

# Bakersfield College 2018-2019

## Program Review – Annual Update - Non Instructional

Program Name: Student Affairs

Program Type: Administrative

**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:**

The goal of Student Affairs is to support the College's commitment to Student Learning and Engagement through weekly meetings with the Student Affairs Leadership Team (SALT), Directors, Managers and Counselors with the Vice President Student Affairs to plan improvements in co-curricular services and address matriculation barriers, technological issues, and customer service. We plan to meet the goal with the implementation of new software programming to address needs for technology enabling the engagement of students, faculty and staff to increase student success, a product of student learning.

#### **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)

- 1.) **Student Learning**-provide refined systems and processes to ensure increased student learning
- 2.) **Student Progression and Completion**- provide refined systems and processes to ensure increased student progression and completion

#### **Progress on goal achievement:**

##### **1.) (Student Learning)**

After faculty, staff and students identified the barriers that prevent students from learning; Student Affairs worked to restructure systems and processes that impeded student learning. Student Affairs introduced new software (Starfish), designed to support student learning. Starfish enables staff, faculty, students, counselors and advisors to efficiently monitor and communicate student progress. Departments such as Financial Aid, Academic Support, and Counseling, Tutoring (reading, writing and math) use Starfish and work together to communicate with each other the needs of the student. The need is filled and communicated to the student. Departments share information to address barriers to student learning and reach out to students with a structured plan to help them be successful. Our strategies to increase student learning also include the goal of increasing dual enrollment and overall enrollment (FTES) by reaching out to the high schools and providing a clear pathway for high school students to continue on their educational path to become a Renegade graduate and transfer to a CSU (preferably CSUB) , UC or private college of their choice. The clear pathway also ensures students learn what courses are needed meet their educational goals after high

school graduation or while still enrolled in high school as a dual enrollment student. Less time and money are spent with the pathway is clearly defined.

Outreach efforts to increase the number of AB540 students and the number of incarcerated students are ongoing. When we meet the educational needs of our students, students are able to learn, earn degrees and certificates that qualify them to compete for good jobs in the community. By increasing the level of skilled labor in the workforce, we address the needs of our local business for a more skilled workforce.

**Status Update – Action Plan and any link to Resource Requests:**

Starfish is implemented with its multifaceted platform of tools. Training has been provided to staff, faculty, counselors and advisors and will be ongoing. Starfish will be used for reporting purposes, documentation of progress and to disseminate information to students via text or email to the general student population or to a specific group of students. All Starfish data is stored and maintained regarding students counseling appointments, counselor notes, workshops offered to students, attendance and other department contacts involving student success. This information is useful to staff, instructors, counselors, advisors and for reporting purposes.

**Program Goal:**

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

(1. Student Learning, 2. Student Progression and Completion, 3. Facilities, 4. Leadership and Engagement)

**2.) Student Progression and Completion**

Student Affairs launched Starfish to aid in student progression and completion.

Our goal is to increase FTES and enrollment by developing and implementing plans to ensure increase transfer degree completion, local degree completion, 16+ credits certificate completion, 30+ credits completion first year, 15+ credits completion in each semester and transfer level English and math completion in the first year. With the implantation of AB 705 for all incoming students mandated by fall 2019, we are working to improve student placement processes to align with the new requirements.

**Progress on goal achievement:**

Enrollment has been steadily increasing as strategic plans have been implemented.

Ed Plans now programed in Starfish align with the Student Progression and Completion goals noted above.

Starfish also is programmed with alerts to help prevent student decline in academic standing and aid in student success and retention by providing a platform to communicate information and receive information between faculty, academic support departments, counselors, advisors and student. Faculty can alert counselors and support departments to intervene and offer academic tutoring or if financial aid is needed, refer the student to the Financial Aid Department for assistance. We are servicing students and addressing barriers or obstacles that prevent students from completing their educational goal at Bakersfield College.

Last year Bakersfield College had the largest graduating class in the history of the College with over \$2,000 graduates, including the first graduates from our Baccalaureate Program.

**Status Update – Action Plan and link to Resource Requests**

We will continue to monitor enrollment and make necessary adjustments to strategically address the needs of the College and improve student progression and completion.

3.) List new or revised goals (if applicable)

**Program Goal:**

**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)

**Progress on goal achievement:**

**Status Update – Action Plan and link to Resource Requests:**

**Program Analysis:** Office of Student Affairs is not a Program. The departments in Student Affairs will provide detail information to reflect the details of the summarized information provided below.

Take a look at your trend data (all programs should have some form of data that is used to look at changes over time). Please report on any unexpected changes or challenges that your program encountered this cycle:

1. How does your trend data (or other data your area collects) impact your decision making process for your program?  
The trend data is used to strategically develop plans for each department in Student Affairs to address and target the Goals of the College.
2. Evidence of Program 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.  
Discussions of data occur during Student Affairs weekly SALT meetings.

Weekly meetings

3. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle?  
Notice a change age,  
Overall dual enrollment numbers are significantly up from this time last year due to efforts of our Outreach and School Relations Department.
4. Equity gaps
  - o 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](#).  
Probation data reports, recently disclosed by Probation Counselor, Michael McClenic, show the Probation intervention efforts are making a difference and increasing the success rate of the African American The data trend reported the following:

201670-African American Student Academic Standing

- Good Standing = 936 (77.7%)
- Not Good Standing = 268 (22.3%)

- Total Enrolled = 1,204

#### 201770-African American Student Academic Standing

- Good Standing = 1,092 (82.7%)
- Not Good Standing = 229 (17.3%)
- Total Enrolled = 1,321

#### 201870-African American Student Academic Standing

- Academic Standing Data not available yet
- Total Enrolled = 1,313, however, Mr. McClenic stated the number maybe slightly higher, because he noticed some African-American students he has counseled are not enrolled as African American.

Geared toward instruction

5. Please describe any recent achievements of members of your area who have won awards or distinctions, new projects your area has implemented, professional development work, professional conference presentations or recently published work.  
Student Affairs department Directors and Dean often are called upon to provide presentations regarding the work they have done with Guided Pathways, Umoja and completion coaching.
6. 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.  
The Vice President, Directors, Managers and the Dean in Student Affairs have all participated in various levels and degrees in the development and implementation of the Guided Pathways, affinity groups and completion coaching communities.
7. Explain your role if you are involved in Dual Enrollment, Inmate Education, or Rural Initiatives.  
Bakersfield College Outreach and School Relations department is heavily involved in increasing the number of students enrolled in Dual Enrollment as well as increasing the overall student enrollment by partnering with Kern High School District, local and rural high schools to provide streamlined enrollment services at the high schools. Rural Initiatives are also a part of Outreach Schools and Relations department servicing rural high schools with the same services.

#### Assessment Report - Annual Update

- A. List your Administrative Unit Outcomes (AUOs) New funding model we are (this drives our plan)  
Increase student enrollment, Provide strategies that address equity (financial needs of students who rely on Financial Aid to attend college) student progression and completion
- B. How did your outcomes results inform your program planning?  
All department program planning was made in alignment with the AUO's Outreach and School Relations handled increasing enrollment, Counseling and Advising handled Starfish onboarding, programing needs and coordination of training. Financial Aid will work to ensure equity along with Outreach and School Relations.

C. How do the Administrative Unit Outcomes align with Institutional Learning Outcomes? Accountability

The AUO's align to support Student Learning. Student Affairs offers support services to help students think critically by bringing various speakers on campus with various world views to enlighten students and critically evaluate the information or view given by the presenter. Communication skills are refined through services offered in the tutoring departments. Students successfully demonstrate competency in coursework completion and the demonstration of on the job skills. Bakersfield College graduate students are engaged throughout our community, local government and Legislative governing bodies serving our community, our country and the world.

**Analysis of Received Resources from Previous Cycle (None received)**

**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
- 3: Software (Starfish) is aiding to student success, retention and matriculation. Starfish has a multifaceted Platform for alerts, communication to students, faculty, counselors and advisors. It also provides
- 4: Other \_\_\_\_\_

**Other Equipment (None)**

*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.*

**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.

Under this office and leadership, numerous projects have been underway to uphold the Mission of the College by increasing the enrollment and student success through partnerships with the Kern High School District, local high schools and rural area high schools. Student Learning has increased with the implementation of strategic planning that addresses barriers to student success. Starfish was implemented to provide cohesive effective tools to faculty, staff, counselors,

advisors and students. Starfish will provides data tracking and reporting. Data is the key component with the implementation of the new funding formula for Colleges.