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| **Berkeley City College’s mission is to provide our diverse community with****educational opportunities, promote student success, and to transform lives.** |

**Introduction and Directions**

The Peralta Community College District has an institutional effectiveness process which consists of the following components: a District-wide Strategic Plan which is updated every six years; Comprehensive Program Reviews which are completed every three years; and Annual Program Updates (APUs) which are completed in non-program review years.

The Program Review 2021-22 timeline has been developed for each student support services to guide through the semester. Please review and work with your Deans and Managers/Supervisors to complete this Program Review.

The Program Review is intended to primarily focus upon planning for the subsequent two years and institutional effectiveness. The Program Review process directly leads to the institutional resource allocation process and budget planning for the following academic year (2022-23). This is an opportunity for each administrative unit, student support service program, and department to reflect on progress made and identify areas of program improvements to achieve equitable student success and elimination of achievement gaps. In this process of making continuous quality improvement, there is an opportunity for each program, student support services, and department to request resources that support achieving the stated goals.

If you have questions regarding other material in the Program Review, please contact your Dean or Manager. If you have questions regarding data, please contact Dr. Phoumy Sayavong, Senior Researcher and Planning Analyst (psayavong@peralta.edu).

**Please email the completed Program Review to your Supervisor by November 30, 2021.**

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| **COLLEGE PROFILE**  |
| [Click here to view the Berkeley City College Student Demographics Dashboard](https://app.powerbi.com/view?r=eyJrIjoiOWQ0NDc2M2YtZDUyMi00MjdkLTljZTktOWI3MzQyYzdlNDc0IiwidCI6ImVlYTE2YTE2LTQ4YWYtNDc3Yi05MTEzLTA1YjFjMDExMjNmZiIsImMiOjZ9). This 2-page dashboard will provide information on the characteristics of our student body from the past two years such as headcount, ethnicity, enrollment status, age group, educational goals, and majors.  |

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| **College Outcomes** | **2017-2018** | **2018-2019** | **2019-2020** | **2020-21** |
| Full Time Equivalent Students (FTES) | 4,140 | 3,864 | 3,696 | 3,290 |
| Efficiency (Productivity; avg faculty-student ratio) | 13.4 | 13 | 13.2 | 14.3 |
| Success Rate (%) | 67% | 69% | 67%\* | 74% |
| Degrees + Certificates Awarded (#) | 1,021 | 948 | 1,106 | 1,014 |

*\*Excludes “EW” grades*

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**To view prior Program Reviews,** [**click here**](https://drive.google.com/drive/folders/1uzclwbMDUQPLY-nkDx1sq8Dy6ODICv-6?usp=sharing)**. To view prior Annual Program Updates,** [**click here**](https://drive.google.com/drive/folders/1NcFLqqL0DhYtaKQ6ntaejh1z7qtGao1F?usp=sharing)**.**

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| 1. **PROGRAM DESCRIPTION**

Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College’s mission. |
| **Name(s) of member(s) completing this Program Review** | **Program**  | **Completion Date** |
| Brenda Johnson Patricia MendozaLoan Nguyen | Student ServicesFinancial AidFinancial Aid | November 30, 2022 |
| **List staff and faculty names and/or staff and faculty with assignments in fall 2021.** |
| Full Time | Part Time |
| Ada ClarkNghi DongBrenda JohnsonPatricia MendozaKent NguyenLoan NguyenJaimie Redmon | Tammie Perry  |

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| **II. STUDENT EQUITY & SUCCESS** |
| Using the data dashboards provided below, review and reflect upon the outcome trends for your program. You may use data from other sources if available. [Click here if you would like to view BCC’s Planning Documents](https://www.berkeleycitycollege.edu/prm/bcc-plans/) (Education Master Plan, College Strategic Goals, Student Equity Plan, District Strategic Goals, Vision for Success, Guided Pathways, Technology Plan, Facilities Plan) For assistance with data dashboards, contact Phoumy Sayavong at psayavong@peralta.edu |

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| **3A.** [**Enrollment Trend and Productivity Dashboard**](https://app.powerbi.com/view?r=eyJrIjoiNWJlOWZmYTEtNTY0MC00MDhkLWE5OTAtYmJjZjIxNzJiNWViIiwidCI6ImVlYTE2YTE2LTQ4YWYtNDc3Yi05MTEzLTA1YjFjMDExMjNmZiIsImMiOjZ9&pageName=ReportSection86d6f65e2fb41a73da4d)\*Note that completion and retention rates are presented with the inclusion and exclusion of excused withdrawals (EW) and military withdrawals.  |
| **What were your headcount trends in the past three years?**  |
| Refer to attached MIS report 1, 2, and 3.  |
| **When the data for your program are disaggregated by student ethnic groups, what issues do you notice and how do plan to address them over the next three years?** |
| **Year 1 (2021-22)** | **Year 2 (2022-23)** | **Year 3 (2023-24)** |
| The Financial Aid Office will be focusing on outreach to African American as well as adult students.  | Increase the numbers of African American student Pell recipients by 5% | Increase the numbers of African American student Pell recipients by 10% |
| **What would you recommend that we do to increase student headcount in your program?** |
| Hire personnel to coordinate targeted outreach to African American communities.  |

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| **3B.** [**Course Completion and Retention Rates Dashboard – Student Services**](https://app.powerbi.com/view?r=eyJrIjoiNjk3NDJjOTItNzI5MS00MDhjLWJhN2EtZjcxNzU4OTBiZDBjIiwidCI6ImVlYTE2YTE2LTQ4YWYtNDc3Yi05MTEzLTA1YjFjMDExMjNmZiIsImMiOjZ9)\*Note that completion and retention rates are presented with the inclusion and exclusion of excused withdrawals (EW) and military withdrawals. *If you need more guidance with this item, click here for additional support.* [Click here for additional guidance for how to view and use equity data](https://drive.google.com/file/d/14C9cxxXt_YAzK_LJEVPSD_fJwwcWUVps/view?usp=sharing). If you would like to view BCC’s Equity Plan, [click here](https://www.berkeleycitycollege.edu/prm/files/2020/09/Student-Equity-Plan-2019-2020.pdf). |
| **On page 3 of the “Course Completion and Retention Rates by Subject” dashboard, what are the completion and retention trends by gender, age, ethnicity in your program?**  |
| **BCC has a higher grants eligibility within the young population (18 – 25 years old) and White Non-Hispanic. We have less recipients within the adult’s population and non-White students.**  |
| **What disproportionately impacted (DI) population(s) showed gains in your program and which need more support?**  |
| **White Non-Hispanic students show greater gains. We need more outreach support to target non-white populations.**  |
| **How do these outcomes compare to the college average?**  |
| **The outcome is similar with African American and other disproportionately impacted students.**  |
| **What questions do you have about the outcomes?**  |
| What disaggregated data can the Financial Aid office access to compare recipients?Why do we have lower recipients and enrollment within the adults over 30 years old and non-white populations? |
| **Based on input you’ve received from students, what needs have they expressed to complete and succeed in your program? Please provide examples.**  |
| Customer Services including warm hand-off to additional resources on campusAssist student with FAFSA and dream applicationsProvide more guidance with eligibilityHave greater awareness of SAP, 150% timeframe, and student loan processEducate and assist students with system navigation (portal page, how to register, bank mobile) |
| **How will the outcomes you identified in this section affect your department goals and plans for the next three years?** |
| **Year 1 (2021-22)** | **Year 2 (2022-23)** | **Year 3 (2023-24)** |
| Provide customer service training through professional development for staff to deliver quality services to students In order to create more Financial Aid awareness, the staff will need to be trained with how to conduct outreach, in-reach, and financial aid presentations.Staff, with the assistance of campus ambassadors, will do outreach to the high schools and community-based organizations.Hire two Financial Aid Student Advisors. | Upgrade a part-time permanent employee to a full-time position.Have a Financial Aid CounselorHave a Program Services Specialist that will focus on Financial Aid outreach and assist sensitive population such as homeless, foster youth, and veterans. Also, this staff will oversee the Financial Aid Student Advisors.  | Acquire additional space for the Financial Aid departmentImproving Financial Aid system (PeopleSoft and Campus Logic) to have more automated process and less manual work. Acquire an imaging system to store student files.  |

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| **3C.** [**Degrees and Certificates Dashboard**](https://app.powerbi.com/view?r=eyJrIjoiZjU2M2M5MzItOTcwZi00Y2U1LWJmODUtYTc0YjlhZGI2ZDhjIiwidCI6ImVlYTE2YTE2LTQ4YWYtNDc3Yi05MTEzLTA1YjFjMDExMjNmZiIsImMiOjZ9&pageName=ReportSectionde32556e136b0a8caccd) |
| **On page 1 of the “Degrees and Certificate Awards Trends” Dashboard, what are the award trends for your department (overall, by gender, age, and ethnicity).**  |
| There are no data to compare degree and certificate trends as it relates to Financial Aid recipients.  |
| **On page 4, what DI population(s) award trends showed gains in your program area and which populations need more support?**  |
| The Financial Aid office did not see any gains with African Americans and other DI populations.  |
| **How do these outcome trends compare to the college average?**  |
| The outcome is similar to college average.  |
| **Based on input you’ve received from students, what do they need to complete their degrees and/or certificates? (provide examples)**  |
| Students need financial, academic, and mental health support.  |
| **How will these outcome trends affect your department goals and plans for the next three years?** |
| **Year 1 (2021-22)** | **Year 2 (2022-23)** | **Year 3 (2023-24)** |
| We received less funding due to the decrease in federal and state recipients.  | We will increase the number of federal and state recipient awards by 5%. | We will increase the number of federal and state recipient awards by 10%. |

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| **3D.** [**Transfer Dashboard**](https://app.powerbi.com/view?r=eyJrIjoiZmJlODJiODktZjM0OC00ZWIwLWIzNDMtN2Y1Yzc3ZGFhNGRhIiwidCI6ImVlYTE2YTE2LTQ4YWYtNDc3Yi05MTEzLTA1YjFjMDExMjNmZiIsImMiOjZ9) |
| **This dashboard does not provide data by program. Reflect on what you can do to affect student transfer. How may your program support BCC student transfer?** (e.g., serve on panels, strengthen GP in your dept, strategic marketing, increase number of AD-Ts, etc.) |
| The Financial Aid office can provide FAFSA and Dream Act application workshops. Providing outreach and in-reach to promote application deadlines.Meet with students in person and on Zoom and offer one-on-one services.  |

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| In the boxes below, add improvement actions that are directly related to **Student Equity & Success**. If there are no improvement actions in this area, leave blank. *If you have more than one Improvement Plan, add more by copying and pasting the table below.*  |
| **IMPROVEMENT ACTIONS** |
| Program/Discipline: | Financial Aid |
| Action Name: | Increase the number recipients for federal and state grants |
| Description: | Outreach and In-reach  |
| Completion timeline: | June 30, 2023 |
| Responsible person: | Patricia Mendoza and Financial Aid staff |

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| In the boxes below, add improvement actions that are directly related to **Student Equity & Success**. If there are no improvement actions in this area, leave blank. *If you have more than one Improvement Plan, add more by copying and pasting the table below.*  |
| **IMPROVEMENT ACTIONS** |
| Program/Discipline: | Financial Aid |
| Action Name: | Improve technology and financial aid processes  |
| Description: | Collaborate with IT and District Financial Aid services  |
| Completion timeline: | June 30, 2023 |
| Responsible person: | Patricia Mendoza and Financial Aid staff |

**III. PROGRAM GOALS**

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| 1. **List your current Program Goals.**
 |
| Increase the number of FASFA and Dream Act applicants and award recipients. Increase the recruitment and retention of African American and other disproportionally impacted students.  |
| 1. **How do the goals align with BCC goals? If so, which ones?**
 |
| **Berkeley City College Goals*** **GOAL I:** Strengthen Resilience: Strengthen BCC students’ abilities to become self-directed, focused and engaged in the pursuit of transformative, life-long learning experiences that result in personal and academic success.
* **GOAL II:** Raise College Competence: Raise student skills and competencies, and expand their learning experiences, so that they can successfully complete their college program.
* **GOAL III:** Enhance Career-Technical Education Certificates and Degrees: Enhance BCC’s 1- and 2-year career and technical education programs so that they provide current and transferable skills and competencies to earn a living wage in our area, and to maintain competency for advancement in one’s career.
* **GOAL IV:** Increase Transfer and Transfer Degrees: Ensure that all of BCC’s programs of study and transfer pathways for degrees prepare students, in a timely manner, for multiple transfer options.
* **GOAL V:** Ensure Institutional Sustainability: Increase BCC’s impact in education through innovation, internal and external collaboration and partnerships, and sufficient resources, both short-term and long-term.
 |
| All goals are in alignment with the Financial Aid department. |
| 1. **Assess your program’s facilities utilization (including labs, support for online learning, and other spaces) and for each year, indicate if the space is insufficient. If so, what are the needs and why? \****Note that facility needs and planning are addressed in the Facility Master Plan for the college, including planning for new buildings.*
 |
| **Year 1 (2021-22)** | **Year 2 (2022-23)** | **Year 3 (2023-24)** |
| 2 Tablets, 21 Monitors, 11 PC computers, 8 laptops, 6 scanners, 6 printers, and 1 copier machine/fax machine.Filing Storage softwareConfidential workspaces for students and staff.Computer labs to assist students with FAFSA and Dream Act applications.Storage space to store files  | Provide weekly labs for FAFSA and Dream Act applicationsProvide financial literacy  | Provide twice weekly labsProvide resources lab  |
| 1. **What are the essential functions, unique characteristics or trends of your program? Provide specific examples.**
 |
| At Berkeley City College, we believe education should be accessible to everyone. The Financial Aid office is here to guide students toward funding avenues or alternative payment methods that will empower students to meet the costs of attending college. Berkeley City College offers many resources, including federal and state grants, loans, scholarships, and financial literacy.    |
| 1. **Describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, district and college governance have an impact on the services you provide. (e.g., partnered with dual enrollment and contract Ed programs at K-12 districts and high schools; support staff at high schools have access to Canvas to follow along and support students; allow tutors into the classes; Guided Pathways, AB 705, etc.)**
 |
| Constant change in federal and state policy/regulation impact the Financial Aid office, District, and students.  |

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| Based on your responses to questions 4-8, are there areas that need improvements? If so, add improvement actions below. If there are no improvement actions in this area, leave blank. *If you have more than one Improvement Plan, add more by copying and pasting the table below.*  |
| **IMPROVEMENT ACTIONS** |
| Program/Discipline | Financial Aid |
| Action Name: | Increase the number of Financial Aid recipients which include African Americans and other disproportionately impacted groups.  |
| Description: | Focus on outreach to the local high schools and communities |
| Completion timeline: | June 30, 2023 |
| Responsible person: | Patricia Mendoza and Financial Aid Staff  |

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| **IMPROVEMENT ACTIONS** |
| Program/Discipline | Financial Aid |
| Action Name: | Increase collaboration with existing programs that serve disproportionately impacted students.  |
| Description: | Meet with BCC program colleagues to assist students with Financial Aid resources  |
| Completion timeline: | June 30, 2023 |
| Responsible person: | Patricia Mendoza and Financial Aid Staff  |
| 1. **ASSESSMENT**
 |
| Berkeley City College is committed to a culture of assessment to improve instruction, services, and institutional planning.  Findings from SLO, PLO, ALO assessments, and program review data are used to direct resources for areas that are institutional priorities that are articulated in the Educational Master Plan and BCC Strategic Plan.  *Due to the critical role that course and program assessments play in our institutional planning and to be in compliance with the Accreditation requirements, the Program Review resource allocation requests require the completion of assessment in order to qualify.* |
| **9A. List and describe the program’s progress and reflection on Program Learning Outcomes (PLOs) or Service Area Outcomes (SAOs).**  |
| Financial Aid PLOs or SAOs are currently being assessed.  |
| **9B. What improvement plans did your program identify upon the assessment of each program? How has your program** **used the results of assessment to improve program learning outcomes? Please be as detailed as possible.** |
| Assessment in progress.  |
| **9C. Describe how the program has made use of information from the data it has from program learning outcomes in Round 4 (last cycle of the last 3 years) for continuous improvement.  Include the three most significant plans for improvements as a result of the assessment process with timelines.**[Click here to view your Assessment Calendar](https://peralta4-my.sharepoint.com/personal/ncayton_peralta_edu/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fncayton%5Fperalta%5Fedu%2FDocuments%2FAssessment%20Info%20for%20APU&originalPath=aHR0cHM6Ly9wZXJhbHRhNC1teS5zaGFyZXBvaW50LmNvbS86ZjovZy9wZXJzb25hbC9uY2F5dG9uX3BlcmFsdGFfZWR1L0VrUF9iTld5cFJCSnYwNzhMM1pjcFk0Qk52MzBzZXRjQ2RpZFFwR3FWMUNCV2c_cnRpbWU9RGktQjZ4cGYyRWc) |
|  |
| **9**D**. How does your program ensure that students are aware of the program outcomes?**  |
| We will be adding the Financial Aid outcomes to the website and let students know by email.  |
| **9**E**. Where are the program level outcomes published? If on a website, please specify the URL.** |
| **In Progress.**  |

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| In the boxes below, add improvement actions that are directly related to **Assessment.** If there are no improvement actions in this area, leave blank. *If you have more than one Improvement Plan, add more by copying and pasting the table below.*  |
| **IMPROVEMENT ACTIONS** |
| Program/Discipline: | Financial Aid |
| Action Name: | Provide financial literacy  |
| Description: | Guide students with learning opportunities to achieve greater financial literacy and awareness of the responsibilities and obligations associated with borrowing money or receiving ongoing financial aid.  |
| Completion Timeline  | June 30, 2023 |
| Responsible person: | Patricia Mendoza and Financial Aid Staff |

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| **IMPROVEMENT ACTIONS** |
| Program/Discipline: | Financial Aid |
| Action Name: | Provide ongoing FAFSA and Dream Act application support |
| Description: | Offer weekly workshops in person and online as students prepare to apply for and receive financial aid, including ongoing support and FAFSA updates after aid (grants, loans, etc.) has been disbursed.  |
| Completion Timeline  | June 30, 2023 |
| Responsible person: | Patricia Mendoza and Financial Aid Staff |

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| 1. **ENGAGEMENT**
 |
| **10A. Discuss how staff and faculty have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time staff participate in.** |
|  Facilities Health and Safety Committee, Hiring Committee for Classified and Administrators positions, Classified Senate, Student Services Council, and Career Ladder Project. |
| **10B. Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.** |
| There are collaborations with Enrollment Services, faculties, District office, and PCCD campuses. Conduct classroom Financial Aid presentations on campus. Participate in campus tours. Attend and participate in high school events. Participate in professional development activities, and cultural activities.  |
| **10C. Discuss how classified staff are included in program training, discussions, and decision-making.** |
| Student Services Council meetings, department meetings, federal and state conferences/trainings. Staff are allowed to provide professional judgement to inform decision making.  |
| 1. **10D. Discuss the relationship and engagement with other student services, programs, departments, or administrative units and how these relationships support your area to meet its goals.**
 |
| The Financial Aid department has a close relationship with all student services area, counseling, faculties, programs, and deliver efficient services to students.  |

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| In the boxes below, add improvement actions that are directly related to **Engagement.** If there are no improvement actions in this area, leave blank. *If you have more than one Improvement Plan, add more by copying and pasting the table below.*  |
| **IMPROVEMENT ACTIONS** |
| Discipline: | Financial Aid  |
| Action Name: | Collaborate with BCC programs to create awareness about financial aid resources |
| Description: | Meet once a month with Student Support Services programs.  |
| Completion Timeline  | June 30, 2023 |
| Responsible person: | Patricia Mendoza and Financial Aid Staff |

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| **VI. Prioritized Resource Requests** |
| In the boxes below, add a 3-year resource requests for your program that *have not been funded by existing funding sources*. Work with your supervisor to estimate costs. If there are no resource requested, leave the boxes blank. [Click here to view the Resource Request Process and Timeline](https://drive.google.com/file/d/1AaC-W2_qjNaYbe6h8WjQ4_HIX43eBctx/view?usp=sharing) |

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| --- | --- | --- | --- | --- | --- |
| **Resource Category** | **Description/Justification** | **Estimated Annual Salary Costs** | **Estimated Annual Benefits Costs** | **Total****Estimated****Cost** | **Overall****Priority Ranking (1=Most important)** |
| **Personnel** |  |  |  |  |  |
| Classified Staff | Increase assignment of permanent part-time Clerical II to full-time.  | $60000 | $4800 | $64800 | 1 |
| Classified Staff | Program Services Specialist | $56400 | $4800 | $61200 | 2 |
| Student Worker | 2 FA Student Advisors | $24000 | $0 | $24000 | 4 |
| Part Time Faculty | Financial Aid Counselor | $49176 | $9600 | $58776 | 3 |
| **Professional Development** | Description/Justification | Estimated Cost |  |
| Program-wide PD needed | Conferences and trainings  | $15000 | 1 |
| Personal/Individual PD needed | Professional coaching (Customer Service) | $5000 | 2 |
| **Supplies** | Description/Justification | Estimated Cost |  |
| Software (for whom or role?) | Queuing system that students can enter using their name when securing a place in line while at the front counter for services. The system should have an option for students to choose the type of service for their visit such as: submission of paperwork, an appointment to a specialists, FA status check, etc.Text notifications to students regarding their Financial Aid status. We would like to have access to the text messaging system which allows staff to notify students of their Financial Aid status the same as an email notification method.      | $10000 | 2 |
| Software | Digital Imaging  | $20000 | 1 |
| Books, Magazines, and/or Periodicals | None |  |  |
| Instructional Supplies |  |  |  |
| Non-Instructional Supplies | Outreach advertisements and materials with BCC Financial Aid logo | $10000 | 3 |
| **Technology & Equipment** | Description/Justification*Before you list your technology request,* [*click here to view the latest Technology Refresh Plan*](https://drive.google.com/drive/folders/1SityYoJ8rYTzcYq_Iwtr59fJ6205LWIX?usp=sharing) *to verify whether it has already included.* | Estimated Cost |  |
| New |  |  |  |
| Replacement | 10 Desktop including monitors, 8 laptops, and 6 scanners.  | $15000 | 1 |
| **Facilities** | Description/Justification | Estimated Cost |  |
| Classrooms | Cash for College event | $1000 | 1 |
| Offices |  |  |  |
| Labs | FAFSA and Dream Act applications Workshop | $0 | 2 |
| Other | Auditorium and Atrium | $1000 | 3 |
| **Library** | Description/Justification | Estimated Cost |  |
| Library materials (including streamline media needs) | FA events set up for in-person and virtual: Projector, computer, audio, speakers, and other streamline services. | $600 | 1 |
| Library collections |  |  |  |
| OER |  |  |  |
| **Other** | Description/Justification | Estimated Cost |  |
| OTHER Description |  |  |  |

**Thank you for your time and effort in completing the Program Review!**

**Please email the completed Program Review to your Dean or Manager by November 30, 2021.**