Barstow Community College

NON-INSTRUCTIONAL
PROGRAM REVIEW

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

SERVICE AREA/ ADMINISTRATIVE UNIT:	Transfer and Career Planning Center

Academic Year:	2015-16	FULL PROGRAM REVIEW	Date Submitted:	10-19-15
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

Our commitment is to promote a 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?)*

Our vision will enable students to 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 Transfer & Career Planning Center's (TCPC) mission and vision reinforces Barstow Community 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.

Barstow Community College Mission Statement:
Barstow Community College is an accredited, open access institution of higher learning committed to providing our students, community, and military population with the educational tools to achieve personal goals and professional growth. To accomplish this, the college offers traditional and distance education courses, programs, and pathways designed to enhance student success, leadership development, and career opportunities, enabling all in the community to thrive in a changing global society.

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

History of Transfer Centers:
The 1960 Master Plan for Higher Education in California envisioned a system with universal access to higher education and identified "transfer" as a priority between California Community Colleges (CCC), the California State University (CSU) and University of California (UC) public institutions (Legislation Analyst's Office, 2007, California's Higher Education Transfer Function). In the ensuing decades, the CCC Chancellor's Office piloted Transfer Centers on 20 CCC/UC/CSU campuses with the intent to improve access to services that directly impacted transferability, particularly for underrepresented students. A 30% increase in the number of transfer students affirmed the success of transfer centers. Subsequently in 1991, California Code of Regulations, Title 5, Section 51207 adopted Minimum Program Standards for Transfer Centers on California Community College campuses.

Transfer & Career Planning Center Organization:

Barstow Community College District Organizational Chart
Counseling
As of 9-15-2015
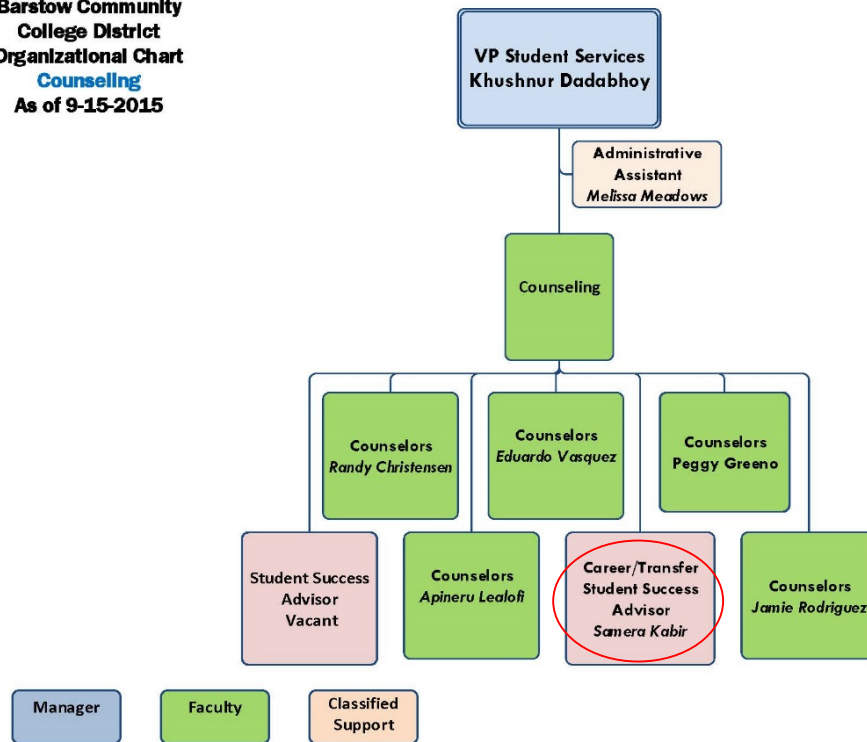
B. Who do you service (including demographics)?

The TCPC serves the public (local and surrounding community of Barstow), the students, staff, faculty, and works cooperatively with venders and College/University representatives.

C. What kind of services does your unit provide?

The TCPC department is a 2 person (Transfer Center Specialist & Student Assistant) unit that provide services, which directly assist potential transfer students in preparing for upper division work at a four-year college or university. In addition, the TCPC promotes career guidance and assistance as well.

D. How do you provide them?

Transfer services available in the TCPC include:
- Comprehensive Academic Educational Plans that leads to successful transfer.
- UC/CSU Transfer Workshops
- One-on-one /group advising sessions with UC, CSU, and Private University Representatives.

> - Transfer application assistance with UC, CSU and Private Universities.
> - Annual College & University Day
> - Four-year University campus tours
>
> Career services available in the TCPC include:
> - Online Career Assessment: Kuder Journey
> - Career Guidance Workshops
> - Annual Career & Job Fair

3. Data

A. SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES

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

> 1. Improve Articulation with UC, CSU and Private Universities.
> 2. Increase number of students transferring to the UC, CSU, and Private Universities.
> 3. Expand career opportunities to local/surrounding community of Barstow and the students.

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

> 1. Created new SAOs to measure and assess.
> 2. Created new SAOs to measure and assess.
> 3. Created new SAOs to measure and assess.

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?

> Reevaluated TCPC SAOs.

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

B. OTHER ASSESSMENT DATA

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

> NONE

2) Summarize the results of these measures.

> NONE

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.)

>

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)*

> SB1440: implementation of the Associate Degrees for Transfer (ADTs): AS-T and AA-T.

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

> Increased ADTs from 2 AA-Ts (Sociology & Psychology) to 7 ADTs: Art History, Administration of Justice, Business Administration, Early Childhood Development, English, History, and Political Science.

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?**

> Updated:
> - Tracking of IGETC and CSU-GE Breadth Certification.
> Created
> - Implementation of SARS program to track reason for student contacts.
> Deleted:
> - NONE

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.*

> <u>Transfer Guidance:</u> Maintain the seamless transition from Barstow Community College to the student's College/University of choice.
>
> <u>Accessibility to Transfer students:</u> Continue great rapport with Transfer students with one-on-one assistance from the beginning to the end of the transfer process.

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.*

> <u>Insufficient Staffing:</u> In order to meet the Articulation and transfer mandates of the California Community College's Chancellors Office a full-time Counselor needs to be assigned to TCPC.
>
> <u>Articulation Agreements:</u> Articulation is a "duties as assigned" entity of Counseling. In order for Articulation to improve this assignment needs to be considered a "Priority" and altered from 0.01 to 0.60 or more.

Transfer Communication with Counselors: Counselors guide students based on past practices in terms of transfer not updated information/practices performed by the TCPC. Need to devise a Transfer Best Practice to keep the TCPC and the Counselors on the same page in terms of transferability.

Efficient Computer Technology Area: The student lab computers are outdated.

Career Component: Career services, resources and vision need to be reevaluated.

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.*

IGETC/CSU-GE BREADTH Certifications: The IGETC or CSU-GE Breadth transfer pathway certifications allow the transferring student to meet most UC, CSU or Private University's general education requirements. Upon transfer, the student would be in Junior standing.

ADTs (AS-T/AA-Ts): Essentially, a transfer degree guarantees completion of lower division requirements - general education and major preparation. Students with a transfer degree not only earn an associate degree but are also guaranteed admission to the CSU system and completion of their bachelors' degree with no more than 60 units after they transfer. Essentially, it streamlines the transfer process for CSU bound students.

College & University Day/ Job & Career Fair: Great networking opportunity for all students, staff, faculty, administrators and local/surrounding community.

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.*

Requirements of Four-year Institutions: As a small campus, BCC has limited class offerings and programs, thus prohibiting some students from completing all lower-division (freshman and sophomore) major preparation courses for transfer, depending on major and university.

Service Area Demographics: Service area is a term the universities use to determine outreach efforts to community colleges. According to the CSU Local Admission and Service Areas document, Barstow Community College is in the service area of only one CSU – Cal State San Bernardino. For the UC system, UC Riverside considers BCC within their service area. Typically, both CSU San Bernardino and UC Riverside attend BCC's College & University Day annually and have established a great communicative relationship with both University's Admission Representative. The remaining UCs and CSUs rotate attendance at our transfer fair and rarely send a representative for student appointments.

Job Markets: The public 4-year systems have capped growth that is not in proportion to the state's growing college-age population. Research consistently demonstrates that unemployment rates are much lower for college graduates. Simultaneously, the higher the degree, the more income one will earn.

7. Continuing Education/Professional Development

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

CSU Counselor Conference, ETS (UC) Conference, CIAC Conference, ADTs (AS- T & AA-T) Workshop and monthly Transfer Director meeting.

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

Benefits:
- Received updated information for Transfer
- Ideology that Articulation is important
- Completion of 7 new ADTs
- Awareness that Articulation needs improvement

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

Attendance and updates with the CSU Counselor Conference, ETS (UC) Conference, CIAC Conference, ADTs (AS- T & AA-T) Informational sessions and monthly Transfer Director meeting.

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.

Prior goals have been reevaluated to meet the growing needs of the TCPC.

TCPC Goals (SAOs):
1. Improve Articulation with UC, CSU and Private Universities.
2. Increase number of students transferring to the UC, CSU, and Private Universities.
3. Expand career opportunities to local/surrounding community of Barstow and the students.

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 Improve Articulation with UC, CSU and Private Universities.	List all that apply: 1, 2, 3,and 4	#1 Assist transfer students towards a seamless transfer/transition.	Hire Transfer Counselor to assist the TCPC.	
		#2 Provide student with accurate information to transfer in a timely manner.	Assign time to the Articulation Officer to work on Articulation.	
		#3 Assist transfer students towards a seamless transfer/transition.	Monitor the progress of transfer students to the point of transfer.	
		#4 Cultivate a strong professional partnership with the UCs, CSUs and Private Universities.	Assign time to the Articulation Officer to work on Articulation.	
Additional Information:				
#2 Increase number of students transferring to the UC, CSU, and Private Universities.	List all that apply: 1, 2 and 3	#1 Assist transfer students towards a seamless transfer/transition.	Hire Transfer Counselor to assist the TCPC.	
		#2 Provide/Support the progress of transfer.	Assign time to the Articulation Officer to work on Articulation.	
		#3 Promote opportunities through transfer fairs, college/university representative visits and campus tours.	Monitor the progress of transfer students to the point of transfer.	
Additional Information:				
#3 Expand career opportunities to local/surrounding community of Barstow and the students.	List all that apply: 1, 2, 3 and 4	#1 Inform students of resources that will assist them in finding a career.	Task will be based on reevaluation of TCPC's career component: services, resources and vision.	
		#2 Provide network opportunities through	Task will be based on reevaluation of TCPC's	

ACTION PLAN				
GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
		faculty, staff, and local Barstow businesses.	career component: services, resources and vision.	
		#3 Promote and link up with an existing career mentorship program.	Task will be based on reevaluation of TCPC's career component: services, resources and vision.	
		#4 Cultivate a strong professional partnership with local businesses and resources within the town of Barstow and the surrounding community.	Task will be based on reevaluation of TCPC's career component: services, resources and vision.	
	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

Commented [MM1]: Asking for a Transfer Counselor and Time dedicated to Articulation. Should fill out the Resources Required.

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 Cultivate a strong professional partnership with local businesses and resources within the town of Barstow and the surrounding community.	Hire Transfer Counselor to assist the TCPC.	
		#2 Provide student with accurate information to transfer in a timely manner.	Assign time to the Articulation Officer to work on Articulation.	
		#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 Promote		

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**	Inform students of resources that will assist them in finding a career.		
		#2	Provide network opportunities throu	**Error! No text of specified style in document.**	
		#3	Promote		

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 Cultivate a strong professional partnership with local businesses and resources within the town of Barstow and the surrounding community.	Hire Transfer Counselor to assist the TCPC.	
		#2 Provide student with accurate information to transfer in a timely manner.	Assign time to the Articulation Officer to work on Articulation.	
		#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 Promote		

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	Inform students of resources that will assist them in finding a career.		
		#2	Provide network opportunities throu	**Error! No text of specified style in document.**	
		#3	Promote		

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