

# Non-Instructional Program Review- Annual Update Template

## Service Area/Administrative Unit

Non-Instructional Program Name: Enrollment Services

Academic Year: 2025-2026

Name(s) of Submitter(s): Heather Minehart; Juan Eason

Annual Update #1 ☐ #2 ☒

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

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## 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

Students will receive their diploma within four weeks of the end of the semester.

##### **Expected Service Area Outcome/Administrative Unit Outcome**

Scribing of catalog

Complete implementation of DegreeWorks

Online graduation petition

#### 2. GOAL #2

Increase number of students receiving CCPG and financial aid disbursements.

##### **Expected Service Area Outcome/Administrative Unit Outcome**

Students will have less out of pocket expenses while attending college.

The college will increase the amount of supplemental funding from Student Centered Funding Formula.

#### 3. GOAL #3

Click or tap here to enter text.

##### **Expected Service Area Outcome/Administrative Unit Outcome**

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 ☐

Scribing of the Catalog has been completed. Implementation of an online graduation petition through Dynamic Forms.

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**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**

In 2025, the Admissions and Records Office successfully reduced the degree awarding timeline by four weeks. This improvement was achieved through close collaboration with the Counseling Department to ensure that students submitting graduation petitions were enrolled in all required courses and that any necessary exception petitions were submitted concurrently. This proactive approach helped streamline the review process and support more timely diploma distribution.

	2024- 25	2023- 24	2022- 23	2021- 22	2020- 21
Barstow CCD Totals	1250	996	641	583	662
16-29.99 units	380	202	64	37	50
30-60 units	65	45	34	24	33
6-17.99 units (No CO App)	25	24	23	6	1
8-15.99 units	69	70	23	12	7
Associate of Arts	109	116	118	104	177
Associate of Arts-Transfer	137	95	85	96	98
Associate of Science	232	190	175	174	199
Associate of Science-Transfer	109	92	82	106	97
Noncredit 144-191.9 hours	16	15	1	2	0
Noncredit 48-95.9 hours	26	53	36	22	0
Noncredit 96-143.9 hours	82	94	0	0	0

## **Discuss any progress on Action/Strategies.**

Much of the Degree Works re-implementation has been completed. Scribing was finalized in Spring 2025, and over Summer 2025, counselors focused on setting up initial student education plans while Application Services staff completed technical training. The planned go-live date for Degree Works is Spring 2026.

The implementation of Degree Works, integrated with Ellucian Banner, will provide a comprehensive degree audit system and electronic education planning tool. This system will allow students to easily track their academic progress toward degree or certificate completion and help ensure they are enrolling in the correct courses each term. For counselors and staff, Degree Works will streamline advising, reduce manual processes, and increase accuracy in degree evaluations—ultimately supporting timely completions, improved student engagement, and more efficient use of institutional resources.

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

Click or tap here to enter text.

## **2. GOAL #2 Action/Strategies**

Increase number of students receiving the California College Promise Grant and financial aid disbursements.

- **Enhanced Communication:** Regular communication is key to ensuring that students are aware of the financial aid opportunities available to them. The Financial Aid Office plans to utilize multiple communication channels, including emails, text messages, social media, and campus events, to inform students about aid opportunities and how to apply.
- **Collaboration with High Schools:** By working closely with high school counselors, the Financial Aid Office will ensure that students and their families are informed about financial aid opportunities before they graduate. Early outreach can help students prepare and apply for the California College Promise Grant (CCPG) and other forms of financial aid as soon as they begin their college journey.
- **Financial Aid Workshops:** Hosting regular financial aid workshops can provide students with hands-on assistance in completing their applications. These workshops will be designed to address common challenges and provide support for students who may face barriers in applying for financial aid. Offering these workshops in multiple languages and formats (in-person and online) can further increase accessibility.

Planned workshops for fall 2025:

1. **25-26 FAFSA/ DREAM Application Assistance** – Get hands-on help completing your 2025-2026 FAFSA or California Dream Act Application to apply for financial aid.
2. **SAP 101** – Learn what Satisfactory Academic Progress (SAP) is, how it affects your financial aid, and how to file an appeal if needed.
3. **Web Grants** – Understand how to create and use your WebGrants4Students account to manage Cal Grant and other state financial aid.
4. **Scholarships Workshop** – Discover how to search, apply, and qualify for scholarships that can help cover your educational expenses.
5. **Navigating FA Portal/Viking Portal** – Get guided support on how to access, understand, and use your Financial Aid and Viking Student Portals.
6. **26-27 FAFSA/ DREAM Application Assistance** – Receive early support to start your 2026-2027 FAFSA or Dream Act Application and get ahead in the financial aid process.

Other strategies include constant outreaching to students who have rejected FAFSA applications, or provisional applications, to assist them with completing the Financial Aid package. Outreach efforts will include phone calls, emails, and mailers.

### **Discuss any progress on Action/Strategies**

The Board of Trustees has approved the hiring of a Financial Aid Director as of March 2025.

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Even though this position was fulfilled, we are still working toward reaching our progress on our goals.

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

Progress is measured by the percentage of headcount awarded CCPG and paid Pell grant. The number of students awarded the CCPG and paid Pell grant have increased from 2021-2022 to 2022-2023 but the percentage of headcount has not significantly increased.

Aid Year	CCPG	CCPG Percentage of Headcount	Pell	Pell Percentage of Headcount
1718	3333	75.00%	2129	48.00%
1819	3363	75.00%	2184	49.00%
1920	3289	77.00%	2246	53.00%
2021	2544	83.00%	1679	55.00%
2122	2426	66.00%	1612	44.00%
2223	2856	65.00%	1960	45.00%

### 3. GOAL #3 Action/Strategies

Click or tap here to enter text.

#### 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.

3. Goal 1 ☐ Goal 2 ☐ Goal 3 ☐

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*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

Implement Ellucian Campus Communicator to enhance student engagement and improve the effectiveness of communication within Enrollment Services.

#### **Expected Service Area Outcome/Administrative Unit Outcome**

To streamline and personalize communications related to admissions, registration, financial aid, and student records by integrating Campus Communicator with Banner. This implementation will support timely, consistent, and accessible messaging through students' preferred communication channels (e.g., email, SMS, and portal alerts), reducing confusion, increasing response rates, and improving overall student satisfaction.

1. Launch of targeted, automated campaigns tied to key enrollment milestones (e.g., application updates, registration reminders, financial aid deadlines).
2. Improved tracking and analytics on communication effectiveness.
3. Reduction in student inquiries related to missed deadlines or unclear instructions.
4. Increased completion rates of enrollment-related tasks and forms.

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

Strategic Priority 1: Innovate to Achieve Equitable Student Success

Strategic Priority 4: Achieve Sustainable Excellence in all Operations

Choose an item.

Choose an item.

2. Relationship to Guided Pathways

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

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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

Implement the NASFAA Standards of Excellence (SOE) Review Program to assess and enhance compliance, operational efficiency, and student service quality associated with all aspects of Title IV funds.

#### **Expected Service Area Outcome/Administrative Unit Outcome**

To engage in a comprehensive, third-party peer review of the institution's financial aid and enrollment practices using NASFAA's nationally recognized Standards of Excellence. This review will identify strengths and areas for improvement related to regulatory compliance, customer service, interdepartmental coordination, and overall effectiveness in supporting student access and success.

#### **Planned Outcomes:**

- A detailed, actionable report identifying gaps and best practices in financial aid and enrollment operations.
- Enhanced compliance with federal and state regulations.
- Improved cross-training and collaboration among financial aid, admissions, and records staff.
- Development of an implementation plan to address recommendations and monitor continuous improvement.
- Strengthened institutional integrity and preparedness for audits or accreditation reviews.

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

Strategic Priority 1: Innovate to Achieve Equitable Student Success

Choose an item.

Choose an item.

Choose an item.

7. Relationship to Guided Pathways

- ☐ Clarify the Path
- ☐ Entering the Path

## Non-Instructional Program Review- Annual Update Template

☒ 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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# Non-Instructional Program Review- Annual Update Template

## 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
II.A.1	Ellucian Campus Communicator	\$32,900 per year	Yes	Click or tap here to enter text.
II.B.2	NASFAA Standards of Excellence	\$48,000	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.



## BUDGET ALLOCATION PROPOSAL

Date: <u>08/04/2025</u>	Originator: <u>Juan Eason</u>
Program or Department Name: <u>Financial Aid</u>	
Dean/Vice President/Supervisor: <u>Dr. Cuauhtemoc Carboni</u>	

What are you requesting? ( <i>Brief</i> )	<u>NASFAA Standards of Excellence (SOE)</u>		
Amount Requested: <u>\$48,000</u>	<input checked="" type="checkbox"/> One-time Funding	<input type="checkbox"/> Ongoing Funding	
Funding Source (if known) :	<u></u>		

REQUEST TYPE:			
<input type="checkbox"/> Personnel/Staffing <small>Complete <i>Personnel/Staffing</i> section below</small>	<input checked="" type="checkbox"/> Technology Resource <small>Complete <i>Technology</i> section below</small>	<input type="checkbox"/> Facilities Resource <small>Complete <i>Facilities</i> section below</small>	<input type="checkbox"/> OTHER

PERSONNEL/STAFFING REQUEST	
Is the position request for:	<input type="checkbox"/> Faculty <input type="checkbox"/> Classified <input type="checkbox"/> Management/Confidential
Is the position requested:	<input type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties)
	<input type="checkbox"/> An existing classification      Official Job Title: <u></u>
Is the position requested:	<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time: <u></u> Months/Year <u></u> Hours/Week

TECHNOLOGY RESOURCE REQUEST	
Indicate the category of the request:	<input type="checkbox"/> Hardware <input checked="" type="checkbox"/> Software <input type="checkbox"/> Printer/Copier <input type="checkbox"/> Network <input type="checkbox"/> Audio-Visual <input checked="" type="checkbox"/> License/Maintenance
Indicate the intended users:	<input checked="" type="checkbox"/> Students <input type="checkbox"/> Faculty <input checked="" type="checkbox"/> Staff <input type="checkbox"/> Other
Is training required?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes    Explain: <u></u>
How will it be secured?	<input type="checkbox"/> Alarm <input type="checkbox"/> Secure Room <input type="checkbox"/> Secure Cabinet <input type="checkbox"/> Cable/Lock <input type="checkbox"/> Password
Have you completed and attached the <a href="#">Technology Assessment Form</a> ?	

FACILITIES RESOURCE REQUEST	
Indicate the intended users:	<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other
Is maintenance required?	<input type="checkbox"/> No <input type="checkbox"/> Yes    Explain: <u></u>

# BUDGET ALLOCATION PROPOSAL

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1. Why is the request being made?

The request for a NASFAA Standards of Excellence (SOE) Review is being made to conduct a comprehensive, third-party peer review of Barstow Community College's financial aid operations. This initiative is driven by the following factors:  
Barstow College has never undergone a formal program review of its Title IV Federal Student Aid operations.  
The newly appointed Financial Aid Director has identified compliance risks and process inefficiencies that must be addressed to avoid jeopardizing student funding and institutional accountability.  
The SOE Review will help the college assess its operational effectiveness, regulatory compliance, and service quality, with the goal of ensuring high standards of financial aid administration and improving student outcomes.  
The review is preventative and improvement-focused, aiming to catch potential issues before they become liabilities and support systemic improvement.

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).

B. New Goal #2: Implement the NASFAA Standards of Excellence (SOE) Review Program to assess and enhance compliance, operational efficiency, and student service quality associated with all aspects of Title IV funds.

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).

This is our first program review, so we do not have previous outcomes to assess.

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

**II. New Goal**

To engage in a comprehensive, third-party peer review of the institution's financial aid and enrollment practices using NASFAA's nationally recognized Standards of Excellence. This review will identify strengths and areas for improvement related to regulatory compliance, customer service, interdepartmental coordination, and overall effectiveness in supporting student access and success.

**Planned Outcomes:**

A detailed, actionable report identifying gaps and best practices in financial aid and enrollment operations.

Enhanced compliance with federal and state regulations.

Improved cross-training and collaboration among financial aid, admissions, and records staff.

Development of an implementation plan to address recommendations and monitor continuous improvement.

Strengthened institutional integrity and preparedness for audits or accreditation reviews.

## BUDGET ALLOCATION PROPOSAL

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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.)*

**Short-Term:**

Financial Aid Office (Primary): Will coordinate with Blue Icon Advisors to gather data, provide documentation, facilitate staff surveys, and participate in interviews.

Enrollment Services & Admissions: May be involved for integrated process reviews (e.g., SAP, R2T4, residency, and admission-related aid eligibility).

IT Department: May be needed for access to SIS (Banner), document imaging systems, and data pulls for student files and reporting.

Institutional Research (IR): May assist in compiling data and analyzing results of student/staff satisfaction surveys.

**Long-Term:**

Financial Aid and Enrollment Services will be responsible for implementing corrective actions and best practices outlined in the final SOE report.

If post-review consulting is selected (Phase 6), time and staff commitment across departments will be required for process redesign, policy revision, or training.

Notification Status:

Preliminary discussions have occurred with key stakeholders within Financial Aid and Enrollment Services. Broader communication will take place upon proposal approval and project launch.

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

The SOE Review will:

Identify compliance issues that could disrupt aid disbursement or student eligibility, proactively protecting student funding.

Help the college implement best practices to ensure more efficient, timely, and student-friendly services.

Improve student satisfaction through streamlined operations and enhanced customer service.

Strengthen cross-department collaboration, reduce processing delays, and create a more equitable aid experience—especially for underserved students.

Mitigate risk of federal audit findings or funding drawbacks

Ultimately, it ensures Barstow's financial aid programs support rather than hinder student progression and completion.

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

To assess the impact of the SOE Review, the following data will be gathered and tracked:

Pre- and post-review compliance metrics (e.g., audit exceptions, R2T4 errors, SAP processing time)

SOE student satisfaction survey results

Staff satisfaction survey results and qualitative feedback

Time-to-disbursement and document processing turnaround before and after changes

Student inquiries and complaints related to financial aid delays or errors

Implementation progress on recommendations outlined in the SOE final report

## BUDGET ALLOCATION PROPOSAL

Internal performance audits or spot-checks to verify improvement

- 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](#)

**"Barstow Community College is committed to equity, access, and student success."**

The SOE Review aligns with this mission by identifying and correcting gaps in financial aid operations that disproportionately impact low-income, first-generation, and underserved students, ensuring equitable access to financial support.

2. [Strategic Priorities](#) / [Strategic Goals](#)

**Strategic Priority 1: Innovate to Achieve Equitable Student Success**

The SOE Review supports this priority by identifying systemic barriers and improving how aid is delivered and accessed by diverse student populations.

**Strategic Priority 3: Build Community**

The SOE process will strengthen cross-functional coordination, staff training, and operational compliance—leading to more efficient, effective institutional operations

**Strategic Priority 4: Achieve Sustainable Excellence in All Operations**

By reducing financial risk and increasing process reliability, the review directly contributes to long-term operational sustainability.

3. [Educational Master Plan](#)

**Section: Student Access and Success (p. 17–19)**

The SOE review supports this section by identifying ways to reduce financial aid barriers and helping students stay enrolled, persist, and graduate through improved aid practices.

**Section: Institutional Effectiveness (p. 22–24)**

The review process is a form of data-driven quality assurance and continuous improvement, aligning with EMP priorities around assessment, planning, and accountability.

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#), [HR Staffing Plan](#), [Professional Development Plan](#)

n/a

## BUDGET ALLOCATION PROPOSAL

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### ADMINISTRATIVE USE

Administrator: \_\_\_\_\_ Title: \_\_\_\_\_

Comments/Recommendations:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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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: \_\_\_\_\_

## BUDGET ALLOCATION PROPOSAL

Date: <u>08/04/2025</u>	Originator: <u>Juan Eason</u>
Program or Department Name: <u>Financial Aid</u>	
Dean/Vice President/Supervisor: <u>Dr. Cuauhtemoc Carboni</u>	

What are you requesting? ( <i>Brief</i> ) <u>Campus Communicator</u>
Amount Requested: <u>\$32,900</u> <input type="checkbox"/> One-time Funding <input checked="" type="checkbox"/> Ongoing Funding
Funding Source (if known) : _____

REQUEST TYPE:			
<input type="checkbox"/> Personnel/Staffing <small>Complete <i>Personnel/Staffing</i> section below</small>	<input checked="" type="checkbox"/> Technology Resource <small>Complete <i>Technology</i> section below</small>	<input type="checkbox"/> Facilities Resource <small>Complete <i>Facilities</i> section below</small>	<input type="checkbox"/> OTHER

PERSONNEL/STAFFING REQUEST	
Is the position request for:	<input type="checkbox"/> Faculty <input type="checkbox"/> Classified <input type="checkbox"/> Management/Confidential
Is the position requested:	<input type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties) <input type="checkbox"/> An existing classification <i>Official Job Title:</i> _____
Is the position requested:	<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time: _____ Months/Year _____ Hours/Week

TECHNOLOGY RESOURCE REQUEST	
Indicate the category of the request:	<input type="checkbox"/> Hardware <input checked="" type="checkbox"/> Software <input type="checkbox"/> Printer/Copier <input type="checkbox"/> Network <input type="checkbox"/> Audio-Visual <input checked="" type="checkbox"/> License/Maintenance
Indicate the intended users:	<input checked="" type="checkbox"/> Students <input type="checkbox"/> Faculty <input checked="" type="checkbox"/> Staff <input type="checkbox"/> Other
Is training required?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Explain: <u>Ellucian will provide user training</u>
How will it be secured?	<input type="checkbox"/> Alarm <input type="checkbox"/> Secure Room <input type="checkbox"/> Secure Cabinet <input type="checkbox"/> Cable/Lock <input type="checkbox"/> Password
Have you completed and attached the <a href="#">Technology Assessment Form</a> ?	

FACILITIES RESOURCE REQUEST	
Indicate the intended users:	<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other
Is maintenance required?	<input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____

# BUDGET ALLOCATION PROPOSAL

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1. Why is the request being made?

This request is being made to address significant communication barriers that are preventing students, especially first-generation and underserved populations, from successfully completing essential steps in the onboarding and financial aid process. Assessment of Service Area Outcomes and Administrative Unit Outcomes in Financial Aid and Enrollment Services has shown that many students face confusion with FAFSA, SAP, and residency verification due to outdated and manual communication methods (e.g., Excel logic, Word-based emails, no texting). These delays negatively impact student enrollment, retention, and access to aid.

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).

New Goal #1

To streamline and personalize communications related to admissions, registration, financial aid, and student records by integrating Campus Communicator with Banner. This implementation will support timely, consistent, and accessible messaging through students' preferred communication channels (e.g., email, SMS, and portal alerts), reducing confusion, increasing response rates, and improving overall student satisfaction.

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).

This is our first program review, so we do not have previous outcomes to assess.

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

II. New Goals

A. New Goal #1

Implement Ellucian Campus Communicator to enhance student engagement and improve the effectiveness of communication within Enrollment Services.

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.)*

**Short-Term:**

**Financial Aid Department:** Will lead the initial configuration of message workflows (e.g., FAFSA reminders, SAP notices, Cal Grant eligibility updates) and coordinate implementation timelines. Staff will also be trained on the new platform.

**Enrollment Services:** Will collaborate to integrate onboarding messages related to application status, residency verification, and required documents.

**IT Department:** May be involved in ensuring secure integration with Banner or related student information systems. However, Campus Communicator is typically a cloud-based tool that requires minimal IT setup.

**Marketing or Communications Office** (if applicable): May assist with message tone, branding, and visual design to ensure alignment with college standards.

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**Long-Term:**

**Ongoing support** from Financial Aid and Enrollment Services will be needed to maintain, update, and refine communication templates based on student needs, deadlines, and policy changes.

**Institutional Research** (optional): May be asked to assist with data analysis to assess impact on student outcomes, equity metrics, and SCFF performance.

**Notification Status:**

Preliminary discussions have taken place within the Financial Aid and Enrollment Services teams to assess the need and readiness for implementation. The proposal will include coordinated communication and rollout planning with relevant departments if approved.

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

Campus Communicator will significantly improve both student success and institutional services by transforming the way Barstow Community College communicates with its students, particularly during high-impact periods like financial aid processing and onboarding.

**For student success:**

Students will receive timely, mobile-friendly, personalized messages that guide them through FAFSA, SAP, residency verification, Cal Grant, and other financial aid tasks—reducing confusion and missed deadlines.

Clear step-by-step instructions will help first-generation and underserved students better navigate processes that often-become barriers to enrollment or aid disbursement.

Students will be more likely to complete critical requirements on time, enabling earlier awarding of financial aid and reducing disruption to their academic journeys.

The system will contribute to higher rates of enrollment, retention, and completion, especially for vulnerable student populations.

**For institutional services:**

By automating communications and reducing reliance on Excel-based pop-sel logic and Word emails, staff will spend less time responding to basic inquiries and more time providing direct, personalized student support.

The platform will reduce inbound call and email volume, making Financial Aid and Enrollment Services more efficient and responsive.

The improved communication will contribute to stronger performance on SCFF metrics, including Pell Grant recipient counts and financial aid packaging timelines.

It will position Barstow as a proactive, student-centered institution using technology to remove barriers and close equity gaps.

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

To evaluate the effectiveness of Campus Communicator, the following data will be tracked and analyzed:

FAFSA completion rates (before and after implementation)

Percentage of students completing verification and SAP requirements

Number of incoming calls/emails related to financial aid status

Student feedback/satisfaction on communications

Number of students receiving and opening targeted messages

SCFF metric changes tied to successful onboarding and Pell eligibility



## BUDGET ALLOCATION PROPOSAL

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- 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](#)

Campus Communicator directly supports the college's mission by improving access to financial aid and enrollment services for underserved students and enhancing communication equity. By providing timely and accessible information, the tool helps remove barriers and promote educational success.

2. [Strategic Priorities](#) / [Strategic Goals](#)

**Strategic Goal 1: Student Success** – Improve access, retention, and completion.

**Strategic Goal 3: Organizational Effectiveness** – Implement technology solutions to streamline student services.

Campus Communicator helps fulfill these goals by enhancing communication at critical enrollment and financial aid touchpoints, improving onboarding efficiency, and using modern tools to better serve students.

3. [Educational Master Plan](#)

**Section: Student Access and Completion** – Focus on enhancing systems that support enrollment, onboarding, and success for diverse student populations (Page 23).

Campus Communicator contributes to this by targeting onboarding gaps with personalized, guided messaging, especially for those unfamiliar with college processes.

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#), [HR Staffing Plan](#), [Professional Development Plan](#)

N/A

## BUDGET ALLOCATION PROPOSAL

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### ADMINISTRATIVE USE

Administrator: \_\_\_\_\_ Title: \_\_\_\_\_

Comments/Recommendations:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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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: \_\_\_\_\_

BARSTOW COMMUNITY COLLEGE DISTRICT  
Technology Assessment Form for Software and Equipment

**Directions:**

**The requestor will work with the Director of IT and the VP of Administrative Services to complete sections A-E and attach to their Administrative Unit or Program's Budget Allocation Proposal during the Program Review process.**

**A. Purchase Information**

1. Requestor Name	Juan Eason
2. Department or Program Name	Financial Aid
3. Equipment/Software Description	Ellucian's Campus Communicator

**B. Operational Expenses and Detailed Description of Required Services Needed**

1. Software (Description and cost)	Ellucian Campus Communicator \$32,900
2. Hardware (Description and cost)	
3. Implementation costs	n/a
4. Maintenance a) Software b) Hardware c) Programming d) Employee Set-up e) Inventory Control	
5. Subscription or Perpetual License a) yearly cost b) site licensing, per computer or per user licensing.	
6. Who will maintain this product/application? a) Department b) IT Department c) Vendor	
7. Is the quote attached for the new software/hardware?	
8. Sustainability Requirement	

**C. Describe the Total Cost of Ownership (V.P. of Administrative Services)**

(Include total cost of project, software and equipment (including human resource costs) in description)

**D. Check all boxes to which this purchase applies**

<b>Mission Statement</b> <i>(must apply)</i>	
Barstow Community College is an open-access learning environment that promotes critical thinking, communication, personal and professional responsibility, and global awareness by offering quality courses, programs, and support services.	<input type="checkbox"/>
Within accreditation standards?	<input type="checkbox"/>
Maintains fiscal integrity?	<input type="checkbox"/>
Promotes employee involvement in activities associated with professional responsibilities.	<input type="checkbox"/>
Increases student engagement, student success and student equity?	<input type="checkbox"/>
Promotes Workforce and Economic Development within the local community, the District and region?	<input type="checkbox"/>
<b>Strategic Priorities</b> <i>(must apply to at least 1)</i>	
Innovates to Achieve Equitable Student Success?	<input type="checkbox"/>
Ignites a Culture of Learning and Innovation?	<input type="checkbox"/>
Builds Community?	<input type="checkbox"/>
Achieves Sustainable Excellence in all Operations?	<input type="checkbox"/>

**E. Acknowledgement of receipt and awareness of terms, conditions, and regulations**

Title	Name	Signature	Date
Initiator Supervisor			
Director of IT			
Budget Analyst			
VP Administrative Services			

**F. Approval of Purchase**

Title	Name	Signature	Date
<b>Cabinet Approval</b>			
Superintendent/President			