUAL UPDATE #2:	No Changes	
#4		<i>List all that apply:</i>	#1	
			#2	
			#3	
<i>Additional Information:</i>				
	DATE: <input type="text"/>	ANNUAL UPDATE #1:	<input type="text"/>	
	DATE: <input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>	
#5		<i>List all that apply:</i>	#1	
			#2	
			#3	
<i>Additional Information:</i>				
	DATE: <input type="text"/>	ANNUAL UPDATE #1:	<input type="text"/>	
	DATE: <input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>	
#6		<i>List all that apply:</i>	#1	

ACTION PLAN				
GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
		#2		
		#3		
	<i>Additional Information:</i>			
	DATE: <input type="text"/>	ANNUAL UPDATE #1:	<input type="text"/>	
	DATE: <input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>	

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
#1	#1	Time and Travel	\$500.00 annually		
#1	#2	Money	\$4,800.00 annually		
#2	#1	New brochure	\$1,000		
#3	#2	Training	\$2,000		

ANNUAL UPDATE #1:

DATE: 10/16/13

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
#1	#1	Time and Travel	\$1,000 annually	no	
#1	#1	Two CPUs	\$2,400		
#1	#2	Money	\$7,200 annually		
#2	#1	New brochure	\$1,000	no	
#3	#2	Training	\$2,000		

ANNUAL UPDATE #2:

DATE: 10/07/14

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
#2	#3	Video Conference Unit	9,048.00	Yes	