

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.)

Transfer Center

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
Student Counseling Contacts	8901	6019	6398	5771	Face to face appointment meetings with counselors and walk-in assistance in the Transfer Center to include cross enrollment requests-derived from SARS
Educational plans	962	784	959	1672	A subset of "student Counselor Contacts" where an educational plan was created or updated- derived from PeopleSoft education plan counts
Email/phone contacts	1914	2106	2689	2829	Number of phone calls and emails answered by staff and counselors derived from SARS
Classroom presentations	94	61	408	119	Number of students reached through classroom visits to provide transfer information
Transfer Workshops	445	560	807	701	Students assisted in the transfer process through TAG information/application workshops, CSU and UC application workshops and webinars, University Link and other transfer related topic workshops.
Other Transfer Center Activities	1017	919	597	780	Students who participated in University tours, College Fair, university campus representative visits and other in-reach activities coordinated by the Transfer Center derived from student sign-in logs.
Student Counseling appointments with Transfer Center Counselors	NA	NA	NA	1308	A subset of the number of counseling contacts made exclusively by the Transfer Center Director or Transfer Counselors
Counselor quick question emails	NA	NA	NA	256	A subset of all the emails and phone contracts by transfer counselors only
Student appointments with University representatives	NA	NA	NA	202	The number of students who met one on one with a university representative to discuss the specifics of transfer to that institution
Transfer services w/Transfer staff	NA	NA	NA	4463	Walk in assistance for students by Transfer Center Staff for assistance with transfer applications, GPA calculations, transfer questions, and cross enrollment
Fail and spring College fair participants	NA	NA	NA	713	A subset of "other transfer Center activities showing students who participated in the fall and spring college fairs
University tour participants	NA	NA	NA	67	A subset of "other transfer Center Activities" showing the number of students who participated in tours to 4 year universities
Students reached through social media	NA	NA	NA	20,791	The Transfer Center engages Palomar students with Transfer Center information and activities using a variety of social media platforms
TAGS to UC	33	37	57	44	Number of submissions for consideration of UC admissions guarantees
Associate Degrees to Transfer	59	77	104	163	Number of "Degrees with a Guarantee" awarded at Palomar
CSU and IGETC full and partial certifications	1364	1349	1355	1472	One indicator of students prepared and anticipating transfer the following year

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

Transfer counseling and related services are in greater demand than ever as the complexity of the transfer process continues to grow. In addition to individual counseling appointments there is a need to expand group workshops to manage more general information to a larger group of students. Better efforts can be made to assure improved attendance at workshops, individual counseling appointments and meetings with counseling representatives. Guidelines will be developed to improve opportunities for students to see a transfer counselor (if that is their goal) who have not to date and reduce redundant appointments for students who have recently seen a general or transfer counselor within a 30 day period.

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

Students are satisfied with workshop topics and are acquiring information to help their transition to universities. A major component of our workshops is assistance with the CSU and UC application process. The Transfer Center uses SAO's for feedback on every workshop and transfer activity delivered: 100% of participants would recommend the activity, whether it was a workshop, college tour or college fair to other students. SAO's have been instrumental in changes made to workshops and services offered by the Transfer Center. From SAO feedback we have added more time to our workshops and continue to try to provide more staff to help with the "hands on CSU workshops". We have also included yearly university tours and have changed how services are offered in the Transfer Center. We now offer "walk in applications assistance" during the last week of the application period in November.

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

As new workshops are added, SAOs need to also measure their level of success. All transfer fieldtrips should include student learning outcomes as well.

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 TEES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)

- As plans are developed for the new "One Stop" Student Services Center, the Transfer Center needs to have more physical space to accommodate staff, counselors, university representatives and a workshop space with computer stations. Further, as states in section 51027 of Title V, Minimum Program Standards, a space that provides a resource library of college catalogs, articulation information and agreements, applications to 4-year colleges and universities and related transfer information.
- An expansion of the Transfer Center website in the spring of 2018 will feature successful transfer student's biographies, the transfer stories of Palomar faculty, and transfer topic workshops.
- Working with the Director of SSSP and Student Equity and the Institutional Research Department, baseline data will be identified to begin the development of appropriate activities and goals related to the preparation and transfer of underrepresented students including African-American, Chicano/Latino, American Indian, disabled, low income and other students from historically and currently underrepresented populations. In line with the Chancellor's goal of increasing transfer rates by 30%, the Transfer Center Director will detail a mission statement and specific activities to facilitate achieving this target.
- The Transfer Center Director will be active in campus-wide activities addressing "Guided Pathways", strategic class scheduling, and the development of programs to be offered at the new North and South Centers as they relate to student transfer.
- At the next opportunity, the Transfer Center will work with the San Diego Region Transfer Directors to co-sponsor a bus trip to visit the college fair of HBCU schools
- Explore the possibility of bringing an honors program to Palomar which would improve student opportunities to transfer to more competitive schools like UCLA and UCB.

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

Beginning in the spring semester 2018, a new Transfer Advisory Committee will meet. Representatives from throughout the Palomar College Community, local universities and at least 1 outside member will meet once per semester to review the goals and accomplishment of Palomar's transfer mission.

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.	4 Computer workstations	1	1,4	More computer work stations will enable more drop in students to work on their applications and other transfer related online activities	2000.	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 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.	4 new computers	1	1 and 4	The Transfer Center currently has 5 computer workstations and are well used by transfer students as well as other counseling students	10,000.	One time	no
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.	Budget for university campus tours	2	1, 3	Visitations to universities are one of the most effective activities in assisting students in making their transfer decisions	5,000.	On-going	no
c2.							

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?
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.							
d2.							
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.							
e2.							
e3.							
e4.							
e5.							

f. Classified staff position (temporary and student workers position requests unique to this discipline) Enter requests on lines below.

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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.							
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 Transfer Center provided more transfer application workshops in the fall 2016 than ever before.

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.)

Over the next several years the Transfer Center will work with the stake holders on campus to more fully develop and support a culture of transfer.

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

Name	Name
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Name	Name	Name
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M. De la...

12.20.17

Department Chair/Designee Signature

Date

B. S. A.

12-21-17

Division Dean Signature

A. R. G.

Division Vice President Signature

Date

- Provide a hard copy to the Vice President Gonzales no later than November 17, 2017.
- Email an electronic copy to lhornsby1@palomar.edu by November 17, 2017.
- Email an electronic copy to rjohnson3@palomar.edu by November 17, 2017.