



Barstow Community College

Program Review

Non-Instructional

Name of Service Area:

Department:

Academic Year: Date Submitted:

By:

Lead

Members

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1. Service Area Mission and Vision

A. Service Area **Mission**

Human Resources Development Office (HRDO) serves the interests of Barstow College by providing quality services which consistently meet a standard of professional excellence and effectiveness.

B. Service Area **Vision**

Where would you like the Service Area to be three years from now?

Click here to enter text

C. Describe how your Service Area mission and vision align with and contribute to the College's **Mission** and **Vision**.

Our service area contributes to the mission and vision by finding and procuring qualified and competent staff and faculty in order to ensure superior education for our students.

2. Service Area Description and Overview

Assume the reader does not know anything about the Service Area. **Describe** the Service Area, including—but not limited to—the following:

- A. Organization, including staffing and structure
- B. Who do you serve (including demographics)?
- C. What kind of services does your Area provide?
- D. How are the services provided? (*Including alternative modes and schedules of delivery; for example, online, hybrid, early morning, evening services.*)

The service area consist of one Vice President, HR Technician and an HR Assistant servicing the employees and the community. The area provides a spectrum of employee and community support services to include recruitment, benefits administration, negotiations, and grievance and complaint resolution. HR utilizes both face to face interaction and internet technologies to accomplish their missions of service.

3. External Factors

What external factors have a significant impact on the Service Area? Include the following, as applicable:

- A. Budgetary constraints or opportunities
- B. Competition from other institutions
- C. Requirements of four-year institutions
- D. Requirements imposed by regulations, policies, standards, and other mandates
- E. Job Market
 - Requirements of prospective employers
 - Developments in the field (both current and future)

Budgetary constraints have been an ongoing problem, having splintering effects on the service areas ability to provide continuous optimal service. As the college has grown, so has its capacity for the need of personnel services. HR, while making many advances in growth, has continued to experience struggles in keeping pace with the increasing demands that have been placed on the department from both internal growing pains as well as rapidly changing rules and regulations governing HR practices and insurance reform policies that seem to evolve year to year.

HR is heavily regulated by local, state and federal laws and regulations to include Ed Code, Title V, Community College Chancellors Office and regulation agencies as well as by Board Policies and Procedures and Union Labor Agreements. Additional staff and updated technology are required in order to ensure complete compliance with the rule and regulation changes while still being to adequately serve the ever growing employee population as well as the needs of external ageincies and the public at large. Budgetary constraints have prevented full measures to be instituted in order to provide resolution to these issues.

Another issue has been competeing with other nearby institutions in the way of workload to salary ratio and the standard of living the City of Barstow has to offer. Trying to find ways to make salaries more competitive and Barstow more appealing to qualified potential candidtes has been an ongoing challenge.

4. Service Area Policies & Processes

- A. What are the policies, procedures and processes that impact your Service Area *(BCC BP/AP; Federal, State & local regulations; departmental guidelines)*

Board policies and procedures, Chancelors office of Community Colleges, Claifornia Education Code, Title V, and all State and Federal Labor Laws

- B. What policies, procedures and processes need to be updated or deleted?

Currently under review

5. Service Area Status

- A. What is going well and why?

Click here to enter text.

- B. What is not going well and why?

Click here to enter text

6. Service Area Data

A. Performance Data

Discuss the area's performance on the specific data items listed below. *(If you have already discussed your area's performance on one or more of these components, then refer to that response here, rather than repeating it.)*

- 1) Completion Rate

NA

- 2) Success/Retention Rate

NA

- 3) Full-Time/Part-Time Service Professional ratio

NA

- 4) FTES Targets

NA

- 5) Student Engagement

NA

B. Progress on Service Area Outcomes (SAOs) and Student Learning Outcomes (SLOs)

- 1) Summarize the progress your Service Area has made on programmatic and service level SAO/SLO measures you have applied since your last program review.

Currently under review and in progress

- 2) Describe any program/service improvements made by your Service Area as a result of the outcomes assessment process.

Currently under review and in progress

- 3) What is your plan for continuously completing the assessment cycle?

Continuously review regularly and implement as appropriate

C. Supporting Assessment Data

- 1) Provide a list of any quantitative or qualitative measures not provided in 6.A. that you have chosen to gauge your program's effectiveness (*e.g.: transfers, degrees, certificates, satisfaction, student contacts, student headcount, Perkin's data, etc.*)

NA

- 2) Summarize the results of these measures

In Progress

- 3) What did you learn from your evaluation of these measures, and what improvements have you implemented, or do you plan* to implement, as a result of your analysis of these measures? (**List any resources required for planned implementation in #9: Resources.*)

Click here to enter text.

7. Prior Goals/Objectives

Briefly summarize the progress your Service Area has made in meeting the goals and objectives identified in the most recent Program Review.

In Progress and under review

8. Goals/Objectives/Actions

Reflect on the responses to all the previous questions.

- A. Formulate Service Area **Goals** to maintain or enhance program strengths, or to address identified weaknesses.
- B. Indicate how each Goal is **Aligned** with the College's **Strategic Priorities**.
- C. Identify explicit **Objectives** for reaching each goal.
- D. Develop **Outcome** statements and appropriate measures for each objective.

- E. Create a three-year **Action Plan** consisting of a coherent set of specific steps that must be taken to achieve each objective.

As you create your Service Area **Goals, Objectives, Outcomes** and **Action Plan**, it might be helpful to think about some of the following questions:

- Imagine your Service Area three years from now in an ideal future. You and your colleagues have done everything you possibly can to make the Service Area excellent. Look around: What do you see?
- Describe the colleagues and partners inside and outside the institution with whom you would like to work in the ideal future.
- In the ideal future, what specific innovations, best practices, or other accomplishments would you share with a visiting out-of-state colleague?
- What long-term impact would you like your Service Area to have on the College and the community?
- What strengths, opportunities, or new directions now exist on which you can capitalize in three years' time?

Complete the following table with your Service Area's Action Plan.

Action Plan						
GOAL	ALIGNMENT*	OBJECTIVE	OUTCOMES/MEASURES	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE		
#1	Reinvent the recruitment process	<input type="checkbox"/> 1. Foster innovative learning environment <input type="checkbox"/> 2. Provide Successful college learning experience <input type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input type="checkbox"/> 6. Strengthen college planning/ decision making	#1) review current process	Have a plan to move on to the next step.	a)	Policy and procedures review with staff
					b)	Seek input
					c)	Enter text
			#2) develop new process	Draft of the plan for pilot program Feedback	a)	Based on input draft more efficient and affective process
					b)	Update procedures and all documents
					c)	Enter text
			#3) implement new process	More people of engaged in the process that would result an increase quality number of recruit.	a)	Communicate to everyone
					b)	Pilot and make necessary adjustments
					c)	Celebrate
#2	Conduct a successful presidential search	<input type="checkbox"/> 1. Foster innovative learning environment <input type="checkbox"/> 2. Provide Successful college learning experience <input type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input checked="" type="checkbox"/> 6. Strengthen college planning/ decision making	#1) Procure an executive search firm	Contract Signed with Firm	a)	Get proposals (RFP)
					b)	Present proposals to BOT
					c)	Hire Firm
			#2 Supporting the firm with providing a qualified applicant pool	Provide with a qualified pool	a)	Invite committee members
					b)	Marketing the search
					c)	Provide information to interested parties.
			#3 Committee will provide recommendations to the BOT for the president postion	Hire a president	a)	Committee Training
					b)	Conviene and review all qualified applicants and determine a list of canidates to interview.
					c)	Conduct Interviews and recommend.
#3	Increase Staffing to enable HRDO to sufficiently provide the level of service that is essential for this college.	<input type="checkbox"/> 1. Foster innovative learning environment <input type="checkbox"/> 2. Provide Successful college learning experience <input type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input checked="" type="checkbox"/> 6. Strengthen college planning/ decision making	#1 Hire a highly qualified HR Administrative Secretary.	More expedient HRDO responses on HR Administrative Actions.	a)	Generate Staffing Requisition
					b)	Present Requisition to Cabinet, IEC, & Budget & Finance for Approval
					c)	Present to Board of Trustees for Approval
			#2 Hire a highly qualified HR Benefits Technician.	More expedient tracking & response time for registering and accommodating employees as well fielding benefits concerns and issues.	a)	Generate Staffing Requisition
					b)	Present Requisition to Cabinet, IEC, & Budget & Finance for Approval
					c)	Present to Board of Trustees for Approval

			#3 <i>Enter text</i>	<i>Enter text</i>	a) <i>Enter text</i>
					b) <i>Enter text</i>
					c) <i>Enter text</i>

9. Resources Required

List all significant resources needed to achieve the objectives shown in the table above, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements noted in 6.C.

Rationale*: For each resource listed, enter the reason(s) the resource is needed to achieve the objective.

Goal #	Objective #	Resource Required	Rationale*	Estimated Cost
1	2 & 3	NEOGOV Software	New technology to make process more efficient	Yearly Renewal Cost of \$3500
2	1,2 & 3	Community College Search Services	Develop a qualified applicant pool	\$20,000
<i>Enter text</i>	<i>Enter text</i>	<i>Enter text</i>	<i>Enter text</i>	<i>Enter text</i>
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A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for EACH new resource requested.