STUDENT SERVICES & SPECIAL PROGRAMS
PROGRAM REVIEW TEMPLATE (2018-19)

Please choose your college:	Berkeley City College
Service Area Type:	☒ **Student Services** ☐Special Programs
Select Student Service	☐ Admissions & Records ☒ **Assessment** ☐Financial Aid ☐Health Services ☐Learning Resource Center ☐Learning Communities ☐Outreach ☐Peralta Promise ☐Student Activities ☐Transfer Center ☐Veterans Services
Select Special Program	☐Adult Education (AEBG) ☐Disability Services (DSPS) ☐CalWORKs ☐EOPS/CARE ☐NextUp (CAYFES)

College Mission Statement

Berkeley City College's mission 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 lifelong success.

Student Services Mission Statement. If there is no mission statement listed, please add it here.

The mission of the Orientation & Assessment Department serves as a point of contact to provide newly admitted, returning students and the community with an initial assessment and orientation experience to college that empowers them to make informed decisions about their academic experience. The department is dedicated to student access and success by providing accurate, timely and exceptional customer service regarding the application, orientation, online accessibility, and academic policies while providing students with clear and useful information about their academic skills and the college environment in order to support their active efforts in choosing and achieving their educational goals.

Program Total Staff and/or Faculty

Full-Time	Part-Time
1 Assessment & Orientation Coordinator 1 Student Services Personnel Specialist	

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.

The Assessment & Orientation Office is located in the Student Service Area. We serve under the Dean of Enrollment Services, who serves under the Vice President of Student Services. Our office works, collaborates and coordinates with the various special programs and services providing the student information about Admissions, Counseling, Financial Aid, Ambassador Welcome Center, Cashier's, EOPS, CalWORKs, CARE, NextUp, Persist Program, First Year Experience Program, DSPS, District International Office, Adult Ed, Veterans, UMOJA Program, Undocumented Citizen Resource Center, Berkeley/ Richmond Promise, Mental Health Services and BCC Faculty and Staff. Assessment & Orientation along with Admission & Records, and Counseling has teamed up to provide students with online enrollment and orientation to ensure that all needs are met prior to the beginning of each semester.

Other services that is provided since moving toward implementation on AB705 is reviewing transcripts, evaluating placement results from other colleges to determine proper placement for BCC. Student Ambassadors assist with serving in the role of Customer Service Representatives, they are available to assist student to successfully navigate the online class enrollment, password reset, and Canvas. The department participates regularly to reach out to new perspective students that may not otherwise be enrolled, offering information about courses/degrees in Multi Media, STEM, Business, newly offered Non-Credit courses with no tuition or fees, etc.

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

N/A

STUDENTS SERVED

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 statement.

Assessment & Orientation serve a diverse range of student populations such as, Berkeley Adult / High School Program, Veterans, Foster Youth, CAFYES, AB540 students, CalWORKs, DSPS, EOPS, First Year Experience Students, UMOJA Program, Persist Program, Berkeley/ Richmond Promise and Mental Health Services, and Student Ambassadors.

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.

Assessment & Orientation has for many years has partnered with Admissions & Records, Counseling, Special Programs, Ambassadors and other stakeholders. Aligning our services and office hours under the new Enrollment Management Plan. Through the new Plan we began not only aligning operational hours of service, but incorporated a service model that streamlines a one–stop student service model offered

The District now offering a new paper application designed for specifically for incarcerated individuals and middle school students only. The new CCCApply applications, International Student application (free) and Bilingual applications, and allow students to apply for the BOGW Fee Waiver, we the staff now able to reset students passwords. Course Repetition as of Spring 2017 automatically coded in the system without the use of forms by students. Students can now choose one of the four colleges on their application for financial aid purposes. Process signed student request for AB540 Affidavits in a timely manner.

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.

Assessment & Orientation Office is in continued collaboration with the Veterans Service Office to understand and implement the new Federal and state guidelines pertaining to Veterans Access, Choice and Accountability Act. The Implement the new Ed Code 48800-48802 and 76002 which allows high school students to enroll in PE/KIN classes at community colleges. Continuing to expand upon AB288, College and Career Access (CCAP) Pathway at the District Office with the Oakland Public School's with Dual/Concurrent Enrollment for K-12 students. ONEPeralta that will leading to automatic in the future, currently there is a need for continued trainings during the semester due to ongoing changes for faculty, staff and students. This will change business practices but will also align with the new funding formulas to increase student enrollment as much as we can.

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.

Enrollment Status Summary						
Head Counts	Summer 2017		Fall 2017		Spring 2018	
	Student Count	Student Count (%)	Student Count	Student Count (%)	Student Count	Student Count (%)
⊟ Berkeley City Total	2,598	100.00 %	6,287	100.00 %	6,898	100.00 %
First-Time Student	532	20.48 %	1,181	18.78 %	824	11.95 %
First-Time Transfer Student	399	15.36 %	1,016	16.16 %	546	7.92 %
Returning Student	265	10.20 %	635	10.10 %	368	5.33 %
Continuing Student	918	35.33 %	2,847	45.28 %	4,466	64.74 %
Uncollected/Unreported		0.00 %		0.00 %	13	0.19 %
Special Admit Student	484	18.63 %	608	9.67 %	681	9.87 %

Enrollment Status Summary						
Ages group	Summer 2017		Fall 2017		Spring 2018	
	Student Count	Student Count (%)	Student Count	Student Count (%)	Student Count	Student Count (%)
⊟ Berkeley City Total	2,598	100.00 %	6,287	100.00 %	6,898	100.00 %
19 or Less	895	34.45 %	1,635	26.01 %	1,596	23.14 %
20 to 24	890	34.26 %	2,292	36.46 %	2,631	38.14 %
25 to 29	356	13.70 %	1,021	16.24 %	1,132	16.41 %
30 to 34	167	6.43 %	431	6.86 %	551	7.99 %
35 to 39	92	3.54 %	265	4.22 %	282	4.09 %
40 to 49	100	3.85 %	279	4.44 %	338	4.90 %
50 +	98	3.77 %	364	5.79 %	368	5.33 %

Enrollment Status Summary						
Ethnicity	Summer 2017		Fall 2017		Spring 2018	
	Student Count	Student Count (%)	Student Count	Student Count (%)	Student Count	Student Count (%)
⊟ Berkeley City Total	2,598	100.00 %	6,287	100.00 %	6,898	100.00 %
African-American	338	13.01 %	935	14.87 %	1,060	15.37 %
American Indian/Alaskan Native	8	0.31 %	11	0.17 %	18	0.26 %
Asian	675	25.98 %	1,375	21.87 %	1,552	22.50 %
Filipino	70	2.69 %	151	2.40 %	169	2.45 %
Hispanic	612	23.56 %	1,577	25.08 %	1,705	24.72 %
Multi-Ethnicity	186	7.16 %	447	7.11 %	474	6.87 %
Pacific Islander	4	0.15 %	24	0.38 %	21	0.30 %
Unknown	95	3.66 %	247	3.93 %	241	3.49 %
White Non-Hispanic	610	23.48 %	1,520	24.18 %	1,658	24.04 %

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

Assessment & Orientation Office assist with proctoring placement exams, reviewing placement results or transcripts from other colleges/ universities and providing sound information regarding the entire enrollment process. Partnering with Admissions & Records, Counseling, Special Programs and other stakeholder groups by aligning our hours and service model under the Enrollment Management Plan.

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

# of student that completed orientation	11/25/15 - 12/13/18 **2,875**		
# of students that completed assessment	2015 - 2018 **11,266**		
# of completed Student Educational Plans (SEPs)	2015-2016 **5,488**	2016-2017 **3,962**	2017- 2018 **4,674**
# of Abbreviated versus Comprehensive SEPs	2015-2016 **401/486**	2016-2017 **1,324/578**	2017- 2018 **1,893/1028**
Total # of follow-up services	2015-2016 **6,413**	2016-2017 **8,547**	2017- 2018 **13,387**

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

Assessment & Orientation continues to partner with Admissions & Records, Counseling, Financial Aid, Ambassador Welcome Center, Cashier's, EOPS, CalWORKs, CARE, NextUp, Persist Program, First Year Experience Program, DSPS, District International Office, Adult Ed, Veterans, UMOJA Program, Undocumented Citizen Resource Center, Berkeley/ Richmond Promise, Mental Health Services and other campus stakeholder by aligning our office hours and services model under the Enrollment Management Plan. (A&R) The District offering new paper application for The International Students Application (free) and Bilingual Application. Students can now apply on line for the BOGW Fee Waiver, with the staff now

able to reset students' passwords. The course repetition as of Spring 2107 automatically coded in the system without the use of forms by the students, students can now choose one of the four colleges on their application for financial aid purposes. Due to changes in the AB50 Affidavits, they are able to process information in a timely manner.

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

1 Assessment & Orientation Coordinator (full-time)
1 Student Services Personnel Specialist (full-time) (position eliminated as of 1/31/2019)

In the boxes below, please add improvement actions and resource requests that are directly related to curriculum and/or the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Please copy and paste the table below if you would like to add more than one Improvement Plan.

IMPROVEMENT ACTIONS	Choose an item.
Name:	
Description:	
To be completed by [Date]:	
Responsible person:	
RESOURCE REQUEST	Choose an item.

ASSESSMENT – SERVICE AREA

List your Service Area outcomes or attach an applicable report. (You will have the option to attach your Service Area outcomes)

Student will become more self- assured about the assessment & Orientation and registration process once the initial contact has been made after the CCCApply application, via the online application process or in personal contact with the college staff. They will be able to recognize the sequences of events as the application, orientation, matriculation, enrollment steps that follows is reasonable based on the students; perceived outcome. Information Competency.

How does your department, program, or unit ensure that students are aware of learning or service area outcomes? If you chose other, please provide more information.

Student will be able to analyze a situation, understand the consequences of actions taken and their impact on society and self. Students will demonstrate collaborative involvement in community and global interests. Data has shown that Assessment & Orientation is a very important process with respect to supporting student retention and success.

Where are the service area and/or program level outcomes published?

The services area and/or program level outcomes are published in the school websites, social media and public relations, etc.

If you chose website, please specify URL:

As mentioned above, we also use the school websites to publish the services area and our program.
http://web.peralta.edu/
https://www.berkeleycitycollege.edu/wp/

If you chose other, please provide more information:

N/A

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.

Transitioning from Standard Testing to AB705 Compliance	☐ 2015-16 ☒ 2016-17 ☒ 2017-18
One Stop Counseling – Clearing Pre-requisite	☐ 2015-16 ☒ 2016-17 ☒ 2017-18
Quick turn-around of CCC-Apply Application	☒ 2015-16 ☒ 2016-17 ☒ 2017-18
Online enrollment speed/bandwidth	☒ 2015-16 ☒ 2016-17 ☒ 2017-18

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.

Plan 1:

Since the introduction/signing of the AB705 in October 2017 by Governor Jerry Brown;

Implementation Timeline

Math/English Implementation fall 2019

ESOL Implementation fall 2020

Goal:

Increase the number of student who enter and complete transfer-level English and Mathematics in one year. Minimize the disproportionate impact on the students created through inaccurate placement processes and increase the number of students completing transfer-level English within three years? (ESL)

Action Plan:

With the VC, President, VPSS, Dean of Enrollment Services, Dean of Instruction and the Assessment Coordinator spearheading the transition process for BCC, we began working with the English/Math/ESOL Department Chairs to have a clear understanding of the timeline and the importance of a timely implementation and following the state mandate for funding and reporting purposes. Demonstrating compliance, BCC will justify our choices for multiple measures and collect data to demonstrating efficacy. Colleges will honor all students Tools, Queless, Starfish, high school/ college transcripts, guided-self placement, placement scores from other colleges.

Plan 2:

Enrollment Management Services:
Under the new Enrollment Management Plan is to align the Student Services area offices of Assessment & Orientation, Admissions & Records, Financial Aid, Counseling Services and hours along with PeopleSoft Technology changes in each of the areas will result in a more efficient service to our students. BCC's two years strategic plan has measurable indicators that are aligned to the EMP's five goals:
1. Strength Resilience
2. Raise College Competence
3. Enhance Career-Technical Education Certificates and Degrees
4. Increase Transfer and Transfer Degrees
5. Ensure Institutional Sustainability

Student Services Academic Advisement:
1. Create a Student Education Plan (SEP) (Done by Counselors)

Using various advising capacities, student can work with a counselor to get assistance with continued academic advising that shows degree progress based on a different or additional major (academic plan).

Plan 3:
One Peralta is the application with PeopleSoft Campus Solutions (has not gone live) that front load data starting with the beginning of the students' college career. Once we go live Evaluators will process their work based on data going into the system verses everything going into the W: Drive.
1. Transfer credit will be entered into the system at the beginning of the term (verses only scanning and stored in W: Drive now)
Admissions & Records and Counseling will be involved in the planning, testing and implementation process once the program goes live.

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

Our Assessment & Orientation Office staff is operating under the new Enrollment Management Plan guidelines that will result in a more efficient service to our students.

1. Aligning the Student Services offices with: Admissions & Records, Financial Aid, and Counseling Services, which share the same hours of services.

2. PeopleSoft Technology upgrade changes.

The Berkeley City College new Enrollment Strategic Plan(s) have measurable indicators that are aligned to the EMP's five goals:

1. Strength Resilience
2. Raise College Competence
3. Enhance Career-Technical Education Certificates and Degrees
4. Increase Transfer and Transfer Degrees

5. Ensure Institutional Sustainability

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?

Based on the new state mandate and implementation time line of AB705, no survey was conducted.

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?

Indicators of Success	Name of the Measure	Actual # or measure of improvement

In the boxes below, please add improvement actions and resource requests that are directly related to curriculum and/or the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Please copy and paste the table below if you would like to add more than one Improvement Plan.

IMPROVEMENT ACTIONS	Choose an item.
Name:	
Description:	
To be completed by [Date]:	
Responsible person:	
RESOURCE REQUEST	Choose an item.

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.

Staff Development Training at BCC, District Student Services Committee, Classified Customer Service Training, Co-Chair Graduation Committee , Classified Senate member, Health and Safety Committee, a member of California Assoc. Community College Registrars Organization,

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

Working closely and collaborating with the K-12 from OUSD, AUSD, BUSD, EUSD.

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

N/A

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