

Student Affairs Work Plan 2014-2015

CUSTOMER SERVICE

Develop a customer service campaign for all staff that interact with students.

Essential elements of the system will include:

1. Professional development
2. Awareness campaign
3. Feedback system
4. Rewards

COMMUNICATIONS

Assess and enhance communications with students:

1. Examine each node of interaction with students to ensure students receive clear, precise, timely and understandable communication whenever needed.
2. At every stage of their BC journey students should receive **intentional messaging & powerful guidance** that are effective and of high quality
3. Multiple forms of communication must harness multiple communication modalities: email, letter, media, web-site, text, norming campaigns, etc
4. Examine and identify signage needs:
 - a. Limit handwritten or paper signs and ensure professional signage where possible;
 - b. Consider directional or way-finder signs inside and outside buildings.

TECHNOLOGICAL BRIDGES

1. Systematically identify best practices that incorporate and enhance use of current technologies in each service area
2. Eliminate paper form:
 - a. Automating Repeated Grade Processing (Students currently have to fill out a form)
 - b. Automating Academic Standing for past semesters (Right now it only calculates for the current semester without taking into account repeats or academic renewals)
 - c. Counselors/Advisors to update student majors through BanWeb
 - d. Online Graduation Application through BanWeb
3. Technology updates:
 - a. Integrate an electronic scholarship software system District Wide, Academic Works
 - b. Implement notification to Students on transcript that they have applied for a certificate of degree
 - c. Banner XE upgrade

- d. DegreeWorks Ed Planner
- e. New Open CCCApply Student Application

STUDENT AFFAIRS ASSESSMENT SYSTEM

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ENROLLMENT MANAGEMENT

1. Establish an “EMS Life Cycle” and planning system
2. Develop enrollment goals at departmental level,
3. Establish College enrollment model and predictive course demand factors
4. Secure diagnostic data and interventions

ADMISSIONS

1. Banner automation
2. Review, assess and enhance admissions cycles, processes, protocols and processes for effectiveness:
 - a. Interface with technology
 - b. Currency of processes and opportunities for redesign where needed
3. Use external experts, or consultant for program review

DSPS

1. Develop and implement plans and steps to consolidate DSPS into one location
2. Hire a Veterans Ed Advisor and develop a veterans program
3. Develop and strengthen adaptive PE program
4. Establish a computerized DSPS service and student data tracking system

ATHLETICS

1. Incorporate “Student-as-Athlete” concept
2. Ensure comprehensive Kinesiology curriculum
3. Ensure compliance systems
4. Establish appropriate management and structure
5. Seek out and enhance partnerships with community

STUDENT LIFE

1. SGA – a new era in student governance
2. Student conduct and behavior
3. Student organization: Support, development and advising
4. Student activities, engagement and community building

FINANCIAL AID and EOPS

1. Integrate an electronic scholarship software system District Wide, Academic Works
2. Introduce the Financial Aid Shopping Sheet to all students
3. Continuing the Cohort Default Prevention Team
4. Hire a Scholarship Coordinator
5. Build in an intrusive follow-up resource for Financial Aid Students are will not be meeting Satisfactory Academic Progress
6. Align Program Participation Agreement with the Department of Education and Bakersfield College's curriculum
7. Embed Gainful Employment requirements required by the California Student Aid Commission for the Program Review Process.
8. Restructure EOP&S/CARE/CalWORKs to meet the needs of the programs
9. Provide Picture IDs with the OneCard for all students
10. Streamline the hiring process for student workers
11. Connect with EOP&S/CARE/CalWORKs students through social media as well
12. Practice a case management approach for students of concern and/or crises
13. Close the loop on the Perkins Loans Close Out process
14. Minimize the Financial Aid file download process from once a week to daily
15. Enhance the EOP&S/CARE/CalWORKs mandated Outreach and Recruitment to the outlying areas and targeted areas in Bakersfield

SSSP@BC

Outreach

- Develop and implement **Information Sessions** (Admissions Workshops) at HS sites *from October to March 15th*
- **Parent Forums** at High school sites in Fall *from October to March 15th*
- Dual strategy?
 - **Inside Bakersfield** city
 - Outside – **rural areas** (ramp up to multiple interventions and visits)
- Initiate the “**Welcome Center**”

Orientation

- Revamp Orientation:
- **At HS sites** *from October to March 15th*
 - Dual strategy?
 - **Inside Bakersfield** city
 - Outside – **rural areas** (ramp up to multiple interventions and visits)
- On Campus: In person; **2-3 big events per semester**

- dept chairs; faculty, counselors, Ed Advisors present at academic information sessions
- Intense coordination with departments (including Testing/Placement)
- Assessment in multiple places
- ID cards, textbook information
- Big events: Make it sound like it is mandatory and fun
- **Parent orientation**
- **Online orientation** option (also completely revamped)

Placement Testing

- Testing **at HS** and on campus:
 - HS: **from October to March 15th**
 - On Campus: Throughout the year
- Dual strategy?
 - **Inside Bakersfield** city
 - Outside – **rural areas** (ramp up to multiple interventions and visits)
- Increase capacity for testing by examining operation:
 - **Certified Test Proctors** mechanism (supervised & trained proctors: HS counselors, HS Career Techs. Coordinators, classified, BC faculty)
 - Recommendation (for example, Principals) and criteria
 - Training
 - Recognition at campus leadership events (Opening day, President's HS Counselor breakfast)
 - Offer **scheduled testing and drop-in testing**
 - Seek ways to incorporate testing in **larger rooms and multiple rooms**
 - Registration system, individuals and groups
- Develop capacity to provide **initial placement boost** through multiple measures
- Improved/expanded services:
 - Communication and customer service
 - Training students for importance of test taking
 - **Test prep options:**
 - Practice
 - Prep sessions

Multiple Measures

- **Automated-scripting:** How can we make Banner or ACCUPLACER® “intelligent?”
- **Challenge Placement** process
- When borderline, **place up with prescription for success** (tutoring, SI etc)
- Establish guidance, criteria and basis for **MM:** Major, # of work hours, education and career goals, HS transcripts, rigor, motivation
- Professional development for department chairs, & the Testing and Placement department

ASEP and Academic Advising

- Dual strategy?
 - **Inside Bakersfield** city
 - Outside – **rural areas** (ramp up to multiple interventions and visits)
- Testing **at HS and on campus**:
 - HS: *from October to March 15th*
 - On Campus: Throughout the year
- **Certified ASEP Advisor** (supervised & trained chairs and faculty, HS counselors, HS Career Techs)
 - Recommendation (for example, Principals) and criteria
 - Training
 - Recognition at campus leadership events (Opening day, President’s HS Counselor breakfast)
- ASEP to drive students to **15 unit schedules**:
 - Math, English and Reading **in the first semester** (10 units)
 - 1 unit Student Success course
 - remaining from Gen Ed

Student Success 101

- 1 unit **mandatory** and **across the curriculum**
- Taught by **all/any** faculty and staff
- **Faculty training** in summer
- Emphasis on:
 - Student success skills – “**Master Student**” concept
 - **Career** development and **exploration of Majors**
 - Preparation for **SEP** development

“Prescriptions for Success” embedded and integrated in our work:

- Answer Book
- Mindset Theory / Habits of the Mind
- Online Resources
- Weekly portal blast
- Communication
- Peer Mentoring
- Early Alert
- Discipline specific trained counseling specialists
- Probation workshops
- SI
- Tutoring
- Summer Bridge programs
- STEM/MESA type of Week Zero

- Probation Workshops

Early Alert

- SARS – initially, then evolution to predictive analytics
 - **Early Alert Coordinator**
 - Develop communications, establish formal responsibilities and set interventions

Calendar, and Planning Systems

- Create master time frame for matriculation and all outreach events
- Examine and enhance matriculation step planning and systematic communications systems