

# Palomar College – Institutional Review and Planning

## Non-Instructional Student Services 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.) Qualitative

**Evaluations and Records**  
**Department/Discipline Reviewed**

**2007-08**  
**Year Reviewed**

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

	2005-06				2006-07				2007-08			
<b>Evaluations Office</b>												
<b>In-Person contacts:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Students	-	-	-	-	-	-	-	-	-	936	1,736	2,672
Counselors	-	-	-	-	-	-	-	-	-	234	263	497
Staff	-	-	-	-	-	-	-	-	-	386	1,017	1,403
Faculty/Administrators	-	-	-	-	-	-	-	-	-	48	286	334
Other	-	-	-	-	-	-	-	-	-	15	30	45
<b>Total</b>	-	-	-	-	-	-	-	-	-	1,619	3,332	<b>4,951</b>
<b>Evaluations Office</b>												
<b>Phone contacts:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Students	-	-	-	-	-	-	-	-	-	868	1,599	2,467
Counselors	-	-	-	-	-	-	-	-	-	448	524	972
Staff	-	-	-	-	-	-	-	-	-	387	562	949
Faculty/Administrators	-	-	-	-	-	-	-	-	-	141	182	323
Other	-	-	-	-	-	-	-	-	-	150	202	352
<b>Total</b>	-	-	-	-	-	-	-	-	-	1,994	3,069	<b>5,063</b>
<b>Evaluations Office</b>												
<b>E-Mail contacts:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Students	-	-	-	-	-	-	-	-	-	146	278	424
Counselors	-	-	-	-	-	-	-	-	-	32	76	108
Staff	-	-	-	-	-	-	-	-	-	87	180	267
Faculty/Administrators	-	-	-	-	-	-	-	-	-	34	76	110
Other	-	-	-	-	-	-	-	-	-	43	45	88
<b>Total</b>	-	-	-	-	-	-	-	-	-	342	655	<b>997</b>
<b>Associate in Arts Degrees:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Approved	246	331	734	1,311	278	366	729	1,373	277	428	793	1,498
Denied	71	120	209	400	97	120	242	459	85	125	283	493
<b>Total</b>	317	451	943	<b>1,711</b>	375	486	971	<b>1,832</b>	362	553	1,076	<b>1,991</b>

<b>Certificates of Achievement:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Approved	78	172	391	641	55	142	363	560	79	140	354	573
Denied	21	20	41	82	20	38	53	111	33	32	67	132
<b>Total</b>	<b>99</b>	<b>192</b>	<b>432</b>	<b>723</b>	<b>75</b>	<b>180</b>	<b>416</b>	<b>671</b>	<b>112</b>	<b>172</b>	<b>421</b>	<b>705</b>
<b>Certificates of Proficiency:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Approved	19	26	58	103	38	28	52	118	28	27	62	117
Denied	1	9	8	18	12	6	13	31	3	13	7	23
<b>Total</b>	<b>20</b>	<b>35</b>	<b>66</b>	<b>121</b>	<b>50</b>	<b>34</b>	<b>65</b>	<b>149</b>	<b>31</b>	<b>40</b>	<b>69</b>	<b>140</b>
<b>CSU GE Certifications:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Full	105	168	366	639	120	153	367	640	120	185	388	693
Partial	56	88	137	281	43	78	120	241	37	78	128	243
<b>Total</b>	<b>161</b>	<b>256</b>	<b>503</b>	<b>920</b>	<b>163</b>	<b>231</b>	<b>487</b>	<b>881</b>	<b>157</b>	<b>263</b>	<b>516</b>	<b>936</b>
<b>IGETC Certifications:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Yes	36	50	74	160	31	31	90	152	32	30	106	168
No	2	3	16	21	2	7	15	24	7	6	10	23
Partial	1	2	1	4	0	1	0	1	2	6	1	9
<b>Total</b>	<b>39</b>	<b>55</b>	<b>91</b>	<b>185</b>	<b>33</b>	<b>39</b>	<b>105</b>	<b>177</b>	<b>41</b>	<b>42</b>	<b>117</b>	<b>200</b>
<b>Veteran Evaluations</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
	121	205	220	546	64	231	201	496	114	216	218	548
<b>SOCNAV/SOCMAR Evaluations</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Camp Pendleton	35	29	48	112	20	35	45	100	19	47	40	106
<b>Course Evaluation Requests</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Counseling	75	126	129	330	39	135	185	359	100	125	125	350
<b>Prior Credit Evaluations</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Counseling	109	152	201	462	84	175	219	478	86	210	223	519
<b>Course Repetition:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Approved Petitions	21	49	47	117	8	34	39	81	13	30	16	59
Denied Petitions	0	0	1	1	1	1	2	4	2	0	0	2
Legally Mandated Approvals	-	-	-	-	-	257	270	527	-	286	286	572
Withdrawals Processed	414	855	935	2,204	384	1,006	1,035	2,425	373	1,009	660	2,042
<b>Report Processing Totals</b>	<b>435</b>	<b>904</b>	<b>983</b>	<b>2,322</b>	<b>393</b>	<b>1,298</b>	<b>1,346</b>	<b>3,037</b>	<b>388</b>	<b>1,325</b>	<b>962</b>	<b>2,675</b>
<b>Academic Standing</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Dean's List	59	1,191	1,056	2,306	60	1,234	1,171	2,465	85	1,218	1,252	2,555
Probation	n/a	n/a	n/a	n/a	n/a	3,768	3,963	7,731	n/a	4,102	3,721	7,823
Dismissal <i>(spring term only)</i>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-	n/a	n/a	490	490
<b>Tech Prep *</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Courses	n/a	n/a	38	38	n/a	n/a	47	47	n/a	n/a	48*	48
Students	n/a	n/a	649	649	n/a	n/a	889	889	n/a	n/a	597	597
<i>* Posted in the spring term only</i>												<i>*Still missing roster submissions</i>

<b>Records Office</b>												
<b>In-Person contacts:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Students	-	-	-	-	-	-	-	-	-	1,029	1,687	2,716
Counselors	-	-	-	-	-	-	-	-	-	54	76	130
Staff	-	-	-	-	-	-	-	-	-	141	150	291
Faculty/Administrators	-	-	-	-	-	-	-	-	-	36	42	78
Other	-	-	-	-	-	-	-	-	-	33	40	73
<b>Total</b>	-	-	-	-	-	-	-	-	-	1,293	1,995	<b>3,288</b>
<b>Records Office</b>												
<b>Phone contacts:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Students	-	-	-	-	-	-	-	-	-	1,455	2,800	4,255
Counselors	-	-	-	-	-	-	-	-	-	36	48	84
Staff	-	-	-	-	-	-	-	-	-	58	72	130
Faculty/Administrators	-	-	-	-	-	-	-	-	-	21	25	46
Other	-	-	-	-	-	-	-	-	-	28	56	84
<b>Total</b>	-	-	-	-	-	-	-	-	-	1,598	3,001	<b>4,599</b>
<b>Records Office</b>												
<b>E-Mail contacts:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Students	-	-	-	-	-	-	-	-	-	350	767	1,117
Counselors	-	-	-	-	-	-	-	-	-	517	623	1,140
Staff	-	-	-	-	-	-	-	-	-	-	-	-
Faculty/Administrators	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	-	-	-	867	1,390	<b>2,257</b>
<b>Outgoing Transcripts Processed</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
	4,709	13,343	12,156	<b>30,208</b>	5,045	12,425	12,065	<b>29,535</b>	4,890	12,491	12,543	<b>29,924</b>
<b>Incoming Transcripts Received</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
	-	-	-	-	-	-	-	-	-	1,667	990	<b>2,657</b>
<b>Grade Changes:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
E-Mail	215	500	519	1,234	219	584	611	1,414	350	500	600	1,450
In-Person	11	27	19	57	10	22	18	50	8	18	16	42
<b>Total</b>	226	527	538	<b>1,291</b>	229	606	629	<b>1,464</b>	358	518	616	<b>1,492</b>
<b>Student Petitions:</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Petitions to Withdraw	139	325	400	<b>864</b>	196	330	473	<b>999</b>	212	535	431	<b>1,178</b>
Academic Renewal	-	-	-	-	-	-	-	-	-	61	82	<b>143</b>
Credit by Exam	5	88	99	<b>192</b>	6	79	69	<b>154</b>	3	76	55	<b>134</b>
<b>Total</b>	144	413	499	<b>1,056</b>	202	409	542	<b>1,153</b>	215	672	568	<b>1,455</b>
<b>Prior Credit Evaluations</b>	<u>X'05</u>	<u>F'05</u>	<u>S'06</u>	<u>TOTAL</u>	<u>X'06</u>	<u>F'06</u>	<u>S'07</u>	<u>TOTAL</u>	<u>X'07</u>	<u>F'07</u>	<u>S'08</u>	<u>TOTAL</u>
Financial Aid	-	-	-	-	-	-	-	-	-	197	220	<b>417</b>
<b>Number of full-time staff</b>			<b>9</b>				<b>9</b>				<b>9</b>	
<b>Number of part-time staff</b>			<b>1</b>				<b>3</b>				<b>6</b>	
<b>Staff/student ratio</b>							<b>1/4350</b>				<b>1/4200</b>	

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

Some data has only been monitored since Fall '07, but other data has been compiled annually. For many years we have tracked Evaluations and Records processes, which include outgoing transcript processing; petitions for withdrawal; credit by examination petitions; prior credit, graduation, veteran, and financial aid evaluations; transfer certifications; course evaluation requests; and course repetitions. Uniform and standardized data tracking will provide more accurate comparisons in the future. For the past three years, the number of AA degrees have increased an average of 7.3%.

**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</b> (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.)</p> <ul style="list-style-type: none"> <li>• Implement the Title 5 changes as required</li> <li>• Continue with records conversion clean-up processes</li> <li>• Continue processing Prior Credit Evaluation requests within a 2-week turn-a-round time</li> <li>• Continue processing Course Evaluation Requests within a 48-hour turn-a-round time</li> <li>• Improve veteran evaluation processes</li> <li>• Implement the document imaging system</li> </ul>	<ul style="list-style-type: none"> <li>• Title 5 changes to course repetition, limits on withdrawals, minimum grade for majors, and the removal of the CP from the official transcript have been implemented.</li> <li>• Title 5 changes to probation/dismissal, credit by exam, and pass/no pass grading are in progress. Policies and procedures are under review by the planning councils.</li> <li>• Microfilm, microfiche, and legal reports have been converted to DVD.</li> <li>• The student records vault conversion to document imaging (file preparation) is progressing, targeted to finish by April 2009.</li> <li>• Processing times for both PCE's and CER's are on target.</li> <li>• Veteran evaluations are completed with overtime.</li> <li>• The scanning of incoming documents (transcripts, grade changes, petitions, etc.) has begun.</li> </ul>
<p><b>b. Additional Programs to develop</b> (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)</p> <ul style="list-style-type: none"> <li>• Implement the Academic Advising module</li> <li>• Automate course repetition checking</li> <li>• Improve Tech Prep procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Still working on the catalog clean-up...</li> <li>• Waiting on catalog clean-up and programming...</li> <li>• Worked with Tech Prep to improve communication and the posting process was much smoother this past year.</li> </ul>

**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</b> - block grant funds, VTEA, other resources, etc.</p> <ul style="list-style-type: none"> <li>• Upgrade computers (11 needed)</li> <li>• Upgrade monitors to 24" for document image viewing (11 needed)</li> <li>• New printers for diploma, certificate, and transcript processing (2 needed)</li> </ul>	<ul style="list-style-type: none"> <li>• New computers and 24" monitors have been installed in Evaluations and Records.</li> <li>• One new printer has been installed. It is anticipated that an additional printer will be required for transcript processing and/or diploma printing</li> </ul>
<p><b>b. Budget</b> - budget development process, one-time funds, grants, etc.</p>	

<p><b>c. Facilities</b> - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.</p> <ul style="list-style-type: none"> <li>Office space needed for document imaging system</li> <li>Office space needed for new records and evaluation staff</li> </ul>	<ul style="list-style-type: none"> <li>The Records and Transcripts areas have been reorganized for the document imaging system.</li> <li>It is recommended that the Transcript Office be remodeled to include another workstation.</li> </ul>
<p><b>d. Faculty position(s)</b> - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula</p>	
<p><b>e. Staff position(s)</b> - changes staffing needs due to program growth, new technology, etc.</p> <ul style="list-style-type: none"> <li>New staff needed for both records and evaluations to keep up with student growth and increased demand for services</li> </ul>	<ul style="list-style-type: none"> <li>Two student hourly employees have been hired to assist Records and Transcripts. (There are currently three retirees working on document imaging file preparation.)</li> <li>One student hourly is dedicated to imaging incoming records documents.</li> <li>Additional assistance is requested in Evaluations.</li> </ul>
<p><b>f. Other</b> -</p>	

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

A service area goal is to make students more knowledgeable of academic policies and procedures. Many students are unaware of academic regulations such as course repetition, academic renewal, and petition for withdrawal that could improve their grade point average, possibly take them off of probation or dismissal status, or even place them on the Dean's List.

**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.**

A service area outcome is to measure student satisfaction with graduation and prior credit evaluation services.

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

Determining the reasons students do not complete the requirements for an AA Degree and meet transfer requirements.

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

This year a major student records project which we had been working on for several years was completed. Inaccurate data conversion into the PeopleSoft system caused problems with our student records data. Verifying and correcting all converted student records data has been completed.

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

None at this time.

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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:

Linda Cox, Rick Herren

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Name/Signature

Date