

# Palomar College – Institutional Review and Planning Non-Instructional Programs

**Purpose of Institutional Review:**

The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3.)

**Enrollment Services**

**Admissions**

Department/Discipline Reviewed

2007-08

**1. 3-year trend of quantitative data**

	2005-06	2006-07	2007-08
All Student Contacts	NA	NA	
Applications processed	26942	28481	28,270
Percent Online Applications	75.47	75.71	79.89
Annualized Student Headcount	37,770 credit	39,147 credit	41,030 credit Unduplicated
In person contacts	NA	NA	10,379
Phone contacts	NA	NA	6,570
e-Mail contacts	NA	NA	5516
Full-time FTEF	19.0	19.0	19.0
Part-time FTEF	1.3	1.3	1.3
Overload FTEF	NA	NA	NA
Full-time/Part-time %	NA	NA	NA
FTEF/FTES Ratio	NA	NA	NA
Number of FT Staff	19	19	16
Number of Part-time Staff	2	2	2
Staff/Student Ratio	1/1799	1/1865	1/2280

**2. Reflect upon and analyze the above 3-year trend data. Briefly discuss overall observations and any areas of concern or noteworthy trends.**

Efforts to promote online services to students are showing significant benefits. The number of online applications for admission has increased from about 75% three years ago to about 80% in 2007-08. Efforts to promote online registration to noncredit students started with the implementation of an online registration form. Online registration for noncredit students is expected to increase in the future. The number of staff in admissions has remained steady with no increases. The one-stop admissions and financial aid operation has also facilitated efficiency in front counter services. The enrollment growth with no increases in staff have resulted in limited in-person and telephone services to those students who need personal assistance. Wait times are as high as twenty minutes for front counter service and for telephone services during the first two weeks of the semester.

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**3. Reflecting on the 3-year trend data, describe/discuss department/discipline planning related to the following:**

PLAN – 2007-08	Assessment/Outcome – 2008-09
<p><b>a. Programs changes/improvements (consider changes due to Growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)</b></p> <p>The tracking of admission services to students has been lacking the past three years. A daily survey has been developed to monitor in-person contacts, telephone contacts, and email contacts. A customer satisfaction survey will be administered. A goal is to achieve 90% online applications for admission.</p>	<p>The tracking of student contact data was implemented. A service satisfaction survey will be administered in 2009-10. Continuing efforts are being made to advertise online applications and online services. Twenty-three percent of noncredit students have registered online. The goal is to increase to 50% of all noncredit students in 2009-10 year.</p>
<p><b>b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)</b></p>	

**4. To implement the planning described in question #3, discuss/identify the necessary resources requested to successfully implement:**

PLAN 2007-08	Assessment/Outcome – 2008-09
<p><b>a. Equipment/Technology - block grant funds, VTEA, other resources, etc.</b></p> <p>Existing funds will be used to upgrade outdated office computers.</p>	<p>The enrollment services counter operation has upgraded computers. Computers have been placed on a maintenance and upgrade schedule.</p>
<p><b>b. Budget - budget development process, one-time funds, grants, etc.</b></p> <p>A budget augmentation will be requested for postage to maintain traditional communication with students and applicants.</p>	<p>No additional funds have been allocated.</p>
<p><b>c. Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.</b></p> <p>Planning has begun for the new student services center.</p>	<p>Preliminary drawings have been submitted in the District FPP.</p>

<b>d. Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula</b>	
<b>e. Staff position (s) - changes staffing needs due to program growth, new technology, etc.</b> None	There has been implemented a District-wide rollover budget and hiring freeze.
<b>f. Other</b>	

**5. Discuss one department/discipline goal linked to Palomar's Strategic Plan 2009 and how it will support the success of students.**

\_\_\_\_\_ Admissions and Enrollment Services staff supports the Early Acceptance Program. EAP program provides personalized orientation, assessment, educational planning, and registration services to new students to promote better up front information to students and provide a smooth transition from high school to college. The personalized assistance for online registration will promote learning about online services and securing self-help during the semester building confidence to enroll in the future.

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**6. Student Learning Outcome progress:**

**a. Describe a learning outcome at the program level and the assessment method used to measure student learning of that outcome.**

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**b. Describe a learning outcome that is difficult to assess.**

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**7. Describe a department accomplishment that you would like to share with the college community.**

\_\_\_\_\_ The upgrade to Oracle/Peoplesoft Campus Solutions 9.0 has been successful and staff and students have adjusted smoothly to the system.

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**8. Are there other resources (including data) that you need to complete your department/discipline review and planning?**

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**For programs with an external accreditation/program review, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.**

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**9. Other comments, recommendations**

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**Please identify faculty and staff who participated in the development of this plan:**

\_\_\_\_ Herman Lee , Ellie Masiello, Ralph Baker

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**Name/signature**

**Date**