

Palomar College – Program Review and Planning

Non-Instructional Programs

Academic Year 2016-17

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

11/03/2016

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

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

	2012-2013	2013-2014	2014-2015	<<Prelim>> 2015-2016	Definitions
EVALUATIONS OFFICE					
Number of FT Staff (Evaluators, Senior Evaluators, and Records & Evaluations Manager)	7	7.45	8.45	7 (6*)	<ul style="list-style-type: none"> Senior Evaluator hired in 2014-15 assigned 80% to degree audit and transfer credit project and 20% to Evaluations and Records area administration. 45% employee separated July 2015. Position not rehired and potentially eliminated in favor of a new 100% position. *Evaluator separated June 2016. Position not yet rehired. Proposed Evaluators (2) for degree audit and transfer credit project waiting funding.
In-Person Contacts	8,128	TBD	TBD	TBD	Unable to maintain accurate counts without line management software.
Phone Contacts	6,415	7,035	9,099	7,310	
E-Mail Contacts (Does not include evaluation notification emails)	3,826	TBD	TBD	TBD	
Associate in Arts:					
Approved	1,338	1,253	949	914	
Denied	413	353	267	296	
Total	1,751	1,606	1,216	1,210	
Associate in Arts for Transfer:					
Approved	36	59	77	104	
Denied	22	62	75	68	
Total	58	121	152	172	
Associate in Science:					
Approved	238	644	778	821	
Denied	74	211	241	253	
Total	312	855	1,019	1,074	
Associate in Science for Transfer:					
Approved	9	35	88	107	
Denied	4	46	77	70	
Total	13	81	165	177	
Associate Degree Totals					
Approved	1,621	1,991	1,892	1,946	
Denied	513	672	660	2,633	

Overall Total	2,134	2,663	2,552		
Certificates of Achievement:					
Approved	1,474	1,706	1,735	1788	
Denied	249	250	207	165	
Total	1,723	1,956	1,942	1,953	
Certificates of Proficiency:					
Approved	232	436	280	508	
Denied	20	26	15	28	
Total	252	462	295	536	
Certificates of Completion:					
Approved	88	104	110	109	
Denied	239	165	217	237	
Total	327	269	327	346	Noncredit certificate programs in ESL and Adult Basic Education.
Certificate Totals					
Approved	1,794	2,246	2,125	2,405	
Denied	508	441	439	430	
Overall Total	2,302	2,687	2,564	2,835	
CSU GE Certifications:					
Full	639	767	777	777	
Partial	220	263	277	275	
Total	859	1,030	1,054	1,052	CCC certification of lower-division GE requirements for transfer to the CSU system.
IGETC Certifications:					
Yes	248	285	251	259	
Partial	38	49	47	44	
No	10	17	13	12	
Total	296	351	311	315	CCC certification of lower-division GE requirements for transfer to the UC or CSU system.
Certification Totals					
Full	887	1,052	1,028	1,036	
Partial	258	312	324	319	
Denied	10	17	13	12	
Overall Total	1,155	1,381	1,365	1,048	
Veteran Evaluations	897	1,027	1,016	920	Program evaluations for veterans and their dependents.
SOCMAR/SOCNAV Evaluations					Program evaluations for active duty marines or sailors and their dependents.
Camp Pendleton	82	38	23	1	
Transfer Credit Evaluations					Evaluation of transferred-in course work as requested by Financial Aid Advisors.
Financial Aid	1,848	1,801	1,076	1,175	
Course Evaluation Requests					Evaluation of transferred-in course work as requested by counselors.
Counseling	340	365	372	378	
Prior Credit Evaluations					Program evaluation as requested by Nursing and Financial Aid.
Nursing/Fin Aid only	159	119	93	106	
Life Science Prerequisite Evaluations					Evaluation of transferred-in course work for meeting Nursing science prerequisite requirements.
Nursing	206	164	176	225	
Course Repetition					
Petitions	92	317	266	358	
Withdrawals	1,457	495	406	526	
Academic Standing:					
Dean's List	3,038	3,079	2,979	2,914	
Probation	8,324	8,396	8,361	7,914	
Dismissal (<i>spring term only</i>)	606	603	598	518	

CTE Transitions/Tech Prep (Posted in the spring term only) Courses Students	72 1,524	61 1,078	57 Pending	62 1,091	The Tech Prep student enrollments are processed after the high school year has ended. Therefore our counts are always a year behind.
RECORDS OFFICE					
Number of FT Staff	3	3	3	3	
In-Person Contacts	9,815	12,794	TBD	TBD	Unable to maintain accurate counts without line management software.
Phone Contacts	11,867	9,121	12,821	8,114	
E-Mail Contacts	1,764	2,348	TBD	TBD	
Outgoing Transcripts Total Electronic Paper	30,141 5,873 24,268	30,202 7,110 23,092	29,610 8,416 21,194	30,231 11,329 18,902	Electronic count includes EDI, XML, and PDF
Incoming Transcripts Electronic Paper	457 6,653	7,522	6,089	6,674	
Verifications Current Enrollment, Dates of Attendance, Financial Aid, Investigations, Good Student, etc.	1,950	3,075	2,246	2,125	
Grade Changes	910	1,058	1,082	971	
Student Petitions Petitions to Withdraw Academic Renewal Credit by Exam	945 386 83	617 363 53	682 535 64	694 529 69	

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

Our overall Evaluations and Records processing numbers have seen a slight increase overall this year coupled with a decrease in staff. California legislative changes and federal government regulations continue to impact the Evaluations and Records areas. The number of financial aid Transfer Credit Evaluations and Veteran Evaluations have remained fairly steady, but the deadlines imposed have required significant workload shift in order to prioritize these processes. In addition, Palomar College experienced an uptick in ADT applicants from CSU Mentor. Given the time consuming process to identify, verify, and review each applicant, along with the strict ADT reporting deadlines, routine Evaluations processes such as Prior Credit Evaluations and Graduation Applications were given a lower priority. The workload associated with prioritizing other entities' requests 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. As anticipated, this has a domino effect, causing us to constantly be a little more behind than the previous term.

The Records Office continues to process an extraordinary amount of paper documents. OnBase has assisted with the retention of these documents, but there is still a manual process to scan and index each piece of paper, transcripts included. The Workflow module will provide easier management of documents and follow-up with students, faculty, and staff. Additional support to create the electronic forms and workflow is requested. 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.

OnBase workflow has not been launched yet for the Evaluations and Records areas. A template for an online, automated graduation application and staff workflow has been created in conjunction with an OnBase consultant, however a code freeze imposed by Palomar Information Systems has stalled the project indefinitely.

The Evaluations and Records areas have responded to the Student Success and Support Program initiatives as needed.

- 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

100% of Palomar plans have been built in the PeopleSoft degree audit. Testing by administrative departments began in November 2015.

The spreadsheet for all Mira Costa College transfer credit articulation rules has been uploaded to PeopleSoft and testing is underway. No additional rules have been created or data entered.

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

The stalled launch of an online, automated graduation application highlights the need for additional staffing in the Information Systems department to help Enrollment Services projects move forward to completion.

The ability of the Evaluations and Records areas to respond to SSSP initiatives has been successful in the past. However, given the constant reprioritization of area responsibilities due to these initiatives, as well as those mentioned in part I.A., more staff will be required to respond in a similarly successful manner. We are seeking an Enrollment Services Specialist/Records position to manage the tasks associated with the document imaging and Transfer Credit implementations, a replacement for a vacant Evaluator position, and an evaluator to research the articulations for Transfer Credit Evaluations.

The implementation of degree audit is well underway and has been very successful. Testing is currently being conducted by the Evaluations, Financial Aid, Counseling, and Veterans areas. Full implementation and rollout to all staff and students is projected for 2017.

The implementation for transfer credit is not progressing as quickly as it could. Staff resources are desperately needed in order to research transfer articulations and enter the rules into PeopleSoft. AS stated above, two of these positions are requested in relation to this project: an evaluator to research the articulations and a records specialist to enter and maintain the transcripts and rules. In addition, the project is progressing without dedicated technology support from Information Systems. A commitment to increase staff in the IS department is vital to the success of transfer credit.

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. Program 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.)

- Transfer credit planning and incremental rollout will continue to be a priority in 2016-17.
- We would like to expand the use of the degree audit to awarding degrees and information querying.

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

- Move forward with the online, automated graduation application
- Revise the PDF degree audit to create a concise document that will be saved to a student's OnBase record

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.	Printer dedicated to diplomas			Printing diplomas requires a printer not used by other areas or for other purposes	\$700	One-time	No

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?
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		2.2, 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.
d2.	CCC Tran License		2.2, 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.	Academic Evaluator/Advisor	1	2.4, 4.1	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/annually for salary and benefits.	On-going	No
e2.	Academic Evaluator/Advisor	2	2.4, 4.1	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/annually for salary and benefits.	On-going	No
e3.	Enrollment Services Specialist/ Records	3	2.4, 4.1	Data entry and document imaging to support Transfer Credit and Academic Advising	\$75,000/annually for salary and benefits.	On-going	No
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 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.	Temporary/Student Workers	1	2.4, 4.1	Data entry and document imaging for incoming transcripts for Transfer Credit and Academic Advising	\$22,000	On-going	No
f2.							
f3.							
f4.							
f5.							

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

None

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 Fall 2015 and Spring 2016 for the CSU transfer applicants. For Spring 2016, the Evaluators were able to complete a review of the 402 applicants during one of the busiest times of the year! (Something some of the other community colleges couldn't meet.)
- Kristyn Lewko, Senior Academic Evaluator, and Tracie Sayre, Admissions & Records Functional have made great achievements in Academic Advising. All plans have a programmed degree audit going back to the 2010-11 school year. Testing is currently underway by Evaluations, Financial Aid, Counseling, and Veterans.

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.)

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

Kristyn Lewko
Name


Rick Herren
Name

Jamie Moss
Name

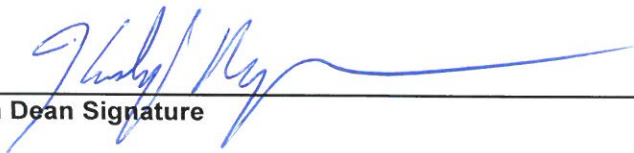
Kendyl Magnuson
Name

Name

Name


Department Chair/Designee Signature

11-3-16
Date


Division Dean Signature

11/3/16


Division Vice President Signature

11/8/16
Date

- Provide a hard copy to the Vice President Gonzales no later than November 3, 2016.
- Email an electronic copy to mlavigueur@palomar.edu by November 3, 2016.
- Email an electronic copy to rjohnson3@palomar.edu by November 3, 2016.