

Non-Instructional Program Review- Annual Update Template

Service Area/Administrative Unit

Non-Instructional Program Name: Accessibility Coordination Center & Educational Support Services (ACCESS)

Academic Year: 2025-2026

Name(s) of Submitter(s): Clementina Macias, Linda Pugliese, Salvador Caballero, Ed Palmer

Annual Update #1 ☒ #2 ☐

**Note: An Annual Update must be submitted each year that a Program Review is not submitted.*

I. Progress on Goals and Outcomes (SAOs/AUOs)

A) List the 2-3 goals and related outcomes for your unit:

(These should be carried forward from your full Program Review, or from your Annual Update #1 if revised since your full Program Review)

1. GOAL #1

Streamline ACCESS business processes, standard operating procedures, and data tracking to align with institutional data needs, Chancellor's Office initiatives such as Vision Aligned Reporting (VAR), etc

Expected Service Area Outcome/Administrative Unit Outcome

A streamlined application workflow, intake process, and data tracking system will be developed using available technology.

2. GOAL #2

Increase ACCESS' visibility, outreach, and recruitment efforts by sharing program resources/services to all incoming first-year students, sharing information with academic faculty, and updating the ACCESS website to make it more user-friendly.

Expected Service Area Outcome/Administrative Unit Outcome

Increase awareness among students. Higher program utilization. Improved collaboration with Academic Faculty. Improved student satisfaction and feedback. Enhanced recruitment and retention of ACCESS students.

3. GOAL #3

N/A

Expected Service Area Outcome/Administrative Unit Outcome

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Click or tap here to enter text.

B) Have any goals been completed or discontinued?

If yes, please list the goal and whether it has been completed or discontinued; if discontinued, please explain why.

Yes ☐

No ☐

Click or tap here to enter text.

C) Discuss the actions/strategies related to each goal and your progress on each of these. If you have not begun an(y) action/strategy please list why.

1. GOAL #1 Action/Strategies

1. The Dean of Counseling and Student Success will work with ACCESS staff to conduct a process audit to identify current processes, assess efficiency, and spot gaps and redundancies.
2. Develop and document standard operating procedures.
3. Implement best practices for data tracking, and use VAR categories for tracking, which will ensure data is collected and recorded using standardized formats and definitions. This will include leveraging technology and working with our IT department to use automation tools to streamline and reduce manual errors.

Discuss any progress on Action/Strategies.

1. The ACCESS department conducted a process audit to evaluate current practices, identify inefficiencies, and uncover any gaps or redundancies. As a result of the audit, the need for a case management system was confirmed. In collaboration with the IT department, the team vetted two potential systems and selected **ACCOMMODATE** for implementation. This system will enhance the department's ability to maintain up-to-date student records and accommodation plans, while also allowing for the generation of data reports on student progress and service utilization.
2. The department is currently reviewing existing workflows and practices to develop and document comprehensive standard operating procedures (SOPs). These SOPs will include guidelines for the newly adopted case management system and aim to ensure consistency, clarity, and efficiency in service delivery. This process also includes auditing the equipment support checkout procedure for auxiliary aides.
3. The implementation of the ACCOMMODATE system will significantly enhance the department's ability to track data using standardized formats and definitions. By leveraging this technology and working closely with the IT department, the team aims to streamline processes, reduce manual errors, and ensure more accurate and consistent data collection and reporting.

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Briefly explain how you have been measuring the goal and any notable indicators of forward progress.

The goal will be measured by process efficiency and effectiveness, and data quality and tracking. ACCESS will measure the accuracy of data collected against known benchmarks and through validation checks. Improved accuracy signifies effective data tracking improvements. In addition, ACCESS will be able to pull data to assess program trends concerning ACCESS student performance such as course success rates, withdrawal rates, and educational goal attainment.

2. GOAL #2 Action/Strategies

1. Incorporate ACCESS information into the first-year orientation program. Create engaging presentations or workshops that highlight the services available and how they can support students.
2. Include ACCESS brochures or flyers in the welcome packets given to incoming students. Ensure these materials are visually appealing and clearly outline the benefits and how to access services.
3. Utilize email campaigns to send information about ACCESS services to incoming students before and after they arrive on campus.
4. Include links to resources and a brief overview of the benefits. Include a stop at the ACCESS office during campus tours for new students. This gives them a firsthand look at where to go for support and introduces them to key staff members.
5. Host workshops or informational sessions for academic faculty to explain ACCESS services, the importance of accommodations, and how they can support students with disabilities.
6. Send regular newsletters or updates to faculty about ACCESS initiatives, success stories, and any changes in policies or procedures.
7. Update and redistribute the resource guide for faculty that details how to implement accommodations, understand disability issues, and collaborate with ACCESS.
8. Include testimonials and success stories from students who have benefited from ACCESS services. This adds a personal touch and can help prospective students relate to the experiences of others.
9. Implement a feedback form or survey on the website where students and faculty can provide input on how to improve the site and the services offered.
10. Track recruitment numbers and retention rates of ACCESS students. Compare these metrics before and after implementing outreach and visibility strategies.

Discuss any progress on Action/Strategies

1. The ACCESS website has been updated to ensure accurate and current information is available to students. Additionally, the ACCESS Student Handbook was created to provide a comprehensive guide to services, accommodations, and support resources.
2. ACCESS staff continue to deliver in-class presentations to raise awareness of ACCESS services and resources, including biology, welding, and English courses. Additionally, the ACCESS Specialist was invited to present to faculty, further promoting campus-wide understanding and engagement.

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3. The department has offered targeted programming for ACCESS students focused on course registration, community building, and connecting to support services.
4. The ACCESS Counselor has actively engaged with students during ACCESS events such as Pop in with the Counselor, ACCESS Program Orientation, the Christmas Crafts event, and Cupcakes with the Counselor, providing opportunities for one-on-one interaction, answering questions, and offering referrals to additional resources as needed.
5. Regular email and phonecall reminders have been sent to ACCESS students, providing important updates on Financial Aid deadlines, registration dates, and general encouragement to access support services.
6. The ACCESS department has actively participated in all major campus-wide tabling events such as Open House, Pride Pathways, and Grad Fest, helping to increase visibility and promote the availability of services to the broader student community.
7. Having a dedicated ACCESS Student Worker has improved communication between students and increased program engagement and awareness.

Briefly explain how you have been measuring the goal and any notable indicators of forward progress.

Track the number of students who engage with ACCESS services through sign in sheets and surveys. Monitor usage statistics for ACCESS services and resources. Look for increases in service requests and interactions following outreach efforts. Evaluate faculty engagement through attendance at workshops, feedback from surveys, and collaborative projects or initiatives. Track recruitment numbers, retention rates, and graduation of ACCESS students. Compare these metrics before and after implementing outreach and visibility strategies.

3. GOAL #3 Action/Strategies

N/A

Discuss any progress on Action/Strategies

Click or tap here to enter text.

Briefly explain how you have been measuring the goal and any notable indicators of forward progress.

Click or tap here to enter text.

D) List any resources you are requesting for each goal.

1. Goal 1 ☐ Goal 2 ☐ Goal 3 ☐

Please list the resource and how it relates to the goal.

Click or tap here to enter text.

2. Goal 1 ☐ Goal 2 ☐ Goal 3 ☐

Please list the resource and how it relates to the goal.

Click or tap here to enter text.

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3. Goal 1 ☐

Goal 2 ☐

Goal 3 ☐

Please list the resource and how it relates to the goal.

Click or tap here to enter text.

II. New Goals (optional)

This section is optional and should be used to replace a completed or discontinued goal OR if a new goal has become necessary for the service area or administrative unit.

A. NEW GOAL #1

Click or tap here to enter text.

Expected Service Area Outcome/Administrative Unit Outcome

Click or tap here to enter text.

1. Alignment to BCC Strategic Priority *(Select at least one but choose all that apply)*

Choose an item.

Choose an item.

Choose an item.

Choose an item.

2. Relationship to Guided Pathways

☐ Clarify the Path

☐ Entering the Path

☐ Staying on the Path

☐ Support Learning

3. Please list actions/strategies for achieving this goal/outcome.

Click or tap here to enter text.

4. Briefly explain how you will measure the goal/outcome.

Click or tap here to enter text.

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

Click or tap here to enter text.

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B. NEW GOAL #2

Click or tap here to enter text.

Expected Service Area Outcome/Administrative Unit Outcome

Click or tap here to enter text.

6. Alignment to BCC Strategic Priority (*Select at least one but choose all that apply*)

Choose an item.

Choose an item.

Choose an item.

Choose an item.

7. Relationship to Guided Pathways

- ☐ Clarify the Path
- ☐ Entering the Path
- ☐ Staying on the Path
- ☐ Support Learning

8. Please list actions/strategies for achieving this goal/outcome.

Click or tap here to enter text.

9. Briefly explain how you will measure the goal/outcome.

Click or tap here to enter text.

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

Click or tap here to enter text.

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III. Resource Requests:

What does the area need to meet its goals and objectives?

List all resources from Sections I.D and II.10 below.

If there was no room on the template to list all resources being requested for a single goal/objective, you may list additional resource requests here. Also list any resources required to implement planned improvements.

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

Goal/ Outcome #	Resource Required	Estimated Cost	BAP Required? Yes or No	If no, indicate funding source
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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.
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