**APR Report for 2017-2018  
*2018-2019 Cycle***

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| **Section I: Program Description** |

**IA1. Program (Select your program from the drop down list)**

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| ADM SERVICES Bookstore |

**IA2. Other Program (If your program is not on the above list, write it in here)**

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**IB. Program Lead (Your first and last name)**

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| Bill Norris |

**IC. Program Mission Statement**

Provide the Program’s Mission Statement.

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| **The mission of the Taft College bookstore is to provide exceptional services to students, faculty and surrounding community for Taft College. Our staff, through teamwork and technology, is dedicated to providing personal service and support, thereby gaining the trust of our customers. Our college store is to provide goods and services needed to further the educational growth of our students and community.**  **The objective of our bookstore is to provide a friendly and pleasant shopping experience and accessible environment for all students and the community. The store supports this objective by providing tools and resources necessary for learning excellence, an inviting place to shop, excellent customer service, and individual assistance for our customers. In addition, to providing services for our student population, the store supports the departmental needs to faculty and staff.** |

**ID. Program Summary**

Provide a brief summary on the current status of the program being reviewed.

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| **The Taft College bookstore is an institutionally owned retail establishment operated by Taft College and the West Kern Community College District as a service to students, faculty, staff and management, alumni and community with the purpose of making available educational course materials and support goods. The college store is located in the Pilot Shopping Center across from the Al Baldock Sports Center. The store operates five days a week, closed during the weekends, holidays and on Friday during the summer.**  **The bookstore provides resources for required, optional and recommended course materials for all courses offered by Taft College. Fiscal year 2017-2018 textbooks, rental fees and course materials were eighty-five percent of the overall sales through store purchases, web portal and financial award programs. Our website makes it possible for students to place orders for course materials on line with the option to ship to their home or pick up at the store. The website also makes it possible for the store, not only service distance learning students but provides an alternative for students on campus.** |

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| **Section II: Looking Back—2017-2018** |

**IIA. Present the Results** (Rubric Criterion 3)

Provide a descriptive summary of the outcomes from the 2017-2018 cycle of program review.

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| **Goal #1-Meet with Director of Distance Education, select faculty and divisional chairs to review e content subscriptions for textbooks**.  **Goal #2 –Determine the needs to update our college store server and point of sale (POS) registers for the new Student Center**.  **Goal #3- Review merchandise assortments and layouts for the new bookstore layout.** |

**IIB. Probe the Results: I Wonder . . .** (Rubric Criteria 1, 3)

In this section, judge whether the activities you implemented in 2017-2018 to reach your goals were effective. Did the activities have an effect on the outcome? Please describe WHY you believe your outcomes came out the way they did. Did you reach your goals? If yes, explain why. If you did not reach your goals, explain why.

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| **Goal #1-Meet with Director of Distance Education, select faculty and divisional chairs to review e content subscriptions for textbooks**.  My discussions led to the fact that our faculty were in the process of learning Canvas and the many options that were available to them currently. We discussed both Zero Textbook Costs and OER options that were available including our recent grant. It was determined that once the software was available in the bookstore we would revisit subscription textbooks with the Director of Distance Education.  I am a member of the 508 Oversight Committee, working with High-Tech Specialist Dr. Amar Abbott regarding the accessibility of course materials for all students and the requirements set by federal, state and our Chancellors office.  **Goal #2 –Determine the needs to update our college store server and point of sale (POS) registers for the new Student Center**.  I have met with Executive Vice President of Administrative Services, Brock McMurray, and Executive Director of Information Technology, Andrew Prestage regarding our current bookstore server and POS system for the new bookstore. After several informational calls with MBS and meetings we determined that we could update the software on our current hardware and avoid this expense when relocating into the new Student Union  **Goal #3- Review merchandise assortments and layouts for the new bookstore layout.**  I have met with AP Architects and Sierra School Equipment Company reviewed the blueprints including store fixtures and office equipment. We have experienced unforeseen delays in construction. I will further review merchandise assortments as we get closer to our relocation. |

**IIC. Ideate Innovations: What if . . .** (Rubric Criteria 1, 5)

In this section, describe activities you believe would have an effect on your 2018-2019 outcome measures.

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| None at this time. |

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| **Section III: Looking Forward—2018-2019** |

**III. List Your 2018-2019 Goals—Be Quantitative!**

List your 2018-2019 APR goals in terms of their expected changes on the outcome measures as indicated earlier. Each goal that requires resources, impacts other areas, or otherwise is substantive requires the submission of an APR Goal form. Keep in mind the scoring rubric criteria:

1. The relationship between program review narrative and the APR Goal is evident and strongly supported by evidence.
2. The APR Goal directly implements institutional planning document goals.
3. The outcome directly implements institutional planning outcomes, and is transferrable and/or scalable institutionally.
4. APR Outcome indicators, methods and/or timelines use institutional measures, transferrable/scalable institutionally
5. Before/after benchmarks and timelines are completely specified, identical methods, transferrable/scalable.

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| Goal #1 Enable the debit pin pads at POS in the college store to have chip and tap and pay options available for our students.  Goal #2 Create and market print shop services for our students, faculty and community.  Goal #3 Develop software to have the ability to email and text students that are customers of the Taft College bookstore. |
| **Section IV (Optional): Evaluation of Program Review and Planning Process** |

**IVA. Evaluation of Program Review and Program Planning Process**

In this cycle of program review, what aspects of the program review and program planning process worked best and why?

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**IVB. Evaluation of Program Review and Program Planning Process**

In this cycle of program review, what aspects of the program review and program planning process would you change and why?

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