**Bakersfield College**

**Program Review – Annual Update**

**I. Program Information:**

Program Name:

Program Type: [ ]  Instructional [x]  Student Affairs [ ]  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:

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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 Bakersfield College Student Government Association (BCSGA) 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, Student Assistance, Student Housing, Campus Events, Renegade Promise, BCRenegades Mobile app, and special projects given by the Vice President of Student Affairs. The Office of Student Life provides its 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.  |

Program Mission Statement:

**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.

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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** |
| 1. Increased representation by students on campus-wide committees via BCSGA | [ ]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[x]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | BCSGA Officers have been assigned to the various college committees. Needing to have committed officers to attend meetings on a continuous bases. |
| 2. Improve the Office of Student Life processes by converting paper forms to an electronic environment. | [ ]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [x]  Completed: \_\_Spr’16\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[ ]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | In the previous Program Review (2015-2016), our office was in the process of transitioning from paper to electronic forms. Since the previous submission, all (but one) paper forms and requests were converted to online forms that can be filled-out and submitted electronically for efficiency of process. In addition, this transition allows the forms to be accessible to students and staff at all times.  |
| 3. Continued development of the governing structure and documents for BCSGA  | [ ]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [x]  Completed: \_\_Spr’16\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[ ]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | BCSGA has successfully, redeveloped the Preamble and Mission Statement for BCSGA**;** Created a 3-Branch Government to ensure checks and balances**;** Created Appointed and Elected Officers with Support Staff**;** Simplified Structure, format, and clarification on processes of the Constitution. In addition, BCSGA established a budget distribution model and transparencies within the Association whereby 1/3 of BCSGA funding would automatically be distributed to: BCSGA Operations (salaries, office supplies, etc.); Student Organization Services; Student Activities – campus wide programming |
| 4. Student Conduct: Highly effective inaddressing campusissues of discipline and academic Integrity | [ ]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**[x]** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | The development of the behavioral intervention team at the college is a cross departmental “Students of Concern Team” instituted to deal with student behavior and concerns. The team undergoes continues trainings for process alignment with best practices**.** In collaboration with the Early Alert Program, faculty and staff were able to submit alerts that directly went to the Director of Student Life to review.In addition, the Maxient software program was implemented to track and administer student conduct cases. This software allows for all of the involved parties to have access to new information instantly. In time, the software integrate with Banner to populate all of the student information creating a more successful and efficient measure to track student conduct. This systematization allows for the student conduct team to use their time efficiently in providing student interventions.  |

1. List new or revised goals (if applicable)

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| **New/Replacement Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
| The Office of Student Life recently adopted a campus-wide Peer Mentor Leadership Academy (PMLA) that aims to help student employees embrace their roles as Peer Mentors. This program includes an extended training and monthly workshops for intrusive student development. | [ ]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | As a result of active participation in PMLA, mentees will:* Develop and strengthen a sense of student identity;
* Become effectively integrated into the academic culture through engagement with their peers, faculty, and the campus as a whole;
* Develop advocacy and citizenship skills that contribute to the progression of social justice in the classroom, the campus, and the community;
* Acquire the necessary skills to make academic progress, pursue their academic goals, and become independent and life-long learners.
 |
| The Office of Student Life has engaged a more proactive approach to student assistance in regards to assistance services given to students. | [ ]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | Students who use the pantry program services more than three times will be referred to additional resources on and off campus and track to see how their academic progress is doing when services are provided. |

**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).

The number of FTEs increased by almost 1,000 count from 2014-2015 to 2015-2016. The most significant change is the continued growth of Hispanic Student served. In 2015-2016 9,697 (67%) of the FTEs reported identified as Hispanic. As this population continues to grow, our campus has to be equipped to serve the growing demographic. In addition to the increase in Hispanic student enrollment, increases in 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 BCSGA.

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

Below is the breakdown of student visits and services to the office of Student Life in the 2015-2016 year:

* 2, 690 times members checked-in to the Office of Student Life for dedicated/direct services.
* 1,110 times the monthly pantry distributions was accessed by students.
* 423 times students received fresh Fruits and Vegetables from the Pantry.
* 106 students received clothing from the Renegade Closet.
* 80 times the Hygiene Cabinet was accessed by students
* 2,000 tickets where distributed to students and staff to the 2015 Kern County Fair.
* 63 housing referrals were made for students.
* 6,985 times students received bread from the “Daily Bread” program.
* 17 Emergency food bags were distributed to students.
* 386 individuals signed-up for the Turkey Opportunity Drawing of which 151 turkeys were distributed.

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

Student engagement is a heavy contributor to student retention, as outlined in CCSSE’s study *Student Engagement and Student Outcomes: Key Finding from CCSSE Validation Research[[1]](#footnote-1).* In this study student engagement for underrepresented students show to have a correlation for student retention and completion. While demographic data is not collected by our office, institutional data indicates that 75% of the FTEs reported identified as a racial minority. Therefore, as our office aims to engage all students, events like the New Student Convocation, allows minority, first-generation, and non-traditional students to make a commitment to their educational goals in front of the campus faculty, staff, and their families.

In support of this work, our office successfully aided in the following projects:

1. Supported 12 Campus Collaboration Grants totaling over $12,000
2. Hosted 80 students for the 2016 Black Caucus Student Leadership Conference for the California Community Colleges
3. Aided in the conversations of redesigning California community colleges
4. Supported and funded 23 student organization funding grants
5. Increased number of student organizations from 30 to 42 active
6. Hosted over 30 student organization workshops to assist in effective management
7. Re-Established traditions within BC Homecoming by involving Communication Department and Foundation Office
8. Hosted over 150 campus-wide events
9. Hosted the first Student Involvement Festival that invited 50 community organizations onto campus
10. Increased student participation for our BC Delano Campus with two Student Programmers to assist the students and community

In addition, our office has tracked a large number of student visits, see below for details:

* The front desk of the Office of Student Life was accessed 13,860 times by students, staff, faculty, and community members. Students visited the office for housing information, daily bread, student organization information, KVC sticker inquiry, distribution of fresh fruits and veggies, and to meet with Student Government members.

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

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.

In the FY16, Student Life saw about 470 new unique cases. Depending on the outcome of the case and the specifics of the incidents, students where they placed on a restorative measure pathway towards healthier decision making.

* 58 Academic Dishonesty
* 48 General Aid Referrals
* 81 Student Code of Conduct violations
* 24 Medical Aid Referrals
* 20 Student Complaints
* 209 Students of Concern
* 30 Title IX Incidences

Below is a list of lead measures that have been taken to alleviate these concerns:

1. Through restorative justice measured, aided 444 (Code Violations, AI, Student Complaints, Medical Aid, Title IV, Housing, Clearance Request, and SOC cases) of students with student code infractions
2. Two institutional protocols were drafted for Death of a Student and Suicide Prevention Protocol

**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.

Since the implementation of electronic sign-ins, our office is able to collect data on the number of students we serve. As previously mentioned, our office served over 13,000 students in the 2015-2016 year. We hope to grow this number by increasing student involvement on our campus.

In addition, our office has successfully increased the number of both registered and active student organizations. Currently, we have 49 registered student organizations and 42 active, this an increase from 15 in the 2014-2015 year. Staffing changes have also occurred in our office. In the last year, our office has grown by two full-time department assistants and one program manager.

With the inclusion of the Program Manager for Peer Education in our office, we now support the Peer Mentor Leadership Academy program. This program is designed to help student employees embrace their role as peer mentors and advance the student success efforts by providing guidance and leadership to the students that they serve. As this is a new program, our office will collect baseline data and report it in the Program Review.

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

With a growing number of student organizations and increase in office staff, space is limited in our office. We strive to maximize the use of space and have implemented electronic submission of space request. This allows our office to plan and efficiently use the space we have access to.

BCSGA currently has only eight desktop computers for 25 officers. In the transition to becoming a paperless organization, 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.

**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.

Office of Student Life will be requesting a Program Manager for Campus Center Events. Since the campus is growing and the mission of the office is to engage and increase student and campus life, the increase of programs and services is needed.

1. Professional Development:
2. 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.

In partnership with Cerro Coso and Porterville, the Office of Student Life at Bakersfield College contributed to the 1st annual SGA KCCD Retreat. All SGA members from the three institutions were invited to attend to discuss policies, procedures, and expectations of their roles and governance for the coming year in January2016 at Cerro Coso Community College

In September 2014, our office partnered with the Student Government body at California State, Bakersfield (CSUB) to provide the 1st annual Student Leadership Conference. This conference was open to all students at both campuses. The conference focused on helping students build leadership skills necessary for academic progression and professional development.

In addition, the office’s professional staff continuously engage in Professional Organizations and activities. In 2015-2016, the Director of Student Life was elected Chair for the international entity named ACPA's Mid-Level Community of Practice, was named the 2016 ACPA overall outstanding professional for California, and served a one-year term as the Northern Area Representative for the California Community College Student Affairs Association.

1. What professional development opportunities and contributions can your program make to the college in the future?

Continuous involvement with Professional Organizations will help the professional staff to stay up-to-date on best practices on student engagement and success. FLEX workshops can also be provided to share the data and program outcomes with the rest of the campus community.

1. Facilities:
2. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success?

As noted earlier, the growth in professional staff and a full student government has restricted the space in our office. We have four full-time professional staff, 30 officers, and 20 student employees in the office at any given time. In addition, we support numerous student organizations and provide a number or services to the general student population. The constant flow of student traffic with limited space creates congestion for the front-desk staff.

1. How will your Facilities Request for next year contribute to student success?

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?

We were able to receive three refurbished computers which has help increase productivity and work among the student employees as all processes within the office are now online.

1. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success?

With a growth in the number of people staffed in our office, we have maximized the use of every work station. We are currently asking for an additional desktop and laptop to create a workstation for student employees assisting with clerical tasks. The creation of this work space will assist the flow of the work in our office.

1. Discuss the effectiveness of technology used in your area to meet college strategic goals.

With the implementation of the IPad, our students are able to effectively use technology when providing workshops, running meetings, and working with their peers.

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

Minimum budget increase was asked for supplies and needed technology needs.

**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.

As the Office of Student Life continues to engage students through participation the Bakersfield College Student Government Association (BCSGA), student organizations, student assistance, student activities, peer mentoring, and other services, there is a dual commitment to also support the students that the institution serves. Through daily distribution of break, monthly pantry distribution, emergency food bags, monthly fresh fruits and vegetable distributions, student access to hygiene products, clothing, and housing referrals, the office is committed to fully supporting the core values of the campus. In addition, our office seeks to empower student development even for the most underprepared students and high-risk students. Via the Students of Concern Team, students have an opportunity for holistic development and restitution. As our office support the academic success of students, we constantly partner with academic departments to provide resources for instructional support.

1. McClenney, K., Marti, C.N., Adkins, C. (2007). Student engagement and student outcomes: Key finding from CCSSE validation research. *Community College Survey of Student Engagement.*  [↑](#footnote-ref-1)