2018-19 Program Review – Student Services

Program Overview

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

> The mission of the NextUp program at Berkeley City College is to support the higher education success, health and wellbeing of current and former foster youth whose dependency was established or continued by the California Courts on or after students 16th birthday. Additionally, the NextUp program is structured to help students with financial assistance, general counseling and additional support services.

List your Faculty and/or Staff

> Ronda R. Johnson

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

> 1. Increase the number of participants and Retention: A fulltime certified Counselor/Coordinator continues to be a great need. This individual is needed to ensure the effectiveness of the program. Hire two or more classified level tutors to provide comprehensive tutoring services to students in Math, English, and Science. Research conducted at BCC indicates that a high percentage of African American students experience challenges in these areas. This has created an inequity in the transfer and graduation rate among African American students at BCC. The additional tutoring services will address the indicated inequity. Hire additional classified staff and work-study student workers to update NextUp access database, identify students who fail to make counseling contact within the first month of each semester, ensure submission of progress report, participation in workshops and round tables, and priority registration. The student-workers will contact the NextUp students via phone calls, text messages, emails, and mass communication, such as Facebook and Twitter, to remind students of their appointments and upcoming events and opportunities. **BCC GOAL I**
> 2. Monthly training for Classified and Student workers: Establish dates and times for monthly training for the spring 2019 and fall 2019 semesters, to ensure all NextUp staff members are current on the program activities and events. Also, to identify areas of improvements. **BCC GOAL II**

3. Increase efforts to encourage student engagement on campus: Develop pathways for students to become aware of BCC programs and services, engage students in campus activities, and encourage students' participation in transfer focused events and programs. **BCC GOAL I**
4. Expand collaboration with community partners and sister colleges to enhance NextUp services. **BCC GOAL V**

Describe your current utilization of facilities, including labs and other space

The NextUp program utilizes our current area for students to study, tutoring, use computers/printers, workshops and roundtable meet ups. Additionally, the area is used to store files and supplies.

Students Served
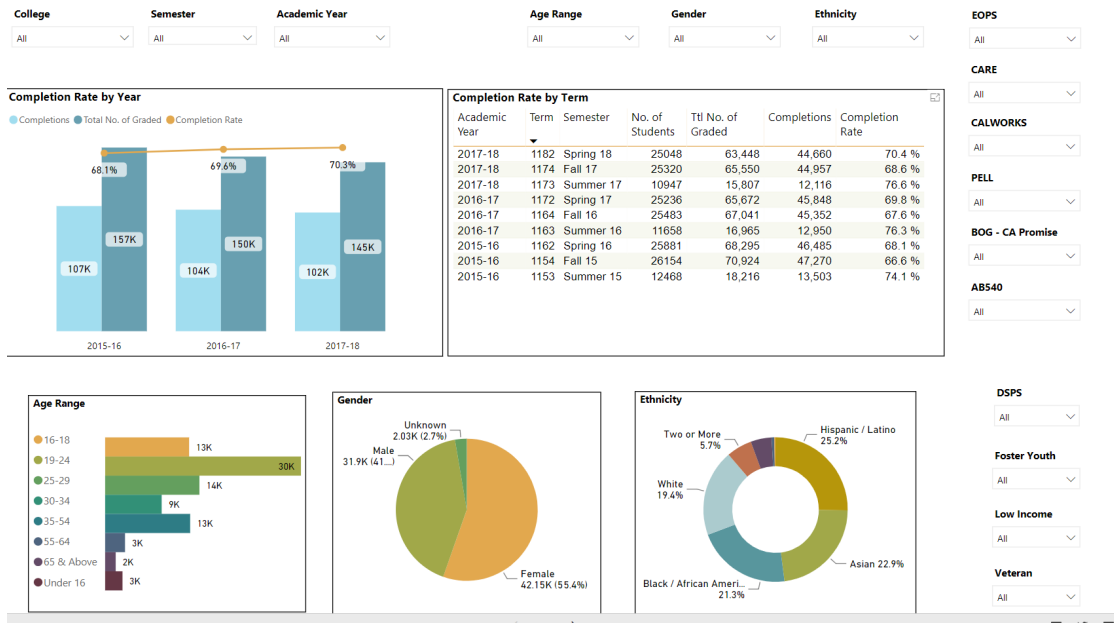
Special Populations Power BI dashboard

Please enter your College Mission Statement

The mission statement of Berkeley City College is to promote student success, to provide our diverse community with educational opportunities, and to transform lives. The college achieves its mission through instruction, student support and learning resources which enable its enrolled students to earn associate degrees and certificates and to attain college competency, careers, transfer, and skills for life long learning.

Please enter your Student Services Mission Statement

The mission of Student Services is to provide comprehensive high quality programs, services, and guidance which enhance student access and contribute to the success of our students, The goal is to empower students to make informed decision that will facilitate their learning and achieve their goals.

Please include the essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission

The NextUp programs essential functions are to support current and former foster youth on campus with service coordination, counseling, books, supplies, tutoring, independent living skills, as well as financial literacy skills, career guidance, transfer services. Mental health services and housing assistance, and other related services. The functions of NextUp aligns directly with the mission of BCC by prioritizing student success and providing the necessary tools and resources and support needed.

Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.

The goal of NextUp is to provide eligible current and former foster youth support and services that could include help with books, and supplies transportation, food and emergency housing. All new NextUp students attend mandatory orientations to familiarize them with the program services, regulations, college catalog, academic standards, transfer to UCs/CSUs, and student success programs, such as DSPS, FYE, Transfer Alliance Program (TAP), Transfer Admission Guarantee (TAG) and the Career and Transfer Center. These relationships give collaborative support to students, which allow them to draw from campus and community resources while working towards their academic goals of certificate, degree and transfer.

Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program or administrative unit provides.

The NextUp program falls under the EOPS program, both programs are to provide services above and beyond, and in addition to what the college campus already offers. State law which include funding can dictate the number of students the NextUp serves and what services they are able to provide. NextUp implementation guidelines as indicated in the California Community College Guidelines, require NextUp to collaborate with representatives of local county welfare departments, county probation departments, local educational opportunity and services programs and college and/or district personnel, in an advisory committee. Additional members to consider should be representatives from organizations with whom staff and students have regular contact, such as county agencies and community-based organizations that address emergency housing, food support, and health and mental health services.

Filter for your Service Area's Student Group in the data dashboard above. Examine the demographics of the students your Area has served over the past three years. Be sure to consider student sub-populations, particularly student status in terms of: gender, race and ethnicity, age range, veterans' status, foster youth status, disability status, low income status. Briefly explain the changes in students served by your department or unit over the past three years and any disparities in outcomes. If there are disparities, please create an 'improvement action' below to address them.

Program Name: NextUp (CAFYES)	Year 1 2017-2018	Year 2 2018-2019	Change Year 1 to Year 2
Total Students Served NextUp	17	20	+3
Gender: Female	13	13	0
Gender: Male	3	6	+3
Gender: Unreported	1	1	0
Age: 18-19	6	8	+2
Age: 20-22	6	8	+2
Age: 23-25	5	4	-1
Ethnicity: African-American/Black	9	15	+6
Ethnicity: Asian/Pacific Islander	2	2	0
Ethnicity: Hispanic/Latina/Latino	0	1	+1
Ethnicity: Native American	0	0	0
Ethnicity: Other Non- White	4	2	-2
Ethnicity: White	2	0	-2
Special Population: Students with disabilities	4	6	+2

Does your department, program or service area provide Student Success & Support Program (SSSP) services?

The NextUp program provides Student Success & Support Program (SSSP) services.

Please provide the following information about these specific SSSP services, as applicable, for students in your program or college over the past three years:

SSSP Services Provided	Year 1 2017-2018	Year 2 2018-2019
# of students that completed orientation	17	20
# of students that completed assessment	17	5
# of completed Student Educational Plans (SEPs)	17	20
# of Abbreviated versus Comprehensive (SEPs)	17	17
Total # of follow up Services	5	6

What has your service area done over the last 2-3 years to improve SSSP services?

The NextUp program Counselor/Coordinator attend counseling and student services council meetings to review SSSP objectives. Program staff uses SARS to accurately track student appointments and follow up with students and campus partners to ensure that students are supported according to SSSP guidelines.

Describe your current level of staff, including full-time and part-time faculty, classified staff, and other categories of employment.

Ronda R. Johnson- Counselor/Coordinator – Part-time

Students Served – Assessment

List your Service area outcomes

Encourage Enrollment
Retention
Transfer

How does your department, program, or unit ensure that students are aware of learning or service area outcomes?

Information about the NextUp program outcomes are discussed with students during orientation and during counseling sessions. Also, information can be found on the Berkeley City College website.

Where are the service area and/or program level outcomes published? If on a website, please specify the URL.

Berkeleycitycollege.edu

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.

Developed "Round Table" meetings bi-monthly which focuses on student engagement.
The use of Starfish which serves as an early alert system for students who are having challenges.
Utilize staff from Beyond Emancipation which are one of our community partners

Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

Increase outreach efforts
Increase retention
Continue to assess our services and improve based on program needs.

What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?

NextUp staff meets with other service programs specifically the program managers from our sister campuses to share and collaborate on moving forward towards the goals of the program and our desired outcomes.

Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?

The EOPS/CARE and NextUp programs administered a student survey at the beginning of the semester to assess the effectiveness of academic support to students, and to determine effectiveness in disseminating information about program requirements, and campus and community resources. An additional survey was given to students as a follow up to determine if there was a difference between new and continuing student understanding of program services. As a result of the surveys EOPS/CARE and NextUp staff and faculty were able to implement additional professional development opportunities, streamline services for program participants and create a more comprehensive orientation. Examples include:
Spend additional time reviewing the Mutual Responsibility Contract
Increase the number of reminders, emails, automatic phone calls, and text messages students receive for submission of their progress reports, priority registration, and courteous reminder calls for counseling appointments, workshops and other important academic related information.
Extend lab hours for evening students.

How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?

The NextUp program's effectiveness is based on student success as indicated in our MIS Data, Certificate, Degree and Transfer data provided by our program counselor to our District Admissions and Records department

Engagement

Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.

The NextUp Counselor/Coordinator engage in all institutional efforts to recruit, register and enroll new and returning student to the college. Through verbal and written materials the NextUp program is able to provide program information and confirm program eligibility.
Committees and department participation include:
Assessment & Orientation
Admissions and Records
Disable Students Programs & Services (DSPS)
Financial Aid
General Counseling meetings
College Roundtable
Persist & Resist to college
UMOJA Community program
SSSP Committee
Student Equity Committee
Student Services Council
Student Activities and Student Life

Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

The NextUp program engages in outreach activities in an effort to support incoming students. By utilizing relationships with community partners and the campus' Student Services Departments the NextUp program is able to collaborate for student enrollment and program eligibility.

Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.

The NextUp program makes training available to adjunct faculty. Training can include
Professional Development opportunities
Campus Counseling Department meetings
State of California Trainings
NextUp Advisory Committee meetings
Relevant Conferences

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
Personnel: Classified Staff	1 Clerical Assistant	$35,000	$12,250	$47,250
Personnel: Student Worker	2 Student Workers 2 Tutors	$32,000		$32,000
Personnel: Part Time Faculty				
Personnel: Full Time Faculty	Counselor/Coordinator 1.0	$90,000	$30,000	$120,000

Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD needed	Professional Development is an important part of NextUp program continued improvement and success. Needed training include: Customer Service Technology to improve job performance: Microsoft Office Starfish PeopleSoft Outlook 365 Adobe Acrobat Pro	$1,000
Professional Development: Personal/Individual PD needed	State trainings and conference attendance to stay abreast of best practices and current guidelines and research for the program.	$1,500

Prioritized Resource Requests Summary - continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software		
Supplies: Books, Magazines, and/or Periodicals		
Supplies: Instructional Supplies		

Supplies: Non-Instructional Supplies		
Supplies: Library Collections		

Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New		
Technology & Equipment: Replacement	2 desktop computers workstations	$3,000

Prioritized Resource Requests Summary – continued

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms		
Facilities: Offices		
Facilities: Labs	Computer lab	TBD

Facilities: Other		

Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials		
Library: Library collections		

Resource Category	Description/Justification	Total Estimated Cost
OTHER	Work Station for Clerical Assistant Work Station for Student Worker	TBD