

## 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

	2004-05	2005-06	2006-07
All Student Contacts	NA	NA	NA
Applications processed	26123	26942	28481
Percent Online Applications	70.75	75.47	75.71
Annualized Student Headcount	36,713 credit	37,770 credit	39,147 credit
In person contacts	NA	NA	NA
Phone contacts	NA	NA	NA
e-Mail contacts	NA	NA	NA
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	19
Number of Part-time Staff	2	2	2
Staff/Student Ratio	1/1749	1/1799	1/1865

#### 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 70% three years ago to over 80% in 2007-08. 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 disadvantages of enrollment growth with no increases in staff are 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 an equal amount of wait time for telephone services during the first two weeks of the semester.

**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><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> Existing funds will be used to upgrade outdated office computers.</p>	
<p><b>b. Budget - budget development process, one-time funds, grants, etc.</b> A budget augmentation will be requested for postage to maintain traditional communication with students and applicants.</p>	
<p><b>c. Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.</b>  Planning has begun for the new student services center.</p>	
<p><b>d. Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula</b></p>	
<p><b>e. Staff position (s) - changes staffing needs due to program growth, new technology, etc.</b> None</p>	
<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.**

Admissions and Enrollment Services staff support 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 to registration for classes online will promote learning about online services for securing self-help during the semester and confidence to enroll in the future.

**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.**

It is anticipated that the upgrade to Oracle/Peoplesoft Campus Solutions 9.0 will be successful and that staff and students will adjust smoothly to the more powerful 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.**

**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