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Berkeley City College

**Two-Year (2013-14 and 2014-15)
ADMINISTRATIVE Annual Program Update**

Student Services

Supervising Managers:

Dr. May Kuangchi Chen, Vice President for Student Services

Brenda Johnson, Dean of Student Support Services

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Berkeley City College STUDENT SERVICES

MISSION:

Transforming lives by providing student support services aiming success

FUNCTION:

The division of Student Services at Berkeley City College provides services to students, supports instruction, and fulfills the mission of the College. The division assists students in developing the "whole student" or a student's intellectual capacity and achievement, emotional make-up, physical condition, social relationships, vocational aptitudes and skills, moral values, economic resources, and aesthetic appreciations.

Through innovation, cooperation, and collaboration, Student Services at BCC supports day-to-day operation of admissions and records, financial aid, outreach and college application, placement assessment and orientation, counseling (academic, general, personal, and career), Program for Students with Disabilities (DSPP), EOPS/CARE, CalWORKs, TRiO, Transfer and Career Services, Student Activities and Associated Students, Student Conduct, Discipline and Due Process, and selected on-site student health services

MANAGEMENT POSITIONS - SUMMARY OF RESPONSIBILITIES

Vice President of Student Services

1. Serves as Chief Student Services Officer of Berkeley City College and coordinates with other Student Services leaders within the District.
2. Exercises oversight of the Student Services divisions of College
3. Provides overall leadership to the College in assessment and orientation, out-reach and in-reach, counseling, Veteran Services, transfer and career services, programs and services to students with disabilities (DSPS), student activities and clubs, TRiO, Extended Opportunity Programs and Services (EOPS), CARE, and CalWORKs
4. Works with the district office and provides day-to-day support to admissions and records, health services, and financial aid
5. Oversees activities of Office of Student Services as detailed in Mission Statement.
6. Coordinates and collaborates with Office of Instruction of the College
7. Provides college-level coordination and oversight for the program review and Student Learning Outcomes planning process and implementation.
8. Provides college-level oversight for advisory committees forming and meeting related to student services at the colleges.
9. Leads grant development activities at the division and college level, and coordinates with the district in grant applications.
10. Provides administrative oversight for the counseling faculty tenure review and evaluation processes.
11. Conducts staff hiring, evaluation, and improvement activities.
12. Interprets and ensures compliance with federal and state statutes and regulations, the rules and policies of the Board of Trustees and the administrative directives of the Chancellor as they affect educational and student support services of the College.

13. Supervises the completion of reports as necessary or appropriate for federal, state and local agencies including various reports and data submissions
required by the State Chancellor's Office for California Community Colleges.
14. Reviews legislation affecting student services and communicates with faculty and staff at the College.
15. Oversees and implements district and college policies and procedures in grievance and student code of conducts.
16. Serves on the Leadership and Roundtable at the College, and District committees as a voting member
17. Coordinates and hosts district wide Student Services Vice Presidents' and Deans' meetings
18. Acts in the absence of the President as directed.

Dean of Student Support Services

1. Leads, plans, supervises, coordinates, and evaluates all programs and services in Disabled Students Programs & Services (DSPS) and Trio Student Success Grant Project for effectiveness and efficiency. Develops, plans and implements work schedules to ensure necessary coverage during regular and peak periods and certifies all payrolls. Develops and implements plans, procedures, goals and objectives for Trio and DSPS in accordance with policies and guidelines at the district, state, and Federal levels.
2. Coordinates programs and services with other Student Services offices and departments to ensure most effective staffing and service delivery.
Provides leadership for and participates in the recommendation for selection of faculty and staff; and supervises, motivates, trains and evaluates faculty and staff in DSPS and Trio.
3. Supports a climate that promotes and expects innovation, cross-cultural effectiveness and improved service to students and the community. Works with advisory committees and outside evaluators.
4. Chairs or serves on college committees; participates in local, regional, statewide, and national meetings; maintains compliance with division, district, state, and federal regulations; prepares and distributes required reports. Chairs the Trio Student Success Taskforce, coordinate meetings, set agendas, and maintain meeting records

5. Manages the program budgets and reporting for the Trio/DSPS in collaboration with BCC Student Services and Instruction, college and district accounting staff
6. Establishes and maintains accurate, timely and complete recordkeeping processes, ensuring that all grant/categorical program reporting requirements and restrictions are observed and works In conjunction with the business office, coordinates and compiles data and prepares grant/categorical program reports
7. Administers data regarding participants and program outcomes, conducts research regarding program effectiveness and student tracking, creates and/or archives project documentation
8. Communicates an informed understanding of the objectives and outcomes of Trio and DSPS to grant/categorical program staff, administrators, other college personnel, and the grant/ categorical program officer
9. Counsels students, including those referred for specialized assistance. Responsible for maintaining files, records, facilities, equipment and supplies.
10. Plans and develops outreach programs for DSPS and Trio programs; determines needs and makes appropriate referrals and follow-up arrangements with relevant service agencies and local high school contacts; and encourages underrepresented and disadvantaged students to enroll in appropriate educational programs, including, but not limited to DSPS and Trio.
11. Promotes and supports developmental education, tutorial services, selected academic success strategies, learning communities and other motivational services to nurture a campus climate conducive to the success of educationally and socio-economically diverse current and prospective students for Trio and DSPS students.
12. Performs other related duties as assigned.

Director of Student Activities & Campus Life

1. Manage and supervise the operations of the Office of Student Activities.
2. Establish and assess measurable student learning outcomes, program goals, and objectives.
3. Maintain statistical reports, surveys and other records to assess accomplishments, appropriate student learning outcomes, and departmental needs.

4. Compile and analyze data related to student participation and program evaluation; develop organizational work processes which facilitate attainment of established program goals and objectives.
5. Evaluate all assigned programs and recommend programmatic goals and objectives to the Vice President of Student Services or designee.
6. Facilitate cross-cultural dialogue and communication among diverse campus constituencies.
7. Assist in establishing and implementing student policies and programs.
8. Provide and conduct leadership seminars, training, workshops and campus-wide events for students, student government organizations, and other student groups and organizations.
9. Provide support, and direction to student groups, organizations and advisors through leadership, organizational and resource development. This includes support to student clubs and individuals.
10. Coordinates and approves the recruitment of new faculty sponsors/advisors.
11. Direct program coordination activities with other student services functions and instructional programs; provide technical expertise and input concerning student activities.
12. Enforce rules and regulations in accordance with appropriate District policies which include the Student Rights and Responsibilities and Conduct Code. Adhere to and guide students to adhere to applicable District policies and procedures as well as state and federal laws related to student government, campus events, and student activities and programs
13. Oversee the recruitment and supervision of student Safety Aides; ensure Students Safety Aides receive the appropriate training through General Services.
14. Oversee the recruitment and training of students to ensure active participation in campus and district-shared governance committees.
15. May serve as a member of the Institutional Effectiveness Committee, the Matriculation/Student Success Committee, or other committees.

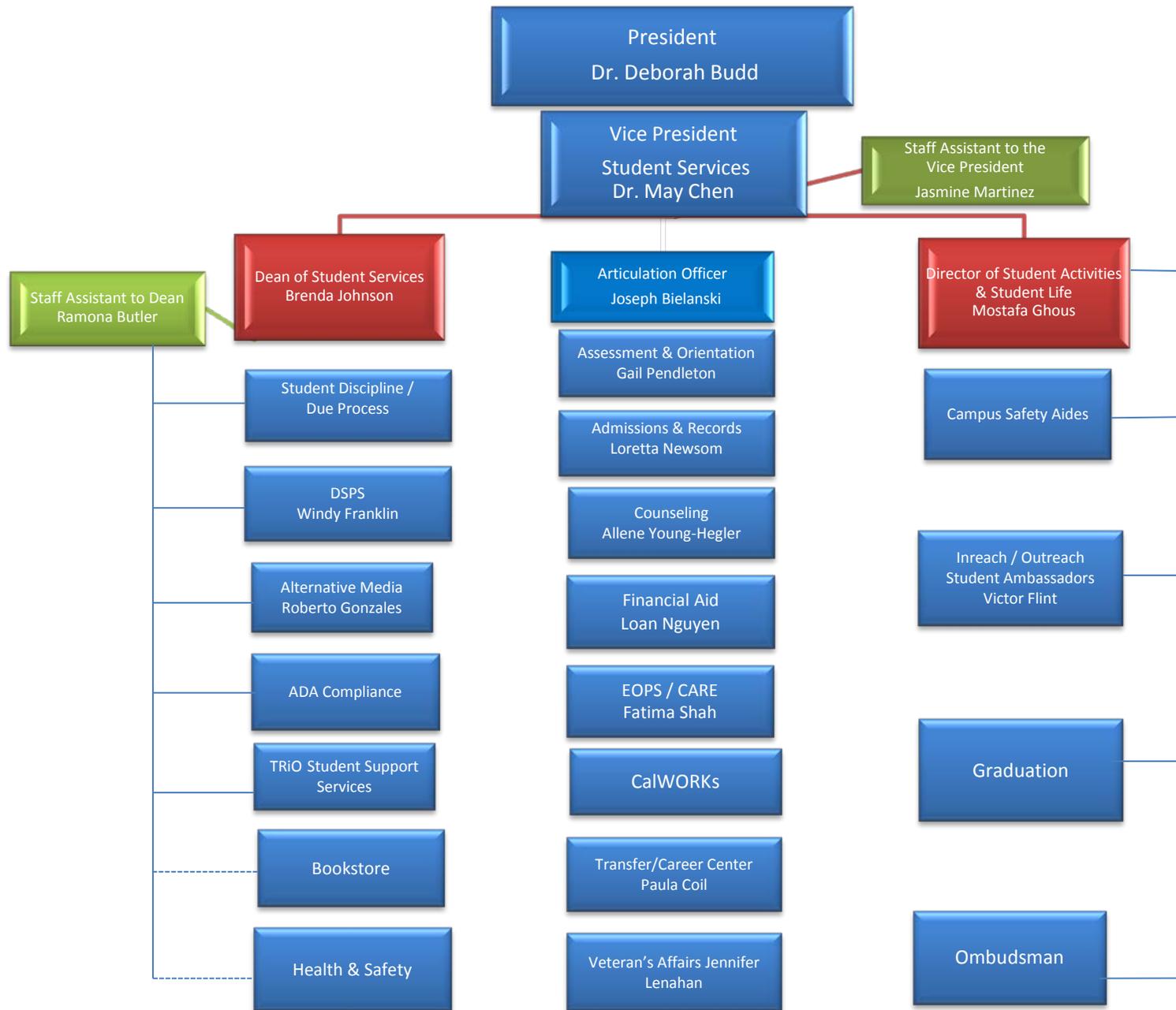
Student Activities/Event Planning

16. Plan, implement and evaluate co-curricular student activities which provide a welcoming campus environment and which support student recruitment, retention and the successful achievement of academic and career goals. Oversee and assist in developing activities, events and programs designed for the social, cultural and instructional development of students.
17. Exercise leadership in the management, development, and long-term planning of college-wide activities and programs.
18. Plan and implement a program of publicity and outreach activities which inform and involve students.
19. Supervises the maintenance of the master calendar of student activities and events.
20. Reviews Student Handbook and other publications targeted towards students, and ensures they are updated in compliance with board policy, administrative procedure, and other applicable guidance.
21. Arrange for college representation at conferences and meetings concerning student groups; represent college administration at student Government conferences; communicate with other Student Services program personnel, District administrators and support personnel, faculty and others to coordinate student activities and programs.
22. Exercises supervision of students attending local, statewide, and national conferences/seminars.

Student Government

23. Serve as an advisor to the Associated Students, Inter-Club Council, and student clubs.
24. Oversee the financial management of Associated Students including the monitoring of student club/organization accounts.
25. Exercises management oversight and monitoring of the Associated Students annual budget and bank records; supervises the Associated Students bookkeeper.
26. Prepare and administer the disbursement of Associated Student funds; authorize expenditures of funds; and assist with the preparation and development of Associated Students budgets in accordance with District policies and applicable regulations.
27. Facilities Oversight, Budget and Fiscal Planning.

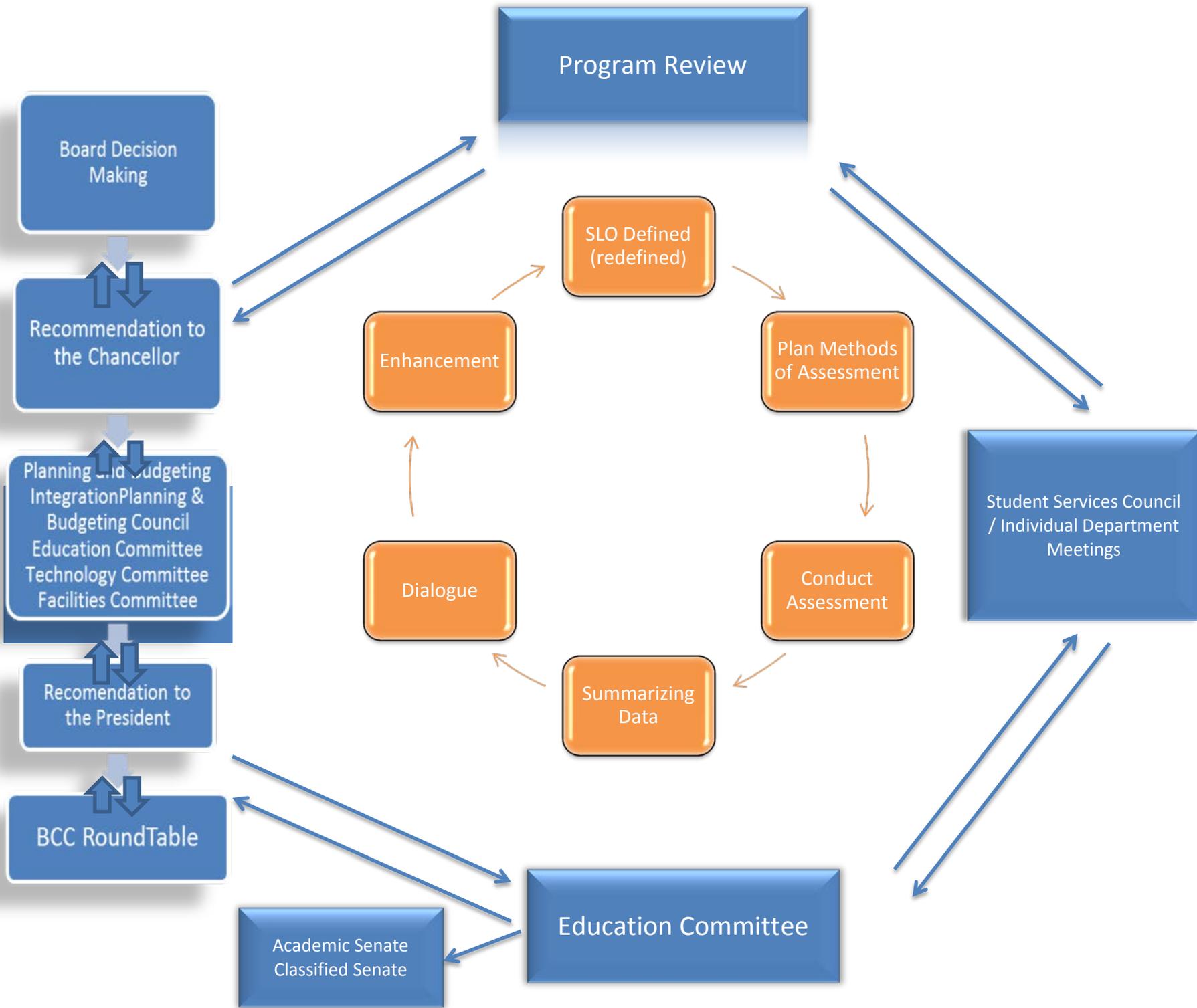
28. Oversee the repairs and maintenance of the Student Center. Participate in facility design/redesign.
29. Manage the use and scheduling of Student Center facilities; ensure appropriate use of program facilities in the Student Center.
30. Serve as liaison to college bookstore and café.
31. Serve as liaison pertaining to vendor fulfillment of contractual requirements.
32. Develop and monitor the allocation of any available general funds and student center funds related to student activities, e.g. commencement, student life, and student center.
33. Assists in the development of technology related to the delivery of services to students.
34. Provides leadership in helping to coordinate, recruit, and organize students to provide input in the development, implementation, modification and evaluation of the use of smart media technology for students.
35. Develop, implement and foster college-wide ombudsman services, adult re-entry services and in-reach services or act as ombudsman for the student grievance process.
36. Serve on standing and ad hoc committees as assigned.



STUDENT SERVICES DECISION-MAKING PROCESS: Integrate Program Review into Decision-Making Process

In order to increase institutional effectiveness, Berkeley City College Student Services has integrated Program Review into a complete decision-making process. Through Unit Plan, Program Review, Student Learning Outcomes and the shared governance process, Student Services Division within Berkeley City College clarifies, streamlines, and prioritizes its many actions plans, action items, and initiatives and develops a comprehensive implementation plan complete with performance measures.

Please see the integrated decision-making process in a diagram below.



Student Services

2013-2014 Goals and Accomplishments

Mission: Access and Success

Increasing college access opportunities for those who intend to seek higher education at BCC and providing effective and efficient student support services to assist BCC students in successfully reaching their educational goals

BCC Student Services Goals	Strategies and Activities	Activities and Accomplishments
<p>Aligning with College Goals</p> <p>Goal A. Resident FTES</p> <p>Assist the College in meeting resident student FTES target (3,691) by leading BCC Student Support Services through preserving, nourishing and</p>	<p>Integrating BCC student support services strategies and activities with State-wide Student Success Initiatives (SSSP)</p> <p><u>SSSP 1. Increase college and career readiness</u></p> <p>1.1 Collaborate with K-12 to jointly develop common standards for college and career readiness</p> <p><u>SSSP 4. Align course offerings to meet student needs</u></p> <p>4.1 Give highest priority for courses advancing student academic progress</p> <p><u>SSSP 8. Align resources with student success recommendations</u></p>	<p>Outreach and Partnerships –</p> <p>Established outreach baseline for Fall and Spring terms: Records include number by type of outreach and partnerships, e.g., on- and off-site activities, on-campus college tour.</p> <p>Conducted a minimum of 10 on-/off-site workshops, presentations, college fair related events, including counselors’ breakfast, orientation and assessment, financial aid, community college information, and counseling course offerings, etc.</p> <p>BCC financial aid office received an increased invitation to offer presentations and workshops for high schools and 4-year institutions.</p>

<p>strategically managing resources of all kinds.</p>	<p>8.3 Encourage innovation and flexibility in the delivery of basic skills instruction</p>	<p>Established at least 5 additional partners within BCC service areas and/or in the nearby communities through partner initiated invitation; new partners included Pittsburg High School, El Cerrito High School, Martinez High School, Bay Area Black United Fund, Young Invincible, Bay Area Women’s Business and Professional Association.</p> <p>Established new partnership with Berkeley Adult School GED and diploma programs.</p> <p>Initiated and conducted Braille placement assessment for the visual impaired.</p> <p>BCC financial aid office received an increased invitation to offer presentations and workshops for high schools, adult school and 4-year institutions, including 4 times at Albany High, 3 times at Berkeley Adult School, 1 time at Holy Name University. In addition, presentations were made at APAHE National Conference, 4 times in the BCC classrooms, and weekly college-wide FA overview presentations throughout 2013-14.</p> <p>EOPS/CARE conducted outreach activities in the BCC Assessment/Orientation sessions by providing information/application for EOPS/CARE programs; presented at BCC ESL Department’s orientation for Berkeley High School ESL students by providing admission information and application for the fall 2014 semester; and presented at the 2014 annual Dream Summit to recruit AB540 students for the fall 2014 semester.</p> <p>DSPS Office performed outreach to several community organizations, including: The Lion’s Center, Orientation Center for the Blind, Department of Rehabilitation Berkeley & Oakland Offices, and the CalPrep School.</p>
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The BCC Veteran's Club is well established and continues to partner with other clubs on campus sponsoring both an Alameda County Food Drive and Toys for Tots campaign during the 2013 holiday season.

Access, Assessment and Orientation –

Conducted approximately 100 on- and off- campus assessment and orientation sessions, including orientations specially designed for in-coming high school graduates, ESL students. DSPS assisted several new students with disabilities access and complete the English and Math placement assessment.

Initiated and conducted 6 sessions of early assessment and orientation at Berkeley High and Albany High Schools.

BCC assessed more new students (N=5,421) than the two PCCD colleges of similar size. The number of new students received orientation at BCC represented 28%, and the number of assessed represented 26% of the overall PCCD new students in Fall 2013.

Initiated and completed the draft information for BCC online orientation.

Jointly organized and conducted a Career Technical Education Fair with Instruction for approximately 200 high school seniors from local high schools, including presentations made by Financial Aid, Assessment, and Campus Life gave presentations.

Quality Student Support Services –

Led college-wide internal collaboration and communication to increase understanding of on-/off-campus student needs and make support services and learning resources accessible to students by conducting at least 2 Enrollment Facilitation Committee meetings per term.

Recommendations for improvement, e.g., align course offerings to meet student needs, align resources with student success recommendations, arrived at the meetings will be forwarded for College's consideration and implementation.

Recommended and implemented strategies are recorded in meeting minutes.

Two more full-time contract counseling faculty members are hired; bring total number of counselors from 3 in 2009-10 to 8 in 2013-14.

Financial Aid services received 1 FTE additional Financial Aid Specialist. One part-time Clerical Assistant position increased to full-time.

One FTE Staff Assistant is being hired for BCC Counseling Office.

In 2012-13, \$9.26 million dollars in financial aid were awarded to 5,805 students; one student could receive multiple types of financial aid. This amount of financial aid awarded is a 6% increase from last year's amount, and 125% increase from 2008-09.

In Fall 2013, BCC EOPS served 23% of all BCC full-time students (EOPS = 250, all BCC full-time = 1,098); in addition, 35 CalWORKs, 247 DSPS, 48 foster youth, and 155 special admitted students were served.

		<p>EOPS collaborated with Office of Instruction/Title III Grant to provide series of workshops/information sessions on assisting students to access quality food and community resources, especially for homeless individuals, low-income families and CalWORKs families.</p> <p>EOPS/CARE/CalWORKs students represented majority of the attendees in the workshops.</p> <p>EOPS program provide drop-in counseling and extended office hours during priority registration period. About 50% of the current program participants registered during priority registration.</p> <p>Supported over 250 DSPTS students for priority registration in Fall 2013 and over 280 in Spring 2014.</p> <p>TRiO served 120 BCC students in 2013-14. TRiO conducted 8 workshops and 1 4-year campus tour.</p> <p>Veteran Services served more than 214 veteran and veteran dependents in the FY 2013-14 academic year; up from 150 students the previous year, with only a .5 FTE veteran academic counselor and .5 FTE veteran certifying official.</p>
<p>Goal B. Degree and Transfer</p> <p>Increase the number of certificate/degree completion and transfers to 4-year</p>	<p><u>SSSP 2. Strengthen support for entering students</u></p> <p>2.5 Require students to declare a program of study early in their academic careers</p> <p><u>SSSP 3. Incentivize successful student behavior</u></p>	<p>SSSP –</p> <p>Continued to coordinate with district-wide efforts and plans, lead college-wide planning and implementation of SSSP as scheduled and mandated by the State.</p> <p>Enhanced the understanding of SSSP by making at least 5 presentations at various college</p>

<p>colleges or universities by inspiring and supporting students, and facilitate transferring application and graduation review and petition process.</p>	<p>3.1 Adopt system-wide enrollment priorities reflecting the core mission of community colleges</p> <p>3.2 Require students receiving BOGG to meet various conditions and requirements</p> <p>3.3 Provide students the opportunity to consider full time</p> <p><u>SSSP 6. Revitalize and re-envision professional development</u></p> <p>6.1 Create a continuum of mandatory professional development opportunities</p> <p>6.2 Direct professional development resources toward improving basic skills instruction and support services</p>	<p>governance or other related committees and taskforces.</p> <p>Oversaw counselors, BCC Transfer and Career Center Coordinator, financial aid officers to encourage students declare a program of study through on-going advising process and Student Education Plan (SEP) development.</p> <p>Supported the district and the college in expand the use of educational technology and use district, state, and federal data tools, e.g., SARS, PeopleSoft, to facilitate student success.</p> <p>Completed the first level of online orientation development through enhanced communication and college-wide shared governance process.</p> <p>Initiated and conducted updated and upgraded ESL self-placement using multiple measures.</p> <p>Students received counseling/SEP development/follow-up services at BCC represent 23% of PCCD students who received similar services.</p> <p>BCC counselors provided counseling to 7,232 unduplicated applicants/students in 2013-14, and assisted students in developing and updating 1,134 SEPs.</p> <p>To serve students efficiently and effectively, BCC financial aid office supported the district office to implement the new financial aid PeopleSoft system so that students are able to view their Passport account for missing financial aid documentation, award letter, disbursement information etc. Students could also apply waiver to student’s account online if students qualify.</p>
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DSPS provided academic counseling, abbreviated and comprehensive education plans, and other academic services to over 282 students in Fall 2014 and 250 students Spring 2014.

During the spring 2014 semester, a new Veterans Resource Center location was identified and opened on a temporary basis in spring 2014 until staffing needs could be assessed, and should be fully staffed and operational by the fall 2014 semester. Resources have been identified and ordered (supplies, computers and printers). Some items are being donated by outside veteran organizations.

Enrollment Priority –

Served as liaison between the college and the district office to identify and submit student cohorts for registration priority, e.g., DSPS, EOPS/CARE, TRiO, Veterans, First Year Matric students, learning communities in a timely fashion. Registration has gone smoothly in 2013-14.

Degree and Certificate –

Awarded over 615 degrees and certificates in 2013-14 by enhancing A&R, financial aid, counseling, transfer and career services and graduation committee functionality, effectiveness, and efficiency.

16 degrees and certificates were awarded to TRiO students.

Transfer –

		<p>BCC ranked first (63%) in the percentage of California community college applicants admitted to UC Berkeley for the year of 2013-14. According to UC admissions data, this figure far surpassed the statewide admission average of 24%. In 2013-14 a total of 171 BCC students transferred to UC campuses, and 117 transferred to CSU campuses.</p> <p>The early count of BCC Transfers to UC Berkeley is 94, an increase of 12 or 14% from last year's figure.</p> <p>BCC counseling and Transfer and Career Information Center offered transfer related services to over 500 students in coordination with instructional faculty and district A&R Office, and UC/CSU and other 4-year colleges and universities in the region.</p> <p>BCC Transfer & Career Info Center supported 1,950 students in the center and 800 student on- and/or off-campus with transfer and career exploration related services, in-person, at events, via phone, or by email contact; offered at least 10 workshops focused on transfer basics and career exploration overviews.</p> <p>BCC Transfer services offered assistance to over 600 students on transfer admissions applications and personal statements in 2013-14, while nearly 300 BCC students applied to the UC system in fall 2013; updated center website, including posting a 30-minute, captioned video of the Transfer Basics workshop (content developed and delivered by coordinator, filmed by multimedia students on campus)</p>
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		<p>Six Veteran students are transferring to UC campuses (five to UC Berkeley and one to UC San Diego), one veteran is transferring to Stanford University, six veterans are transferring to CSU campuses including San Francisco and Sonoma, and five are obtaining AA/AS or certificate degrees. This is a 50% increase from the previous academic year.</p> <p>10 TRiO students will transfer to 4-years in fall 2014, including 2 to Cal, 1 to Mills College, 5 to SFSU, and 2 to CSU East Bay.</p> <p>Professional Development –</p> <p>Supported and funded selected professional development activities, e.g., BCC Counseling Retreat, VA conference, EOPS/CARE Technical Training, financial aid regional conference and district-wide workshops.</p> <p>Co-led college-wide effort to enable at least 50 faculty, staff, and administrators to participate ACCJC certificate training and receiving Certificate of Completion for Accreditation Basics.</p> <p>Records of measurable outcomes are reflected in meeting minutes.</p> <p>Campus Life presented at the new faculty orientation workshop twice a year.</p> <p>EOPS program offer additional math tutorial services to program participants. Students receive one-on-one and group tutoring support.</p> <p>EOPS/CARE program hosted “EOPS/CARE/CalWORKs College Fair” event. More than five college</p>
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		<p>representatives conducted presentations about admission and transfer to UC/CUS. More than 20 EOPS/CARE students attended college fair.</p> <p>DSPS provided workshops for Fall Flex Day regarding accommodating students with disabilities. A Focused Inquiry Group (FIG) was completed for the 2013-2014 year, culminating in a presentation to BCC faculty.</p> <p>DSPS Alt Media Specialist attended the State’s educational and assistive technology conference in March 2014; LD Specialist attended the statewide conference for the CA Association of Post-Secondary Education and Disability (CAPED).</p>
<p>Goal C. Career Technical Education (CTE) and Basic Skills</p> <p>Improve career and college preparation progress and success rates (successfully transition students from basic skills to college-level, as well as CTE/ career)</p>	<p><u>SSSP 2. Strengthen support for entering students</u></p> <p>2.1 Develop and implement common centralized diagnostic assessments</p> <p>2.2 Require students to participate in diagnostic assessment, orientation and the develop of an education plan</p> <p>2.3 Develop and use technology application to better guide students in education processes</p> <p>2.4 Require students showing a lack of college readiness to participate in support resources</p> <p><u>SSSP 3. Incentivize successful student behavior</u></p>	<p>Orientation and Placement Assessment –</p> <p>Updated and upgraded orientation and placement assessment process, procedures, and data entry by</p> <ul style="list-style-type: none"> (a) developing the foundation for online orientation and piloting the implementation plan (b) identifying, piloting, and implementing multiple placement assessment measures, e.g., high school GPA, SAT/ACT scores, AP/IB, high school to college course articulation <p>SEP Development and Follow up -</p> <ul style="list-style-type: none"> (a) began to implement initial and comprehensive SEP development and ensure

	<p>3.4 Require students to begin addressing basic skills deficiencies in their first year</p>	<p>adequate data entry</p> <p>(b) Continued to provide follow up services to students who are on academic/progress promotion and dismissal, and students with undeclared education goals to receive follow up support services</p> <p>(c) Offered basic skills and/or first year students in cohort studies increased counseling and other support services, e.g., EOPS/CARE, DSPS, TRiO, financial aid.</p> <p>(d) maintained college-wide fall to spring persistence rate at minimum level of 70% whereas DSPS and EOPS fall to spring persistence rate at 80% level.</p> <p>Data are reported by PCCD IR and CCCCCO DataMart.</p>
<p>Goal D. Sustainable, continuous quality improvement.</p> <p>Lead BCC Student Services to implement and complete all projects and activities necessary to support college-wide sustainable, continuous quality</p>	<p><u>SSSP 7. Enable efficient state-/district-college-wide leadership and increase coordination among colleges/departments</u></p> <p>7.1 Develop and support a strong community college system office (strong administrative team with rich resources: human, financial, facility, and technology)</p> <p>7.2 Set local student success goals consistent with statewide/district goals</p> <p>7.3 Implement a student success scorecard</p> <p>7.4 Develop and support a longitudinal student record system</p>	<p>Institutional Leadership and Governance –</p> <p>Engaged BCC student services faculty and staff, and student communities in understanding Shared Governance, including roles, responsibilities, and information flow by encouraging student services members and students participating BCC shared governance meetings.</p> <p>Renewed BCC Education Committee for Quality Programs and Services through shared governance manner. Took and recorded discussions and recommendations in meeting minutes and published online.</p> <p>Conducted three workshops through the Peralta Student Council and the Associate Students of Berkeley City College on shared governance to engage student communities in understanding Shared Governance, including roles, responsibilities, and information flow by</p>

<p>improvement</p> <p>As the Accreditation Liaison Office (ALO), coordinate with BCC Self Evaluation Steering Committee leading the college to complete Accrediting Commission for Community and Junior Colleges (ACCJC) Institutional Self-Evaluation according to timeline with the goal of reaffirming full Accreditation in Spring 2015</p>		<p>encouraging student participation in BCC shared governance meetings.</p> <p>Data-driven Decision Making –</p> <p>Ensured data-driven program improvement process and integrate planning into resource development and allocation by</p> <ul style="list-style-type: none"> (a) Assisting the college in identifying available data and preparing user-friendly data analysis throughout decision-making process. Data to be used may include data published by PCCD IR, CCCCCO DataMart, and Student Success Scorecard. (b) Ensuring the completion of student services annual program update, SLO update, SLO assessment, and integrate SLO assessment findings into annual program update. (c) Completing and applying ILOs, assessment, CCSSE, and other assessment tools and research findings to increase student success <p>Accreditation Self Evaluation -</p> <p>Continued to serve as the ALO and one of the team leaders guiding BCC 2015 Institutional Self-Evaluation with college-wide participation. Over 20 BCC members, including two DSPS full-time faculty, completed the ACCJC certificate training in Accreditation Basics.</p> <p>Led and engaged in assessment work for Student Services, including Veterans’ Services, Campus Life and Student Affairs, Assessment and Orientation, Financial Aid, Admissions and Records, Counseling, Transfer and Career Center, DSPS, EOPS/CARE/CalWORKs, TRiO, etc.</p>
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		<p>Measureable outcomes including up-to-date BCC Student Services Homepage information, PowerPoint prepared and presented at various meetings, information will be included in 2015 BCC Self Evaluation Report, etc.</p>
<p>Goal E. Fiscal Stability</p> <p>Continue to adhere to proper fiscal oversight of all BCC Student Services budget and expenditures, manage resources, identify and propose additional needs for resources based upon Student Services annual program review and SLOs.</p>	<p><u>SSSP 8. Align resources with student success recommendations</u></p> <p>8.1 Encourage categorical program streamlining and cooperation</p> <p>8.2 Invest in the new Student Support initiative</p>	<p>Resources Management and Development –</p> <p>Financial Resources. Stayed within adopted 2013-14 annual budget by successfully align resources with student needs.</p> <p>Human Resources. Invested in human resources to support SSSP by hiring 2 counseling faculty members and the approved number of classified staff members using general and categorical funds. Increased 1 part-time to full- and 1 11- to 12-month staff position in Financial Aid, and fully resolved Financial Aid budget deficit due to unexpected transfer of 1 position.</p> <p>Facility Resources. Continued to identify facility needs in all student services areas through annual program review process. Acquired a temporary space to Veteran Services Center.</p> <p>Technology Resources. Continued to identify technical resource needs through annual program review process, and increase effectiveness and efficiency of student support services through the use and upgrade of technology.</p> <p>Budget and Planning Integration –</p> <p>Completed 2013-14 Annual Program Review (APU), summarized program needs, prioritized personnel/financial/technology/facility needs within Student Services, and began to meet some needs.</p>

**Summary of Student Services Projects, Programs, Strategies, and Outcome Measures
Benefiting Students with Background of Low-Middle SES, First-Generation, Cultural and Language Minority,
Disability, or Returning and/or Working Adults**

<p>Admissions and Records</p>	<p>The Admissions & Records (A&R) office serves as the first point of access to the colleges for new students and the general public. Admissions and Records Staff is dedicated to student access and success by providing accurate, timely and exceptional customer service regarding application, registration and academic policies while providing responsive and respectful service to students, faculty, staff and the community.</p>	<p>Expand services as the student population grows;</p> <p>Provide mobile application and enrollment service for special population groups during peak registration;</p> <p>Admissions & Records staff will collaborate closely with Financial Aid Office staff as they use the PeopleSoft System to ensure that students are receiving needed information;</p> <p>Work on streamlining and moving toward web based student interaction for the A&R portion of the matriculation process (SSSP).</p> <p>Provide accurate, timely service to students, faculty and staff regarding the application process, registration, and academic policies.</p>	<p>Peralta District received a grant from the CCC Electronic Transcript Mini Grant which allows the Peralta Community College District to participate in the electronic transcript program with institutions that also process electronic transcripts at http://etranscriptca.org/. We now send and receive electronic transcripts.</p> <p>Degree evaluators have been moved from the District office to the campus A&R office to assist students and counselors with graduation and awarding and posting of degrees and certificates.</p>	<p>Admissions & Records serves approximately 6,200 students during peak registration.</p> <p>Student Ambassadors are available to help students successfully enroll in classes and make necessary changes to their programs on line by providing customer service and technological assistance.</p> <p>BCC Admissions & Records ranked favorably by students through the Student Learning Outcome survey, which showed that 75% to 84% strongly agreed that BCC'S A&R office provided quality service to our students.</p> <p>Admissions & Records along with the Assessment, Orientation and Counseling offices has teamed up to provide a one stop service: providing students with assessment, orientation, counseling and enrollment to ensure that all needs are met prior to the beginning of each semester.</p>
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<p>Articulation</p>	<p>The mission of BCC's Articulation Services is to assist students transferring to four-year colleges and universities. That assistance is provided through articulation agreements which include submitting courses for inclusion on the University of California Transfer Course Agreement, submission of courses for CSU General Education and Intersegmental General Education Transfer Courses (IGETC), requests for lower division and major preparation course-to-course articulation agreements, and submission of courses for C-ID approval to meet ADT requirements. In addition the Articulation Officer is responsible for annually updating BCC's AA/AS General Education requirements. All of this is accomplished by working collegially with faculty and administration.</p>	<p>Maintain the currency of the baccalaureate lists for the University of California System (UC TCA) and the California State University System; Maintain the annual submission of courses for the Intersegmental General Education Transfer Curriculum agreement with the University of California System and the California State University System (IGETC); Maintain the annual submission of course for General Education Breadth for the California State University System (CSU GE Breadth); Maintain updates in the ASSIST database and in OSCAR, the official repository systems for all California articulation involving community colleges and public four-year colleges and universities; enhance the PCCD/BCC Articulation web site.</p>	<p>The BCC articulation officer is a member of the BCC curriculum committee and the district Council for Instructional Planning and Development, as well as state articulation groups (regional, NCIAC, and CIAC). The current Articulation Officer also is a member of the CSU General Education Advisory Committee and will service as a CSU General Education Reviewer.</p> <p>The Articulation Officer also assists in the development of Associate Degrees for Transfer (ADT) and the needed submission of ADT courses for C-ID approval.</p>	<p>14 ADTs developed</p>
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<p>Assessment and Orientation</p>	<p>The mission of the Assessment and Orientation Department is to provide newly admitted and returning students with an initial assessment and orientation experience to college that empowers them to make informed decisions about their academic experience. The department provides 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.</p>	<p>Currently developing (piloting in summer 2015) an online orientation for all students including disabled, and distant education students. Collaborating with the various departments, services and campus resources the District SSSP Committee is creating a well-developed and comprehensive way at each campus to integrate ACT Compass with PeopleSoft System, so that test results are immediately sent to download into the PeopleSoft System and counseling will have immediate access to course recommendations.</p> <p>Begin a mobile enrollment services to various feeder schools, and special populations. Verify initial college application process and develop continual bi-annual calendar dates for testing at each high school, adult school, charter and private school and CBO's.</p>	<p>In 2013-14 year there has been a steady increase in the number of students coming to the college to complete their undergraduate requirements, with data showing more than 2,100 students were tested and referred for additional services.</p> <p>The existing orientation is strong in that it covers required topics in an efficient, engaging, and consistent manner. The hour long orientation session provides students with useful information about the programs, services and resources at the college that empowers them to make sound academic decisions.</p> <p>Development and implementation of the BCC Online Orientation for the Summer 2015 semester.</p>	<p>The Center frequently offers 75+ assessment exams - for example during the summer and fall 2014 assessment testing cycle (April thru August) we tested more than 2,400 individuals, all proctored by the coordinator.</p> <p>Student Ambassadors are available to assist students with college enrollment and refer them to schedule the Orientation & Assessment Placement Exam.</p> <p>A&O ranked highly by students who participated in Student Learning Outcome (SLO) survey.</p> <p>Developed a strategic plan with the BCC ESL Department and the District International Office to update and implement the new ESL Placement Exam, summer 2014.</p> <p>With the increase of additional examination dates and purchasing additional compass testing units to accommodate the campus enrollment demand, we have increased our enrollment to meet and exceed the projected campus growth.</p> <p>BCC served more new students (N=5,421) than the two PCCD colleges of similar size. The number of new students oriented at BCC represented 28%, and the number of students assessed represented 26% of the overall PCCD new students in Fall 2013.</p>
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<p>Counseling</p>	<p>The mission of the Counseling Department is to engage students in a process of personal growth and empowerment. We offer academic, personal and career counseling that fosters increased self-esteem and lifelong learning.</p>	<p>Increase office space; currently not enough space to bring on new hires and/or to house adjunct counselors.</p> <p>Counselors will be developing more informative videos for student viewing while waiting in the reception area. It is hoped that such information will reduce the need for students to wait long periods of time for basic information.</p> <p>Counselors will attend instructional departmental meetings and vice versa to stay abreast of program changes, etc.</p> <p>Student education planning is the number one service that allows students the necessary focus and motivation to complete their educational goals; the counseling department prioritizes SEP development, and aligns with the core services identified in the 3SP mandates.</p>	<p>Increased number of counselors. Multicultural staff. Bilingual speakers in Cantonese, Vietnamese and Spanish. Experienced career counselor. We have hired three contract counselors with the last 18 months which helps us move toward better counselor/student ratio.</p> <p>Proven positive and effective relationship with student body.</p> <p>Counselors are collaborating with instruction to implement academic advising that will include efficient referral, information interviews, career fairs, etc.</p> <p>Informational videos have been produced on topics such education planning and concurrent enrollment. These are shown in the counseling waiting area and some are posted on-line.</p> <p>More counseling classes have been added to the semester schedule; classes provide in-depth information and services to students.</p> <p>Counselors worked with Assessment staff and vendor to develop online orientation.</p>	<p>Counseling Department completed the following number of Student Education Plans Jan-Dec '13: 3450; Jan-Nov '14: 3078.</p> <p>Counselors served record numbers of students via drop-in and appointments: Spring '13 – 4330; Summer '13 – 1834; Fall '13 – 4364; Spring '14 – 4700; Summer '14 - 2461.</p> <p>The Counselor breakfast initiated in 2012 has become hugely popular. The last occurred in Oct. this year with a record number of high school counselors attending from BCC's feeder high schools and from a few schools outside our service area. The event is helpful in accomplishing BCC's goals of networking and collaborating with our high school counterparts.</p> <p>Counselors worked with the District Office to develop the Electronic Student Education Plan which interfaces with Passport. Students will be able to view and adjust their SEP and degree audit in their student center in Passport.</p> <p>Data from student surveys indicate that students view the counseling sessions as highly informative.</p>
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<p>DSPS</p>	<p>The mission of Disabled Students Programs and Services (DSPS) is to provide services, specialized instruction, and educational accommodations to students with disabilities so that they can participate as fully and benefit as equitably from the college experience as their non-disabled peers. DSPS seeks to work with the entire campus community in order to provide reasonable accommodations for students with disabilities, and to be in compliance with the Americans with Disabilities Act and the Rehabilitation Act of 1973, Section 504.</p>	<p>DSPS increase outreach to those community groups or agencies which support people with disabilities, such as DOR, Center for Accessible Technology, and UC Berkeley’s College Internship Program; find ways to improve the program’s technology to support DSPS students.</p> <p>Serve students with disabilities in-person or online by enhancing and updating the DSPS website, to include updated DSPS student and BCC faculty handbooks.</p> <p>Designate an assistive technology (AT) lab to serve the increasing demand by DSPS students who use such technologies to access and complete their coursework.</p>	<p>Training of students in the use of assistive technologies to improve their academic success.</p> <p>Plans to hire full-time staff assistant to support major functions of the program’s administration.</p> <p>The process for requesting and coordinating proctored exams was streamlined, making it easier for DSPS students, instructors, and DSPS staff to provide such testing.</p> <p>The SmartPens Technology program was introduced in fall 2013 and has been a resounding success. Students using these pens have able to better access their lectures by using this technology to take notes and record the lectures at the same time. In December 2014, the LD Specialist received a grant to expand this program in the spring 2015 semester.</p>	<p>DSPS student success rates for are equal to or higher than non-DSPS students.</p> <p>According to the PCCD Office of Institutional Research, the Fall 2012 to Spring 2013 persistence rate was 84%, a rate higher than those of BCC’s sister campuses for the same time period.</p> <p>In the academic year 2013 – 14, served over 450 students, a 9% increase from the previous academic year.</p> <p>DSPS increased outreach to the campus and the community at-large via participation in shared governance committees, workshops, in-class presentations, outreach to community providers, and participating in campus tours.</p> <p>In collaboration with the Assessment Center Coordinator, there has been greater access to accessible Math and English assessments, including days specifically scheduled for accommodated assessments.</p>
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<p>EOPS/ CARE</p>	<p>The mission of the Extended Opportunity Programs and Services at Berkeley City College is to provide financial and academic support to students whose educational and socioeconomic backgrounds may prevent them from successfully attending college. EOPS provides students with services including orientation, early registration, specialized counseling, academic planning, career guidance, academic progress monitoring, basic skills instruction, tutoring, book grants, transfer assistance, and special cultural awareness activities.</p> <p>The mission of Cooperative Agencies Resources for Education (CARE), a supplemental program to EOPS, is to provide financial assistance to students who are single heads of household with dependent children. CARE students receive supplemental counseling and advisement services; assistance with child care and transportation, textbooks and school supplies; programs, workshops, activities or classes to enhance personal development parenting or study skills; group support; peer networking; and information and referrals to campus and community based human services programs.</p>	<p>Organize a follow-up of Peralta EOPS Student Success Strategies Forum (PESSSF) to share best-practices across the sister colleges, establish a more comprehensive communication system, and develop programs to engage EOPS/CARE students in campus programs.</p> <p>Implement use of online scheduling/appointment system the number of hours the EOPS/CARE computer lab can be open to serve students, especially during evening.</p> <p>Increase collaboration with In-and-Out-reach, Student Ambassador, Student Activities and Campus Life for recruitment efficiency.</p> <p>Students have expressed great need for the computer lab to remain open after standard business hours (8:00am – 5:00pm). However, the limited staffing and lack of funding restricts Financial Aid and Admission and Record departments, will assist with informing students of</p>	<p>Academic achievement- currently BCC EOPS/CARE success and retention rates are slightly lowered than EOPS programs at the sister colleges. Counseling and tutoring services increase efforts to ensure students successful completion of their courses and utilization of tutorial and mentor services.</p> <p>The program hired a full-time EOPS/CARE counselor to extend counseling and advising services to EOPS/CARE students and enhance their academic success and retention.</p>	<p>In 2013-14, EOPS offered a total of 600 hours of personalized tutoring in Math to EOPS and CARE students.</p> <p>EOPS/CARE program successfully assisted 45 EOPS/CARE students to complete their educational goals. 36 Received AA/AS Degrees; 7 Students completed Certificates; 20 students transferred to UC, CSU, and private colleges.</p> <p>EOPS has served an average of 300 students over the last three years, while State allocations funded only an average of 110 students. CARE program served an average 30 students during the same period.</p> <p>In academic year 2013-14 EOPS enrolled 23% (280) of the college’s full-time students and expended \$62,245.00 on book vouchers.</p>
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<p>Financial Aid</p>	<p>Berkeley City College Student Financial Services conducts its business per the philosophy that each student who comes through our front door is a V.I.P. and we aim to treat each student in a respectful, caring, and efficient manner. Our service reflects the mission of the college, in that we are committed to our students' success by providing those who meet federal, state, and institutional requirements the financial means to help defray their educational costs. By playing a vital role in our students' retention and completion, we are likewise supporting our students' transformation to become productive, valuable, contributing members of our rich, thriving, multi-cultural community.</p> <p>The process of applying for Federal and State financial assistance in theory should be fairly easy for college students in general. However, the process is perceived confusing and complicated for many Berkeley City College (BCC) students who are from a disadvantaged background and who are not familiar with important information for Financial Aid application, e.g., filing income tax return on time.</p>	<p>Strength of the Financial Aid Department is our separate behind-the-scene space devoted to processing our paperwork and handling the intricate details involved with obtaining our funds from the federal and state agencies and meeting our reporting requirements to these same funding sources. By being able to focus on the paperwork and data entry/receiving operations with no student interference/distractions, this part of our operation has become much more efficient, and less prone to errors than ever before. Being more efficient, we are better able to serve our V.I.P.</p>	<p>We currently use two separate computer software systems to complete financial aid files. This requires manually printing out documents and hands-on reviewing of students' files. In addition, students must visit our front counter to find out the status of their file instead of being able to access the information through their Passport account. The lack of an automatic system such as automatic phone calls, electronic imaging system cost impacts on both staff and students since it slows down the process. We need a bigger office space, supplies and file storage, computer room for FA workshops and a better front counter set up area. The district is in the process of acquiring new software that is compatible with our current PeopleSoft/Prompt system in order to automate our processing procedures.</p> <p>Our campus is located in the heart of the City of Berkeley and is easily accessed by several different types of public transportation. Our location affords students a high level of ease to access our campus, especially students with disabilities.</p> <p>Financial Aid is disbursed to students prior to the start of the semester.</p>	<p>During 2014-15, the process of delivering Aid converted from a mainframe environment to Oracle's PeopleSoft (PS) financial aid system, interfacing with PS Student Academic information. The system automatically packages and disburses aid to non-verification students, eliminating student need to visit the front counter unless other services are required. The process decreased the influx of students visiting the front counter, allowing others a faster, efficient visit. The quality of service received by verification-selected students has greatly improved.</p> <p>Students are able to view financial aid awards and disbursements on their passport account; accept or decline financial aid awards; view financial aid status and any additional documents required. Financial aid paperwork can be completed and submitted to the FAO for processing.</p> <p>Increased requests for presentations and workshops for adult school, high schools and 4-year institutions.</p> <p>Increase in the number of Pell grant awards and recipients each academic year. For example, in 2014-15 as of 3-2-15, we have 2,000 processed students compared to last school year 2013-14 of 1,634. Our three year cohort default rate decreased from 15.5% in 2011 to 11.2% in 2012.</p>
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<p>Health Services</p>	<p>The mission of Health Services in the Peralta Community College District is to further the equality of the educational opportunity and success for all students by providing access to health services which promote the physical, emotional, social and spiritual well-being of its students.</p> <p>Health Services is a centralized service.</p> <p>There has no comprehensive health services delivered at BCC. Students are been referred to health services located at Laney.</p>	<p>BCC received on-site personal counseling services two days a week, and monthly on-site HIV testing services</p> <p>-received a 16-month mental health service grant, hired on- site grant supervisor, and developed a plan to provide peer advisor training</p> <p>-is developing a contract to offer 4-hour weekly health services designed for the youth.</p>	<p>To begin to offer health services to BCC students similar to the existing services on other campuses, BCC will continue to identify partners, apply grants, and work with on-campus instruction program: Public Health Services.</p>	
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<p>In- & Outreach / Student Ambassadors</p>	<p>The mission of Community Outreach/In-reach Services is to have a presence on campus at BCC, and as well in the local community, including schools and community organizations. The main goal for the on campus presence is to assist prospective and current BCC students in receiving necessary information through Passport, website, and in- person. The involvement in the community is one of ensuring that persons of all ages and backgrounds have a clear understanding of all the growth and learning possibilities that exist at Berkeley City College. Furthermore the goal of the Student Ambassador Program is to create an atmosphere where students feel that the college is a place they can readily turn to satisfy their growth and learning needs.</p>	<p>Redirect the focus from outreach to in-reach to support access, equity, and success.</p> <p>Playing a vital role in assisting students with entry services, e.g., admissions and records, especially during peak registration period.</p> <p>Connecting BCC with the local communities.</p> <p>Receiving positive feedback from SLO assessment from the users and student ambassadors about the services and experiences.</p>	<p>Establishing a comprehensive community outreach/in-reach program to all feeder locations.</p> <p>Establishing a set data base for community outreach/in-reach locations and populations within these locations.</p> <p>Creating a data file tracking the impact of outreach/in-reach activities</p> <p>Develop and implement an intensive Student Ambassador Training.</p>	<p>Four part-time alumni peer mentors were hired as classified hourly to assist in providing professional development workshops. They serve as a mentor for the current ambassadors.</p> <p>A peer alumni network with the Transfer Community and Ambassador Alumni Mentors was established to assist our current ambassadors.</p> <p>A working relationship with all high schools in Alameda County has been established. Outreach has been conducted to all high schools in all county districts.</p>
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<p>Student Activities</p>	<p>The Mission of the Office of Student Activities is to provide and support quality student life services with an appreciation for diversity by empowering students to achieve their academic, career, and personal goals through the promotion of opportunities and experiences beyond the classroom that encourage learning and student success student life on campus.</p>	<p>A full-time director was hired in August of 2013 to supervise and advise the ASBCC, ICC, Campus Activities and conduct Out, In-reach.</p> <p>A full-time clerical assistant was also hired in October of 2013 to provide support to the Office of Campus Life.</p> <p>BCC Outreach and Student Ambassador Program has been cited nationwide, and by the ACCJC Accrediting Team, as an exemplary program.</p> <p>In recent years, both the number of student ambassadors and the number of the community events and K-12 schools have been increased significantly.</p> <p>Increase Student Success Increase Persistence Increase College Completion</p>	<p>Additional Planned Educational Activities Towards FTES, Student Success, Persistence, and Completion</p>	<p>Meet District FTES Target for AY2013-2014 of 18,830</p> <p>There was a significant increase in the number of chartered clubs in the past year. The number of clubs doubled in one year. During Fall 2013 there were 13 chartered clubs, during Spring 2014 there were 18 chartered clubs, during Fall 2014 there currently is 26 chartered clubs. The chartering process has been well advertised and the process makes it easier to charter a club.</p> <p>During the 13-14 AY, 13 out of the 15 Associated Students members transferred to four-year universities.</p> <p>A master campus life calendar was established indicating the date and time of each club meeting, event and activity.</p>
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<p>Transfer & Career Information Center</p>	<p>The mission and purpose of the TCIC is to facilitate a student's transition to work following the completion of a Certificate or Associate of Arts Degree by providing information about the diversity of work opportunities available. The Center also helps students in the process of transferring to bachelor's degree program by providing print and on-line resources to assist students to identify a career, a major, and a transfer college, and by providing resources and activities to complete the transfer process. A primary mandate of the Center (Title 5 regulations for Transfer Centers) is to support underrepresented students to identify strategies and resources necessary to realize their transfer and career goal.</p>	<p>Expand access to the center—more focused outreach and collaboration with faculty members and other student service departments</p> <p>Develop and expand partnerships on and off campus, design and offer more workshops, and will work with center advisory board to strengthen these efforts.</p> <p>Expand services to include not only career information but employment services as well.</p>	<p>There is a 30 minute video of the Transfer Basics workshop (developed and presented by the coordinator) posted on the center website that the MMart department produced, and is enabled for closed captioning. This is a good capacity-building step, and represents significant collaboration between several members of the campus community.</p> <p>Career Exploration workshop offered in collaboration with academic counselor, specifically for students with undecided education goals.</p>	<p>BCC had the highest acceptance rate (63%) of California community college applicants admitted to UC Berkeley in 2013-14; this figure far surpassed the statewide admission average of 24%.</p> <p>The Center frequently offers transfer and career events, for example: Transfer Day in the fall semester; on average 10 campus visits per month by four year representatives; monthly workshops, including several in-class presentations as requested by instructors.</p> <p>The center serves on average 15-20 students daily, including contact via phone and email as well as students seen on drop-in and by appointment. Approximately 1900 students served annually.</p>
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<p>TRiO</p>	<p>The mission of the Berkeley City College TRiO-SSS Program is to provide educational support services to traditionally underrepresented students who are first generation low-income and/or disabled.</p> <p>The focus of the program is to assist students as they work toward obtaining an associate degree and/or transfer to a four-year college / university.</p>	<p>In a welcoming environment, the program offers participants a variety of support services such as academic, career and personal counseling, tutoring, mentoring, supplemental instruction, financial aid advising, college visits, and educational, social and cultural enrichment activities. On-line 24/7 tutoring is available in a wide array of subjects.</p> <p>One-on-one peer tutoring in math and English is also provided to program participants.</p> <p>The program also provides workshops on a variety of subjects including study skills, test taking, math anxiety, financial planning, 4 year college personal statement, and learning styles.</p>	<p>All participants served by the SSS project will persist from one academic year to the beginning of the next academic year or graduate and/or transfer from a 2-year to a 4-year institution during the academic year.</p>	<p>Ten TRiO (8% of participants) students transferred, including 2 to UC Berkeley, 1 to Mills College, 5 to SFSU, and 2 to CSU East Bay.</p>
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<p>Veteran's Affairs</p>	<p>The California State Approving Agency, the Council for Private Postsecondary and Vocational Education, and the Veterans' Administration approves Berkeley City College as a degree-granting institution for veterans and to eligible dependents of veterans seeking educational and vocational training under Title 38, United States Code. The Veterans Affairs Program at BCC (BCC VA Office) provides specialized customer service to members of the various branches of military service, veterans, and their eligible dependents. Specifically, the staff serves as advocates for students by providing information about Berkeley City College, financial assistance and assisting with Veteran's Administration certification of their educational benefits. The VA Certifying Officials for Berkeley City College acts as liaison between the college and the regional VA offices to provide information on college procedures, and to resolve problems regarding eligibility and payment of VA benefits.</p>	<p>BCC is working with the Oakland Veteran's Center in an outreach program to assist veteran students to stay in school.</p> <p>In fall 2012, BCC veteran's started a Veteran's Club to assist and organize veteran students on campus. The club is open to all veteran and non-veteran students at all of the Peralta Community College campuses and is still active as of the 2014-15 academic year.</p> <p>Beginning in fall 2012 semester, the VA Certifying Official/Coordinator and VA Counselor are attending annual trainings and conferences to keep them updated to Veteran education benefits and needs.</p> <p>Identify specifically designated funding. The lack of funding available for this program is the main reason it is a part-time function of other full-time staff.</p> <p>Provide training for coordinators and counselors related to new veteran programs, including Post/911 and VRAP.</p>	<p>Continue to develop and strengthen the Veteran's Club at the college to assist both our veterans and their dependents in the local community.</p> <p>Intervention programs intensified to increase the monitoring and support of veteran students.</p> <p>Streamlined application process by providing tools to enroll in VONAPP online through the Berkeley City College website.</p> <p>Continue to update and enhance the Veteran's Affairs webpage on the BCC website to ensure a "user-friendly" environment.</p> <p>Workshops/Orientations at the beginning of each semester. VA coordinator and VA Counselor provide a workshop for new veteran students planning to enroll at the BCC.</p> <p>Ensure that each continuing VA student has an appointment with the VA counselor each semester to keep them on track of their student education plans.</p> <p>Expand outreach strategies to the veterans and their dependents to make them aware of the educational benefits available to them.</p>	<p>The number of veteran students served has increased over 150% since the 2009-10 and enrollment continues to grow annually.</p> <p>The retention rate of VA students in fall 2011 at BCC (80.2%) was 8 percentage points higher than the overall rate at BCC (72.5%).</p> <p>The success rate of VA students in fall 2011 at BCC (72.8) was 7 percentage points higher than the overall rate at BCC (65.6%).</p> <p>Veteran transfer rates to four year college increase. In fall 2013, 9.2% of BCC veteran students transferred and in fall 2014, 10.8%. For the past three academic years, at least six veteran students transferred to the UC system and 10 veteran students transferred to the CSU system. We also had one veteran student accepted to Stanford in fall 2014.</p> <p>In fall 2014, BCC's Veterans Resource Center (VRC) opened to provide a location where veterans and their dependents could meet, obtain assistance with their education benefits, receive tutoring and work more closely with the VA Certifying Official (VCO) and VA Counselor.</p> <p>VCO was elected as the Region 3 Representative to the State Community College Chancellor's Office.</p> <p>In fall 2014, a clerical assistant was hired to assist with the VRC and certifying of veteran students for the spring 2015 semester.</p>
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