



# Barstow Community College NON-INSTRUCTIONAL PROGRAM REVIEW

**PROGRAM:**

**Academic Year:**

**Date Submitted:**

**By:**

*Lead:*

*Members:*

1. Mission and Vision
2. Description and Overview
3. Data
4. Policies & Processes
5. Internal Factors
6. External Factors
7. Continuing Education and Professional Development
8. Prior Goals and Objectives
9. Action Plan: Goals/Objectives/Actions
10. Resources

## 1. Mission and Vision

### A. Service Area/Administrative Unit Mission

Barstow Community College counseling department is an open-access learning environment that promotes self-advocacy, critical thinking, communication, personal and academic responsibility, and to support students in achieving, short term and lifelong education goals and objectives

### B. Service Area/Administrative Unit Vision *(Where would you like the Program to be three years from now?)*

Barstow Community College Counseling Services maintains the highest professional and ethical practices and standards to create a supportive and holistic environment for students to engage and thrive in the learning process. We strive to be leaders on campus in providing innovative and effective programming, scheduling and services that empower individuals to achieve their academic, professional, and personal goals.

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

Counseling supports both the mission and vision in its duties, actions, and daily activities, by empowering students to achieve their personal best in all that they do. The counseling department supports student's success, student engagement and academic goals and objectives. Through empathetic interactions which effectively guide student towards their counseling in a holistic manner to each student as an individual. Counselors places the student first and works towards helping the student to identify goals, objectives, and find purpose in their education here at Barstow Community college along with critical thinking, communication skills, and personal responsibility. Counselors engage students in a supportive environment of trust and respect.

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## 2. Service Area/Administrative Unit Description and Overview

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

- A. Organization, including staffing and structure
- B. Who do you service (including demographics)?
- C. What kind of services does your unit provide?
- D. How do you provide them?

Barstow Community College Counseling Department designs, maintains, and evaluates activities that support student development and success: Education Plan, Academic, Educational, Career and Personal counseling, support student advocacy and recommend

crisis intervention services. Services include; empowering students to achieve their educational goals.

The counseling department also coordinates Veterans Services, DSPS counseling, OSS and EOPS counseling

Barstow Community College's Counseling Department is staffed with professional counselors who offer individual counseling for students who want assistance in coping with the problems they face in everyday life. Issues relating to self-esteem, anxieties, relationships, and academic performance are common obstacles for college students.

If a student's situation requires longer term therapy, referrals can be made to off campus resources.

Academic Advising: Educational Plans for each and every student

Planning is an important step in achieving academic success. Each semester, all students are encouraged to meet with a counselor prior to registration for academic advising, course selection and setting up a student educational plan. We also offer counseling out at Fort Irwin our extension site.

International Student Advisement to the few International students

International students are required to make an appointment with the international student advisor prior to admission to Barstow Community College. For more information, please see International Students Admissions

Appointment and Walk-In Counseling

Counseling appointments may be made in person at the Counseling counter or by calling (760) 252-2411, ext. 7351. Ft. Irwin students are seen as walk-ins only.

Walk-in counseling is also available for quick questions Monday through Thursday from 8:00 am to 5:00 pm and 8:00am to 12:00pm on Friday. Note: Barstow Community College is closed on Fridays in June and July.

Online Counseling

Students may email [bcounselor@barstow.edu](mailto:bcounselor@barstow.edu) with questions involving educational planning, degree or certificate petitions, or other counseling questions. Students seeking walk-in counseling may sign-up at the Counseling counter.

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### 3. Data

#### A. ASSESSMENT DATA

- 1) List all quantitative and/or qualitative measures that you have chosen to gauge the effectiveness of your unit.

Completion rates, retention rates; semester to semester, year to year, FTES targets, Educational plan for all students/ ratio, Counseling appointments, Transfer rate and AAT and AST applications

Transfer rates to universities AAT& AST programs

Graduation rates of both Certs and Degree

Retention Rates: semester to semester and year to year and recruitment to graduation and course to course- successful cohorts

Miles stone markers 15, 30 , 45 and 60 units, and passing of college level math and English

Number of student percentage who have ed plans in place

- 2) Summarize the results of these measures.

No measures yet

#### B. PROGRESS ON SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES (SAO/AUO)

- 1) Summarize the progress your unit has made on SAO/AUO measures you have applied since your last program review.

1. Wait time reduced by Triage process
  2. Changes in counselor schedules better coverage
  3. Changes in counselor duties: Teaching, Veterans , Increased Services to the college, but lower contact time with students for counseling
  4. Counselor accountability has allowed counselors see their time in a fuller sense thus improve scheduling, improve counseling sessions, improved data collection and services to students.
  5. Online advising is improving
  6. Veterans Services are moving forward

Student engagement is greatly improving throughout Student Services

- 2) Describe any improvements made by your unit as a result of the outcomes assessment process. 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 #10: Resources.)

Need for a Veterans Resource Center with Veteran services and programs

Phone operator for phone triage for students

Stronger Transfer Program: AAT and AST programs

Plan to implement the Student Success Score Card Fall 2013, and began setting up systems for measuring success on the campus.

DATE:

**ANNUAL UPDATE #1:** An area in the IPAC has been dedicated for the new Veterans Resource Center. The Veteran’s team is in talks with Home Depot to provide supplies and services towards the completion of the center.

The district purchased a queuing system to help with the back log of calls and implemented a phone tree to provide answers to frequently asked questions when the part time operator is not manning the phone system.

A phone operator was hired on a short term basis to gather data and provide information to the VPSS.

DATE:

**ANNUAL UPDATE #2:**

#### 4. Policies & Processes

**A. What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit? (BCC BP/AP; Federal, State & local regulations; departmental guidelines)**

The Student Success Initiative 2012, State wide matriculation, state wide articulation, state wide guidelines

**B. Describe the effect the changes or updates in policies and processes in 4.A have had on the unit.**

The student success initiative has placed a greater need for accurate tracking date on the department. We have found ourselves lacking data that is needed to maintain the minimum input required. Our current method of tracking date will no longer meet the needs. The unit is under pressure to comply but does not have the tools.

**C. In addition to (or in response to) those listed in 4.A, what in-house policies, procedures, and processes need to be updated, created, or deleted?**

The way that students are now coming to see students, walk in, sign in, be seated, wait, will not be effective any longer. Students that are receiving advice through email, and over the telephone will need to be tracked in a manner that provides information for the required reports. Currently we are not able to adequately gather that information.

DATE:

ANNUAL UPDATE #1:

DATE:

ANNUAL UPDATE #2:

### 5. Internal Factors *(see Handbook for worksheet)*

#### A. Strengths

Counselors work well together both collaboratively as well as creatively, they also work well with the campus at large. They are all well respected and trustee for their input and willingness to help out anywhere and anytime. The counselors are the strongest of all the Student Service units. They are all seasoned, knowledgeable, and work hard at serving students. Counselors communicate well with faculty and staff and are solution oriented.

#### B. Weaknesses

Current systems of services could be more student centered, reduce student wait time, and a more accountable a student tracking system would help. Additional support staff for helping students get information and move forward

With the current full-time and part-time staff we move forward slowly, the additional hours that were removed in Spring/summer of 2012 being returned would greatly assist in meeting the needs of the students as well as assist with the data collection required by the student success initiative.

DATE:

ANNUAL UPDATE #1:

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ANNUAL UPDATE #2:

### 6. External Factors *(see Handbook for worksheet)*

#### A. Opportunities

BCC is in the process of implementing a "Portal" this should give counseling the means to make and keep better contact with students  
 The Student Success Initiative will make training in some areas imperative, Transfer requirements, CTE pathways, how these are to be implemented and what they are expected to look like.  
 The new BCC philosophy concerning high school outreach and enrollment will require more

counselor time out in the community helping to reestablish and strengthen our relationships with feeder schools.

**B. Threats**

The shrinking California Community College budget and the ability to provide support staffing to accomplish the goals of the Student Success Initiative

The feelings of lack of support from the Barstow Board of Trustee’s for counselors and the work they do.

The increasing extra duties; teaching, committee work, and state wide initiatives placed on counselors

Counselor ratio of 1 counselor per 1,200 students is not reality or a ratio for success

DATE: 9/30/2013

ANNUAL UPDATE #1: For the 2013-14 all counselors that had been dedicated to teach are no longer teaching courses except for one who has been dedicated to work with the middle college program. The counselors are still experiencing increasing commitments to committee work and state wide initiatives that are being implemented.

DATE:

ANNUAL UPDATE #2:

**7. Continuing Education/Professional Development**

**A. What continuing education and/or professional development activities have program/unit members participated in during the current cycle?**

Counselors have attended UC and CSU Counselor workshops, CTE Counselor Conclaves, Moodle training, Curriculum training, Veterans support workshops, retention models workshops and various guidance webinars.

**B. What are the continuing education and/or professional development plans for the upcoming cycle?**

Counselors will continue to attend local support sessions, student success guidance and direction conferences, Veterans Summit, all College meetings, and the CSU, UC and CTE information sessions.

DATE: 9/30/2013

ANNUAL UPDATE #1: Counselors are participating in student services workshops which include information they can pass onto students in the way of changes and updates to programs like EOPS/CARE, Transfer, DSPS, Financial Aid and Student Success Initiatives.

DATE:

ANNUAL UPDATE #2:

## 8. Prior Goals/Objectives

Briefly summarize the progress your program/unit has made in meeting the goals and objectives identified in the most recent Program Review or Annual Update. *(Include measurements of progress or assessment methods.)*

Shorter wait times for counseling, stronger response to Emails for information and counseling on-line, triage for students in the waiting area, new phone tree and operator, and brought together all of the counselors in one place to provide a more coordinate counseling program

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## 9. Goals/Objectives/Actions (ACTION PLAN)

- A. **GOALS:** Formulate Goals to maintain or enhance unit strengths, or to address identified weaknesses.
- B. **ALIGNMENT:** Indicate how each Goal is aligned with the College’s [Strategic Priorities](#).
- C. **OBJECTIVES:** Define Objectives for reaching each Goal.
- D. **ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE:** Create a coherent set of specific steps (Actions/Tasks) that must be taken to achieve each Objective.
- E. **OUTCOMES:** State intended Outcomes and list appropriate measures and assessment methods for each Outcome.
- F. **ADDITIONAL INFORMATION:** This provides space 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, Administrative Procedures, 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. *(See Handbook for additional examples.)*



Complete the following table with your Program's **ACTION PLAN**, which must include a **minimum of 3 goals**:

ACTION PLAN				
GOAL	ALIGNMENT WITH <u>BCC STRATEGIC PRIORITIES</u> <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
<b>#1</b> Electronic monitored educational plans for all students to assist and track student progress on plans, changed plans or changed goals ie a Degree to a Certificate or just a few classes. In addition it would allow us to collect data on educational plans	<i>List all that apply:</i> 1a 3a 6a	#1 Develop a process for obtaining a 100% -all students have an Ed Plan	Set up a Student Success Score Card team Set with other colleges a best practice for how we will get Ed Plans Start to research student tracking systems	Electronic educational plans  Implemented for all students along with a data gathering system that will meet the challenge of the new Student Success Scorecard
		#2 Create a better tracking system for student progress, goals and achievements	Start to research student tracking systems Bring vendors in for demo Research cost and develop funding process	
		#3		
<i>Additional Information:</i>				
DATE: <input type="text" value="9/30/2013"/>	ANNUAL UPDATE #1:	Students who do not have an education plan of file are not allowed to participate in priority registration. The counselors have worked with other student services departments to research tracking systems, reviewed demos and researched cost. Counseling has determined that SARS will be the best fit for tracking of student progress.		
DATE: <input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>		
<b>#2</b> Working student portal and email address for all students so that counselor can contact and have stronger online services. In addition it will allow us to collect data on student access and patterns of work effort according to access to portal and emails	<i>List all that apply:</i> 1a 2b 6a	#1 Develop the portal so that is may be used by students to do college business and get emails regarding the college	Set a portal team to manage the portal for the college Set up priorities and funding source for expansion and direction	A live working portal and active email address along with intergrated student service components for on-line student service
		#2 Develop stronger on-line student services in the area of counseling, orientation, and A&R+Fin-aid	Redevelop our online services to work across the college in order to bring about coordinated services for students Develop stronger online	

**ACTION PLAN**

GOAL	ALIGNMENT WITH <a href="#">BCC STRATEGIC PRIORITIES</a> <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
		#3	services for A&R and Fin Aid	
<i>Additional Information:</i>				
DATE: <input type="text" value="9/30/2013"/>	ANNUAL UPDATE #1:	Counseling is currently working on their portal pages and has made updates to the website pages that will be implemented in December 2013.		
DATE: <input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>		
#3 Electronic counseling scheduling software that is web based for student scheduling their own appointments.	<i>List all that apply:</i> <i>1a</i> <i>3a, b</i> <i>6a</i>	#1 Develop a web based electronic scheduler for counselors and the counseling department, DSPS, OSS, and EOPS	Develop a team to develop a web based scheduler, or seek an outside vendor to assist in the project Develop a team to set priorities for what components the scheduler will have	Electronic scheduling system that can be used by all of student services
		#2		
		#3		
<i>Additional Information:</i>				
DATE: <input type="text" value="9/30/2013"/>	ANNUAL UPDATE #1:	The counselors have worked with other student services departments to research scheduling systems, reviewed demos and researched cost. Counseling has determined that SARS will be the best fit for electronically scheduling students.		
DATE: <input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>		
#4 Reduce the student wait time and the confusion and anxiety that now exists for students showing up at the counseling center. Insure better tracking and data compilation in the	<i>List all that apply:</i> <i>1a</i> <i>3a</i> <i>6a</i>	#1 Procure and train a receptionist/clerk that will answer questions, check appointments, refer students to appropriate sections.	Install a counter and SARS computer, train incumbent to utilize banner and education software,	Student knowledge of policies and procedures will be increased. Student satisfaction will be increased as measured by SARS survey questionnaire.
		#2		

## ACTION PLAN

GOAL	ALIGNMENT WITH <a href="#">BCC STRATEGIC PRIORITIES</a> <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
counseling area.		#3		
<i>Additional Information:</i>				
DATE: <input type="text" value="9/30/2013"/>	ANNUAL UPDATE #1:	The counseling department has trained student workers to answer questions, check appointments and refer students. This is a temporary solution and the department needs a classified position to provide these services along with assist with SARS.		
DATE: <input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>		
#5	<i>List all that apply:</i>	#1		
		#2		
		#3		
<i>Additional Information:</i>				
DATE: <input type="text"/>	ANNUAL UPDATE #1:	<input type="text"/>		
DATE: <input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>		
#6	<i>List all that apply:</i>	#1		
		#2		
		#3		
<i>Additional Information:</i>				
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DATE: <input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>		

## 10. 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 3.C.

**IMPORTANT:** A [BUDGET ALLOCATION PROPOSAL](#) must be completed and submitted for **EACH** new resource requested. *(Click the link to access the form.)*

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source

ANNUAL UPDATE #1:

DATE:

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
1 3	1 & 2 1	SARS Software	70,000.00	Y	
4	1	Receptionist/Clerk	60,000.00	Y	

ANNUAL UPDATE #2:

DATE:

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source