



Barstow Community College

# Program Review

Non-Instructional

Name of Service Area:

Department:

Academic Year:  Date Submitted:

By:

Lead

Members

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1. [Mission and Vision](#)
  2. [Description and Overview](#)
  3. [External Factors](#)
  4. [Policies and Processes](#)
  5. [Status](#)
  6. [Data](#)
  7. [Prior Goals/Objectives](#)
  8. [Goals/Objectives/Actions](#)

## 9. Resources

## 1. Service Area Mission and Vision

### A. Service Area **Mission**

***Enriches social, professional and organizational skills among student leaders through activities which promote student engagement and campus involvement for the betterment of every aspect of campus life.***

### B. Service Area **Vision**

At Barstow Community College (BCC) Student Life addresses the Associated Student Body (ASB) mission statement by providing critical thinking, personal and professional growth, and communication and global awareness. The students at BCC gain professional and organizational skills through engagement at community functions, campus events, shared governance committees on campus, and participation in professional conferences.

### C. Describe how your Service Area mission and vision align with and contribute to the College's [Mission](#) and [Vision](#).

#### **Communication:**

Students utilize the computers to disseminate information throughout campus and community. Students also create flyers, which pertain to all pertinent information for any given event. Students also communicate and collaborate with other departments to make arrangements for their scheduled events. The development of their agendas and by-laws allow them the opportunity to communicate on a one-to-one basis to help establish other club by-laws.

#### **Critical Thinking:**

Planning events from beginning to end requires organizational and critical thinking skills. Students rely on each other for support to plan detailed activities and generate innovative ideas for their successful programs.

#### **Global Awareness:**

Student Government participates in conferences at other colleges and hosts meetings on campus for other colleges. These conference strategies create global awareness for all the students as they travel to other colleges and venues for professional development.

#### **Professional Development:**

Specific Professional Development workshops are held for the students to gain the skills they will need as leaders of their specific clubs.

## 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.)*

In spite of recommendations encouraging, and requests for, full time help, the area of Student Life has functioned with one full-time Manager for the past 14 years. Students serve as volunteers with secretarial and clerical support. The volunteer support does not cover the demands of services for the game room, ASB office, and services for students when the Manager is off campus or attending conferences. The impact reflects the outdated website, lack of student brochures, non-professional flyers for distribution, unsupervised ASB and game room facilities, thus creating a liability to the college. Regardless of good intentions, programs are not always assessed. The absence of a secretary often requires seeking help from other departments and creates tension among the staff and student volunteers.

The ASB is always invited to attend the Annual Conference In Student Leadership in the State of California. The Advisor always makes it a requirement that the new ASB officers and senators attend and encourages experienced officers to attend for a review.

## 3. External Factors

What external factors have a significant impact on the Service Area? *(External factors are those issues which the college **does not** have control over.)* Include the following, as applicable:

- A. Challenges and/or opportunities presented by grants, federal, state or categorical funding
- B. Requirements of four-year institutions
- C. Requirements imposed by regulations, policies, standards, and other mandates
- D. Job Market
  - Requirements of prospective employers

- Developments in the field (both current and future)

Many events include city officials, school board members, and law and safety enforcement agencies to host community-wide events that require their participations and presence. The benefits create an opportunity for the students to exhibit their leadership skills and to gain self-confidence and experience by working with the various agencies with their events.

The partnerships with agencies and staff have created innovative ideas to host successful events. Community involvement has created the opportunity to expose our campus facilities to the outside agencies.

Strengthening partnerships with Fort Irwin military personnel has been a plus with the hiring of a new Director at the BCC Fort Irwin satellite. Barriers that may develop are the lack of commitment of a student representative from the Fort Irwin campus site, due to deployment and family responsibilities. Barriers can be minimized by establishing a designated office for the ASB on the Fort Irwin campus site. This will allow the opportunity for soldiers and families to see an ASB member on-site to answer questions and address student needs. Can be done online in a chat room if nothing else.

With the current reorganization of the College, the Director of Student Life has now been assigned with additional responsibilities of the Special Programs and Services area. To sustain and provide educational services to the Departments of Student Life, Student Government, the administration must consider hiring a secretary to the ASB Department, Part-time help and Student workers to the areas so that services can be provided to the students.

#### 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*)

ASB adheres to the Policies and Procedures of the college and abides by the Education Code.

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

ASB has updated college administration procedures.

- C. What impact have changes or updates in policies and processes had on the workflow of the Service Area?

ASB has not been effected by changes in policy and procedures.

## 5. Service Area Status

- A. What is going well and why?

The Barstow Community College Associated Student Body meets each July to plan their calendar of events. They focus and consider the academic school year calendar and plan events accordingly. The students ask faculty to participate as guest speakers in their planned events. This collaboration in their planning calendar allows students to exercise their role as leaders and make independent decisions for the programs at hand. The events also include leaders from the community, participating by both speaking and attending the events. The planned events provide a comprehensive calendar, which includes multi-cultural events, community and campus events. The calendar of events incorporates participants from all nationalities, ages, genders, sexual orientations, and those with varying disabilities. Students also engage with the staff that assists them with the processing of the facility request and needs. The staff reaches beyond the students' requests by assisting them with equipment and special requests for specific programs.

ASB attends conferences to be kept apprised of every change in student laws and is e-mailed updates from the Chancellors regarding changes pertaining to student fees, budgets, and laws regarding admissions.

ASB and all clubs evaluate and update their student by-laws and Constitution on a yearly basis.

- B. What is not going well and why?

The ASB takes a backseat to the faculty when it comes to scheduling events in the facilities, such as the Performing Arts Center, gymnasium, and the Learning Resource Center. There is a great need for a facility to host student events on a regular basis. Often, the students host events in the game room where the capacity is limited. Some events have been cancelled or changed at the last minute due to capacity issues and liability issues. As a result of the lack of facilities, the clubs are also impacted and often have to host an event outdoors, if the event is not outright canceled. Student engagement is lost when events cannot be held.

The enrollment population of the student at Barstow Community College has increase from 2000 to 5000 students. The game room often reaches capacity

and traffic flows over to the outside of the building. There will be a great need in the near year to relocate a larger a facility for the student to engage and have activities.

Student identification cards and ASB stickers should be made mandatory. At the very least the college administration should establish a budget to help defray the initial cost of the student ID cards, ASB stickers, and ID machine maintenance so that funds will be available for activities from the revenues generated from student ID cards.

With the students' enrollment, there is in need to raise fund for student involvement. A \$10 per semester parking fee can be implemented to help the cost of sub staining a facility that requires equipment and materials for the center.

## 6. Service Area Data

### A. Performance Data

Discuss the area's performance on the specific data items listed below, *(if applicable)*:

1) Completion Rate; 2) Success/Retention Rate; 3) Full-Time/Part-Time Service Professional ratio; 4) FTES Targets; 5) Student Engagement; 6) and any other representative measurable data, to be considered.

*(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.)*

Students will demonstrate proficiency in the use of online services. Students will have understanding of how to navigate the online computer services to complete course work, research, and register for classes. Students will use these skills to gain employment and have life skills for their future.

Students will demonstrate self-advocacy as they matriculate into society and become future leaders in politics where they serve as guest speakers on other college campuses and community functions. Students serve as campus leaders and gain skills for their near future.

The department level outcome in the student services area includes students being able to demonstrate efficiency and self-advocacy.

As students learn to navigate the online system components, critical thinking and hands on experience is gained. When collaborating and completing course

work with faculty and staff, communication success is gained as the students enter a profession of their choice. As students attend community functions and participate with community leaders, their sense of global awareness increases with knowledge and opportunity availabilities. Professional development is gained as the students participate with one or more ongoing community functions.

**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.

In 2007, BCC designated facilities where students engage in social events. Also included is a student government office to better provide services to students on campus. The newly renovated facilities area offers services such as: a student government facility for the Associated Student Body officers, senators, members, and other club members to host regular meetings and plan events; a secure place to process student identification cards; a game room; a student lounge; and food court services.

In the Institutional Self Study of 2001, the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges sited that there was a continuing need to provide support and emphasize the role and function of the Associated Student Body in coordinating student activities, enhancing student life, and representing student views to the administration and the Board of Trustees. By providing facilities for the students, meetings for clubs are now possible on a regular basis and students now have a place to engage, socialize and recruit other students to join clubs, thus creating the opportunity to extend campus life.

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

In the 2006 Institutional Self-Study, there were three identified clubs on campus: Callboard Performing Arts Club, Club Technology, and Alpha Gamma Sigma. Today, there are 14 established clubs complete with constitutions and by-laws, full student membership, club participation, and cultural events that celebrate diversity on campus. The clubs are as followed: Alpha Gamma Sigma Club (AGS), Associated Student Government, Athletic Club, Callboard, Club Technology, Club 4 Christ, Cosmetology Club, Culinary Arts Club, Gay-Straight Alliance Club (GSA), Multi-Cultural Club, Native American Club (NA), Performing Arts Club, Phi Theta Kappa Club (PTK), and the Spirit Team Club.

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

1. The newly elected officers of the Barstow Community College will visit the student government classes at the local high schools to give presentations on upcoming elections at college.
2. The ASB senate will post upcoming election information on the college website, post flyers on the college campus and high school campus of upcoming elections, and work with the college Public Information Officer to place the information in the local newspaper.
3. Implementations of a calendar of events planned for the entire year and post it in every classroom and on campus, thus providing visibility for students to plan their individual function calendar.
4. ASB officers and senators will give BCC class presentation and disseminate information on becoming a college representative and spokesperson for the students.
5. The ASB Advisor will monitor all officers and senators GPA's to ensure grades are maintained to serve in office.
6. The support the Director of Program will need is to continue to hire two to three DWS Students to help provide clerical support for the ever-growing area of the ASB in such areas including but not limited to accreditation surveys, accreditation documents, office support for student identification processing and other off campus activities.
7. In addition, the area of Student Life lacks in serving the Fort Irwin student population and evening student population. To serve this specific cohort additional staff is needed.

Additional staff is needed to open ASB offices and the game room during the evening hours. Closing these facilities is a disservice to our evening population. They do not receive student identification cards and do not have the same privilege as the day students to enjoy and engage with other students

#### 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.*)

Students who desire to vie for ASB officer positions will pick up applications in the ASB office and Student Life and access the application online. The number and content of applications will be tracked and documented through an Excel database spread sheet conducted by a designated ASB officer. The assessment and tracking will take place each April when elections are held for the following year for the ASB President and Student

Trustee. A survey will be implemented for the customer service and awareness of the program at hand.

All students will have the ability to join the student clubs and/or the Associated Student Council. The Associated Students will track the number of students who inquire about joining a student club/Associated Council. These inquires will be tracked at the Welcome Back/Club Rush activity, or by visits in the Student Activities Center, and by speaking with an ASB representative.

Students will have the ability to purchase an ASB Benefits sticker which will provide them with an opportunity to receive discounts at local businesses, the campus book store and access to the campus library and computer commons area. Students will have the opportunity to obtain a student identification card online.

An Associated Student benefit sticker is purchased online when a student registers for classes. Therefore, all students who register for classes will have the opportunity to purchase an ASB sticker. In order to measure this, the ASB budget can be asked Business Office for income derived from the sale of the ASB stickers. A student ID card is purchased during the registration process before each semester begins. It also may be completed anytime after the registration process is concluded. In order to measure this, the photo ID budget can be assessed for income derived from the sale of Photo ID cards.

Students who utilize the game room will be surveyed by having them swiped their ID card when entering the game room. They will be given a paper survey for student satisfaction of activities and services in the game room. The survey will address hours of operation, activity entertainment, and equipment satisfaction. Students will sign-in daily and the number of participants will be documented and recorded at the end of the day.

The three different assessment methods to collect the data will be implemented in three categories. Students will have multiple choice questions, Likert, and dichotomous respectfully. Questions will be posed such how many times have they used the student center, are they satisfied with the customer services, do they participate in campus clubs, are they satisfied with the hours of operations for student services, and if they feel they are they are a vital part of the campus because of the services offered.

- 2) Summarize the results of these measures

In 2001, there was only one club-sponsored event on campus on a given day. Today, with the increased club participation and student enrollment, there are often several events held on campus simultaneously and campus life has increased tremendously. Cultural events held on campus include student and faculty collaboration with the sponsorship of a Native American Festival sponsored by the Native American Club. The Native American Club invited a tribe from the community to join them in co-sponsorship, which included family and college students. A Black History Celebration extended an invitation to participate to the local high school senior class Associated Student Body. This event included African American Cuisine and a minority guest speaker from the administration. A Cinco de Mayo festivity is celebrated in the month of May with Folkloric dancers from the local dance academy, Mexican-American cuisine and Mariachi entertainment music is exhibited at this event. The students invite staff from the college and the community to participate. In addition, a Multi-Cultural Day is celebrated and coordinated among all the clubs and is hosted together on campus for the students

- 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.)

1. Plan and organize campus events on the main campus and on the Fort Irwin campus.
2. Secure and coordinate ASB discounts from the local merchants for ASB card holders.
3. Plan and organize campus recruitment with students and faculty.
4. Assist in organizing events that include faculty and staff participation with students.
5. Organize campus Blood Drive, and awareness activities on campus for students and community.
6. Organize annual election for ASB member in the spring semester.
7. Implement the ASB By-laws and Constitution

Campus Clubs range from honor societies (PTK, AGS) to culture specific (NA, GSA). With diverse clubs on campus, students have the ability to identify with a group they are comfortable with.

1. Implement and distribute an advisor handbook for all campus clubs.
2. Plan and organize Student Recognition Day.
3. Organize concessions for athletic games on campus.
4. Sponsor monthly with faculty advisors.

Interactive Community events allow students to give back to the

community. Administrating and volunteering in community events allows student to build relationships outside the campus

## 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.

The Institutional Self Study of 2006 accredited the success of the Barstow Community College Summer Outreach Program due to utilizing and hiring peer counselors from the ranks of the BCC student population. Success of the program was recognized for the largely attributed practice whereby peer counselors visited prospective students at their homes and bridged their transition to campus, literally walking them through the entire application process to the first day of class.

That same self-study acknowledged that the Barstow Community College offers two distinct and identifiable programs, which are the Barstow Community College Associated Student Government and Student Activities. Both programs were noted for the plan that was in place for the students to have the opportunity to participate in institutional governance and the students taking part in community functions. The self-study further recognized that the students were involved with institutional committees, held cultural events, participated in civic community events, sponsored events at the satellite campus at Fort Irwin, held seminars and workshops with city officials, and provided student events year-round.

The self-study committee noted that the Campus Climate of 2001 reflected the need for greater visibility and activities on campus. Also noted were that visitors and newcomers to the campus frequently commented on the relatively small numbers of students on campus. The recommendation was to move the student area and relocate it adjacent to the food court. They also recommended creating a game room and student center. Many changes have occurred since the survey in 2001 on campus. The establishment of food court services, Associated Student Government office, a game room, the increased clubs on campus, increase of enrollment of local area high schools students, the addition to BCC of the Career Technical Program, the Cosmetology Program have all added to the increased student population through the enrichment of campus life

## 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. Create a three-year **Action Plan** consisting of a coherent set of specific steps that must be taken to achieve each objective.
- E. Develop **Outcome** statements and appropriate measures for each objective.
- F. The **Comments** area provides for the additional communication of information necessary to further "close the loop" on the goal or action plan, as it relates to **Institutional Planning**. This may include references to other institutional documents, such as **governing or compliance documents** (*i.e. Board Policy, BAM, Title V*), **institutional planning documents** (*i.e. Strategic Plan, Educational Master Plan, Facilities Plan, Technology Plan*), or **Board, Presidential, Supervisory or Departmental recommendations or goals, etc.**

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	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE		OUTCOMES/MEASURES			
#1	Plan and organize campus events on the main campus and on the Fort Irwin campus.	<input type="checkbox"/> 1. Foster innovative learning environment <input type="checkbox"/> 2. Provide Successful college learning experience <input checked="" type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input type="checkbox"/> 5. Attract/ develop excellent employees <input type="checkbox"/> 6. Strengthen college planning/ decision making	#1 Sponsor monthly events with faculty and staff.	a)	Development of flyers	Successful participation from students and staff.		
				b)	E-mails to staff			
				c)	Public Information Officer Assistance			
					#2 Enter text	a)	Enter text	Enter text
						b)	Enter text	
						c)	Enter text	
					#3 Enter text	a)	Enter text	Enter text
						b)	Enter text	
						c)	Enter text	
Comments:		Enter text						
#2	Interactive community events.	<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 checked="" type="checkbox"/> 4. Cultivate and enhance local partnerships <input type="checkbox"/> 5. Attract/ develop excellent employees <input type="checkbox"/> 6. Strengthen college planning/ decision making	#1 Assist Police Activities League with annual Thanksgiving dinner and the distribution of toys for families in the area for Christmas.	a)	Organize meeting with the organization leaders to comprise a meeting to plan.	Community involvement and participation at the events.		
				b)	Secure sponsorship to host program			
				c)	Plan advertising of event.			
					#2 Assist Holiday Meals with the assembling of dinner plates and distribution to needy families in the community.	a)	Notify the public of the details of the event.	Enter text
						b)	Enter text	
						c)	Enter text	
					#3 Co-sponsor the homeless shelter with community distribution of services from agencies in the community	a)	Enter text	Enter text
						b)	Enter text	
						c)	Enter text	
Comments:								
#3	Students will enhance leadership skills through social responsibilities and leadership workshop.	<input checked="" 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	#1 Write the bylaws and constitution that governs the Associated Student Body (ASB). Students will	a)	Plan a ASB Student Government Workshop with the college advisors to develop a plan for college by-laws, constitution, leadership planning for conferences.	All students will have the opportunity to join campus clubs where diversity and cultural awareness is blended		

		<ul style="list-style-type: none"> <li><input type="checkbox"/> 4. Cultivate and enhance local partnerships</li> <li><input type="checkbox"/> 5. Attract/ develop excellent employees</li> <li><input type="checkbox"/> 6. Strengthen college planning/ decision making</li> </ul>	<p>work together and engage in developing the rules that will apply to all students when involved with the ASB.</p>	<p>b) <i>Enter text</i></p> <p>c) <i>Enter text</i></p>	<p>with students and the community involvement.</p> <p>Students who engage in campus clubs and student life events gain social skills, personal development, communicate, and have a sense of responsibility and pride when they commit themselves to a program of their choosing.</p> <p>Students who choose to join campus clubs will have the opportunity to serve in an official capacity, such as officers, of their selected club or to participate as club members. This engagement allows them to make decisions as a group and plan events for the campus. Working together as a team allows them to communicate with other faculty members and staff.</p> <p>Enrolled college students have the freedom to connect with other students in the activities center. This engagement allows the students to gain study buddies, seek tutorial assistance from other classmates who are in the same class, join in on games with others in the center and have a break from their class.</p>
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					<p>The implementation of the game room is a source of retention as the students have a place to call their own. Social skills are developed as well as communication.</p>
			<p>#2 Attend leadership workshops and gain an understanding of the Robert’s Rules and college policies. As a result, students will have an understanding of the order of the ASB meetings and the agenda order of business.</p>	<p>a) <i>Enter text</i>                  b) <i>Enter text</i>                  c) <i>Enter text</i></p>	<p><i>Enter text</i></p>
			<p>#3 The officers, senators, and student trustee, serve as role models and must maintain 2.5 GPA. As a result in maintaining the GPA, the member’s exhibit a sense of responsibility as they serve as examples to the other students</p>	<p>a) <i>Enter text</i>                  b) <i>Enter text</i>                  c) <i>Enter text</i></p>	<p><i>Enter text</i></p>
	<p><i>Comments:</i></p>	<p><i>Enter text</i></p>			

## 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
<i>Enter text</i>				
<i>Enter text</i>				
<i>Enter text</i>				
<i>Enter text</i>				
<i>Enter text</i>				

A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for EACH new resource requested.