

**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.)

Transfer Center (Counseling Department)

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

08/27/2012

**Please Add Date
(00/00/2012)**

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

	2008-2009	2009-2010	2010-2011	<<Prelim>> 2011-2012	Definitions
Student Counseling Contacts	2934	3789	4740	4840	<i>Face to face appointment and walk-in counselor meetings with students to include cross enrollment requests: derived from SARS</i>
Educational Plans	959	1252	841	954	A sub-set of "Student Counselor Contacts" where an educational plan is created or updated-derived from: Peoplesoft Ed Plans
Email/phone Contacts	2461	3192	2670	2709	Number of phone calls and e-mails answered by staff and counselors: derived from SARS
Classroom Presentations	3121	1840	N/A	1197	Number of students reached through classroom visits to provide transfer information.
Transfer Workshops	379	283	468	877	Students assisted in the transfer process through informational/application TAG workshops and CSU, UC application workshops, webinars, UC pipeline program. University link and other transfer related topics .
Other Transfer Center Activities	626	747	565	823	Students who participated in University fieldtrips, College Fair, university campus rep visits and other outreach activities coordinated by the Transfer Center-derived from student sign up logs.

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

Student contacts have risen from 2008 to 2012 by 64%. Email and phone contacts show a steady increase. All aspects of Transfer Center services have shown a marked increase in student contacts. It is reasonable to assume that the demand for services will continue to increase as students turn to Palomar College as a first stop in the Transfer process. The ability to communicate efficiently with our students with up-dated technology has become more critical. Thus, a reliable and up-to-date communication system with text capability is imperative.

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

Students are satisfied with workshop topics and are learning information to help their transition to universities. In an exit survey of students transferring An SAO conducted for the college fair “to increase student knowledge of transfer university choices was favorable; but revealed that students were disappointed that popular universities like UCLA, CSU Fullerton and Cal Poly Pomona were not at the event.

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

Because of the state budget many campuses are not sending representatives. Funding for university fieldtrips would help the Transfer Center provide Palomar students options to visit schools like UCLA which traditionally do not send representatives for outreach activities outside of their local service areas. Campus fieldtrips taken in 11/12 with GRAD funding resulted in university visits to CSULB and UCI and UCR. SAOs completed indicated it made a significant difference to students to visit campuses. Some commented that their attitude and motivation had changed in a positive way.

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.)

The Transfer Center has established a presence on facebook, and continues to try to find ways to reach students. Much of the information from the center is time-sensitive and facebook has been one way to get information to students in a timely manner. The effort is labor intensive and dedication to this endeavor is crucial to help maintain it as a dependable resource, but due to limited staffing we are not able to use it to the best of its capabilities.

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

The Transfer Center would greatly benefit from an expanded SARS messaging system that makes use of texting technology. We currently do not have the ability to send voice messages or texts to students who have group workshop appointments. Our main function is to provide college workshops to assist students in the transfer process. A staff person currently calls each student individually, which taxes our limited resources.

In addition, the Transfer Center recognizes that the 90 unit registration enrollment change is affecting those transfer students who most need to

II. B. Additional programs to develop (consider enrollment trends, student demands, wait times, comprehensiveness, etc.)
 enroll in their final course(s) to meet program requirements, but are on the bottom of the registration priority list. A petition process for those who are over 90 units but under 100 and are needing the course for their transfer program is imperative.

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 (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 2013 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.	Dell Ultrabook Laptop or IPAD	1		Needed to use for updating Facebook and Transfer Webpage. Also for conference attendance to access Outlook and Transfer websites when away from the office and when providing student outreach in the student union or off-campus.	1700.	One time	no
b2.							
b3.							
b4.							

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 (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?
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 (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 2013 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.	SARS Messaging System	1	Goal 2.6	<p>“Increase student retention, success, and completion by identifying and implementing academic and non-academic student support strategies designed to reach more students.”</p> <p>The ability to reach students is the biggest challenge that the</p>	\$7000	One time	no

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 (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?
				Transfer Center faces. It is imperative that students get information in a timely and efficient manner with critical time lines for the application process.			
d2.	Conference Fees	2	2	“Strengthen programs and services for our students in order to support their educational goals.” There are 3 critical conferences every year; the CSU, UC and Ensuring Transfer Success conference. We send counselors when there is money, but would like to have funds to provide this opportunity to counselors on a yearly basis.	\$1230	On-going	The Transfer Center budget that would cover this expense was reduced by \$1,000, leaving us with 4000 for all expenses that we have to incur for the year.
d3.							
d4.							
d5.							

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

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e1.	45% Transfer Assistant Position	1	4	A 45% position was not replaced after a resignation in May 2011. Our students have had less help navigating websites and getting the assistance they need during the peak application period. Student comments on application surveys state that more staff during application workshops would have been beneficial.	45,000	On-going	No, position was not replaced after resignation
e2.							
e3.							
e4.							

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

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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 (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.							
f2.							
f3.							
f4.							
f5.							

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

The Chancellor's office eliminated a position that provided external data of numbers and rates of where our students transferred. It is difficult to obtain that information now.

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

The Career Center moved to another location on campus and the Transfer Center gained space and a more visible presence within the Counseling Center. A small conference area was added that is suitable for small group presentations. The center is now able to hold small group workshops for up to 10 students in a convenient location. We have the use of 10 Ultra Books to access transfer websites and university applications. An office space was created for our University representatives who meet with students for individual appointments.

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.

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.)

The colleges transfer function will become more critical as new AA-T and AS-T's are developed. The impact of budget cuts to university funding is driving more students to attend community colleges and it is critical to have resources to help our students with their transfer success.

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

<i>Name</i> Elvia Nunez-Riebel	<i>Name</i> Lisa Douglas	<i>Name</i> Christine Amely
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<i>Name</i>	<i>Name</i>	<i>Name</i>
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Department Chair/Designee Signature

Date

Division Dean Signature

Division Vice President Signature

Date

- Provide a hard copy to the Vice President Vernoy no later than **September 14, 2012**
- Email an electronic copy to jpettit@palomar.edu by **September 28, 2012**
- Email an electronic copy to jdecker@palomar.edu by **September 28, 2012**