

**Palomar College – Program Review and Planning
Non-Instructional Programs
YEAR 3
Academic Year 2014-15**

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

10/30/2014

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

	2010-2011	2011-2012	2012-2013	<<Prelim>> 2013-14	Definitions
EVALUATIONS OFFICE					
Number of FT Staff	5	6	6	6.45	A 45% specially funded position was approved and hired in August 2013.
In-Person Contacts	7,210	7,492	8,128	TBD	
Phone Contacts	7,663	5,940	6,415	TBD	
E-Mail Contacts <i>(Does not include evaluation notification emails)</i>	3,281	3,552	3,826	TBD	
Associate in Arts:					
Approved	1,764	1,858	1,338	1,253	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.
Denied	523	492	413	353	
Total	2,287	2,350	1,751	1,606	
Associate in Arts for Transfer: <i>(New in Fall 2011)</i>					
Approved		5	36	59	
Denied		40	22	62	
Total	n/a	45	58	121	
Associate in Science: <i>(New in Fall 2011)</i>					
Approved		3	238	644	
Denied		0	74	211	
Total	n/a	3	312	855	
Associate in Science for Transfer: <i>(New in Fall 2011)</i>					
Approved			9	35	
Denied			4	46	
Total	n/a	0	13	81	
Certificates of Achievement:					
Approved	1,249	1,666	1,474	1,706	Chancellor's Office approved programs of 12 units or more.
Denied	160	224	249	250	
Total	1,409	1,890	1,723	1,956	

Certificates of Proficiency:						
Approved	172	182	232	436	Programs of less than 18 units; Chancellor's Office approval not required.	
Denied	15	25	20	26		
Total	187	207	252	462		
Certificates of Completion:						
Approved	172	80	88	104	Noncredit certificate programs in ESL and Adult Basic Education.	
Denied	38	188	239	165		
Total	210	268	327	269		
CSU GE Certifications:						
Full	588	675	639	767	CCC certification of lower-division GE requirements for transfer to the CSU system.	
Partial	207	229	220	263		
Total	795	904	859	1,030		
IGETC Certifications:						
Yes	335	345	248	285	CCC certification of lower-division GE requirements for transfer to the UC or CSU system.	
Partial	11	8	38	49		
No	28	26	10	17		
Total	374	379	296	351		
Veteran Evaluations	770	753	897	1,027	Program evaluations for veterans and their dependents.	
SOCMAR/SOCNAV Evaluations					Program evaluations for active duty marines or sailors and their dependents.	
Camp Pendleton	84	82	82	38		
Transfer Credit Evaluations					Evaluation of transferred-in course work as requested by Financial Aid Advisors.	
Financial Aid <i>(New in Fall 2011)</i>	n/a	1,717	1,848	1,801		
Course Evaluations					Evaluation of transferred-in course work as requested by counselors.	
Counseling	289	284	340	365		
Prior Credit Evaluations					Program evaluation as requested by Nursing and Financial Aid.	
Nursing/Fin Aid only <i>(Effective Summer 2011)</i>	194	86	159	119		
Life Science Prerequisite Evaluations					Evaluation of transferred-in course work for meeting Nursing science prerequisite requirements.	
Nursing <i>(New in Fall 2010)</i>	168	189	206	164		
Course Repetition						
Petitions	155	138	92	317		
Withdrawals	2,330	1,720	1,457	495		
Academic Standing:						
Dean's List	3,157	3,193	3,038	3,079		
Probation	8,020	8,096	8,324	8,396		
Dismissal <i>(spring term only)</i>	609	600	606	603		
CTE Transitions/Tech Prep					The Tech Prep student enrollments are processed after the high school year has ended. Therefore our counts are always a year behind.	
<i>(Posted in the spring term only)</i>						
Courses	105	80	72	<i>Pending</i>		
Students	2,095	1,785		<i>Pending</i>		
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	4,042	4,365	9,815	12,794	With the re-model of Evaluation & Records, the Records Office is seeing more Evaluations students at their counter.	

					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.
Phone Contacts	6,259	6,710	11,867	7,990	
E-Mail Contacts	1,462	1,633	1,764	2,348	
Outgoing Transcripts					
Electronic		5,142	5,873	7,110	
Paper	29,778	31,339	30,141	30,202	Electronic count includes EDI, XML, and PDF
Incoming Transcripts					
Electronic		314	457		
Paper	6,450	6,960	6,653	7,522	
Verifications					
Current Enrollment			1,278	2,337	
Dates of Attendance			147	171	
Degree	n/a	n/a	525	567	We just started tracking this in the 2012-13 year.
Grade Changes	1,027	1,173	910	1,058	
Student Petitions					
Petitions to Withdraw	748	1,071	945	617	
Academic Renewal	434	531	386	363	
Credit by Exam	106	119	83	53	
Prior Credit Evaluations					
Financial Aid (<i>Discontinued Summer 2011</i>)	1,357	n/a	n/a	n/a	

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

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 did purchase a new imaging system, Hyland OnBase, which is in the first stage of implementation during Fall 2014. We are hopeful this implementation will ease the problems we have been experiencing with our previous system. 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%.

72% 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 72%. 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.)

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

Planning for a Spring 2015 implementation of Transfer Credit:

- Reviewing and updating the Region 10 articulation spreadsheets
- Hiring a new special-funded Senior Academic Evaluator/Advisor to take the lead on implementation
- Planning for requisite checking to begin with the Fall 2015 term

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 (replace vacant position)
 - Senior Academic Evaluator/Advisor (new position, hiring this year)
 - 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		2.5	Provide catalog and course description access to Evaluations, Counseling, Articulation, and Instruction services staff	\$15,500	On-going	Yes. From Transcript Fees and Matriculation.
d2.	CCC Tran License		2.5	Provide access to electronic transcript services	\$6,000	On-going	Yes. From Transcript Fees.
d3.	Hyland OnBase License		2.5	Provide document archiving and workflow business process needs		On-going	
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	1	2.5	Data entry and document imaging to support Transfer Credit and Academic Advising	\$75,000	On-going	No
e2.	Academic Evaluator/Advisor	2	2.5	Regulatory changes impacting workload (Financial Aid, Chancellor's Office)	\$80,000	On-going	No
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	2.5	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?

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 2014 for the Fall 2014 CSU transfer applicants. The Evaluators were able to complete a review of the 266 applicants during one of the busiest times of the year! (Something some of the other community colleges couldn't meet.)
- Completed another record year of degree, certificate, and transfer certification evaluations (**NOTE:** evaluation count, not student count)
 - Increase of approximately 20% in Associate Degree and Certificate of Achievement program evaluations
 - Increase of approximately 20.5% in CSU GE and IGETC transfer certification evaluations
- Implemented follow-up procedures for Incomplete grades assigned by faculty to ensure compliance with procedures
- Requested that IS create a report on a student's enrollment history, and this report (created by Tom) has made a huge change in the ease of processing grade adjustments and changes
- 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:

Linda Cox <i>Name</i>	Rick Herren <i>Name</i>	Kendyl Magnuson <i>Name</i>
<i>Name</i>	<i>Name</i>	<i>Name</i>

Department Chair/Designee Signature

Date

Division Dean Signature

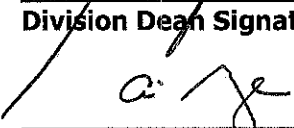
Date

Division Vice President Signature

Date



11/7/14



11/20/15

- Provide a hard copy to the Vice President Gonzales no later than November 7, 2014
- Email an electronic copy to mlavigueur@palomar.edu by November 7, 2014
- Email an electronic copy to jdecker@palomar.edu by November 7, 2014