Strategic Direction 1: Student Learning

Provide timely and individualized interventions to ensure students are aware, accountable, and supported by the most effective services available.

1. Develop a training program for Peer Mentors that enhances a unified approach to professionalism:
   a. Initiate the program planning and implementation phases for the Peer Mentor Leadership Academy (PMLA).
   b. Develop the mandatory PMLA training and workshop series.
      i. Through the continued departmental trainings and PMLA workshops, Peer Mentors will experience an enhanced growth in their ability connect with their mentees.
      ii. PMLA workshops will create a network and support system for Peer Mentors and will allow them to stay up-to-date on important campus information.
      iii. Include diversity trainings to enhance equity efforts.

2. Develop a PMLA Cross Functional Team
   a. The program will be developed in collaboration with the following departments:
      i. Supplemental Instruction (SI)
      ii. Tutoring
      iii. Outreach
      iv. Academic Probation and Disqualification
   b. The PMLA functional team will meet throughout the summer in preparation for the week long training, deploying August 1, 2016.

Strategic Direction 2: Student Progressions and Completion

Increase participation in academic support services, including Supplemental Instruction.

1. Create and implement a systemized and effective referral system.
Peer Mentors will track and monitor the referrals and provide a follow-up contact with their mentee(s) and the corresponding department(s), if appropriate.
   a. The warm referral process will increase mentee visits to:
      1. Critical Academic skills (CAS) workshops
      2. Financial aid workshops and appointments
      3. SEP/counseling workshops and appointments
      4. Supplemental Instruction (SI) sessions
      5. Tutoring sessions
      6. Faculty Office Hours
      7. Campus events and activities
2. Partner with Student Support Services Departments to:
   a. Develop presentation for PMLA trainings.
   b. Create service opportunities for PMLA mentees.

**Strategic Direction 3: Facilities**

1. Explore warm-referral software that systemizes the tracking system and allows for case-management of participating mentees (i.e. GradesFirst and AccuSQL).
   a. Implementation of an electronic tracking system with an ID swipe card reader will systemize the tracking process across student support services.
   b. Automated notification to corresponding department will streamline the referral system and maximize the accountability for mentees.

2. Investigate e-tools that enhance the facilitation of PMLA services to both the Delano Center and distance learners.

**Strategic Direction 4: Oversight and Accountability**

   a. An annual program review will be conducted to assess the PLOs.
   b. Feedback from Peer Mentors, mentees, and department leads will be collected for proper evaluation
   c. The first annual review will focus on the collection of baseline data and provide direction for modifications of target goals and measures.

2. Establish continual collaboration with the PMLA cross functional team to ensure best-practices and the sustainability of both the departments’ efforts and the PMLA program.
   a. Focus on developing effective support networks for Peer Mentors to reduce fatigue and improve services provided to mentees.

**Strategic Direction 5: Leadership and Engagement**

1. Develop a full understanding of transparent budget management for effective allocation of PMLA funds
2. Become an active member of campus-wide committees
3. Participate in Bakersfield College sponsored conferences and summits
4. Continue involvement in the Peer Advising work group through NACADA