Non-Instructional Program Review- Annual Update Template

Service Area/Administrative Unit

Non-Instructional Program Name: Enrollment Services

Academic Year: 2024

Name(s) of Submitter(s): Heather Minehart

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**
    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.

Non-Instructional Program Review- Annual Update Template

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**

   The College experienced a significant increase in the number of petitions received for spring 2024, which did result in Admissions and Records not meeting their intended outcome of ensuring students receiving their diplomas in a timely manner. Admissions and Records will be working with the Counseling Department to strategize how to make strategic changes that will streamline the awarding process.

	2020-21	2021-22	2022-23	2023-24
Barstow CCD Total	662	583	641	996
Associate in Science for Transfer (A.S.-T) Degree	97	106	82	92
Associate in Arts for Transfer (A.A.-T) Degree	98	96	85	95
Associate of Science (A.S.) degree	199	174	175	190
Associate of Arts (A.A.) degree	177	104	118	116
Certificate requiring 6 to < 18 semester units	1	6	23	24
Certificate requiring 8 to fewer than 16 semester units	7	12	23	70
Certificate requiring 16 to fewer than 30 semester units	50	37	64	202
Certificate requiring 30 to < 60 semester units	33	24	34	45
Noncredit award requiring from 48 to < 96 hours		22	36	53
Noncredit award requiring from 96 to < 144 hours	0	0	0	94
Noncredit award requiring from 144 to < 192 hours	0	2	1	15

   Discuss any progress on Action/Strategies.

Much of the re-implementation for Degree Works has been completed. Scribing efforts were completed in July 2024. During the scribing it was identified that technical training for IT staff was needed and that there were some Banner set ups that needed to be completed. The College is negotiating a state of work with Strata Information Group to provide this work to finalize the remaining work necessary to implement the degree audit functionality. Once this is completed, the next phase of set up with include education planning implementation.

Dynamic forms has been used to create an online graduation petition allowing Admissions and Records to track the status of all submitted graduation petitions by both counselors and students.

   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.

Non-Instructional Program Review- Annual Update Template

- **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 Promis 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 2024:

1. Student Athlete Night to assist athletes with completing financial aid documentation and updating residency as needed.
2. Residency workshops in conjunction for Dreamer students and assistance with completing the Free Application for Federal Student Aid (FAFSA) or California Dream Act Application (CADA).
3. Annual Scare Fair – Community Outreach Event.

The Financial Aid Department has been unable to increase the number of CCPG recipients from prior years. The % of BCC students (headcount) who received the CCPG in 2022-23 was 65%. For 2021-22 that number was 66%. The 2023-24 numbers are not available yet for comparison.

The main Action/Strategy to increase the number of student's receiving the CCPG is targeted outreach. Specifically, revolving around residency. Efforts will focus on those students who have been identified in the student information system as potential AB540 eligible so as to assist them with submitting the necessary AB540 affadavit information (if they qualify) so as to determine their CCPG eligibility. The staff will also be working more diligently with our student athlete population.

Another main strategy will be workshops. Several focused workshops are planned for the fall semester to include the following:

1. FAFSA & Dream Act Application Assistance
2. Student Athlete Night
3. SAP 101

4. High School Outreach – We will be visiting the high schools within BCC's service area multiple times. The first visit will be an information session. The second, and any visits after that, we will be providing FAFSA or Dream Act application assistance.
5. Scare Fair – Annual Community Event
6. Latino Family Night: Financial aid assistance with a family and community theme.

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. Human Resources has already began the recruitment process to be completed before the end of the year (2024). The Director's main focus will be to increase the number of Pell and CCPG recipients.

The lack of a mid-level manager under the Dean of Enrollment Management and Services was identified as a weakness in the Enrollment Services SWOT analysis for the 2022-23 Program Review. This goal has now been met.

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.

Non-Instructional Program Review- Annual Update Template

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 ☐

   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.

Non-Instructional Program Review- Annual Update Template

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
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.
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