

Bakersfield College 2018-2019 Program Review – Annual Update

Program Name: Office of Student Life

Bakersfield College Mission: Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students' abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world

Describe how the program supports the Bakersfield College Mission:

Program Goals:

A. List the program's current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section. Please provide an action plan for each goal that gives the steps to completing the goal and the timeline.

1. Program Goal:

Creation and implementation of a Distinguished Speaker Series, where speakers are invited to campus and to engage the audience in their achievements which have had national and/or international significance

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement) Student Learning and Student Progression and Completion

Progress on goal achievement: Completed Spring 2018

Status Update – Action Plan and any link to Resource Requests: Six speakers were brought to campus and engaged in the work of the faculty curriculum. The events were free and open to the public. Various faculty and staff proposed the speakers while Student Life ensured the speakers were brought to the campus.

2. Program Goal:

Context redesign of the student planner and development of an academic workbook.

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement) Student Learning and Student Progression and Completion

Progress on goal achievement: Completed Spring 2018

Status Update – Action Plan and any link to Resource Requests: Student planner content was updated to be a more student-friendly read with more academic tools embedded into it. Students are now able to engage in the planner to learn more about the policies and services on campus. While the redesign of the student planner was accomplished two years ago, the content of the student planner is now needing to be updated into a more student friendlier read with more academic tools embedded into it. The usability of the planner needs to be more than just a calendar and for content, students need to be able to engage in the planner to learn more about the policies/services.

3. Program Goal:

Expansion of Student Housing Services Program

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement) Student Progression and completion

Progress on goal achievement: Ongoing

Status Update – Action Plan and any link to Resource Requests: Apartment complexes have been approached but uncooperative at this point due to strict requirements for income, credit, and rental history. We are working with Athletics to bring other housing options for students and continuously adding resources as we become aware of them.

4. Program Goal:

Expand parking services for the panorama campus.

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement) Student Progression and completion

Progress on goal achievement: Ongoing

Status Update – Action Plan and any link to Resource Requests: Partnered with Public Safety and developed options for parking for students and the implementation of campus shuttle services for the further parking lots.

B. List new or revised goals (if applicable)

1. Program Goal:

Student Conduct and Student of Concern team and interns increased student touch points in collaboration with the implementation of guided pathways and completion coaches.

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement) Student Learning and Student Progression and Completion

Progress on goal achievement: Ongoing

Status Update – Action Plan and any link to Resource Requests: For the academic year there were two master-level student of concern interns were brought on-board to assist with the student of concern team. Due to the increase in student conduct and title IX incidents, the interns were able to outreach and assist students from the early alert program.

2. Program Goal: Expand student assistance services

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement) **Student Progression and Completion**

Progress on goal achievement: **Just beginning**

Status Update – Action Plan and link to Resource Requests: **Partner with outside agencies to offer more frequent resources for students and expand options for students in need.**

Program Analysis:

Take a look at your trend data (all programs should have some form of data that is used to look at changes over time). *All programs will answer the following questions unless otherwise indicated.*

1. Please report on any unexpected changes or challenges that your program encountered this cycle:
With the continuous increase of students, the intake of student traffic in our office has increased. More conduct and student of concern cases have been initiated and students have been using the student assistance programs more frequently. Staff has not been increased to accommodate the influx of students.

2. How does your trend data (or other data your area collects) impact your decision making process for your program?
The Office of Student Life does not receive data trends from the District Office. Student engagement is a heavy contributor to student retention, as outlined in CCSSE's study *Student Engagement and Student Outcomes: Key Finding from CCSSE Validation Research*. In this study student engagement for underrepresented students shows to have a correlation for student retention and completion. While demographic data is not collected by our office, institutional data indicates that 75% of the FTEs reported identified as a racial minority. Therefore, as our office aims to engage all students, events like the New Student Convocation and Homecoming, allows minority, first-generation, and non-traditional students to make a commitment to their educational goals in front of the campus faculty, staff, and their families.

3. Evidence of Department Dialog of data
 - o If you have had time to review and discuss your program's data with members of your department, attach documentation of your discussion. Documentation can come in the form of minutes from meetings or retreats, email dialog or any other ways that show substantive discussion.

4. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle?
A total of 1,545 cases (1268 individuals) were made in the FY18 year.

Status	Number of Individuals Cases	Number of Unique Incidents
Academic Integrity	100	83
Clearance	26	26

DSPS	1	1
Harassment/Discrimination	14	7
Medical Aid	25	19
Pantry Probation Alert	2	2
Student Complaints	91	54
Student Conduct Violation	365	222
Student of Concern (BIT)	839	812
Title IX	82	42
TOTALS	1545	1268

5. Equity gaps

- Please look for large differences, or gaps, between top performing groups and others. Consider how you could identify the reasons behind these gaps, and if there changes that could be made to reduce them. For in depth review of equity issues, and on changes that are being made campus-wide, please refer to the current [Bakersfield College Student Equity Plan](#).

Below is the breakdown of student visits and services to the office of Student Life in the 2017-2018 year:

- 27,285 (FY17: 19,757) times members checked-in to the Office of Student Life for dedicated/direct services.
- 1,642 (FY17: 1,380) times the monthly pantry distributions was accessed by students.
- 1196 (FY17: 780) times students received fresh Fruits and Vegetables from the Pantry.
- 131 (FY17: 93) students received clothing from the Renegade Closet.
- 289 (FY17: 273) times the Hygiene Cabinet was accessed by students
- 500 tickets where distributed to students and staff to the 2017 Kern County Fair.
- 118 (FY16: 63) housing referrals were made for students.
- 13,723 (FY17: 6,986) times students received bread from the “Daily Bread” program.
- 243 (FY17: 118) Emergency food bags were distributed to students.
- 529 (FY17: 227) individuals signed-up for the Turkey Opportunity Drawing of which 96 (FY17: 55) turkeys were distributed.
- 68 students were provided with school supplies. This was a new addition this FY.

6. Please describe any recent achievements of your department, including but not limited to faculty who have won awards or distinctions, new projects your department has implemented, professional development work, professional conference presentations or recently published work.

- Hydration Stations have been added around the campus to increase student water intake. Stations have been implemented in Campus Center, Humanities Building, Fine Arts Building and the Delano Campus. We also collaborated with Athletics to get two additional stations installed – one in the gym near the vending machines, another in the fitness room.

- Student Life received a grant from Kern Family Health Care for \$2,000 to assist with hydration stations. With this grant we were able to purchase 500 water bottles to give out to pantry recipients.
 - Organized and ran the second New Student Convocation with over 400 people in attendance
 - Collaborative for the third year with the Kern County Fair Grounds to host Renegades at the Fair and raised over \$8,000 for new scholarships
 - Awarded the Rose Foundation Bike Grant for \$140,000 but then funding was not available for implementation City of Bakersfield supplied BC with 5 bike racks to be placed on campus for gas mitigation
 - Created and supported 17 Campus Collaboration Grants totaling over \$20,222.70
 - Established two new scholarships through Foundation Office. One for previously incarcerated students and one for single parent
 - Hosted the SSCCC Region V Student Government Training workshop for 12 CCC for 85 SGA officers
 - 70 BC Students attended the annual BCSGA Sacramento Legislative Trip in remembrance of Professor Brigham
 - Hosted 8 Power Lunches inviting Kern Legislators to campus to meet with students
 - Received state-grant funds to help with Title IX awareness
 - Went through a state audit regarding a Clery
 - With help of M&O, a Mamava station was established in the Campus Center for nursing mothers.
 - Supported and funded 14 student organization funding grants totaling \$8,551.36
 - Increased number of student organizations from 44 to 46 active
 - Hosted over 25 student organization workshops to assist in effective management
 - Established the first full Distinguished Speaker Series of 6 national and international speakers
 - Hosted over 170 campus-wide events
 - Hosted the Student involvement Festival that invited 82 vendors onto campus
 - Hosted the California Latina's Leadership Conference, which brought 40 attendees
 - Received state-grant to help with Campus-hunger program with \$32,500 state dollars
 - Continued partnership with Macy's Bakersfield for ongoing cash donations totaling \$3970.35
7. The college has embarked on significant efforts such as **Guided Pathways, affinity groups** and **completion coaching communities** to improve the success and completion rates of our students. Please describe what your program/department/office is doing to contribute to these efforts.
 With the implementation of Starfish, there will be alignment of student concerns with each guided pathways. Also, BCSGA has always been a strong supported of guided pathways and presents as needed.
8. Explain your role if you are involved in Dual Enrollment, Inmate Education, or Rural Initiatives.
 Student Life assists in varies projects and implementations of projects with the respected areas.

Analysis of Received Resources from Previous Cycle

Discuss the type of resources you received and their Impact on program effectiveness?

Facilities: None

If your program received a building remodel or renovation, additional furniture or beyond routine maintenance, please explain how this request or requests impacts your program and helps contribute to student success.

- 1: Space Allocation
- 2: Renovation
- 3: Furniture
- 4: Other
- 5: Beyond Routine Maintenance

Technology:

If your program received technology (audio/visual – projectors, TV's, document cameras) and computers, how does the technology impact your program and help contribute to student success?

- 1: Replacement Technology
- 2: New Technology **Yes, Digital Message Board**
- 3: Software
- 4: Other _____

Other Equipment

If your program received equipment that is not considered audio/visual or computer equipment technology, please explain how these resources impact your program and help contribute to student success.

Digital Message Boards are becoming more prevalent across all campuses because the benefits realized and lower costs to messages to the community. Digital Message Boards eliminate message board clutter and display more information in a smaller space which is easier for viewers to consume. In addition, the dynamic nature of digital signage is very compelling; content of interest like weather, news feeds, or live TV, draw in viewers and present opportunities to deliver information that will enhance the overall club experience.

Student Life staff can easily create and manage action-driven Digital Message Boards. With a unique solution to controlling and formatting the Digital Message Boards content, the Digital Message Boards can provide a flexible web-based system that is easy to deploy and use. The intuitive user-interface, professionally designed templates and market specific content modules are the key features that make Digital Message Boards the easy choice. Cost-effectively deploy and manage one sign or a network of thousands, instantly update and deliver your sign content from anywhere, and have your sign running out-of-the-box.

By displaying audience-focused content, digital signage helps maximize revenues by influencing viewer behavior on the spot where a decision is more likely to be made. Increase registrations to events by displaying an active event calendar showing dates, times, locations and descriptions, or generate more dining and shop sales by displaying special offers. Digital Message Boards will also increase efficiencies by eliminating the time and costs associated with maintaining the current letter-boards, or from printing and distributing posters. In addition, communication tasks are more efficiently managed with scheduled and automated content delivery along with permission-based content control.

Conclusion:

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract or synopsis of your program's current circumstances and needs. Consider this a snapshot of your program if someone were to only read this portion of your annual program review.

As the Office of Student Life continues to engage students through participation the Bakersfield College Student Government Association (BCSGA), student organizations, student assistance, student activities, peer mentoring, and other services, there is a dual commitment to also support the students that the institution serves. Through daily distribution of bread, monthly pantry distribution, emergency food bags, monthly fresh fruits and vegetable distributions, student access to hygiene products, clothing, and housing referrals, the office is committed to fully supporting the core values of the campus. In addition, our office seeks to empower student development even for the most underprepared students and high-risk students. Via the Students of Concern Team, students have an opportunity for holistic development and restitution. As our office support the academic success of students, we constantly partner with other officers and academic departments to provide resources for instructional support.

The need for professional development classes to learn the Spanish language to engage and communicate with our students, is VERY MUCH needed as our population is increasing.