**Bakersfield College**

**Program Review – Annual Update 2015**

**I. Program Information:**

Program Name:

Program Type: [ ]  Instructional [ ]  Student Affairs X[ ]  Administrative Service

***Bakersfield College Mission****:* Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission: We provide the community involvement for our students to engage with Bakersfield as we rebrand our campus. We are about bringing businesses back to campus.

Program Mission Statement: Community Relations

Events & Scheduling Mission Statement:

The Office of Events & Scheduling at Bakersfield College endeavors to balance the College’s educational responsibilities with its commitment to the cultural, social and economic development of the Bakersfield Community.

This Department is a clearinghouse for all College events for faculty, staff, administration as well as the Bakersfield community. It also maintains and publishes the central scheduling calendar along with a centralized list all scheduled classrooms and meeting spaces. The staff works together with the classroom scheduling for all academic work. Department personnel are available to coordinate all event needs such as site selection, catering, scheduling policies and procedures, contract administration and risk management compliance.

**II. 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **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)** |  |
| 1.Reinvigorate campus event scheduling | [ ]  1: Student Learning [ ]  2: Student Progression and Completion X[ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**X[ ]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | Continue to improve turnaround time for scheduling requests to include both booking number and catering suggestions |
| 2.Customer Survey to end users | [ ]  1: Student Learning [ ]  2: Student Progression and Completion x[ ]  3: Facilities x[ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**x[ ]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | Developed survey which goes out monthly to all scheduled events held inhouse or outside events on campus |

1. List new or revised goals (if applicable)

|  |  |  |
| --- | --- | --- |
| **New/Replacement Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
| **Begin Events meeting to give instructions on the do’s and don’t of booking events and best practices for booking events** | [ ]  1: Student Learning [ ]  2: Student Progression and Completion x[ ]  3: Facilities [ ]  4: Oversight and Accountability x[ ]  5: Leadership and Engagement  | **To begin during 2016 and along with new software will enhance Events & Scheduling trust with end users.** |

**III. 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).
2. Changes in enrollment (headcount, sections, course enrollment and productivity).
3. Success and retention for face-to-face, as well as online/distance courses.
4. Changes in the achievement gap and disproportionate impact (Equity).
5. Other program-specific data that reflects significant changes *(please specify or attach).* All Student Affairs and Administrative Services should respond.
6. **Hiring of full time scheduling technician has streamlined our processes and allowed us to book events easier. Our new software is not yet installed but it will also enable all our the departments we interact with to work together with ease.**

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

1. How did your outcomes assessment results inform your program planning? Use bullet points to organize your response.
2. How did your outcomes assessment results inform your resource requests? The results should support and justify resource requests.
3. How do course level student learning outcomes align with program learning outcomes? Instructional programs can combine questions C and D for one response (SLO/PLO/ILO).
4. How do the program learning outcomes or Administrative Unit Outcomes align with Institutional Learning Outcomes? All Student Affairs and Administrative Services should respond.
5. We are a new department and are only beginning to capture data to be used for future needs assessments.

***Institutional Learning Outcomes***:

*Think: Think critically and evaluate sources and information for validity and usefulness.*

*Communicate: Communicate effectively in both written and oral forms.*

*Demonstrate: Demonstrate competency in a field of knowledge or with job-related skills.*

*Engage: Engage productively in all levels of society – interpersonal, community, the state and the nation, and the world.*

1. Describe *any significant changes* in your program’s strengths since last year. Hiring of a full time scheduling technician
2. Describe *any significant changes* in your program’s weaknesses since last year. Intranet issues monthly and new software still sitting on the shelf
3. If applicable, describe any unplanned events that affected your program.

**none**

**V. Assess Your Program’s Resource Needs:** To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

1. Human Resources and Professional Development:
2. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled. NONE
3. Professional Development:
4. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success. We have helped organize them but not been part of them
5. What professional development opportunities and contributions can your program make to the college in the future? Many when we have all of the pieces to the puzzle together. We have made huge strides in scheduling and feel comfortable that we have regained the trust of the campus community.
6. Facilities:
7. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success?
8. How will your Facilities Request for next year contribute to student success?
9. Facilities and Events go hand in hand and without exception the biggest issues are lack of M&O staff. We go 12-15 hours on Friday and Saturday to get the job completed. We are worn out by Monday. The facilities on the campus are improving monthly. The lights throughout the campus are simply the best.

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success?
2. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success?
3. Discuss the effectiveness of technology used in your area to meet college strategic goals.
4. Need to get new computers when the software is installed. We are happy with the response to our needs so far.

D. Budget: Explain how your budget justifications will contribute to increased student success for your program.

**VI. Conclusions and Findings:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs.

**VII. Forms Checklist (place a checkmark beside the forms listed below that are submitted as part of the Annual Update):**

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

[ ]  Curricular Review Form **(Instructional Programs Required)**

[ ]  [Certificate Form](http://committees.kccd.edu/bc/committee/programreview) **(CTE Programs** **Required)**

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[ ]  [Faculty Request Form](http://committees.kccd.edu/bc/committee/programreview) [ ]  [Classified Request Form](http://committees.kccd.edu/bc/committee/programreview) [ ]  [Budget Form](http://committees.kccd.edu/bc/committee/programreview)

x[ ]  Professional Development Form [ ]  [ISIT Form](http://committees.kccd.edu/bc/committee/programreview) x[ ]  [Facilities Form](http://committees.kccd.edu/bc/committee/programreview) (Includes Equipment)

[ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_