Palomar College – Program Review and Planning
Non-Instructional Programs
YEAR 1
Academic Year 2015-16

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.)

Discipline: Evaluations & Records/Enrollment Services   11/10/2015

STEP I. ANALYSIS (Note: Each Department Will Use Their Own Previous Analysis Data)

	2011-2012	2012-2013	2013-14	<<Prelim>> 2014-15	Definitions
EVALUATIONS OFFICE					
Number of FT Staff	6	6	6.45	6.45	A 45% specially funded position was approved and hired in August 2013.
In-Person Contacts	7,492	8,128	TBD	TBD	
Phone Contacts	5,940	6,415	7,035	9,099	
E-Mail Contacts *(Does not include evaluation notification emails)*	3,552	3,826	TBD	TBD	
Associate in Arts:					The numbers listed for the AA, AA-T, AS, AS-T, CA, and CP are not a count of individual students, but a count of each degree/certificate awarded.
Approved	1,858	1,338	1,253	949	
Denied	492	413	353	267	
Total	**2,350**	**1,751**	**1,606**	**1,216**	
Associate in Arts for Transfer: *(New in Fall 2011)*					
Approved	5	36	59	77	
Denied	40	22	62	75	
Total	**45**	**58**	**121**	**152**	
Associate in Science: *(New in Fall 2011)*					
Approved	3	238	644	778	
Denied	0	74	211	241	
Total	**3**	**312**	**855**	**1,019**	
Associate in Science for Transfer: *(New in Fall 2011)*					
Approved		9	35	88	
Denied		4	46	77	
Total	**0**	**13**	**81**	**165**	
Associate Degree Totals					
Approved	1,866	1,621	1,991	1,892	
Denied	532	513	672	660	
Overall Total	**2,398**	**2,134**	**2,663**	**2,552**	

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Certificates of Achievement:					
Approved	1,666	1,474	1,706	1,735	
Denied	224	249	250	207	
Total	**1,890**	**1,723**	**1,956**	**1,942**	Chancellor's Office approved programs of 12 units or more.
Certificates of Proficiency:					
Approved	182	232	436	280	
Denied	25	20	26	15	Programs of less than 18 units; Chancellor's Office
Total	**207**	**252**	**462**	**295**	approval not required.
Certificates of Completion:					
Approved	80	88	104	110	
Denied	188	239	165	217	Noncredit certificate programs in ESL and Adult Basic
Total	**268**	**327**	**269**	**327**	Education.
Certificate Totals					
Approved	1,928	1,794	2,246	2,125	
Denied	437	508	441	439	
Overall Total	**2,365**	**2,302**	**2,687**	**2,564**	
CSU GE Certifications:					
Full	675	639	767	776	
Partial	229	220	263	277	CCC certification of lower-division GE requirements for
Total	**904**	**859**	**1,030**	**1,053**	transfer to the CSU system.
IGETC Certifications:					
Yes	345	248	285	249	
Partial	8	38	49	47	
No	26	10	17	13	CCC certification of lower-division GE requirements for
Total	**379**	**296**	**351**	**309**	transfer to the UC or CSU system.
Certification Totals					
Full	1,020	887	1,052	1,025	
Partial	237	258	312	324	
Denied	26	10	17	13	
Overall Total	**1,283**	**1,155**	**1,381**	**1,362**	
Veteran Evaluations	753	897	1,027	1,007	Program evaluations for veterans and their dependents.
SOCMAR/SOCNAV Evaluations					Program evaluations for active duty marines or sailors and
Camp Pendleton	82	82	38	23	their dependents.
Transfer Credit Evaluations					Evaluation of transferred-in course work as requested by
Financial Aid *(New in Fall 2011)*	1,717	1,848	1,801	1,076	Financial Aid Advisors.
Course Evaluations					Evaluation of transferred-in course work as requested by
Counseling	284	340	365	372	counselors.
Prior Credit Evaluations					
Nursing/Fin Aid only *(Effective Summer 2011)*	86	159	119	93	Program evaluation as requested by Nursing and Financial Aid.
Life Science Prerequisite Evaluations					Evaluation of transferred-in course work for meeting
Nursing *(New in Fall 2010)*	189	206	164	176	Nursing science prerequisite requirements.
Course Repetition					
Petitions	138	92	317	266	
Withdrawals	1,720	1,457	495	406	
Academic Standing:					
Dean's List	3,193	3,038	3,079	2,979	
Probation	8,096	8,324	8,396	8,361	
Dismissal *(spring term only)*	600	606	603	598	

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CTE Transitions/Tech Prep *(Posted in the spring term only)*					The Tech Prep student enrollments are processed after the high school year has ended. Therefore our counts are always a year behind.
Courses	80	72	61	57	
Students	1,785	1,524	1,078	*Pending*	
RECORDS OFFICE					
Number of FT Staff	3	3	3	3	We have been asking for an additional Records position for several years, but there has been no funding available.
In-Person Contacts	4,365	9,815	12,794	TBD	With the re-model of Evaluation & Records, the Records Office is seeing more Evaluations students at their counter.
Phone Contacts	6,710	11,867	9,121	12,821	We started receiving phone reports from Information Services in Fall 2012, providing an accurate count of incoming calls. In 2013 the Records Office phone tree was modified to include more prompts, providing improved choices for students to select the right person/department.
E-Mail Contacts	1,633	1,764	2,348	TBD	
Outgoing Transcripts					
Electronic	5,142	5,873	7,110	8,416	
Paper	31,339	30,141	30,202	29,610	Electronic count includes EDI, XML, and PDF
Incoming Transcripts					
Electronic	314	457			
Paper	6,960	6,653	7,522	6,089	
Verifications Current Enrollment, Dates of Attendance, Financial Aid, Investigations, Good Student, etc.	n/a	1,950	3,075	2,246	We started tracking this in the 2012-13 year. The verifications are accepted at the Records Office counter and received through the mail.
Grade Changes	1,173	910	1,058	1,082	
Student Petitions					
Petitions to Withdraw	1,071	945	617	682	
Academic Renewal	531	386	363	535	
Credit by Exam	119	83	53	64	
Prior Credit Evaluations					
Financial Aid *(Discontinued Summer 2011)*	n/a	n/a	n/a	n/a	

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

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California legislative changes continue to significantly impact the Evaluations and Records areas.

The number of financial aid students appears to be holding steady and we are continuing to process a large number of Transfer Credit Evaluations. The workload keeps us running behind schedule, particularly in the spring term. For the last couple of years, we finished processing spring graduate files at the end of summer, with last spring being about 8 weeks beyond our usual processing time. The Student Success and Support Program implementation is causing us to review and update several procedures. The implementation of Transfer Credit will meet the needs of requisite checking. We will follow with the implementation of Academic Advising, hoping to minimize the work placed on the Evaluators. Although we have received special funding for a 45% position, we would like to increase that to 100% in order to meet the demands of these changes.

Document imaging and transcript data entry continue as issues for the Records Office. The College purchased a new imaging system, Hyland OnBase, which the first stage has been implemented. We are told the implementation of the OnBase module Workflow will provide easier management of documents and follow-up with students, faculty, and staff. Transcript data entry is currently handled through hourly employees. We are continuing to ask for an additional Enrollment Services Specialist/Records position to manage the tasks associated with the document imaging and Transfer Credit implementations.

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

Graduation success rate for Nursing students with prior credit evaluations continues to hold around 90%.

75% of transcripts processed last year were requested online. We continue to see small increases every year.

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

We have successfully met the goals of these SAOs. The graduation success rate of Nursing students who have prior credit evaluations remains steady at about 90%. We continue to see small increases every year with the number of students requesting transcripts online, currently at 75%. We will be closing these SAOs and moving on to outcomes associated with improving student use of eServices.

STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's Strategic Plan 2016, 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.)

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Implementation of the Hyland OnBase imaging system with Workflow during Fall 2014:
- Reviewing imaging procedures to make the cross-over from Singularity to OnBase a smooth transition
- Working on creating documents to be used in the Workflow process

Preparation for implementation of the Student Success and Support Program initiatives:
- Updated the academic standing policy in regard to probation and dismissal
- Created an enrollment priority petition for students to use to apply for an earlier registration date
- Looking at implementing the Los Rios Student Education Planner for meeting both education planning and degree audit printing needs which the Counseling Office has approved

Planning for a Spring 2015 implementation of Transfer Credit:
- Reviewing and updating the Region 10 articulation spreadsheets
- Planning for requisite checking to begin with the Fall 2016 term

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

Full implementation and maintenance of Transfer Credit and Academic Advising to provide timely and accurate data on student progression:
- Dedicate contract staff to the project
    - Articulation Officer
    - Curriculum Specialist (new position)
    - Academic/Evaluator Advisor (new position)
    - Enrollment Services Specialist/Records (new position)

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 2016 Goal/ Objective Addressed by This Resource (Link)	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 2016 Goal/ Objective Addressed by This Resource (Link)	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.							
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 2016 Goal/ Objective Addressed by This Resource (Link)	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 2016 Goal/ Objective Addressed by This Resource (Link)	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		2.4	Provide catalog and course description access to Evaluations, Counseling, Articulation, and Instruction services staff	$15,500	On-going	Yes. From Transcript Fees and Matriculation.

Resource	Describe Resource Requested				Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded
d2.	CCC Tran License		2.4	Provide access to electronic transcript services	$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 2016 Goal/ Objective Addressed by This Resource (Link)	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	2	2.4	Data entry and document imaging to support Transfer Credit and Academic Advising	$75,000	On-going	No
e2.	Academic Evaluator/Advisor	1	2.4	The Degree Audit and Transfer Credit projects are large and on-going activities. We hired a full-time Lead Evaluator to take the lead, but the on-going workload will require more person-power to make the project work more effectively for our students.	$80,000/an nually for salary and benefits.	On-going	District and 3SP match.
e3.							
e4.							
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 2016 Goal/ Objective Addressed by This Resource (Link)	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	2.4	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. Seek 3SP/SE Funding for after Sept 2016
f2.							
f3.							
f4.							
f5.							

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

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

The Evaluations & Records Office:
- Met the ADT (Associate Degree for Transfer) deadline during March 2015 for the Fall 2015 CSU transfer applicants. The Evaluators were able to complete a review of the 360 applicants during one of the busiest times of the year! (Something some of the other community colleges couldn't meet.)
- Kristyn Lewko, new Senior Academic Evaluator, and Tracie Sayre, Admissions & Records Functional have made great achievements in Academic Advising.
  - Over 80 plans have been built in Academic Advising, addressing the degrees and certificates of 83% of the graduating class
  - The transfer articulation spreadsheet for Mira Costa College was completed and staff is currently working with a consultant for upload to People Soft
  - A template for an online, automated graduation application and staff workflow has been created and staff is currently working with a consultant on implementation
- Completed another year of degree, certificate, and transfer certification evaluations (**NOTE**: evaluation count, not student count)
  - Decrease of approximately 5.2% in Associate Degree and Certificate of Achievement program evaluations
  - Decrease of approximately 1.1% in CSU GE and IGETC transfer certification evaluations
- With the implementation of OnBase it has made it much simpler to reindex documents that were converted incorrectly, separate documents that were imaged together, and search for specific documents (grade changes, academic renewals, specific institutions, etc.) for research and report information.
- Implemented posting incoming transcripts in the PS Education page, making it quicker and easier for Financial Aid Advisors and Evaluators to track for program evaluation purposes

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.

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

The Evaluations and Records Office must stay current in our area of expertise and be able to provide up-to-date information for our students. Funding and support through annual dues, registration fees, and travel expenses is essential for staff to attend and participate in professional groups and organizations, workshops and conferences, and training sessions.
- Regional Workshops
- CACCRAO Conferences and Training Sessions

- Oracle/PeopleSoft Conferences and Training Sessions
- Hyland OnBase Conferences and Training Sessions
- CollegeSource/TES Conferences and Training Sessions
- Articulation and ASSIST Conferences and Training Sessions

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

Rick Herren	Jamie Moss	Kendyl Magnuson
Name	*Name*	*Name*

Name	*Name*	*Name*

_____   12/3/15
Department Chair/Designee Signature   Date

_____   _____
Division Dean Signature   Date

_____   12/4/15
Division Vice President Signature   Date

- **Provide a hard copy to the Vice President Gonzales no later than November 6, 2015**
- **Email an electronic copy to mlavigueur@palomar.edu by November 6, 2015**