Barstow Community College

NON-INSTRUCTIONAL PROGRAM REVIEW

*(Refer to the **Program Review Handbook** when completing this form)*

SERVICE AREA/ ADMINISTRATIVE UNIT:	Barstow Community College – Fort Irwin

Academic Year:	2015-2016	FULL PROGRAM REVIEW	**Date Submitted:**	10/20/2015
Academic Year:		ANNUAL UPDATE #1	**Date Submitted:**	
Academic Year:		ANNUAL UPDATE #2	**Date Submitted:**	

By:

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1. Mission and Vision

A. Service Area/Administrative Unit Mission

Barstow Community College – Fort Irwin provides opportunities for educational achievement, career and personal growth in a safe and structured environment for active duty soldiers and their dependents. The college fosters success and promotes student growth and development through partnerships within the college and the Fort Irwin community, leading to academic achievement and successful employment both in the DoD and local contractors.

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

The Barstow Community College – Fort Irwin values each individual student and supports learning and career development by providing learning programs and support that will ensure student success. We are committed to an on-going assessment process. These processes were designed to monitor and improve our programs and meet the needs of our students, employers and overall community. This is done by promoting awareness, interest and greater access to more diverse curriculum and support services. The BCC – Fort Irwin faculty and staff work in a professional manner, treating everyone with respect and dignity as we support the college's mission statement.

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

The Barstow Community College – Fort Irwin campus mission and vision are the same as the main campus, we are one college regardless of distance. We apply the same policies and procedures and provide the same programs and services as the main campus. We promote critical thinking, communications, personal and professional growth and responsibility and global awareness to help soldiers and their family members achieve student success.

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:

B. Who do you service (including demographics)?
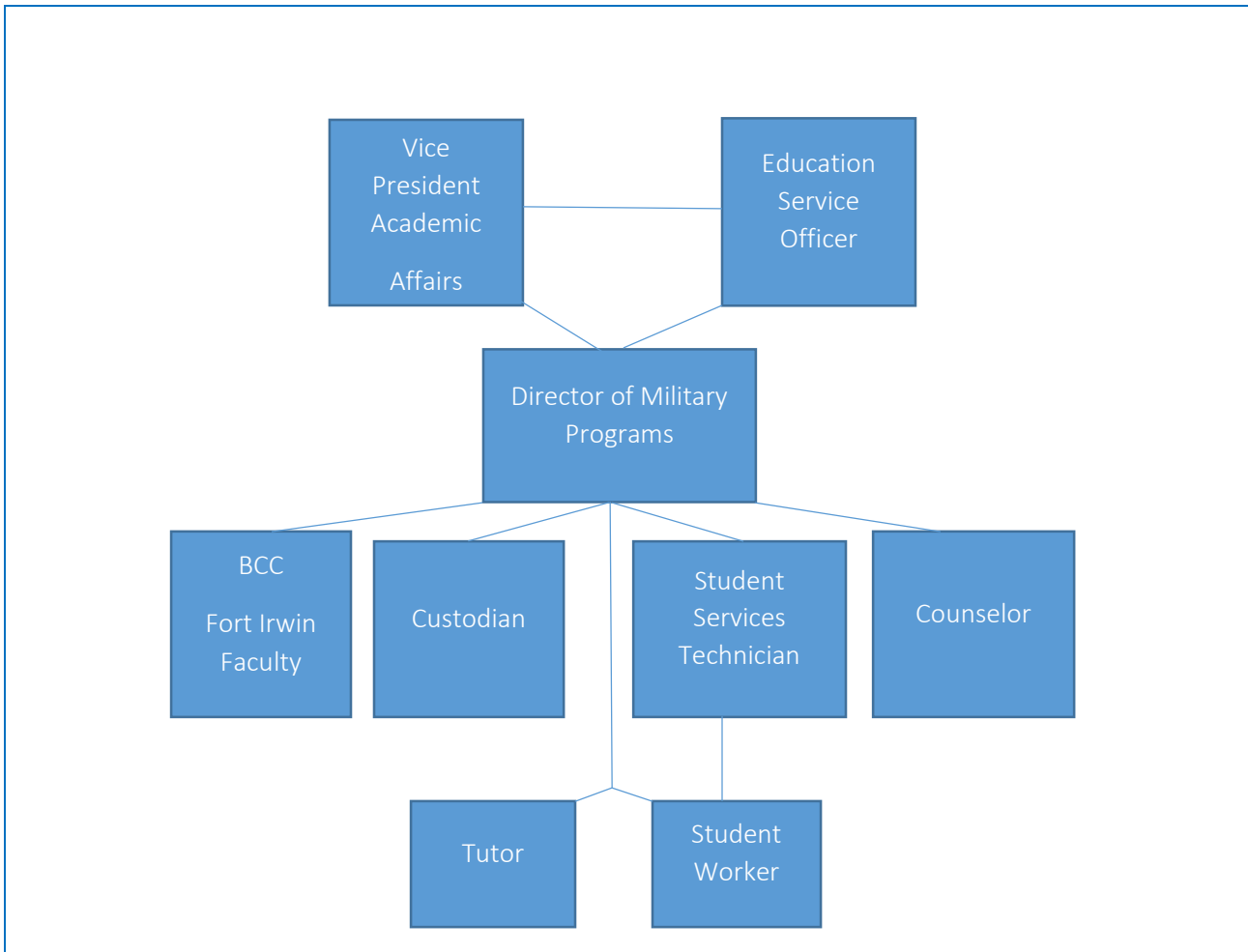
C. What kind of services does your unit provide?

BCC-Fort Irwin provides A&R, Financial Aid, Tutoring, Counseling, Basic Skills instruction, Proctoring & Testing, CTE instruction (AUTO/DESIEL Certification and academic credit-based instruction leading to AAT and AST degrees.

D. How do you provide them?

Services are provided on site in an effort to retain and insure student success. Student support during the day time hours 07:30 to 17:30 Monday through Friday. Instruction is provided during the day and evening hours, this includes on-line, hybrid and residential classes.

3. Data

A. SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES

1) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

1) Expand Desert University class offerings
2) Rotational Schedule
3) Expanded student services coverage
4) Implemented Student Success program
5) Increase residential class population by 20%

2) Summarize the progress your unit has made on SAO/AUO measures since the last program review:

1) Desert University has doubled in size from 2 or 3 classes to 5 or 6 to support the General's directive.

> 2) The Rotational schedule has been quite a challenge. The rotations have been tightened up and are now scheduled in a way that doesn't allow free weekends for the soldiers to take classes.
> 3) We did expand student services coverage from 40 to 50 hours a week.
> 4) Student Success program has now added a tutor at 20 hours a week to help students mostly in math and English.
> 5) None, we will use the 2015-16 school year as our bench mark.

3) Describe any improvements made by your unit as a result of the outcomes assessment process:

a. What did you learn from your evaluation of these measures?

> 1) Even though we have increased the number of Desert University classes, the average class size remains the same.
> 2) The Rotational schedule is going to require adjustments, I will consult with AA and the ESO to see if a viable Rotational schedule is possible
> 3) Students are appreciative of the new hours, it provides more flexibility for the soldiers and their busy schedules. May need more counseling hours during peak enrollment times.
> 4) We have implemented the student success initiative and students do appreciate and use the additional services when offered.
> 5) Nothing yet, however, we will learn how effective our advertising is over the next six months

b. What improvements have you implemented as a result of your analysis of these measures?

> 1) Retaining students in DU is difficult due to rotations and inconsistent support from 1st SGTS.
> 2) Currently evaluating how to format the delivery of rotational classes.
> 3) Continue to maintain the current work schedule and request part time counselor
> 4) We added a part-time tutor to assist students in math and English.
> 5) We have purchased a six month contract with Aerotech News & Review Inc. to drive up enrollment.

c. What improvements do you plan* to implement as a result of your analysis of these measures?
(*List any resources required for planned implementation in #10: Resources.)

> 1) Increase recruitment and retention of DU students through advertising and working with the Command to increase support of the DU initiative.
> 2) Consult with the ESO and Command to find a schedule that will work for the soldiers while on rotation.
> 3) Empower classified staff to solve problems without the use of main campus employees.
> 4) Increase the amount of services offered through student success, maybe developing a scaled down Student Success Center at Fort Irwin.
> 5) Increased recruitment and retention of students in our resident classes.

B. OTHER ASSESSMENT DATA

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

> Completion/Graduation Rates, Student Success/Retention Rates, FTES targets, TA processed and student satisfaction surveys.

2) Summarize the results of these measures.

> These data points will allow us to analyze the effectiveness of our marketing program, student success interventions, program growth and overall student satisfaction with the Barstow Community College programs and services

3) Describe any improvements made by your unit as a result of other assessment data listed in #1:

a. What did you learn from your evaluation of these measures?

> None

b. *What improvements have you implemented as a result of your analysis of these measures?*

> None

c. *What improvements do you plan* to implement as a result of your analysis of these measures?*
(*List any resources required for planned implementation in #10: Resources.)

> None at this time.

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)*

> 1) GOARMYED
> 2) Servicemember Opportunity Colleges (SOC)
> 3) Fort Irwin base access

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

> GOARMYED has added many new regulations and procedures in order to remain compliant, this includes the new Degree Program Network which is to be completed by 18 December 2015. Also, no more late grades, they must be reported within 30 days of completing the course.
>
> SOC has also changed their membership requirements form course work transferring to different schools to the number of articulation (transfer) agreements a school has with other undergraduate colleges and universities. This could be viewed as a threat and/or an opportunity.
>
> Fort Irwin base access has become very restrictive and requires excellent coordination between the main campus, BCC-Fort Irwin and the Education Service Officer to insure adequate time to process requests for access.

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?

> Creating a quick flow process like ADM for checking on a person's eligibility for Priority status and allowing on site staff to update priority instead of having to contact main campus, this would save a considerable amount of time for employee and student. Applications should accept DoD ID as verification for military rank and assignment. Schedule should be out earlier. Purge Banner of outdated programs of study. On-line testing should be timed with a countdown timer. Send students notification-of –acceptance form the college with their student ID attached and a link to orientation.

5. Internal Factors *(see Handbook for additional information)*

A. Strengths: *Current aspects of the program or department that serve it and its future well. These aspects include what it does well, what it's known for, what it takes pride in, and so forth. Strengths represent competencies or characteristics that the department or program may wish to enhance or preserve actively, even aggressively.*

> 1) BOGG waiver
> 2) Committed faculty and staff
> 3) CTE – AUTO/DESIEL Cohort
> 4) Distance Education
> 5) Tutoring

B. **Weaknesses:** *The program or department's **internal** vulnerabilities. These are areas that, if not addressed, could become liabilities, or could contribute to an erosion of the department's capacities and future growth. They represent areas where the organization needs to improve if it is to be successful for the long term.*

1) Priority Registration, it needs to work
2) Lack of timely schedule, schedule needs to be out earlier for marketing and counseling
3) CCC Apply doesn't pick up active duty status for BOGG waiver
4) BCC processes are slow and cumbersome
5) Insufficient staff

6. External Factors *(see Handbook for additional information)*

A. **Opportunities:** *Current trends and events occurring **outside** the department that, if taken advantage of, are likely to have a positive effect on its long-term success. Examples may include: realistic training opportunities; industry trends; revenue-generation opportunities; development of new tools or technology to help manage workload.*

1) Expand CTE programs on base
2) Expand our National Testing Center, it is a revenue generator, particularly Pearson Vue
3) ESL program in partnership with MWR on base
4) New advertising campaign for recruiting students and faculty

B. **Threats:** *Current trends and events occurring **outside** the department or program that could jeopardize its success represent potential threats. Examples may include: state, regional, or institutional economic/budget climate; loss of support services; seasonal fluctuations in workload.*

1) Three new schools on base, American Military University, University of Maryland – University College and Kaplan University.
2) ESO's push for new programs not offered by Barstow Community College.
3) Rotational Schedule

7. Continuing Education/Professional Development

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

The Director of Military Programs attended the Council of College and Military Symposium. All voluntary education services branches are there to provide information about policy changes and trends in voluntary education for their service branch.
Ceri Satur has been pursuing her baccalaureate degree from Park University.

B. **How did this benefit your department and the College?**

This provided insight into the necessary changes that need to be made in order to stay compliant with DoD and the service branches.
Ceri continues her life-long learning, which benefits everyone.

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

I will attend the CCME Symposium in February of 2016.
Ceri will complete her BS degree.

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.)*

If the department does not have prior goals and objectives, please explain.

Goal 1) Provide excellent customer service; this is a work in progress. We continue to improve the services we offer at the Fort Irwin Campus by listening to the students and their needs. Much improvements are a collaboration of A&R, FA, AA and Business Office.

> Goal 2) Promote Awareness, interest and access; we have implemented an advertising campaign on post effective November 2015 running through May of 2016. This includes listing of schedule, recruiting faculty and promoting the AUTO/DESIEL cohort in January.
>
> Goal 3) Improve college programs though systematic evaluation; this again is work in progress. We work with the instruction office and AA to improve the delivery and content of our courses.

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	OBJECTIVE		ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Increase resident classroom population by twenty per cent.	*List all that apply:* 1,2,4	#1	Advertising & Marketing	Ad Placement & Schedule	Number of new applications
			#2	Community Outreach & Partnerships	Newcomer's Briefings Develop new Partnerships	Increased enrollment in resident classes
			#3			
	Additional Information:					
#2	Promote awareness, interest and access	*List all that apply:* 1,2,3,4	#1	Market and Advertise	Improve marketing brochure Place Advertisement	Increase enrollment
			#2	Community Outreach	Newcomer's Briefings	Community Awareness
			#3	Availability	Flex Schedule	Develop schedule and monitor enrollment numbers
	Additional Information:					
#3	Maintain Excellent Customer Service	*List all that apply:* 1,2,3,4,5	#1	Training & Cross-training	Identifying training needs Schedule training	Quarterly training program
			#2	Improve Student Satisfaction	Identify appropriate conferences to attend	Attend conferences and implement learned skills
			#3			
	Additional Information:					

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.A.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	1	Marketing & Advertising	$10,000.00	NO	Currently Funded
	2	Community Outreach & Partnerships	$2,000.00	NO	Currently Funded
2	1	Marketing & Advertising	$0.00	NO	Currently Funded
	2	Community Outreach	$0.00	NO	Currently Funded
	3	Availability	$0.00	NO	Currently Funded
3	1	Training & Cross Training	$8,000.00	NO	Currently Funded
	2	Improve Student Satisfaction	$1,000.00	NO	Currently Funded

Annual Update #1	Academic Year:

1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) *(from #3A of full PR)*

A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

B) Summarize the progress your unit has made on SAO/AUO measures since the last program review:

C) Describe any improvements made by your unit as a result of the outcomes assessment process:

1. What did you learn from your evaluation of these measures?

2. What improvements have you implemented as a result of your analysis of these measures?

3. What improvements do you plan* to implement as a result of your analysis of these measures?
(*List any resources required for planned implementation in #3: Resources.)

2. GOALS AND OBJECTIVES *(Taken From #9--Action Plan--of FULL Program Review)*

	GOAL	OBJECTIVE		ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1		#1			
		#2			
		#3			

Goal #1 Annual Update: (Assess progress made toward goal attainment)

(Type the update for Goal #1 in this box)

	GOAL	OBJECTIVE		ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#2		#1			
		#2			
		#3			

Goal #2 Annual Update: (Assess progress made toward goal attainment)

(Type the update for Goal #2 in this box)

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#3		#1			
		#2			
		#3			

Goal #3 Annual Update: (Assess progress made toward goal attainment)

(Type the update for Goal #3 in this box)

3. Resources Required

List all significant resources needed to achieve the objectives shown in your action plan, 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.

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

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

Annual Update #2	Academic Year:

1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) *(from #3A of full PR)*

A)   List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

B)   Summarize the progress your unit has made on SAO/AUO measures since the last program review:

C)   Describe any improvements made by your unit as a result of the outcomes assessment process:

1. What did you learn from your evaluation of these measures?

2. What improvements have you implemented as a result of your analysis of these measures?

3. What improvements do you plan* to implement as a result of your analysis of these measures?
(*List any resources required for planned implementation in #3: Resources.)

2.	GOALS AND OBJECTIVES (Taken From #9--Action Plan--of FULL Program Review)			
	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1		#1		
		#2		
		#3		

Goal #1 Annual Update: (Assess progress made toward goal attainment)

(Type the update for Goal #1 in this box)

	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#2		#1		
		#2		
		#3		

Goal #2 Annual Update: (Assess progress made toward goal attainment)

(Type the update for Goal #2 in this box)

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#3		#1			
		#2			
		#3			

Goal #3 Annual Update: (Assess progress made toward goal attainment)

(Type the update for Goal #3 in this box)

3. Resources Required

List all significant resources needed to achieve the objectives shown in your action plan, 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.

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

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