



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

PROGRAM:

Academic Year:

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
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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.

DATE: August 2014

ANNUAL UPDATE #1:

The office of the Vice President of Student Services continues to support student services and students on and off campus. With additional funding through the Student Success Initiative and Student Equity the office has been able to work with the various student services areas, faculty and students to provide adequate services to ensure student success.

DATE: August 2015

ANNUAL UPDATE #2:

The office of the Vice President of Student Services continues to support students services departments and students on and off campus. Over the past year we have experience growth through the Student Success and Student Equity program. The programs now has a dedicate space with staff to assist in serving the needs of student population. The Dean of Students and Athletics position was also filled and working towards insuring the College is in compliance with Title IX regulations.

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:

- Organization, including staffing and structure
- Who do you service (including demographics)?
- What kind of services does your unit provide?
- 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.

DATE: August 2014

ANNUAL UPDATE #1:

a. Currently the Student Services Office consist of one administrative assistant and a student worker. The department in currently being overseen by the VP of Academic Affairs. The VPSS position is currently vacant. The Athletic Department has taken up residence in the student services office, since their area is currently under construction. A part-time athletic director has undertaken student discipline responsibility, a task that previously carried out by the VPSS.

b. The office still provides services and support to all the student service areas, students, faculty, local high schools, community organizations, the city of Barstow, and local businesses.

c. The office provides personnel support to include but not limited to processing paperwork, booking travel, athletic eligibility, creation of forms and documents, marketing student service programs and events and assist in the coordination of events related to student services including graduation, honors day and student success outreach.

d. The office provides the majority of our services in person, face to face, through committee meetings and by technology.

DATE: August 2015

ANNUAL UPDATE #2:

a. The Vice President of Student Services position has been filled and now oversees the department and staff. The office currently provides services to the staff and students through one Vice President, one Administrative secretary and one student worker. The Athletic Department staff has moved into their new offices in the Wellness Center.

b. The office continues to provides services and support to all the student service areas, students, faculty, local high schools, community organizations, the city of Barstow, and local businesses.

c. The unit provides leadership and administrative support to the staff the department to include but not limited to enrollment services, student activities, counseling, special programs, athletics and student discipline.

d. The office provides the majority of our services in person, face to face and by technology.

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.)

DATE: August 2014

ANNUAL UPDATE #1: None at this time

DATE: August 2015

ANNUAL UPDATE #2: None at this time

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

DATE:	<input type="text" value="August 2014"/>
ANNUAL UPDATE #1:	Through student success initiative funding the department was able to purchase SARS, COMEVO, Degreeworks and ARGOS. All programs and software that will assist in providing the correct data needed to meet the requirements of the Student Success Initiative (SB1456)
DATE:	<input type="text" value="August 2015"/>
ANNUAL UPDATE #2:	<p>a. Student Service related Board Policies/Administrative Procedures, Federal and State regulations including Title 5, Title IX, SB 1456 Student Success, Education Code.</p> <p>b. Student Success and Equity regulations and funding has allowed the unit to grow with a building dedicated to Student Success. The Center now houses the growing staff for student success and equity, tutorial, equity funded program: Aid for School and the Veteran's Center.</p> <p>The District has hired a full time position Dean of Students and Athletics who is now responsible for ensuring the District is compliant with Title IX regulations.</p> <p>Two counselors retired during the year and were replaced. The retired counselors plan on returning back to the campus as part time counselors in the spring 2016 school year. Special programs and services who only had two part time counselors was given the approval to hire a full time counselor.</p> <p>c. Currently the District does not have a centralized location to house Title IX complaints and information electronically. The Dean of Students and Athletics and the Vice President are working towards purchasing software to assist with Title IX issues and are working on making sure the proper information is available for students, staff and faculty.</p> <p>The Department also plans to review the Board Policies and Administrative procedures that pertain to the department, harassment and student conduct to confirm they are compliant with current laws and regulations.</p>

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**

DATE: August 2014

ANNUAL UPDATE #1: The department has begun to update the software with the purchase of SARS, COMEVO, Degreeworks and ARGOS. The Director of Enrollment Services was able to review and negotiate changes to job descriptions in financial aid to reflect the actual duties the positions were performing. She was also able to reinstate a full time position bring the department back to full staff.

DATE: August 2015

ANNUAL UPDATE #2: Strengths

- Dedicated staff.
- Positivity of the department when navigating change due to policies and procedures updates and/or new administration hired.
- The implementation of SARS Scheduling Software and COMEVO Online Orientation.

Weaknesses

- Office space for staff and services.
- Outdated articulation.
- Outdated Board Policies and Administrative Procedures.
- Lack of new staff training and professional development opportunities.
- Not being able to move forward with implementing the Track and Early Alert portions of the SARS Scheduling Software
- Lack of transcript evaluation, degree audit software.
- Lack of established goals and objectives for Program Review purposes.

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

Weak orientation and tracking will be measured in student failure. Most importantly we will not be able to track the high school students coming through external sources. Such as BHS, Silver valley or

through CTE. It is essential that a new orientation is produced and software tracking is obtained to insure success.

DATE:

ANNUAL UPDATE #1: In spring 2014 the office assisted in the coordination of a high school senior outreach program. This allowed the district to assess and market the college to local high school seniors early and to provide information about the summer bridge program. The summer bridge program allows seniors who assess into remedial math and English courses to receive extra assistance and move towards taking college level math and English courses in the fall. Students who attended the program were also moved up on the priority registration list and received priority 2 instead of priority 4.

The college also purchased Comevo, which is an online orientation platform. This program will allow the college to update online orientation information and to better track students who have taken the orientation.

The purchase of SARS will assist in the early alert process. The program has a dedicated software for early alert, which will help the department track students who maybe at risk.

DATE:

ANNUAL UPDATE #2: Opportunities:

- The ability to reconfigure current space to provide additional office space for staff and programs.
- Student Success and Equity funding which could be used to supplement staff to correct articulation issues, provide staff training and professional development opportunities.
- Implementation of purchased degree audit software.
- Change in current campus culture which hopefully will continue to open discussions and motive actions to ensure student success.

Threats

- Lack of communication between campus departments on changes to processes or services.
- Lack of professional development opportunities.

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
3:00 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	
3:00 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)

DATE:	August 2014
ANNUAL UPDATE #1:	The department continued with its Friday afternoon training session to include: customer service skills, understanding FERPA, SLO, and student success data implementation sessions.
DATE:	August 2015
ANNUAL UPDATE #2:	a. The department did not continue with its Friday afternoon training sessions during the 2014-15 cycle. The department did participate numerous sessions of SARS and COMEVO implementation and user training. The administrative secretary participated in athletic eligibility training and attended an equity conference. b. The Vice President of Student Services will be attending numerous trainings dedicated to the position including Title IX, Student Success and Equity, New Student Services Officer Training, Enrollment Management, and Multiple Measures to name a few. The administrative secretary was chosen to participate in the 2015-16 President’s Leadership Academy. The department will be receiving training in

active shooter, multiple measures, SARS, Student Success and Equity and enrollment management.

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...

DATE: August 2014

ANNUAL UPDATE #1: The unit has made progress towards meeting the needs of the student success initiative by making software purchases and receiving training on their implementation.

DATE: August 2015

ANNUAL UPDATE #2: The student success initiative has become a campus wide discussion. Information and trainings are being provided throughout the campus. The student success and equity committee has been diligent in working towards the goals set. A facility was dedicated to student success and additional staff was hired. A new program financed by equity funds was also implemented based on data that was collected on the financial implications of the students on campus. To assist with online education an administrative position dedicated to distance education and learning support services will be created and hired.

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	Communicate and insure the guidelines, data, and process for the Student Success Initiative SB1456 are understood, implemented, and evaluated.	<i>List all that apply:</i>	#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
<i>Additional Information:</i>					
DATE:	<input type="text" value="AUGUST 2014"/>	ANNUAL UPDATE #1:	The student success initiative has been communicated through training, meetings and a committee which is overseeing the projects that are involved in the efforts to bring understanding of success at BCC. Training sessions were set up for new data implementation elements with the staff and counseling. The former “Green Sheets” were replaced with new data collecting sheets to ensure the district is reporting the correct information for submission purposes. SARS, Degreeworks and ARGOS were also purchased to help with the data collection process. The implementation process is still taking place with the hope of having the new system in place and being used by spring 2015. The department has not begun to assess this goal.		
DATE:	<input type="text" value="AUGUST 2015"/>	ANNUAL UPDATE #2:	COMEVO online orientation went live in the Spring 2015 semester. At this time the software is not linked to Banner and the data is still being inputted manually. The software does require students to provide their student identification number which better assist in ensuring student receive credit for participating in the orientation. SARS went live in the summer 2015 semester. The college is currently only using the scheduling software and it is automatically transferring counselor contact information into Banner for state reporting purposes. Through evaluating and data collection some deficiencies were realized when it came to the student success initiative. The department is still in need of a degree auditing software. Degreeworks was purchased but not		

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	
			<p>implemented. The state is currently working on a degree auditing program that will be piloted and the District has decided not to implement Degreeworks at this time.</p> <p>Additional office space is required to house part time counselors who will be assisting general counseling and student success initiatives. The space will also be used as a quiet area away from general counseling to work on articulation and curriculum.</p>		
#2	<p>Increase student services to online students and increase the online services for on ground students.</p> <p><i>This is a support service for the A&R, Fin Aid and Counseling department and the student success SBG1456</i></p> <p><i>Provide a coordinator to oversee the student success implementation, data gathering, evaluation and reporting.</i></p>	<p><i>List all that apply:</i></p>	#1 Increase and offer more online student service to online Students to match the on campus services.	<p>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 Orientation that integrates with banner</p>	<p>Fully Schedule online conference, information, workshop, orientation and all student services to online students and improved and flexible service to the on ground services.</p> <p>New Orientation produced</p>
			#2 Increase online services to on ground students	<p>The above technology plus New online orientation, admissions instruction, registration instruction First year student advising.</p>	<p>Fully Schedule online conference, information, workshop, orientation and all student services to online students and improved and flexible service to the on ground services.</p>
			#3 Hire a new student services staff person, coordinator	<p>Develop a Job description Place on the Strategic Planning Process, get approval and hire a coordinator of Student Success.</p>	<p>A person is hired.</p>
	<i>Additional Information:</i>				

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
	DATE: <input type="text" value="AUGUST 2014"/>	ANNUAL UPDATE #1:	The department purchased cameras and headsets to provide better online services but only uses them for a few services including one on one probation workshops. The department will need to explore what other services the technology can be used for going forward. COMEVO was purchased to produce a new online orientation the program also can be integrated with BANNER to allow a better tracking system for participation. A Manager of Student Success position was created and filled on an interim basis for the 2014-15 school year.		
	DATE: <input type="text" value="AUGUST 2015"/>	ANNUAL UPDATE #2:	The computer cameras and headsets purchased are rarely used to better assist students through online services. The probation workshop was creating into an online workshop through the COMEVO orientation software. The Manager of Student Success position continues to be filled on an interim basis for the 2015-16 school year. The area also hired two student success advisors and a secretary. There are also plans to propose a student success coordination position to assist with the needs of the student success and equity initiatives. To assist with online education an administrative position dedicated to distance education and learning support services will be created and hired.		
#3	Purchase and train the campus on the use of a Student Tracking system and evaluated the effectiveness of the system	<i>List all that apply:</i>	#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
<i>Additional Information:</i>					
	DATE: <input type="text" value="AUGUST 2014"/>	ANNUAL UPDATE #1:	SARS was purchased and staff received training. The department is currently waiting on full implementation. A card swipe system and a ½ time person for IT was not reviewed this year.		
	DATE: <input type="text" value="AUGUST 2015"/>	ANNUAL UPDATE #2:	SARS went live in the summer 2015 semester. The college is currently only using the scheduling software and it is automatically transferring counselor contact information into Banner for state reporting purposes. The SARS software purchase included TRAK which will be able to track students and allow them to sign into any location it is used on campus. This eliminates the need for card swipe systems. The ½ person for IT was not reviewed this year.		
#4		<i>List all that apply:</i>	#1		
			#2		

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
		#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	
			#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
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	

ANNUAL UPDATE #1:

DATE: August 2014

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

ANNUAL UPDATE #2:

DATE: August 2015

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
1	2	Funds for remodeling TC for additional office space.	\$2500	Yes	