Bakersfield College Vision for Success Goals
Bakersfield College 2018-2021 Strategic Directions

Vision for Success Goal #1: Increase by at least 20 percent the number of CCC students annually who acquire associates degrees, credentials, certificates, or specific skill sets that prepare them for an in-demand job.

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<th>Bakersfield College Goal</th>
<th>Work Plan</th>
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<tr>
<td>Goal #1: Completion</td>
<td>Student Affairs will maximize its use of technology resources to enhance and expand communication to and from students in order to foster momentum towards program completion.</td>
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I. Incorporate the use of an AI chatbot from Ocelot, branded as Renegadebot at BC, to provide timely Student Services information to students 24/7.

- Increase the number of conversations and interactions with Renegadebot by 10%.
  - Ongoing “training” of Renegadebot will ensure relevant and timely information that is dependable and may help to ease frustrations that could otherwise become roadblocks to completion goals.
- Launch Live Chat feature on Renegadebot in order to bring timely information to students when the response of the AI chatbot is insufficient.
- Launch texting feature of Renegadebot, allowing Renegadebot to respond to student inquiries via text messaging and to also allow BC to initiate text messaging through Renegadebot.

II. The Student Information Desk (SID) exists to respond to the needs of the students. In this effort, the SID staff supports the completion of programs by virtue of responding to student
inquiries and providing targeted next steps that promote ongoing student engagement and persistence.

- Increase the weekly average of the number of students receiving assistance from the Student Information Desk by 40%.
  - The SID assisted an average of approximately 500 students per week during its first twelve weeks of operation.
  - Increase the staffing of the SID by 20% by working with department directors (A&R, Fin. Aid, Counseling, Outreach, and EOPS) to reallocate staffing to the SID.

III. Promote the use of Starfish among students, faculty, and student support staff.

- Starfish’s Early Alert makes students and key BC personnel aware of barriers that may prevent or slow student progress to completion.
- Provide ongoing presentations at committee and department meetings, FCDC, Data Coach trainings, and during Flex week.

IV. Co-facilitate Data Drive sessions which bring together pathway completion teams to initiate collective action steps based on their collaborative analysis of pathway data.

V. Train and support pathway Data Coaches.

- Co-facilitate six Data Coach sessions – three each semester.
- Continue to develop the Data Coach Canvas shell as an ongoing reference source as well as an extension to the Data Coach sessions.

VI. Serve as a Data Coach for the Health Sciences pathway.

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<td>2. Progression and Completion, Equity, SCFF</td>
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### Vision for Success Goal #2: Increase by 35 percent the number of CCC students transferring annually to a UC or CSU.

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| **Goal #2: Transfer**   | I. The Student Information Desk (SID) will serve as a conduit for students to receive direct assistance from key BC faculty and staff that will facilitate transferring their completed units over to a 4-year institution.  
  • Take steps to ensure that the SID is adequately staffed with A & R staff, advisors, and counselors  
II. Promote the use of Starfish among students, faculty, and student support staff.  
  • Students’ use of Starfish Degree Planner will keep students aware of the transferability of the coursework within their plan.  
  • Starfish’s Connect will amplify the communication between the faculty and students for issues that involve kudos and areas of concern.  
  • Provide ongoing presentations at committee and department meetings, FCDC, Data Coach trainings, and during Flex week.  
III. Co-facilitate Data Drive sessions which bring together pathway completion teams to initiate collective action steps based on their collaborative analysis of pathway data.  
  • Analyze data that may give indication of how the pathways can best support students’ goals of transferring.  
V. Train and support pathway Data Coaches.  
  • Examine data that can best support the pathway's commitment to increasing transfer rates.  
  • Co-facilitate six Data Coach sessions – three each semester.  
  • Continue to develop the Data Coach Canvas shell as an ongoing reference source as well as an extension to the Data Coach sessions.  
VI. Serve as a Data Coach for the Health Sciences pathway.  
  • Help pathway departments to identify bottleneck courses. |
**Vision for Success Goal #3:** *Decrease the average number of units accumulated by CCC students earning associate’s degrees, from approximately 87 total units (the most recent systemwide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.*

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| **Goal #3: Unit Accumulation** | The Student Information Desk (SID) will serve as a conduit for students to receive direct assistance from key BC faculty and staff that will minimize excessive unit accumulation.  
  - Take steps to ensure that the SID is adequately staffed with A & R staff, advisors, and counselors to make sure students are aware of enrollment events and procedures and to be aware of what courses in the schedule are aligned with their education plans and which are not.  

II. Promote the use of Starfish among students, faculty, and student support staff.  
  - Students’ use of Starfish Degree Planner will keep students aware and on track with the coursework within their plan.  
  - Provide ongoing presentations at committee and department meetings, FCDC, Data Coach trainings, and during Flex week.  

III. Co-facilitate Data Drive sessions which bring together pathway completion teams to initiate collective action steps based on their collaborative analysis of pathway data.  
  - Analyze data that may give indication of how the pathways can best align pathway scheduling in order to minimize course “swirling” which happens when students cannot get into courses that are aligned to their education plan.  

V. Train and support pathway Data Coaches.  
  - Examine data that can best support the pathway’s commitment to lessening unit accumulation. |
Co-facilitate six Data Coach sessions – three each semester.
Continue to develop the Data Coach Canvas shell as an ongoing reference source as well as an extension to the Data Coach sessions.

VI. Serve as a Data Coach for the Health Sciences pathway.
- Help pathway departments to identify bottleneck courses.

**Strategic Directions, Student Centered Funding Formula, Equity**

| Vision for Success Goal #4: Increase the percent of exiting CTE students who report being employed in their field of study, from the most recent statewide average of 60 percent to an improved rate of 69 percent--the average among the quintile of colleges showing the strongest performance on this measure. |
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| **Goal #4: Workforce** | I. Train and support pathway Data Coaches.  
- Work with workforce/CTE programs to extract, analyze, and communicate needed student data.  
- Co-facilitate six Data Coach sessions – three each semester.  
- Continue to develop the Data Coach Canvas shell as an ongoing reference source as well as an extension to the Data Coach sessions.  

II. Serve as a Data Coach for the Health Sciences pathway.  
- Extract, analyze, and communicate needed student data for CTE programs within the Health Science pathway. |
**Vision for Success Goal #5:** Reduce equity gaps across all of the above measures through faster improvements among traditionally underrepresented student groups, with the goal of cutting achievement gaps by 40 percent within 5 years and fully closing those achievement gaps for good within 10 years.

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| **Goal #5: Equity**      | • Access and Completion  
|                          |  ○ Students who seeking assistance from Renegadefbot or from the SID will find a friendly and professional staff that will treat all students with respect and will strive to provide timely and relevant information and assistance.  
|                          |  ○ Demonstrate the use of equity data to the data coaching team. Promote the use of data that has an equity emphasis within the data coach trainings.  
|                          |  ○ Use Starfish and Cognos to extract completion data for disproportionate impacted student groups. |

| Strategic Directions, Student Centered Funding Formula, Equity | 1. Student Learning  
|                                                               | 2. Progression and Completion, Equity, SCFF |