**Bakersfield College**

**Program Review – Annual Update**

**I. Program Information:**

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| Program Name: | Office of Student Life |
| Program Type: | Non-Instructional |
| Program Mission Statement: | Through innovative experiences in a co-curricular classroom, the Office of Student Life engages students in meaningful interactions and hands-on skill development that fosters academic progress, student success, social justice, and citizenship while serving the diverse breadth and scope of the Bakersfield College’s student community through recruitment, persistence, retention, and graduation efforts. |
| Program Description: | The Office of Student Life works collaboratively with the Student Government Association of Bakersfield College (SGA) and the Office of the Vice President for Student Affairs to engage, educate and empower students to take action in the best interest of the student body and the College community. The Office of Student Life provides learning, leadership, and service opportunities outside the classroom. Research indicates that engagement theory suggests that students involved in an activity on campus, any activity outside of the classroom, are more likely to persist and graduate. Additionally, the Office of Student Life responsible for providing leadership in planning, budgeting, developing, administering, coordination, and evaluating the college’s student services programs in the areas of Student Activities, Student Government, Student Conduct, Student Organizations, and special projects given by the Vice President of Student Affairs. The Office of Student Life provides it’s participating students the opportunities to develop and hone their leadership skills, ultimately supporting student learning by providing a plethora of programs in which students can be engaged. |

**II. Program Assessment (focus on most recent year):**

1. **How did your outcomes assessment results inform your program planning?**

Previous AUO’s were not established to formulate results.

**New AUO’s**

1. The Office of Student Life will increase the use of online technology for various initiatives and services.
   * Currently, many routine forms are done by paper and pen which leads to a lot of paper shuffling and loss of information. Some of the forms that are in the works to turn into online forms are:
     1. Student Organizations registration
     2. Student Organizations funding grants
     3. Equipment checkout
     4. Space reservations
     5. Student Activities satisfactory surveys
2. The Office of Student Life will work with the Student Government Association in developing their governmental documents.
   * SGA is relooking in the effectiveness of their newly reformed bylaws and procedures. The documents need to be aligned with the mission of the organization and the core values of the university.
   * This year’s association will be in the mist of developing a strategic plan that will help guide the direction of future SGAs.
3. The Office of Student Life will be investigating and implementing a student conduct management software solution to ensure students’ due process is adhered to when situations arise.
   * Colleges and universities rely on student conduct management software to receive incident reports via the web, track and manage behavioral issues, and provide timely analytics to meet institutional needs. By having a student conduct software solution, the Office of Student Life and affiliated campus entities will be able to connect the dots and prevent students from falling through the cracks. Student conduct management software also works within entire state systems and districts to help share data in a FERPA-compliant manner. A student conduct management software can also aid in record keeping and reporting accurate details for Clergy Act and Title IX Reporting. Whether it is judicial affairs, academic integrity, or students of concern, a student conduct software solution can help cover our needs by tracking all of these matters within one system which in turn offers a single system providing us with details on all aspects of a student’s conduct and behavior at Bakersfield College.
4. **How did your outcomes assessment results inform your resource requests?**

On-campus facilities and internal communication capabilities were explored to determine how best to achieve highly engaging and visible SGA operations and services for FY15. The Office of Student Life is seeking to create an atmosphere of high interest and participation, which was posited as a possible reason for low participation in the previous years.

Additionally, clarification and streamlining of reporting protocols from BC entities (i.e. Public Safety and Counseling SARS Early) to the Office of Student Life regarding student conduct incident reports.

1. **Describe *any significant changes* in your program’s strengths since last year.**

Staffing changes, due to retirement and reassignment, have put a strain on consistent providing of services, content-based knowledge of campus services and resources, and hours of operation within the office.

SGA had a large turnover in officer staffing as well as a huge philosophy adjustment for the SGA budget. Newly developed government documents were established to align with the new direction of the government.

1. **Describe *any significant changes* in your program’s weaknesses since last year.**

The Student Conduct process takes a long time from when an incident is placed to the time the case is closed. This is larger due to no current method or system to ensure cases are adjudicated properly. This also means that cases are sometimes overlooked and follow-up is not conducted appropriately and much time is lapsed since. Students are given sanctions or suspended from campus, but no attempts are systematically placed for reconciliation.

SGA currently has only eight desktop computers for 24 officers. In the transition to becoming more paperless organizations, the officers do not have the appropriate technology to sustain their goal of becoming technology proficient.

1. **If applicable, describe any unplanned events that affected your program.**

In the past year, the old Dean of Students resigned, two interim deans were placed, and the new position is now a Director of Student Life. The DA3 retired which left no institutional memory for the functions of the office for what the new Director of Student Life began. Additionally, the SGA government developed a new structured for their executive and legislative officers.

**III. Resource Analysis:**

1. Technology (Technology requests can be made by filling out the [ISIT Request form](http://www.bakersfieldcollege.edu/irp/Annual%20Program%20Reviews/2012-13/13%20ISIT%20Priority%20Workbook%2012-13.xlsx).)
2. Has your program received new or repurposed technology in this cycle?
   1. If yes, how has this technology contributed to student success?
   2. If no, how will your new or repurposed technology request contribute to student success?
3. Do you need new or repurposed classroom technology to support student success and/or new office technology to support faculty/staff success? Justify your request.

**Student Conduct Management System**

Due to the 5th and 6th Amendments of the U.S. constitution, the Office of Student Life is responsible to making sure that all students adjudicated receive their due process and the right to a speedy and public trial. Additionally, information regarding crime on campus needs to be reported effectively and on time as regulated by the Clery Act. On Thursday, September 4, 2014, five BC campus collaborators met to view demos on three leading student conduct management software solutions. The committee recommended Maxient for KCCD. Of the three solutions demoed, Maxient far exceeded what we needed for the campus and came highly recommended by peers from other institutions that have used the Maxient software. Maxient’s software has been helping the nation’s most respected colleges and universities to operate more efficiently and effectively. That efficiency begins on Day One with an implementation process that leaves the technical details to them. Maxient always conduct an in-person, on-site training to ensure you’re comfortable and fluent with Conduct Manager. The beauty of Maxient is that it provides centralized reporting and recordkeeping for all things relative to conduct at your institution. Usually, this includes traditional student conduct or “judicial affairs”, academic integrity, mediation, restorative justice, threat assessment, CARE, behavioral intervention, and even just “FYI” issues. Maxient serves as an integral component of many schools overall early alert efforts, helping to identify students in distress and coordinate the efforts of various departments to provide follow-up.

**iPad or Tablet Computer Bank**

To foster a sense of campus community, student service, and provide on-going and accessible representation of the student population, student officers should have a place to do their SGA/Office of Student Life-related campus activities work, meet with constituents, engage in BC meetings related to Student Life, have space to gather for collaboration and discussion, and to be present during business hours so they may be available for students walking in. Using an iPad or tablet, The Office of Student Life and the Student Government Association can improve their efficiency in several ways. First, the iPad will hold hundreds of apps that replace cumbersome paper materials and awkward equipment. Secondly, iPads improve efficiency by automating tasks that were previously tedious and time consuming: conducting surveys, writing legislation, searching for information, and viewing agendas and minutes. Even the time spent photocopying can be greatly reduced as the PDF versions of workbooks and materials can be loaded onto the iPad and used on-screen, reducing paper usage and waste.

1. Budget (Changes to the budget allocation can be requested using the [Budget Change Request Form](http://committees.kccd.edu/bc/committee/programreview)).

If you are requesting any additional funding, explain briefly how it will contribute to increased student success.

By having a Student Conduct Management System solution, caseloads will be managed in a timely manner to ensure their due process is properly conducted. Follow ups will be administered giving the ability to the student to finish to completion.

The iPad or tablets will aid in the effectiveness of the government while going green. As leaders of tomorrow, technology integration is a key component of their leadership development and being able to conduct themselves in a professional manner and having the resources at their disposal.

**IV. Trend Data Analysis:**

Highlight *any significant changes* in the following metrics and discuss what such changes mean to your program.

1. Changes in student demographics (gender, age and ethnicity).

* Greater increase in Hispanic enrollment, international student enrollment, First-Generation enrollment, non-traditional enrollment, and veteran’s enrollment (following the stand-down of OIF/OEF) will mean increased need for student life services, campus engagement initiatives, and accurate and adequate representation on campus-wide committees, including SGA.
* The Office of Student Life will be tasked with managing increased requests for activities, services, referrals, and participation on campus-wide administrative meetings.

1. Changes in enrollment (headcount, sections, course enrollment and productivity).

* The Office of Student Life will be tasked with managing increased requests for activities, services, referrals, and participation on campus-wide administrative meetings.

1. Success and retention for face-to-face, as well as online/distance courses.

* The Office of Student Life will be tasked with managing increased requests for activities, services, referrals, and participation on campus-wide administrative meetings.
* Student Conduct and Academic Dishonesty matters may see an increase, as enrollment increases, and provision of preventative services and measures increases in demand.

**V. Progress on Program Goals:**

1. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section.

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| **Program Goal** | **Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal?**  **(select all that apply)** | **Progress on goal achievement**  **(choose one)** | **Comments**  **(if applicable)** |
| 1. Increased representation by students on campus-wide committees via SGA | 1: Student Success 2: Communication  4: Oversight & Accountability | **X** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | SGA Officers have been assigned to the various college committees |

1. New or revised goals (if applicable)

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| **New/Replacement Program Goal** | **Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
| Student Conduct:  Highly effective in  addressing campus  issues of discipline and academic Integrity. | 1: Student Success 2: Communication  3: Facilities & Infrastructure 4: Oversight & Accountability  5: Integration | By providing referred students with appropriate sanctions that included student learning outcomes; students who completed the process will be able to articulate how their actions impacts their immediate future, the college, and their future |
| Continued development of the governing structure and documents for SGA | 1: Student Success | Reestablish the foundations and communications between SGA and its constituents. Being able to redefine the need for the student voice on campus and the representation of students by building a more effective and efficient government that using best practices and in compliance with District, State, and Federal policies. |

**VII. Conclusions and Findings:**

The Office of Student Life is developing into a new and dynamic office within the institution that will collaboratively work with partnering entities to ensure student success and efficiency of programs related to the office. Under new guidance, the new director will aid the student government into better practices of integrity and transparency with their constitution and the institution as a whole. Bringing the association to a high standard of operations and aiding in rebuilding the SGA image on campus will be the priority of the upcoming year. Providing students on campus with co-curricular engagement opportunities will ensure student success and build a Renegade community. Student Conduct will also be redeveloped into an online automated process to ensure that all parties are reached and notified in timely manners to ensure the academic success of the student. In this manner a new Student Conduct Management System solution is needed to ensure accuracy in the adjudication process as well as ensure student success is accomplished through timely manner. Additionally, the addition of a few iPads or tablets will lead the student government into a move advanced and effective organization that can ensure transparency and effectiveness.

**VIII. Attachments (place a checkmark beside the forms listed below that are attached):**

[ISIT Form](http://committees.kccd.edu/bc/committee/programreview)

[Best Practices Form](http://committees.kccd.edu/bc/committee/programreview) **(Required)**