State of the Office of Institutional Effectiveness at Bakersfield College

In September 2016 Bakersfield College established an Office of Institutional Effectiveness (OIE) to provide data, evaluate the College’s work, and to support accreditation, continuous quality improvement, and the effective use of resources. OIE directly supports the mission of the college by widely sharing information on student progress and completion, disaggregated by various characteristics including ethnic group, socioeconomic status, high school of origin, gender, veteran status, disability status, and foster youth status, metamajor, and program of study. OIE provides timely, accurate information about these subgroups, their academic journeys, their progress on key momentum points, and their completion rates, enabling Academic Support, LCP Completion Teams, Affinity Groups, and others to identify students in need of additional support and provide services that will keep those students on their path. OIE also maintains and updates The Renegade Scorecard (https://www.bakersfieldcollege.edu/scorecard) as well as the college’s Institutional Review Board (IRB).

OIE also supports grant applications and reporting that provide resources to develop and provide innovative curriculum and support services. We analyze intake data, including placement data and application data, to evaluate student success and identify areas where improvement is being made and where further improvement should be possible. We provide critical business intelligence regarding our own institutional processes and how they are currently functioning and how that functioning could be further improved to help clarify the path for students, getting them into program pathways, and supporting their progress toward the completion of their educational goals.

OIE provides leadership around data quality and data governance issues, working to develop the College’s capacity to know itself. By partnering with District IR and IT to enhance our reporting capabilities, we ensure that the data, research, and information that is being developed is as timely, integrated, and accurate as possible. The OIE supports effective planning through the collection and dissemination of survey data, census data, and a wide array of economic data. The office provides leadership in goal and standard-setting, connecting our objectives to data and to wider planning frameworks such as student equity planning, SSSP planning, accreditation, and the system’s strategic plan, as outlined in the Chancellor’s Vision for Success.

Events and Actions Taken

- In 2018-19 OIE logged and completed 351 research requests. This is greater than a two-fold increase in completed research requests relative to 2017-2018, in which 158 research requests were logged and completed.
- OIE developed and published the Guided Pathways Momentum Points Tableau Dashboard, which was accessed over 4,500 times.
- Partnered with District IT and the AB 705 Taskforce to reinvent the assessment and placement process at BC so that it now centers on high school performance data.
- OIE supported six grant applications and assisted with the report out for an additional six grants.
- OIE held over a dozen training sessions for 33 data coaches.
- Developed solicitation of interest for Program Pathways Mapper, successfully recruiting and selecting 11 colleges to participate in the first wave and recruited 18 to participate in the second wave of the Program Pathways Mapper implementation.
• Designed and developed a Research Data Warehouse that will increase data accessibility, availability, and query speed

**Looking Ahead at the Next 3 Years**

There are 5 key areas OIE will be focusing our efforts for the coming year(s):

• Implement the Research Data Warehouse.
• Develop a prototype of the program mapper for CSU at CSU Bakersfield.
• Scale up the Program Mapper at BC and statewide.
• Support completion coaching teams for Learning and Career Pathways and affinity groups
  o Synchronize data availability with institutional communication plans.
  o Update and publish Tableau Guided Pathways Momentum Point dashboard, including Guided Pathways momentum points (15+ units attempted per term; completing math and English in the first year; 30+ units attempted in the first year; 9+ core program units completed).
• Complete an impact analysis of Dual Enrollment/Early College.