



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

Transfer driven campus that supports students through the transfer exploration process by providing the tools needed to obtain a knowledgeable perspective of their academic, career and personal/social goals.

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

Students will be aware of the basic transfer requirements. In collaboration with BCC counselors, four-year colleges and universities, and partners in K-12 education, the Transfer and Career Planning Center aim to foster a seamless transfer process to enhance student success in academic and career goals.

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

The TCPC's mission and vision reinforces the College's mission and vision by reinforcing the ideology of an "innovative learning environment that respects the diverse backgrounds." The TCPC also prepares, counsels, and engage students through caring customer service and programs to assist students' in achieving their goals.

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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?

The Barstow Community College is devoted to the democratic idea of making transfer and career opportunities accessible to all students. This is accomplish by providing quality information, services, guidance, and support, which directly assist potential transfer students preparing for a four-year institution and wishing to gain educational work experience in their majors. The center has a strong commitment to providing a dynamic learning environment and to achieving the goals of student equity by providing a center climate conducive to the elimination of barriers to student success. It offers a designated place where students can access valuable resources to help them facilitate a smooth and successful transfer.

Transfer Services:

The Transfer Center is committed to providing services, which directly assist potential transfer students in preparing for upper division work at a four-year college or university. This important resource center is staffed by a Transfer Counselor and Transfer Program Specialist that are committed to working with students on long range goals as they prepare to transition from Barstow Community College to a four-year institution or directly into a career field. The BCC Transfer & Career Planning Center (TCPC) also works closely with many four-year institutions to facilitate the transfer process.

Services available in the Transfer & Career Center includes:

- Academic preparation of an educational plan that leads to successful transfer.
- Advising sessions with UC, CSU, and Private University Representatives.

Transfer workshops: Transfer Admission Agreement/Guarantees (TAA/TAG)

- Online Applications, UC & CSU Information, Personal Statement and others.
- Transfer Day - Fall Semester (October) – 40+ colleges and universities participate each year.
- Assistance with Transfer admissions procedures and academic planning.
- Transfer Applications for admission assistance.
- Preparation of Transfer Admission Agreements/Guarantees (TAA/TAG).
 - To various UC, CSU, and Private 4-year colleges and universities.
- Campus tours and Field trips to Universities.
- Transfer Students Recognition Reception.
- Transfer Center Open House – First Month of Fall (September) and Spring (February).
- Internships and Employment Opportunities (Placement is not guaranteed).
- Online career assessment through Eureka.
- Eureka Searches (computerized career information).
- Career Guidance workshops on Resume Writing, Interviewing Skills
 - How to Get a Job
 - Changing Careers.
- Career Fairs

Demographics:

- Potential Transfer Students:
- EOPS, Military, Veterans, ACCESS (DSPS), Athletes, Adult Re-entry, First-time freshmen, Reverse Transfer, and Leisure/Personal growth students.
- Any Other Groups (?)

Resources Available in the Center

- College/University catalogs, BCC Course schedules & catalogs, Transfer Articulation Agreements, Scholarship information, Career and Transfer Reference books, Computer software programs, Computers and a printer, ASSIST.org (computerized student-transfer information system), and Transfer informational brochures

List of Staff and Titles:

Samera Kabir – Career & Transfer Center Specialist
 Apineru Lealofi – Counselor/Articulation officer

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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.

No data have been gathered as of yet.

- 2) Summarize the results of these measures.

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.

- 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.)

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Annual Update #1:	<p>Students who utilize the Transfer Center will have confidence in their knowledge to navigate the transfer process including knowledge about major preparation and general education requirements.</p> <p>Students who utilize the services of the Transfer Center will apply to, be admitted to, and enroll in public and/or independent universities.</p> <p>No measures yet but we would like to develop an instrument or survey that will measure the results above.</p>

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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)
Ed Code Section 66720-66744

Title V Section 51027

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

None

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?

None

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5. Internal Factors (see Handbook for worksheet)

A. Strengths

Transfer and Career Center is devoted to the democratic idea of making transfer and career opportunities accessible to all students. This is accomplish by providing quality information, services, guidance, and support, which directly assist potential transfer students preparing for a four-year institution and wishing to gain educational work experience in their majors. The center has a strong commitment to providing a dynamic learning environment and to achieving the goals of student equity by providing a center climate conducive to the elimination of barriers to student success. It offers a designated place where students can access valuable resources to help them facilitate a smooth and successful transfer.

Besides transferring the students to four-year schools, we also help students to make successful resume and provide resources to land a job.

B. Weaknesses

As the center is close in the Summer (June & July) but physical presence required to plan, coordinate, facilitate, and oversee a variety of student activities including outreach (Summer Fast Track), transfer events, career fairs, scheduling college and university representative visit on campus.

In order to serve the students on priority in summer time (June 1st to July 31st) We could not assist student in the four-year college Spring & Winter enrollment process by utilizing database resources of California State University (CSU) Mentor and the University of California (UC) website database.

Most of the organization offers summer internship for college students. We could able to find more internship on summer time and help students to get more on hand training.

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

A. Opportunities

Improve and expand Transfer Admission Guaranteed Agreement (TAG) advising and results

Use students feedback/survey to improve program quality

Develop a marketing plan to engage students to join Transfer Center related activities.

Increase articulated programs with four-year colleges

Increase career services for students

B. Threats

CSU and UC Winter and Spring application deadlines are June 1st through August 30th. Due to statewide financial situation, universities are no longer accepting transfer students during spring and winter semesters unless they have an AAT/AST. Students remain out of touch with major online data systems, resources and guidance since there is no service provided by transfer center from June 1st - July 31st.

Coming back to work on August 1st, there is one month left for only CSU spring application date line. Between students are not served for UC Winter, Spring and CSU

Winter date line. Its takes time to get the information of transfer ready students from MIS and reach to those students. In that case many applications paper work turned on incomplete due to lack of time and process.

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7. Continuing Education/Professional Development

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

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

DATE:	<input style="width: 95%;" type="text" value="9/30/2013"/>
ANNUAL UPDATE #1:	<ul style="list-style-type: none"> A. CSU Counselor Conference, ETS (UC) Conference, CIAC Conference, and AS-T & AA-T Workshop. B. Anticipating to attend the CSU Counselor Conference, ETS (UC) Conference, CIAC Conference, and monthly Transfer Director meeting.
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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.)

Transfer & Career Planning Center supports students through the transfer exploration process by providing the tools needed to obtain a knowledgeable perspective of their academic, career and personal/social goals.

Departmental Learning Objectives (DLO) have been established. We will work with the Institutional Researcher (vacant position) to develop and implement a way to measure the DLOs.

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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 BCC STRATEGIC PRIORITIES <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Increase Transfer Awareness	<i>List all that apply:</i>	#1 Create marketing Strategies	PIO and the TCPC will collaborate on creating a strategic plan for disseminating information to students, faculty and staff. Create a cohort of students who are in their first semester and student who tested into lower Math and English courses Order giveaways to transfer center information on them	
			#2 Increase Outreach	Gather and analyze data on students who have achieved 45 transferable units and or have completed certain courses on IGETC or CSU Breath. Enhance transfer based workshops according to the needs of 45+ units cohort.	
			#3 Increasing staff and faculty knowledge		
<i>Additional Information:</i>					
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#2		<i>List all that apply:</i>	#1		
			#2		
			#3		
<i>Additional Information:</i>					

ACTION PLAN

GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
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#3	<i>List all that apply:</i>	#1		
		#2		
		#3		
<i>Additional Information:</i>				
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#4	<i>List all that apply:</i>	#1		
		#2		
		#3		
<i>Additional Information:</i>				
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#5	<i>List all that apply:</i>	#1		
		#2		
		#3		

ACTION PLAN

	GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
	<i>Additional Information:</i>				
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#6		<i>List all that apply:</i>	#1		
			#2		
			#3		
	<i>Additional Information:</i>				
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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
1	2	Salary and benefits for TCPC Technician for June and July	\$5000.00	Yes	

ANNUAL UPDATE #1:

DATE:

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

ANNUAL UPDATE #2:

DATE:

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

Other:

Students receive personal assistance with a smooth transition to university life by providing services, information, and assistance. A variety of services such as university appointments, transfer fairs, admissions workshops, and university tours are available to them.

Do not offer a wide range of AAT or AST degrees.

BCC does not offer many lower division transfer required courses student need for their transfer pathways.

Tracking transfer students (The utilization of SARS would be a great

Gathering correct personal information on students to make contact about events or transfer related items that may apply to them.