

# Palomar College – Program Review and Planning

## Non-Instructional Programs

### YEAR 1

### Academic Year 2012-13

**Purpose of Program Review and Planning:** 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.)

### Evaluations and Records/Enrollment Services

Non-Instructional Discipline Reviewed (Each discipline is required to complete a Program Review)

**08/24/2012**

Please Add Date  
(00/00/2012)

### STEP I. ANALYSIS

	2008-2009	2009-2010	2010-2011	<<Prelim>> 2011-2012	Definitions
<b>EVALUATIONS OFFICE</b>					
<b>In-Person Contacts</b>	<b>7,050</b>	<b>7,347</b>	<b>7,210</b>	<b>7,492</b>	
<b>Phone Contacts</b>	<b>7,887</b>	<b>8,251</b>	<b>7,663</b>	<b>5,940</b>	We implemented a phone tree in 2010 and this has helped reduce the number of phone calls.
<b>E-Mail Contacts</b> <i>(Does not include evaluation notification emails)</i>	<b>1,364</b>	<b>1,537</b>	<b>3,281</b>	<b>3,552</b>	
<b>Associate in Arts Degrees:</b> Approved Denied <b>Total</b>	1,625 605 <b>2,230</b>	1,741 498 <b>2,239</b>	1,764 523 <b>2,287</b>	1,858 492 <b>2,350</b>	This number is not a count of individual students, but is a count of each degree awarded.
<b>Associate in Arts for Transfer Degrees:</b> <i>(New in Fall 2011)</i> Approved Denied <b>Total</b>	  n/a	  n/a	  n/a	5 40 <b>45</b>	We are expecting the TMC transfer degrees to continue increasing as this degree is a top priority for the Chancellor's Office.
<b>Associate in Science Degrees:</b> <i>(New in Fall 2011)</i> Approved Denied <b>Total</b>	  n/a	  n/a	  n/a	3 0 <b>3</b>	As more Associate in Science degrees are approved, we will see a decrease in the numbers for the Associate in Arts degrees.
<b>Associate in Science for Transfer Degrees:</b> <i>(New in Fall 2011)</i> Approved Denied <b>Total</b>	  n/a	  n/a	  n/a	  <b>0</b>	We are expecting the TMC transfer degrees to increase as this degree is a top priority for the Chancellor's Office.

<b>Certificates of Achievement:</b>					
Approved	1,001	1,084	1,249	1,666	Chancellor's Office approved programs of 18 units or more.
Denied	146	498	160	224	
<b>Total</b>	<b>1,147</b>	<b>1,236</b>	<b>1,409</b>	<b>1,890</b>	
<b>Certificates of Proficiency:</b>					
Approved	136	126	172	182	Programs of less than 18 units; no approval required from the Chancellor's Office.
Denied	39	33	15	25	
<b>Total</b>	<b>175</b>	<b>159</b>	<b>187</b>	<b>207</b>	
<b>Certificates of Completion:</b>					
Approved	197	155	172	80	Noncredit certificate programs in ESL and Adult Basic Education.
Denied	36	40	38	188	
<b>Total</b>	<b>233</b>	<b>195</b>	<b>210</b>	<b>268</b>	
<b>CSU GE Certifications:</b>					
Full	685	668	588	675	CCC certification of lower-division GE requirements for transfer to the CSU system.
Partial	255	209	207	229	
<b>Total</b>	<b>940</b>	<b>877</b>	<b>795</b>	<b>904</b>	
<b>IGETC Certifications:</b>					
Yes	223	290	335	345	CCC certification of lower-division GE requirements for transfer to the UC or CSU system.
Partial	8	7	11	8	
No	15	25	28	26	
<b>Total</b>	<b>246</b>	<b>322</b>	<b>374</b>	<b>379</b>	
<b>Veteran Evaluations</b>	<b>519</b>	<b>644</b>	<b>770</b>	<b>753</b>	
<b>SOCMAR/SOCNAV Evaluations</b>					
Camp Pendleton	56	85	84	82	Program evaluations for active duty marines or sailors and their dependents.
<b>Transfer Credit Evaluations</b>					
Financial Aid <i>(New in Fall 2011)</i>	n/a	n/a	n/a	1,717	This newly added task to Evaluations is the reason we are currently 6 weeks behind schedule.
<b>Course Evaluations</b>					
Counseling	283	192	289	284	
<b>Prior Credit Evaluations</b>					
Nursing/Fin Aid only <i>(Effective Summer 2011)</i>	513	396	194	86	
<b>Life Science Prerequisite Evaluations</b>					
Nursing <i>(New in Fall 2010)</i>	n/a	n/a	168	189	11% of all students enrolling in Anatomy, Physiology, and Microbiology come in with transfer course work.
<b>Course Repetition</b>					
Petitions	78	138	155	138	
Withdrawals	1,719	2,334	2,330	1,720	
<b>Academic Standing:</b>					
Dean's List	2,824	3,017	3,157	3,193	
Probation	8,214	8,039	8,020	8,096	
Dismissal <i>(spring term only)</i>	568	585	609	600	
<b>CTE Transitions/Tech Prep</b>					
<i>(Posted in the spring term only)</i>					
Courses	79	114	105	Pending	
Students	1,320	2,211	2,095	Pending	
<b>RECORDS OFFICE</b>					
<b>In-Person Contacts</b>	<b>3,597</b>	<b>3,752</b>	<b>4,042</b>	<b>4,365</b>	
<b>Phone Contacts</b>	<b>5,309</b>	<b>5,691</b>	<b>6,259</b>	<b>6,710</b>	
<b>E-Mail Contacts</b>	<b>1,441</b>	<b>1,516</b>	<b>1,462</b>	<b>1,633</b>	

<b>Outgoing Transcripts</b>					
Electronic				5,142	
Paper	32,630	33,441	29,778	31,339	
<b>Incoming Transcripts</b>					
Electronic				314	
Paper	4,103	4,804	6,450	6,960	
<b>Grade Changes</b>	979	1,021	1,027	1,173	
<b>Student Petitions:</b>					
Petitions to Withdraw	1,134	933	748	1,071	
Academic Renewal	182	186	434	531	
Credit by Exam	114	95	106	119	
<b>Prior Credit Evaluations</b>					
Financial Aid ( <i>Discontinued Summer 2011</i> )	813	1,005	1,357	n/a	

**I. A. Reflect upon and provide an analysis of the four years of data above.**

The data shows that our workload continues to rise, with new tasks being added due to federal financial aid regulatory changes and California legislative changes. This past year has seen a significant increase for the Evaluations Office, impacting the workload to the point where we are about six weeks behind schedule. We don't see this improving as our numbers continue to climb. We are trying to mitigate the increases by cutting back office hours and utilizing email for student and staff contacts. We are also in the process of implementing a degree audit system including transfer course work which we hope will improve the evaluation process for both our staff and the students.

The Records Office is also struggling to maintain their workload with the additional tasks of document imaging and transcript data entry. We have asked for an additional Enrollment Services Specialist/Records position for the last couple of years to help with the new tasks associated with the Transfer Credit implementation. We will continue to keep this as a priority for our office.

**I. B. Please summarize the findings of SAO assessments conducted.**

The number of students requesting transcripts online has increased from 56% in March 2011 to 68% as of June 2012.

The Evaluations Office is only processing a few PCEs (Prior Credit Evaluations) for the Nursing department and Financial Aid (as requested) as we move forward with implementing Academic Advising. The Nursing department completion success rate has always been high, and was at 94% as of June 2012. If we were still doing PCEs for all students, we believe the success rate would still be close to 70%.

**I. C. Reflect upon the SAO assessment findings in Box B above. Discuss overall observations and any areas of concern or noteworthy trends.**

We expect the number of students requesting transcripts online to continue to rise as students become familiar with the online process and knowledgeable of how quickly the transcripts are processed and sent out.

**I. C. Reflect upon the SAO assessment findings in Box B above. Discuss overall observations and any areas of concern or noteworthy trends.**

We anticipate our graduate completion success rate will improve with the implementation of Transfer Credit and Academic Advising as students will be able to track their progress toward completion of requirements once their transcripts have been evaluated and posted.

**STEP II. PLANNING**

Reflecting on the 4-year trend data, the SAO assessment results, and the college's [Strategic Plan 2013](#), describe/discuss the discipline planning related to the following:

**II. A. Programs changes and 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.)**

We are working on implementing the Transfer Credit and Academic Advising PeopleSoft modules. This project has not gone as smoothly as we had anticipated, but we do have a plan to roll-out Academic Advising for Palomar course work only by Spring 2013. We will be working with a consultant to implement Transfer Credit and depending on how that goes, we hope to roll that out by Fall 2013. Implementation of these modules will allow students to access a detailed report of their progress toward meeting degree requirements. The recent federal financial aid regulatory changes requiring prior credit evaluations created an unanticipated workload on the Evaluations Office causing a backlog of work. The addition of one full time evaluator position will help to address the increase workload. However, it is anticipated that the full benefits of the new position will not be realized until after the training period.

Upgrading the document imaging system should be considered to support Academic Advising and Transfer Credit processing.

The Admissions, Records, and Financial Aid Offices are scheduled for re-modeling, hopefully after the spring semester if the budget permits. This will allow for more usable space and accommodate the full-time Records position we would like to add to our staff.

Once the Veterans Office relocates to the "A" building, the Records Office will take over their current location in the SSC building which will re-unite the Records and Transcript Offices into one area. This will make document processing more efficient for staff and easier for students.

When the Records Office moves, our plan is to expand the Evaluations Office space to create space for new positions that will address current workload on the current staff.

**II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)**

Implementation of both Academic Advising and Transfer Credit will require maintenance. As each new catalog rolls out every fall semester, course updates will have to be completed and articulations updated for any transfer credit rules. All of this will require continued support with staff, time, and money.

We would like to automate the course repeat checking process. This would allow the Evaluators to spend more time on degree audits and transfer credit. There is talk on campus of implementing prerequisite checking for all classes. This would dramatically affect the Evaluations Office as we would have to clear any transfer course prerequisites. If this falls to the Evaluators, we would need additional staff and office space.

### STEP III. RESOURCE REQUESTS FOR DISCIPLINE:

III. A. Describe the resources necessary to successfully implement the planning described above. Provide a detailed rationale for each request by referring to the analyses of data and SAO assessment results in Step I and/or to any other evidence not apparent in the data or SAO Assessment results.

a. Equipment (per unit cost is >\$500) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
a1.							
a2.							
a3.							
a4.							
a5.							

b. Technology (computers, data projectors, document readers, etc.) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
b1.	Upgrade document imaging system	2	Goal 6	The Singularity system was bought out and so we will need to upgrade to a newer and improved version.	\$50,000	One-time	No
b2.							
b3.							
b4.							
b5.							

c. Budget for 4000s (per unit cost is <\$500 supplies) *Enter requests on lines below.*

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
c1.							
c2.							
c3.							
c4.							
c5.							

**d. Budget for 5000s (printing, maintenance agreements, software license etc.) *Enter requests on lines below.***

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
d1.	TES Software License	1	Goal 6	TES is a catalog and course description software used by both Evaluators and Counselors for course evaluation and advising. Instructional Services Curriculum staff also has access to this software.	\$14,000	On-going	Yes. From Transcript Fees and Matriculation.
d2.	CCC Tran License	1	Goal 6	Electronic transcripts	\$6,000	On-going	Yes. From Transcript Fees.
d3.							
d4.							
d5.							

**e. Classified staff position (permanent/contract position requests unique to this discipline) *Enter requests on lines below.***

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e1.	Enrollment Services Specialist/Records	1	Goal 2	Data entry and document imaging to support Transfer Credit and Academic Advising	\$75,000	On-going	No
e2.	Academic Evaluator/Advisor	2	Goal 2	Regulatory changes impacting workload (Financial Aid, Chancellor's Office)	\$80,000	On-going	No
e3.							
e4.							

**e. Classified staff position (permanent/contract position requests unique to this discipline) *Enter requests on lines below.***

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e5.							

**f. Classified staff position (temporary and student workers position requests unique to this discipline) *Enter requests on lines below.***

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2013 Goal/ Objective Addressed by This Resource ( <a href="#">Link</a> )	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
f1.	Temporary/Student Workers	1	Goal 2	Data entry and document imaging for incoming transcripts for Transfer Credit and Academic Advising	\$22,000	On-going	Yes. From STEM grant funds for four years. Need continued source of funds.
f2.							
f3.							
f4.							
f5.							

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

The Evaluations and Records Office must stay knowledgeable of new state legislation; changes at the CCC, CSU, and UC Chancellors' Offices; updates in curriculum; updates in PeopleSoft; and changes in academic policies and procedures. The only way this can be done is through workshops, conferences, professional group participation, and training sessions. These all create travel expenses and registration fees. Funding and support is needed for staff to attend and participate in these events to stay current in our area of expertise, and to provide up-to-date information for our students.

**STEP IV. SHARE YOUR ACCOMPLISHMENTS** Please include at least one discipline accomplishment that you'd like to share with the college community.

The Evaluations Office was able to obtain funding to re-model our office area this past summer. We needed to accommodate the new Evaluator we were able to hire last year through special funding. The Evaluations Office has converted our course repetition withdrawal notifications to email, saving us money and time. The Records Office staff manually entered over 4,000 incoming transcripts into transfer credit screens and scanned incoming transcripts. The Functional Specialis/Student Records has entered 70% of the academic plans needed to cover our current graduates for Academic Advising.

**STEP V. ACCREDITATION** For programs with an external accreditation, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

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N/A

**STEP VI. COMMENTS** Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)

Cooperation and communication between Student Services and Instructional Services is crucial to the success of Transfer Credit and Academic Advising. Budget cuts may force a structuring of office hours and prioritization of tasks. Additional funding is requested to address the impact of Veterans and financial aid regulations on workload.

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

Linda Cox <i>Name</i>	Rick Herren <i>Name</i>	Herman Lee <i>Name</i>
<i>Name</i>	<i>Name</i>	<i>Name</i>

Department Chair/Designee Signature

Date

Division Dean Signature

Division Vice President Signature

Date

- Provide a hard copy to Vice President Vernoy no later than **September 14, 2012**
- Email an electronic copy to [jpettit@palomar.edu](mailto:jpettit@palomar.edu) by **September 28, 2012**



- Email an electronic copy to [jdecker@palomar.edu](mailto:jdecker@palomar.edu) by **September 28, 2012**