**Bakersfield College**

**Program Review – Annual Update**

**I. Program Information:**

Program Name: Auxiliary Services Unit (Shipping&Receiving;Mailroom;Printshop)

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:

This department supports the mission as the hub of communication, physical resources and print resources.

Program Mission Statement:

The Mission of the Auxiliary Services departments is support the Bakersfield College academic and administrative goals by providing services to support and enhance the overall student experience. The departments strive to build strong communicative and collaborative relations with college constituencies in an effort to support our students. Auxiliary Services departments are committed to supporting all initiatives that promote student success.

**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)** | **Comments** |
| 1. Streamline processes to improve service  | [ ]  1: Student Learning [ ]  2: Student Progression and Completion [ ]  3: Facilities [x]  4: Oversight and Accountability [x]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[x]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | Mailroom is currently implementing an electronic billing process to improve timely processing of mailroom expenses paid by campus departments |
| 2.Actively engage in prof development to effectively communicate department processes | [ ]  1: Student Learning [ ]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [x]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[x]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | Annual notifications of department processes and procedures for auxiliary departments will be sent out every July 1st.Update on Purchase order process has recently been communicated and plans to participate in campus professional development workshops related to purchase order process. |

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** |
| **Not applicable** | [ ]  1: Student Learning [ ]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  |  |

**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. Other program-specific data that reflects significant changes *(please specify or attach).* All Student Affairs and Administrative Services should respond.

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

Use attached **Assessment Report Form AU Tab**

1. Describe *any significant changes* in your program’s strengths since last year.
2. Describe *any significant changes* in your program’s weaknesses since last year.
3. If applicable, describe any unplanned events that affected your program.

**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.
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.
5. What professional development opportunities and contributions can your program make to the college in the future?
	1. We are working toward campus wide understanding our each department’s process and procedure to assist in improving service levels to the college 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?
	1. Next year our departments will housed in one location for the first time ever. The Auxiliary Services department will be housed in the new maintenance and operations building. The location change will foster cohesion and a team like atmosphere, that will hopefully contributed to more effective output from each department.

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.

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.

The Auxiliary Services departments are extremely valuable resources to our college. These areas are the hub of communication (mailroom), supplies and resources to aid in the success of student (shipping/receiving) and they provide the tools necessary to measure student development and outcomes (Printshop). For the first time in over 6 years the auxiliary services department is fully staff. In addition, we have added much needed staff to the Printshop, which now has two full time employees. As the student population continue to grow and thrive we will have review the needs of these operations again to ensure that they will be able to meet the needs of the departments and programs. At this time, our focus is on internal processes and technology to support and guide our output and affect our service levels.