

**Administrative or Student Services Unit SLO and Assessment Plan**

**Unit: A&R**

**BC Mission:** With its heritage as a foundation and an eye toward the future, Bakersfield College provides the high quality education necessary for our socially and ethnically diverse students--whether they be vocational, transfer oriented, developmental, or some combination of these--to thrive in a rapidly changing world. We will accomplish our mission by:

1. Establishing strong connections with our student and business communities
2. Understanding the needs of our diverse student population
3. Responding to student and community needs with efficiency and flexibility
4. Honoring our long heritage of community involvement
5. Remaining vigilant in scanning our present and future environment within which we operate
6. Promoting tolerance and patience with all our stakeholders

**Unit Mission:**

AUO/SLO	Assessment Plan (Describe)	
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Students and prospective students who want to retest on all or any part of their Compass assessments will be properly referred and only permitted to retest in compliance with the national standards of the publisher, ACT.

Each retested student is listed on a chart that also documents the requirements that have been met. Resulting scores are compared with first scores. Faculty chairs of basic skills departments review these results and make recommendations to the Matriculation Committee.

<b>Results</b>		<b>Fall 2009</b>	<b>Spring 2010</b>	<b>Fall 2010</b>
No change or mixed changes		29%	23%	28%
Lower scores		11%	8%	9%
Better Scores		60%	69%	63%
Total students				
retests	345	451	521	Retested in less than 30 days
60	106	75		Note: fall 2009 was only for 10 weeks.
Shared standards with Matriculation Committee. Posted "Prepare for Your Assessment Test" to the website. This was demonstrated to high school counselors by our counseling department. English and math faculty have asked their high school counterparts to emphasize the importance of preparing for these tests. Meeting held with counselors and advisors to review standards for retesting.				
Working to modify retest form. <b>Participants:</b> Kathy Boner, Shelia Fuller, Juan Estrada, Jim Pecarovich, Dominica Rivera-Dominguez, and Sue Vaughn				

Students and prospective students will have their incoming transfer courses evaluated and posted to their transcripts in at least two fewer weeks than it takes at present as we implement the eTranscriptCA and Credentials Solutions programs to automate the posting of incoming electronic transcripts to Banner

Each incoming transcript is charted indicating the type (electronic or paper), the date received, and the date posted to the student transcript. These charts will serve as baseline data.

We are still working with District staff, Credentials Solutions, and eTranscriptCA to make the electronic posting to Banner and to our imaging system functional. Participants: Chris Hitchcock, Kathy Goehring, Linda Allday. Connie Maranda, Linda Cordoba, Edie Nelson, Christy Jackson, Jan Smith, Debbie Benson, and Sue Vaughn

<p><b>Draft</b> Students and prospective students will use Luminis channels to take more responsibility for their own academic progress by heeding notices of changes in academic standing, movement from waitlists into classes, dates for early registration, information on their graduation status, and posting of their transfer credits.</p>	<p><b>DRAFT</b> Each staff member in the Office of Admissions and Records will transition to using Luminis for all of their functions effective August 1, 2011. Luminis will be utilized to provide such notifications as changes in academic standing, registration appointment dates and times, graduation details, F letters for veterans, key dates for faculty and students, graduation evaluation results, and completion of transfer evaluations. A chart listing the notifications needed and dates to be implemented will be utilized to track the accomplishments.</p> <p>For one week each semester questionnaires will be sent to students who were notified about any of the situations listed. Each student will be asked to respond to one relevant questions such as; what is your current academic standing or when was your registration appointment for the _____ term?</p>	<p><b>DRAFT</b> Participants: Chris Hitchcock, Kathy Goehring, Linda Allday, Connie Maranda, Linda Cordoba, Edie Neslon, Christy Jackson, Jan Smith, Debbie Benson, and Sue Vaughn.</p>
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