

Palomar College – Program Review and Planning Non-Instructional Programs Academic Year 2017-18

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

11/17/2017

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)

	2013-2014	2014-2015	2015-2016	<<Prelim>> 2016-2017	Definitions
EVOLUTIONS OFFICE					
Number of FT Staff <i>(Evaluators, Senior Evaluators, and Records & Evaluations Manager)</i>	7.45	8.45	7 (6*)	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. Position now vacant. Records & Evaluations Business Analyst is now vacant. 45% employee separated July 2015. Position not rehired and potentially eliminated in favor of a new 100% position.
In-Person Contacts	TBD	TBD	TBD	TBD	Unable to maintain accurate counts without line management software.
Phone Contacts	7,035	9,099	7,310	7,980	
E-Mail Contacts <i>(Does not include evaluation notification emails)</i>	TBD	TBD	TBD	TBD	
Associate in Arts:					
Approved	1,253	949	914	938	
Denied	353	267	296	314	
Total	1,606	1,216	1,210	1,252	
Associate in Arts for Transfer:					
Approved	59	77	104	114	
Denied	62	75	68	66	
Total	121	152	172	180	
Associate in Science:					
Approved	644	778	821	460	
Denied	211	241	253	161	
Total	855	1,019	1,074	621	
Associate in Science for Transfer:					
Approved	35	88	107	154	
Denied	46	77	70	98	
Total	81	165	177	252	
Associate Degree Totals					
Approved	1,991	1,892	1,946	1,664	
Denied	672	660	687	639	
Overall Total	2,663	2,552	2,633	2,303	

Certificates of Achievement:									
Approved	1,706	1,735	1,788	1,758					
Denied	250	250	165	207					
Total	1,956	1,956	1,953	1,965					
Certificates of Proficiency:									
Approved	436	280	508	434					
Denied	26	15	28	26					
Total	462	295	536	460					
Certificates of Completion:									
Approved	104	110	109	96					
Denied	165	217	237	186					
Total	269	327	346	282					
Certificate Totals									
Approved	2,246	2,125	2,405	2,287					
Denied	441	439	430	419					
Overall Total	2,687	2,564	2,835	2,706					
CSU GE Certifications:									
Full	767	777	777	809					
Partial	263	277	275	313					
Total	1,030	1,054	1,052	1,122					
IGETC Certifications:									
Yes	285	251	259	297					
Partial	49	47	44	53					
No	17	13	12	9					
Total	351	311	315	359					
Certification Totals									
Full	1,052	1,028	1,036	1,106					
Partial	312	324	319	366					
Denied	17	13	12	9					
Overall Total	1,381	1,365	1,048	2,438					
Veteran Evaluations	1,027	1,016	920	1,027					
SOCMAR/SOCNAV Evaluations									
Camp Pendleton	38	23	1	0					
Transfer Credit Evaluations									
Financial Aid	1,801	1,076	1,175	1,297					
Course Evaluation Requests									
Counseling	365	372	378	315					
Prior Credit Evaluations									
Nursing/Fin Aid only	119	93	106	100					
Life Science Prerequisite Evaluations									
Nursing	164	176	225	392					
Course Repetition									
Petitions	317	266	358	433					
Withdrawals	495	406	526	377					
Academic Standing:									
Dean's List	3,079	2,979	2,914	3,046					
Probation	8,396	8,361	7,914	7,475					
Dismissal (<i>spring term only</i>)	603	598	518	500					
CTE Transitions/Tech Prep <i>(Posted in the spring term only)</i>									

Courses	61	57	62	114
Students	1,078	1,077	1,091	1,043
RECORDS OFFICE				
Number of FT Staff	3	3	3	3
In-Person Contacts	12,794	TBD	TBD	TBD
Phone Contacts	9,121	12,821	11,919	11,430
E-Mail Contacts	2,348	TBD	TBD	TBD
Outgoing Transcripts				
Total	30,202	29,610	30,231	28,819
Electronic	7,110	8,416	11,329	23,294
Paper	23,092	21,194	18,902	5,525
Incoming Transcripts				
Electronic				
Paper	7,522	6,089	6,674	7,174
Verifications				
Current Enrollment, Dates of Attendance, Financial Aid, Investigations, Good Student, etc.	3,075	2,246	2,125	1,844
Grade Changes	1,058	1,082	971	837
Student Petitions				
Petitions to Withdraw	617	682	694	635
Academic Renewal	363	535	529	535
Credit by Exam	53	64	69	65

Unable to maintain accurate counts without line management software.

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

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. This year, we did not finalize spring graduates until the beginning of October. As anticipated, this has a domino effect, causing us to constantly be a little more behind than the previous term. Filling staff vacancies will help, but investments in technology, such as Degree Audit, Transfer Credit software, automated transcript uploads and an on-line graduation application is a better long term solution.

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. Additionally, the Business Analyst handling this project has transferred to another department. We will be working with other Business Analysts to keep this project moving forward.

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

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 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.

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 dependent of hiring a Lead Academic Analyst to build out and maintain it. We are working with a consultant to help keep the project moving forward and to provide a fit gap analysis.

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. Two 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.

STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's Strategic Plan 2019, 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/JUC 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 2017-18. Filling staff vacancies is vital to allow this to happen.
- We would like to expand the use of the degree audit to awarding degrees and information querying. Filling staff vacancies is vital to allow this to happen.

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

- Create an 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 2019 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 2019 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 2019 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 2019 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.
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 2019 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.	Lead Academic Evaluator/Advisor (2)	2	2.2, 2.3, 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	\$97,572/annually for salary and benefits. (2x)	On-going	(3SP)

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 2019 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?
e2.	Academic Evaluator/Advisor	3	2.2, 2.3, 2.4	person-power to make the project work more effectively for our students. 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.	\$92,764/annually for salary and benefits.	On-going	No
e3.	Enrollment Services Specialist/Records	4	2.2, 2.3, 2.4	Data entry and document imaging to support Transfer Credit and Academic Advising	\$89,795/annually for salary and benefits.	On-going	No
e4.	Business Analyst (2)	1	2.2, 2.3, 2.4	Replace Tracie Sayre and add a second for PeopleSoft enhancement, On-Base, Degree Audit, Transfer Credit, eTranscript, Education Planning, Test Score uploads, etc.	\$118,489/annually for salary and benefits. (2x)	On-Going	Yes, District – replace Tracie, and 3SP for second.
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 2019 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	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 2016 and Spring 2017 for the CSU transfer applicants.
- Great achievements in Academic Advising has been made. 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.
- Transfer Credit Evaluations from Mira Costa will soon be done. Only the last 3 years from Mira Costa need to be entered before it begins working.

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:

Kendyl Magnuson
Name

Jamie Moss

Rick Herren

Name

Name

Name



Department Chair/Designee Signature



11/17/17

Date

Division Dean Signature



Division Vice President Signature

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.