# Non-Instructional Program Review Template

**What is a Non-Instructional Program?**

*Non-instructional programs represent all Administrative and Business Services, Student Services, and non-instructional Academic Affairs areas at BCC.*

**Non-Instructional Program Name**

Please indicate the program name: Student Life and Conduct
Academic Year:  2023-24
Name(s) of Submitter(s):  Jessica Tainatongo

---

## I.  Area Description

*The purpose of this section is to provide the reader and/or reviewer with a brief snapshot of the area. This section should be kept short, a few paragraphs at the most, and address the following:*

*A.* What is the area mission and how does it support the institutional mission?

The area mission of Student Life is to provide experiences and support that help develop transferable skills. This is done through sponsored services, programs, and events. Students are able to explore and develop talents, make friends, realize personal potential, and experience a sense of community. In support of the institutional mission, the Office of Student Life provides the co-curricular aspect of the student's learning experience making it a holistic student experience.

*B.* What is the area vision and how does it support the institutional vision?

The area vision of Student Life is to provide an outside-of-the-classroom experience for our students that will enhance their curricular experience. In support of the institutional vision, the Office of Student Life provides events to enhance the student's campus experience. Through these events, students can meet new people, experience new adventures that aren't offered in the classroom, and experiment with new skills that can also be developed in the classroom.

*C.* Please provide a short area description:
Student Life and Conduct: Student Life provides experiences and support that help develop transferable skills for our Viking Students through sponsored services, programs, and events. Through these events, current students are invited to bring their families to campus to share in all that BCC has to offer. Student Life also works with the K-12 system through the EXP program to instill the importance of a good college experience.

Student Conduct enforces the conduct that is expected of BCC students by following the procedures and standards that have been established in applicable APs and BPs.

*D.* How does your area align to and/or support one or more of the following BCC Strategic Priorities?
Build Community – ASG actively recruits students to participate in events and activities on campus to ensure that all students achieve a balance of co-curricular and curricular experiences while on campus. Student Life also offers several different clubs on campus to enhance the co-curricular experience and allow students to associate with like-minded individuals.

- Innovate to Achievable Equitable Student Success

# Non-Instructional Program Review Template

- Ignite a Culture of Learning and Innovation
- Build Community
- Achieve Sustainable Excellence in all Operations

---

## II. Area Effectiveness

*The purpose of this section is to evaluate the area holistically by reviewing and analyzing data within the context of serving the area's internal and external customers, helping students reach their goals, and furthering the mission of BCC.*

*For each item below, review the data provided. As you examine the data, be on the lookout for trends and outliers.*

*Provide a short analysis (2-3 sentences) for each item. If data are not available (i.e., student satisfaction surveys), please indicate that on the form.*

# Non-Instructional Program Review Template

## Customers

Demographics of internal and external customers – who do you serve?

The Office of Student Life and Conduct serves all students on campus; whether classes are taken virtually or in person, options are provided so that every student is able to participate. When events are planned, future students are also taken into consideration as we open some of these events up to the community so that we can bring them onto campus.

The Office of Student Life is also coordinating with the outreach team for events at local high schools and middle schools. BCC ASG students are currently working to establish a mentorship program with local high schools ASB programs as well.

## Policies and Process Response

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; guidelines). Describe the effect the changes or updates in policies and processes have had on the unit.

A year ago, the procedure and process for student conduct cases on campus was a paper filing system and a form on our BCC website that didn't go anywhere. Now, the Office of Student Conduct has implemented a new system, Symplicity Advocate, that can house all student conduct cases and track reports on all students that have been entered into the system. These account for all behavioral and academic student conduct issues and can be expanded to include Mental Health, Title IX, and, for campus security should the need arise.

Symplicity was implemented in August of 2023 so we are still waiting on the effects that this will have on our staff and students. During the few months that it's been used, however, Symplicity has been established as an early alert system that easily tracks multiple reports of the same student; making it much easier to assess the situation and provide what is necessary for the student. The system allows for staff and/or faculty to be cc'd on reports to students so they are kept in the loop when a complaint is made and know when the student has been contacted. This has been very helpful for academic integrity violations. All APs and BPs related to student conduct are currently being updated to reflect the correct language and to clarify the language for our students.

What in-house policies, procedures, and processes need to be updated, created, or deleted?

Event approval; there are too many conflicting events on campus. Student Life has taken on the responsibility of tracking all external and internal events in order to mitigate this issue. The process needs to be updated so that we don't run into this issue in the future. By eliminating conflicting events on campus, our students are afforded the opportunity to attend everything that BCC has to offer for co-curricular activities.

Purchasing; ASG creates several events throughout the year and the consistency of what is needed for each event was difficult to track as it wasn't always the same. An updated process for purchasing, that includes the new processes, would be very helpful. If the processes are updated and shared college-wide, purchasing would be more simple and would eliminate rejected backs and the back and forth with the Business Office that slows everything down.

## Collaboration with Other Areas Response

What areas and/or administrative units are integral to the work of your area and why? Please provide examples of collaborating with other areas on projects, process improvement, etc.

Recently the Office of Student Life collaborated with Student Success and the Promise Program to develop co-sponsored events for the fall 2023 semester in the hopes of providing a better experience for our students. By planning these events together it will provide a more inclusive experience for our

students by focusing all efforts and funds on one event that is inviting to all students. Our goal is to remove conflicting events so that students don't have to choose between more than one event on any given day. We want our students to experience everything that BCC has to offer and we can't do that if we schedule events on top of each other. The Office of Student Life works also works closely with SPS to ensure that the students in those programs receive everything they need to be successful on campus. Each year, ASG partners with SPS to assist in providing the BCC students with a Thanksgiving meal; they donate toys for the toy giveaway that is provided to SPS students and support the spring meal giveaway with whatever additional items are needed (food, time, gift cards).

What other areas have you worked with? Please provide examples of collaborating with other areas on projects, process improvement, etc.

The Office of Student Life is currently working with the Athletics Department to plan a field trip to an Ontario Reign (hockey) game. This event will allow students to tour the facility and meet some of the front office staff (accounting, marketing, etc.) as well as some of the athletic trainers and coaches. We are hoping to show our students what careers are available to them nearby.

What other areas do you want or need to work with more and why?

The Office of Student Life would like to partner with the Mindful Space to offer more support groups for our students. By offering targeted groups (single moms/dads, first-time college students, working college students, DREAMERS, etc.) a safe space to discuss their college experience, we can provide another link to keep them successfully enrolled in their classes.

## Staffing

Area Organization – state any changes in past few years

The Office of Student Life was previously connected to the HHIP program and is now connected to Student Conduct. The department is still only one person (the Director) who is responsible for both Student Life and Student Conduct.

Please list any professional development that staff has participated in (Standard 3.2)

Title IX Certificate Program: Decision-makers and Student Conduct Track
T9 Mastered Essentials: Online Training on Investigating Title IX Complaints and Trauma-Informed Training

Please list any professional development staff would benefit from (Standard 3.2)

Annual attendance at the CCCSAA (CA Community College Student Affairs Association) Professional Development Conference

Do staff receive an annual employee evaluation on a regular basis (Standard 3.3)? If no, please explain.

The Office of Student Life and Conduct currently has one employee, the Director. The current Director has been in the position for one year and has not received an employee evaluation.

Is the staffing within the department sufficient to meet all responsibilities in a timely manner and support internal and external customers adequately (Standard 2.7)?

The Office of Student Life relies heavily on the Welcome Center staff for support of ASG events and some of the day-to-day operations of the department. The ASG students also work on the events which includes the planning of the event as well as the execution of the event. However, the ASG students are not paid employees and do not come in at regularly scheduled days and times so it is difficult to know when additional help will be available. A possible solution to this would be for a paid student worker in the area with a set schedule.

# Non-Instructional Program Review Template

## Area Effectiveness Data and Analysis

### Satisfaction Surveys

A survey was sent out to all students after the conclusion of the fall 2022 term. The scope of the survey was to determine student satisfaction with the events that ASG had provided. 73% of respondents replied that ASG is doing a good job and that they enjoyed all of the events that were provided for students. There were a few students who hadn't attended any of the ASG events as they lived too far away and couldn't make it to campus. With this feedback, the ASG Executive Board voted to change one of the Senator positions to be the Senator of Online Students so that virtual students can be involved in campus life as well.

For the 2023-24 term, a post-event survey will be provided to all students that attended the event. Questions will include if the event was a positive/negative experience, what else ASG can be doing to assist the students at BCC, and what future events the students would like to see. They will also be asked to provide their gender, ethnic background, and age. The Office of Student Life would like to work with the Research Department to figure out how this feedback can assist in future planning for events and funding.

### Audits, project tracking, etc.

ASG tracks each of its events and conducts a post-event report. This report includes information like what went well, what was missed, the number of students/staff that participated, and any additional information that was provided in the post-event survey. This is used to plan future events to ensure the students are provided with what they need/want on campus.

### Student Equity Data

Specifically discuss any equity gaps that have surfaced in the data. What innovative plans or projects will help to close these gaps?

As previously mentioned, a new position was created within ASG; Senator of Online Students. This role would be responsible for reaching out strictly to our online students to ensure that their needs are being met and planning online events to engage them more. With 70% of our students currently taking classes online, ASG wants to ensure that all students are included in as many activities on campus as possible.

### Institution-set Standards

If applicable, reflect on how the department/unit assists the college in reaching the institution-set standards and stretch goals. What innovative plans or projects will help to address any deficiencies.

The Office of Student Life offers events on campus to students in order to provide an outside-of-the-classroom learning experience. While these events are targeted to provide something fun for the students to engage in, they are also helping by providing a unique campus experience that will assist the students in succeeding in their courses and completing their programs.

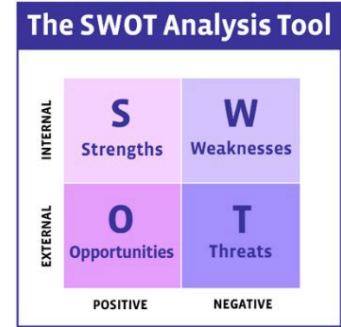### Other Supporting Data (Qualitative or Quantitative)

NA

# Non-Instructional Program Review Template

**SWOT Analysis**

*Conducting a SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats) is another tool that can help areas evaluate themselves. The SWOT Analysis not only looks internally, but externally as well.*

*The SWOT Analysis provides a way for areas to highlight their accomplishments and also identify possible gaps or issues that need to be addressed.*



| | Positive/ Helpful | Negative/ Harmful |
|---|---|---|
| **Internal** | STRENGTHS<br>    Student Events | WEAKNESSES<br>    Publicity; ensuring that all students are aware of what is going on, on campus.<br>    The Director of Student Life is also the Director of Student Conduct which can make it difficult when the Director has had a student in their office for conduct, then is assisting with an event on campus. |
| **External** | OPPORTUNITIES<br>    Donations were made to the Barstow Cops & Kids Program; Mt. Saint Joseph's Church (bags provided to their homeless population); float in the City of Barstow Mardi Gras parade. | THREATS<br>    Not enough students on campus; currently 70% of the student population take courses online. |

## III. Goals and Service Area Outcomes (SAOs)/Administrative Unit Outcomes (AUOs)

*The purpose of this section is to use data to develop goals, expected SAOs/AUOs for the next three years, and to reflect upon goals and outcomes from the previous cycle*
*You should reflect on and incorporate the responses from all the previous questions and the SWOT analysis into this section.*
*As you develop goals and outcomes:*

       a. *formulate **two to three** goals with an expected outcome for each that will help maintain or enhance program strengths or will act as an intervention to an identified weakness*

# Non-Instructional Program Review Template

*(cite evidence from assessment data and/or other area effectiveness data).*

    b.   *indicate the **status** of the SAO/AUO (ex: is the goal or outcome new, a carry-over from the previous program review cycle, etc.)*

    c.   *indicate how each goal and outcome are **aligned** with the College's Strategic Priorities.*

    d.   *indicate how each goal and outcome are **aligned** with the Pillars of Guided Pathways.*

    e.   *List at least one **action/strategy** for each goal/outcome.*

    f.   *Explain how you will **measure** the goal/outcome.*

    g.   *List any **resources** that will be needed to achieve the goal/outcome*

## GOAL #1

Engage both the virtual and in-person student population in more ASG events and activities.

### Expected Service Area Outcome/Administrative Unit Outcome

A better connection to the students that are currently in a virtual setting to assist in keeping them engaged. Increase outreach efforts to ensure the majority of the student population is aware of ASG activities and events.

A.   This Goal/Outcome is

    ☒      New

    ☐      Continued

    ☐      Modified

    *If modified please list how and why.*
    Click or tap here to enter text.

B.   Alignment to BCC Strategic Priority *(Select at least one but choose all that apply)*
    Strategic Priority 2: Ignite a Culture of Learning and Innovation

    Strategic Priority 3: Build Community

    Choose an item.

    Choose an item.

C.   Relationship to Guided Pathways

    ☐      Clarify the Path

    ☐      Entering the Path

    ☒      Staying on the Path

    ☐      Support Learning

D.   Please list actions/strategies for achieving this goal/outcome*.*

# Non-Instructional Program Review Template

Enlist an online student as an ASG senator to build a community of virtual learners. Provide virtual support groups and activities to these students so that even though they are at-home learners, they are still a part of a larger community. Include follow-up surveys after every ASG event so instant feedback is provided to determine what else needs to be done to provide a better campus environment for our students.

E. Briefly explain how you will measure the goal/outcome.
Surveys to determine how many virtual students are taking part in these planned activities as well as what current practices are, or are not, working.

F. Please list resources (if any) that will be needed to achieve the goal/outcome.
NA

---

## GOAL #2
Establish an on campus safe-space environment for student groups to meet.

### Expected Service Area Outcome/Administrative Unit Outcome
A safe space for our student groups, such as True to You, and newly established support groups, to meet and feel included on our campus. By providing non-academic supports, we help students stay on the path.

G. This Goal/Outcome is

☒ New

☐ Continued

☐ Modified

*If modified please list how and why.*
Click or tap here to enter text.

H. Alignment to BCC Strategic Priority *(Select at least one but choose all that apply)*
Strategic Priority 3: Build Community

Strategic Priority 1: Innovate to Achieve Equitable Student Success

Choose an item.

Choose an item.

I. Relationship to Guided Pathways

☐ Clarify the Path

☐ Entering the Path

☒ Staying on the Path

☒       Support Learning

J.   Please list actions/strategies for achieving this goal/outcome*.*
A separate space that is designated as 'students only' that is comfortable will allow the students to feel as if they have a spot on campus to relax and share with other college students. By placing more student supports into place, we can provide a caring and inclusive campus for our students to thrive.

K.   Briefly explain how you will measure the goal/outcome*.*
The use of the student-designated space can be monitored to determine its usage as well as the establishment of student groups on campus as there are only a couple at the moment.

L.   Please list resources (if any) that will be needed to achieve the goal/outcome*.*
The current room designated for students is outdated with a few tables and chairs. New flooring and furniture, as well as some games and books, are needed to establish a comfortable environment for our students so that it is welcoming and inviting. We want this space to make the feel students that they matter on campus.

........................................................................................................................................

## GOAL #3
The Office of Student Conduct will establish a better process for submitting student conduct reports and closing the loop.

**Expected Service Area Outcome/Administrative Unit Outcome**
Better communication with staff and faculty in regard to student conduct (behavioral and academic).

M.  This Goal/Outcome is

☒       New

☐       Continued

☐       Modified

*If modified please list how and why.*
Click or tap here to enter text.

N.   Alignment to BCC Strategic Priority *(Select at least one but choose all that apply)*
Strategic Priority 3: Build Community

Strategic Priority 1: Innovate to Achieve Equitable Student Success

Choose an item.

Choose an item.

O.   Relationship to Guided Pathways

☐       Clarify the Path

☐       Entering the Path

# Non-Instructional Program Review Template

☒        Staying on the Path

☒        Support Learning

P.   Please list actions/strategies for achieving this goal/outcome.
Develop a how-to guide to disseminate to faculty and staff to learn the new system. Include expectations from the Office of Student Conduct so that silos are taken down and the loop is closed on all student conduct incidents.

Q.   Briefly explain how you will measure the goal/outcome.
Symplicity Advocate allows for reporting on reports submitted, letters sent to include numbers and outcomes.

R.   Please list resources (if any) that will be needed to achieve the goal/outcome.
NA

........................................................................................................................................................................

## Previous Goals/Outcomes
Were any outcomes discontinued or completed? Please speak to outcomes you are not carrying forward from the previous program review cycle and discuss why.
> Previous goals found were from the 2014 Annual Update. A lot has changed since then and I don't believe the goals/outcomes are relevant to the current department goals.

# Non-Instructional Program Review Template

## IV. Resource Requests

*What does the area need to meet its goals and outcomes? Resource requests should be evidence-based and tied to goals and objectives stated above.*

*Resources may be requested from the following categories:*

       *a.  Personnel/Staffing*
       *b.  Technology Resource*
       *c.  Facilities Resource*
       *d.  Professional Development*
       *e.  Other*

*For all resource requests departments/areas should utilize the <u>Budget Allocation Proposal form</u> and submit with their program review. If needed, the Out-of-Cycle BAP form may be submitted for resource requests when completing an Annual Update in Years 2 and 3.*

| Goal/ Outcome # | Resource Required | Estimated Cost | BAP Required? Yes or No | If no, indicate funding source |
|---|---|---|---|---|
| Goal #2 | New flooring, couches, chairs, tables | 15,000 | Yes | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

# BUDGET ALLOCATION PROPOSAL

| | |
|---|---|
| Date: 8/15/2023 | Originator: Jessica Tainatongo |
| Program or Department Name: | Student Life and Conduct |
| Dean/Vice President/Supervisor: | Heather Minehart |

| | |
|---|---|
| What are you requesting? *(Brief)* | Furniture and flooring for Viking Lounge |
| Amount Requested: | ☒ One-time Funding    ☐ Ongoing Funding |
| Funding Source (if known) : | |

## REQUEST TYPE:

| ☐ Personnel/Staffing | ☐ Technology Resource | ☐ Facilities Resource | ☒ OTHER |
|---|---|---|---|
| Complete *Personnel/Staffing* section below | Complete *Technology* section below | Complete *Facilities* section below | Furniture |

## PERSONNEL/STAFFING REQUEST

Is the position request for:    ☐ Faculty        ☐ Classified        ☐ Management/Confidential

Is the position requested:    ☐ A new classification   (Attach *proposed* job description, or *detailed* list of proposed duties)

☐ An existing classification        *Official Job Title:*

Is the position requested:    ☐ Full Time    ☐ Part Time:        Months/Year        Hours/Week

## TECHNOLOGY RESOURCE REQUEST

Indicate the category of the request:

☐ Hardware        ☐ Software        ☐ Printer/Copier    ☐ Network        ☐ Audio-Visual        ☐ License/Maintenance

Indicate the intended users:        ☐ Students        ☐ Faculty        ☐ Staff        ☐ Other

Is training required? ☐ No        ☐ Yes        Explain:

How will it be secured?    ☐ Alarm        ☐ Secure Room        ☐ Secure Cabinet    ☐ Cable/Lock        ☐ Password

Have you completed and attached the Technology Assessment Form?

## FACILITIES RESOURCE REQUEST

Indicate the intended users:        ☐ Students        ☐ Faculty        ☐ Staff        ☐ Other

Is maintenance required?    ☐ No        ☐ Yes        Explain:

1. Why is the request being made?

> There isn't a current location on campus that is designated for just students that is welcoming and inviting for students to relax between classes, hold club meetings, or host student support groups.

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

> Section III. Goals and Service Area Outcomes (SAOs)/Administrative Unit Outcomes (AUOs), Goal #2

   b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

> An AUO was set for Student Life to establish an area for students to use as their own; to relax between classes, and to host student support groups. This aligns with the Caring Campus initiative as well as Strategic Priority #1: involve the college in an "everyone matters" campaign.

   c) How was this included in the Area Goals section of your Program Review? Please cite section/item number and include the text.

> Goal #2

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short-term and a long-term basis? Have they been notified? Example: Technology Assessment Form
   *(This question is not required for Personnel/Staffing requests.)*

> Once the flooring has been installed and the furniture put together no future resources would be needed.

4. a) How will this resource improve student success or institutional services?

> By providing a space for students to relax between classes, they will start feeling like the belong on campus. This space will also be utilized for student support groups so like-minded individuals can meet and discuss their hardships, as well as their coping mechanisms, on campus.

   b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

> By the establishment of student supports groups and by the use of the renovated facility. Student surveys will be utilized to ensure the space has provided what has been requested and that it fulfills the needs of the students.

5) Describe how your request is aligned with as many of the college's strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

*(Follow the links to access each document)*

1. Mission Statement

2. Strategic Priorities / Strategic Goals

   Strategic Priority #1: Help Students Stay on the Path

3. Educational Master Plan

4. Others: Such as Technology Plan , Facilities Master Plan, HR Staffing Plan, Professional Development Plan

## ADMINISTRATIVE USE

Administrator: _____   Title: _____

Comments/Recommendations:

```
┌────────────────────────────────────────────────────────────┐
│                                                            │
│                                                            │
│                                                            │
│                                                            │
│                                                            │
│                                                            │
└────────────────────────────────────────────────────────────┘
```

Signature: _____   Date: _____

---

Administrator: _____   Title: _____

Comments/Recommendations:

```
┌────────────────────────────────────────────────────────────┐
│                                                            │
│                                                            │
│                                                            │
│                                                            │
│                                                            │
└────────────────────────────────────────────────────────────┘
```

Unit Priority Ranking: _____ of _____

### BUDGET INFORMATION
*(This section **MUST** be completed)*

Budget Program Number: _____   ☐ Restricted   ☐ Unrestricted

Comments regarding Budget Information: _____

Signature: _____   Date: _____

**Item**

1 Round Pedestal Café Table (30" Diameter) (Top: Bannister Oak, Base: Black)
2 Heavy-Duty Plastic Stacking Chair w/ Black Seat & Black Frame
3 Shapes Series II Common Area Chair (Price Group 1 Material) (Color: Black)
4 Shapes Series II Common Area Sofa (Price Group 1 Material) (Color: Black)
5 Round Side Table w/ Electrical Outlet & USB

**Link**

[Round Pedestal Café Table (30" Diameter) at School Outfitters](#)

[Heavy-Duty Plastic Stacking Chair w/ Black Seat & Black Frame at School Outfitters](#)

[Shapes Series II Common Area Chair (Price Group 1 Material) at School Outfitters](#)

[Shapes Series II Common Area Sofa (Price Group 1 Material) at School Outfitters](#)

[Round Side Table w/ Electrical Outlet & USB at School Outfitters](#)

| Qty | Price | TOTAL |
|-----|-------|-------|
| 3 | 236.88 | $710.64 |
| 12 | 77.88 | $934.56 |
| 4 | 585.88 | $2,343.52 |
| 2 | 799.88 | $1,599.76 |
| 3 | 539.88 | $1,619.64 |
| | | $7,208.12 |