

# Bakersfield College

## Program Review – Annual Update

Program Name: Office of Student Life

Program Type:  Instructional  Student Affairs  Administrative Service  Other

**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:

The Office of Student Life works collaboratively with the Bakersfield College Student Government Association (BCSGA) and the Office of the Vice President for Student Affairs to engage, educate, and empower students to take action in the best interest of the student body and the college community. The Office of Student Life provides learning, leadership, and serve opportunities outside the classroom (the co-curricular classroom environment). Research indicates and student engagement theory suggests that students involved in an activity on campus, any activity outside of the classroom, are more likely to persist and graduate. The Office of Student Life provides it's participating students the opportunities to develop and hone their leadership skills, ultimately supporting student learning by providing a plethora of programs and services in which students can be engaged.

Program Mission Statement:

Through innovative experiences in a co-curricular classroom, the Office of Student Life engages students in meaningful interactions and hands-on skill development that fosters academic progress, student success, social justice, and citizenship while serving the diverse breadth and scope of the Bakersfield College's student community through recruitment, persistence, retention, and graduation efforts.

**Instructional Programs only:**

- A. List the degrees and Certificates of Achievement the program offers
- B. If your program offers both an A.A. and an A.S. degree in the same subject, please explain the rationale for offering both and the difference between the two.
- C. If your program offers a local degree in addition to the ADT degree, please explain the rationale for offering both.

**Progress on 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.

Program Goal	Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)	Progress on goal achievement (choose one)	Status Update – Action Plan
<p>1. The Office of Student Life has engaged a more proactive approach to student assistance in regards to assistance services given to students.</p>	<p><input type="checkbox"/> 1: Student Learning  <input checked="" type="checkbox"/> <b>2: Student Progression and Completion</b>  <input type="checkbox"/> 3: Facilities  <input type="checkbox"/> 4: Oversight and Accountability  <input type="checkbox"/> 5: Leadership and Engagement</p>	<p><input type="checkbox"/> Completed: _____ (Date)  <input type="checkbox"/> Revised: _____ (Date)  <input checked="" type="checkbox"/> Ongoing:</p>	<p>Students who used any of the student assistance services (food pantry, clothing, hygiene, etc.) more than three times in one semester were referred for additional resources on and off campus and meet with a Counselor to see how their academic progress was doing.</p> <p>Students who used any of the student assistance services who either had below six units or a 2.0 GPA, were also referred to Counseling to ensure all probation statuses were met.</p>
<p>2. Increased representation by students on campus-wide committees via BCSGA</p>	<p><input type="checkbox"/> 1: Student Learning  <input checked="" type="checkbox"/> <b>2: Student Progression and Completion</b>  <input type="checkbox"/> 3: Facilities  <input type="checkbox"/> 4: Oversight and Accountability  <input type="checkbox"/> 5: Leadership and Engagement</p>	<p><input type="checkbox"/> Completed: _____ (Date)  <input type="checkbox"/> Revised: _____ (Date)  <input checked="" type="checkbox"/> Ongoing:</p>	<p>BCSGA Officers were assigned to the college participatory committees and to report back to senate regarding happenings at the meetings.</p>

<p>3. Student Conduct: Highly effective in addressing campus issues of discipline and academic Integrity through online conduct management system, Maxient</p>	<p><input type="checkbox"/> 1: Student Learning <input checked="" type="checkbox"/> <b>2: Student Progression and Completion</b> <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement</p>	<p><input checked="" type="checkbox"/> <b>Completed: June 26, 2017 (Date)</b> <input type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date)</p>	<p>The Maxient software program was implemented and integrated with Banner to track and administer student conduct cases at a more effective and efficient manner. This software allows for all of the involved parties to have access to new information instantly. This systematization allows for the student conduct team to use their time efficiently in providing student interventions.</p>
<p>4. The creation of pilot program Peer Mentor Leadership Academy (PMLA) to help student employees embrace their roles as Peer Mentors.</p>	<p><input type="checkbox"/> 1: Student Learning <input checked="" type="checkbox"/> <b>2: Student Progression and Completion</b> <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement</p>	<p><input checked="" type="checkbox"/> <b>Completed: Spring 2017 (Date)</b> <input type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date)</p>	<p>PMLA included an extended training and monthly workshops for intrusive student development. As a result of the program the students developed and strengthened a sense of student identity, integrated into the academic culture, developed advocacy and citizenship skills that contributed to the progression of social justice, and acquired the necessary skills to make academic progress for themselves and other peers.</p>

B. List new or revised goals (if applicable)

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
<p>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</p>	<p><input checked="" type="checkbox"/> 1: Student Learning  <input type="checkbox"/> 2: Student Progression and Completion  <input type="checkbox"/> 3: Facilities  <input type="checkbox"/> 4: Oversight and Accountability  <input type="checkbox"/> 5: Leadership and Engagement</p>	<p>The goal is to bring six speakers to campus. The events are free and open to the public. The speakers would be proposed by the faculty and engaged in the work of their curriculum.</p>
<p>Context redesign of the student planner and development of an academic workbook.</p>	<p><input checked="" type="checkbox"/> 1: Student Learning  <input type="checkbox"/> 2: Student Progression and Completion  <input type="checkbox"/> 3: Facilities  <input type="checkbox"/> 4: Oversight and Accountability  <input type="checkbox"/> 5: Leadership and Engagement</p>	<p>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.</p>
<p>The expansion of the Student Housing Services program</p>	<p><input type="checkbox"/> 1: Student Learning  <input checked="" type="checkbox"/> 2: Student Progression and Completion  <input type="checkbox"/> 3: Facilities  <input type="checkbox"/> 4: Oversight and Accountability  <input type="checkbox"/> 5: Leadership and Engagement</p>	<p>To incorporate community partnerships with nearby apartment complexes to serve students accommodations which are close to campus.</p>
<p>Expand parking services</p>	<p><input type="checkbox"/> 1: Student Learning  <input checked="" type="checkbox"/> 2: Student Progression and Completion  <input type="checkbox"/> 3: Facilities  <input type="checkbox"/> 4: Oversight and Accountability  <input type="checkbox"/> 5: Leadership and Engagement</p>	<p>To partner with Public Safety and develop cheaper option of parking for students and the implementation of shuttle services for the further parking lots.</p>

### **Best Practices:**

Programs often do something particularly well; usually they have learned through assessment – sometimes trial and error – what solves a problem or makes their programs work so well. These are often called Best Practices and can help others. Please share the practices your program has found to be effective.

- 1) Greater on-campus communication and partnership with internal resources to reach the student population:  
M.o.S.\* = Social media plans for Student Life and BCSGA;  
Campus-wide communications of Student Life events and initiatives.
- 2) Accurate representation and partnerships with Academic and Student Services divisions:  
M.o.S.\* = Collaboration and document development with campus administration on the college initiatives;  
Increased number of student leaders, to serve on various campus-wide participatory governance committees.
- 3) Proactive, preventative, and informative approach to academic integrity and student conduct:  
M.o.S.\* = Collaboration with Student Services to participate in specific population orientations regarding academic integrity;  
Greater departmental collaboration, i.e. international students, for student conduct matters and behavior intervention needs.
- 4) Incorporating Student Life into various administrative units and academic functions:  
M.o.S.\* = Development of a leadership and training platform for student leaders in BCSGA and student organizations;  
Collaborating on innovative partnerships between BCSGA and academic courses to enhance and achieve SLOs.
- 5) Visible participation and support in numerous aspects of student life, towards enhancing student engagement; i.e. athletic events, community events, and academic seminars.

### **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).

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 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 show 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. Were there any changes to student success and retention for face-to-face, as well as online/distance courses?

-N/A-

4. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle?

Below is the breakdown of student visits and services to the office of Student Life in the 2016-2017 year:

- 19,757 (FY16: 13,860) times members checked-in to the Office of Student Life for dedicated/direct services.
- 1,380 (FY16: 1,110) times the monthly pantry distributions was accessed by students.
- 780 (FY16: 423) times students received fresh Fruits and Vegetables from the Pantry.
- 93 (FY16: 106) students received clothing from the Renegade Closet.
- 273 (FY16: 80) times the Hygiene Cabinet was accessed by students
- 2,000 tickets were distributed to students and staff to the 2016 Kern County Fair.
- 118 (FY16: 63) housing referrals were made for students.
- 6,986 (FY16: 6,985) times students received bread from the “Daily Bread” program.
- 101 (FY16: 17) Emergency food bags were distributed to students.
- 227 (FY16: 386) individuals signed-up for the Turkey Opportunity Drawing of which 55 (FY16: 151) turkeys were distributed.

**Resource Request and Analysis:**

Resource Request		If Fulfilled, Discuss How Previous Year's Requests Impact Program Effectiveness?
<p><b>Positions:</b>  <i>Discuss the impact new and/or replacement faculty and/or staff had on your program's effectiveness.</i></p>	<input type="checkbox"/> 1: Classified Staff <input type="checkbox"/> 2: Faculty	<p>-N/A-</p>
<p><b>Professional Development:</b>  <i>Describe briefly, the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last cycle</i></p>	<input checked="" type="checkbox"/> 1: Provided Professional Development <input checked="" type="checkbox"/> 2: Attended Professional Development	<p>The Office of Student Life hosts about five workshops for each flex week and close to 10 workshops a month on various topics.</p> <p>Classified staff in the office have been attending monthly round table discussions but have stated that better guided conversations are needed and more accurate information presented.</p> <p>Director attends national convention annual to engage with new and upcoming best practices in the field. Director also attends the state-wide association applicable to the functional area.</p> <p>NEW Request to have Spanish classes or staff to be able to communicate and understand our student population.</p>
<p><b>Facilities:</b>  <i>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.</i></p>	<input type="checkbox"/> 1: Space Allocation <input type="checkbox"/> 2: Renovation <input type="checkbox"/> 3: Furniture <input type="checkbox"/> 4: Other <input type="checkbox"/> 5: Beyond Routine Maintenance	<p>Request: Painting of the office walls</p> <p>New Request: Paper strip clips for student newsletter advertising for campus engagement</p> <p>New Request:</p>

<p><b>Technology:</b>  <i>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?</i></p>	<p><input type="checkbox"/> 1: Replacement Technology  <input type="checkbox"/> 2: New Technology  <input type="checkbox"/> 3: Software  <input type="checkbox"/> 4: Other _____</p>	<p>Request: Upgrading technology in heavily used Boardroom</p> <p>Request: Marquee signage for campus center and campus announcement</p> <p>New Request: Video recorders for student check out for student success.</p>
<p><b>Other Equipment:</b>  <i>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.</i></p>	<p><input type="checkbox"/> 1: Replacement  <input type="checkbox"/> 2: New  <input type="checkbox"/> 3: Other _____</p>	
<p><b>Budget:</b>  <i>Explain how your budget justifications will contribute to increased student success for your program. (Fiscal requests will be submitted by the faculty chair and/or area administrator.)</i></p>		<p>The budget within student life was increased to higher additional student employees. The need for student employees was to offset the expanded services and workload of the office’s initiatives.</p>

**Conclusions & Snapshot:**



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.