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   2007-08

Department/Discipline Reviewed   **Year Reviewed**

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

	2004-05				2005-06				2006-07			
Evaluations Office **In-Person contacts:**	**X'04**	**F'04**	**S'05**	**TOTAL**	**X'05**	**F'05**	**S'06**	**TOTAL**	**X'06**	**F'06**	**S'07**	**TOTAL**
Students	-	-	-	-	-	-	-	-	-	-	-	-
Counselors	-	-	-	-	-	-	-	-	-	-	-	-
Staff	-	-	-	-	-	-	-	-	-	-	-	-
Faculty/Administrators	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-
Evaluations Office **Phone contacts:**	**X'04**	**F'04**	**S'05**	**TOTAL**	**X'05**	**F'05**	**S'06**	**TOTAL**	**X'06**	**F'06**	**S'07**	**TOTAL**
Students	-	-	-	-	-	-	-	-	-	-	-	-
Counselors	-	-	-	-	-	-	-	-	-	-	-	-
Staff	-	-	-	-	-	-	-	-	-	-	-	-
Faculty/Administrators	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-
Evaluations Office **E-Mail contacts:**	**X'04**	**F'04**	**S'05**	**TOTAL**	**X'05**	**F'05**	**S'06**	**TOTAL**	**X'06**	**F'06**	**S'07**	**TOTAL**
Students	-	-	-	-	-	-	-	-	-	-	-	-
Counselors	-	-	-	-	-	-	-	-	-	-	-	-
Staff	-	-	-	-	-	-	-	-	-	-	-	-
Faculty/Administrators	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-
Associate in Arts Degrees:	**X'04**	**F'04**	**S'05**	**TOTAL**	**X'05**	**F'05**	**S'06**	**TOTAL**	**X'06**	**F'06**	**S'07**	**TOTAL**
Approved	266	339	594	1,199	246	331	734	1,311	278	366	729	1,373
Denied	77	102	238	417	71	120	209	400	97	120	242	459
Total	343	441	832	**1,616**	317	451	943	**1,711**	375	486	971	**1,832**

Certificates of Achievement:	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Approved	78	125	234	437	78	172	391	641	55	142	363	560
Denied	12	18	45	75	21	20	41	82	20	38	53	111
Total	90	143	279	**512**	99	192	432	**723**	75	180	416	**671**

Certificates of Proficiency:	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Approved	27	34	53	114	19	26	58	103	38	28	52	118
Denied	10	4	11	25	1	9	8	18	12	6	13	31
Total	37	38	64	**139**	20	35	66	**121**	50	34	65	**149**

CSU GE Certifications:	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Full	108	187	343	638	105	168	366	639	120	153	367	640
Partial	76	102	144	322	56	88	137	281	43	78	120	241
Total	184	289	487	**960**	161	256	503	**920**	163	231	487	**881**

IGETC Certifications:	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Yes	28	49	97	174	36	50	74	160	31	31	90	152
No	3	4	6	13	2	3	16	21	2	7	15	24
Partial	1	0	0	1	1	2	1	4	0	1	0	1
Total	32	53	103	**188**	39	55	91	**185**	33	39	105	**177**

Veteran Evaluations	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
	90	231	182	**503**	121	205	220	**546**	64	231	201	**496**

SOCNAV/SOCMAR Evaluations	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Camp Pendleton	15	38	50	**103**	35	29	48	**112**	20	35	45	**100**

Course Evaluation Requests	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Counseling	75	107	123	**305**	75	126	129	**330**	39	135	185	**359**

Prior Credit Evaluations	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Counseling	94	141	240	**475**	109	152	201	**462**	84	175	219	**478**

Course Repetition:	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Approved Petitions	37	86	52	175	21	49	47	117	8	34	39	81
Denied Petitions	1	4	0	5	0	0	1	1	1	1	2	4
Legally Mandated Approvals	-	-	-	-	-	-	-	-	-	257	270	527
Withdrawals Processed	345	979	935	2,259	414	855	935	2,204	384	1,006	1,035	2,425
Report Processing Totals	383	1,069	987	**2,439**	435	904	983	**2,322**	393	1,298	1,346	**3,037**

Academic Standing	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Dean's List	63	1,231	1,198	**2,492**	59	1,191	1,056	**2,306**	60	1,234	1,171	**2,465**
Probation	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3,768	3,963	**7,731**
Dismissal *(spring term only)*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-

Tech Prep *	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Courses	n/a	n/a	28	**28**	n/a	n/a	38	**38**	n/a	n/a	47	**47**

	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Students *Posted in the spring term only*	n/a	n/a	547	**547**	n/a	n/a	649	**649**	n/a	n/a	889	**889**

Records Office
In-Person contacts:

	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Students	-	-	-	-	-	-	-	-	-	-	-	-
Counselors	-	-	-	-	-	-	-	-	-	-	-	-
Staff	-	-	-	-	-	-	-	-	-	-	-	-
Faculty/Administrators	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-

Records Office
Phone contacts:

	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Students	-	-	-	-	-	-	-	-	-	-	-	-
Counselors	-	-	-	-	-	-	-	-	-	-	-	-
Staff	-	-	-	-	-	-	-	-	-	-	-	-
Faculty/Administrators	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-

Records Office
E-Mail contacts:

	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Students	-	-	-	-	-	-	-	-	-	-	-	-
Counselors	-	-	-	-	-	-	-	-	-	-	-	-
Staff	-	-	-	-	-	-	-	-	-	-	-	-
Faculty/Administrators	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-

Outgoing Transcripts Processed	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
	5,159	13,002	11,698	**29,859**	4,709	13,343	12,156	**30,208**	5,045	12,425	12,065	**29,535**

Incoming Transcripts Received	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
	-	-	-	-	-	-	-	-	-	-	-	-

Grade Changes:	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
E-Mail	156	433	516	1,105	215	500	519	1,234	219	584	611	1,414
In-Person	12	17	26	55	11	27	19	57	10	22	18	50
Total	168	450	542	**1,160**	226	527	538	**1,291**	229	606	629	**1,464**

Student Petitions:	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Petitions to Withdraw	128	270	358	**756**	139	325	400	**864**	196	330	473	**999**
Academic Renewal	-	-	-	-	-	-	-	-	-	-	-	-
Credit by Exam	8	83	87	**178**	5	88	99	**192**	6	79	69	**154**
Total	136	353	445	**934**	144	413	499	**1,056**	202	409	542	**1,153**

Prior Credit Evaluations	X'04	F'04	S'05	TOTAL	X'05	F'05	S'06	TOTAL	X'06	F'06	S'07	TOTAL
Financial Aid	-	-	-	-	-	-	-	-	-	-	-	-

Number of full-time staff	9	9	9
Number of part-time staff	1	1	3
Staff/student ratio			1/4350

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. On the data we have been tracking, we have seen that while many areas have remained at a steady workload, others have increased every year.

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

PLAN – 2007-08	Assessment/Outcome – 2008-09
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.) • Implement the Title 5 changes as required • Continue with records conversion clean-up processes • Continue processing Prior Credit Evaluation requests within a 2-week turn-a-round time • Continue processing Course Evaluation Requests within a 48-hour turn-a-round time • Improve veteran evaluation processes • Implement the document imaging system	
b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.) • Implement the Academic Advising module • Automate course repetition checking • Improve Tech Prep procedures	

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
a. **Equipment/Technology -** block grant funds, VTEA, other resources, etc. • Upgrade computers (11 needed) • Upgrade monitors to 24″ for document image viewing (11 needed) • New printers for diploma, certificate, and transcript processing (2 needed)	
b. **Budget -** budget development process, one-time funds, grants, etc.	
c. **Facilities -** scheduled maintenance needs, additional space/offices due to growth, remodeling, etc. • Office space needed for document imaging system • Office space needed for new records and evaluation staff	
d. **Faculty position(s) -** faculty priority process and projected full-time needs for 1-3 years above the Counselor formula	
e. **Staff position(s) -** changes staffing needs due to program growth, new technology, etc. • New staff needed for both records and evaluations to keep up with student growth and increased demand for services	
f. **Other -**	

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

Our 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.**
        For our area, a service outcome is a better identifier than a learning outcome. Through the graduation and prior credit evaluation processes, determine student satisfaction with our services through a survey.

    b. **Describe a learning outcome that is difficult to assess.**
        Utilizing Applications for Transfer Certification, determine why students do not complete the requirements for an AA Degree in addition to the transfer requirements.

7. **Describe a department accomplishment that you would like to share with the college community.**
    This year we completed a major student records project which we had been working on for several years. Inaccurate data conversion into the PeopleSoft system caused problems with our student records data, and we are happy to report that we have finally finished verifying and correcting all converted student records data.

8. **Are there other resources (including data) that you need to complete your department/discipline review and planning?**
    None that we are aware of at this time.

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:**

Please identify faculty and staff who participated in the development of this plan:
    Linda Cox, Rick Herren

_____   _____
Name/Signature   **Date**