

# Palomar College – Program Review and Planning Non-Instructional Programs Academic Year 2018-19

**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

**11/30/2018**

**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)**

	2014-2015	2015-2016	2016-2017	<<Prelim>> 2017-2018	Definitions
<b>Student Counseling Contacts</b>	6019	6398	5771	8480	Face to face appointment meetings with counselors and walk-in assistance in the Transfer Center to include cross enrollment requests-derived from SARS
<b>Educational plans</b>	784	959	1672	2272	A subset of "student Counselor Contacts" where an educational plan was created or updated- derived from PeopleSoft education plan counts
<b>Email/phone contacts</b>	2106	2689	2829	2899	Number of phone calls and emails answered by staff and counselors derived from SARS
<b>Classroom presentations</b>	61	408	119	111	Number of students reached through classroom visits to provide transfer information
<b>Transfer Workshops</b>	560	807	701	697	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.
<b>Other Transfer Center Activities</b>	919	597	780	1426	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.
<b>Student Counseling appointments with Transfer Center Counselors</b>	NA	NA	1308	1644	A subset of the number of counseling contacts made exclusively by the Transfer Center Director or Transfer Counselors
<b>Counselor quick question emails</b>	NA	NA	256	852	A subset of all the emails and phone contracts by transfer counselors only
<b>Student appointments with University representatives</b>	NA	NA	202	217	The number of students who met one on one with a university representative to discuss the specifics of transfer to that institution
<b>Transfer services w/Transfer staff Fall and spring College fair participants</b>	NA	NA	4463	6841	Walk in assistance for students by Transfer Center Staff for assistance with transfer applications, GPA calculations, transfer questions, and cross enrollment
<b>University tour participants</b>	NA	NA	713	889	A subset of "other transfer Center activities showing students who participated in the fall and spring college fairs
<b>Students reached through social media</b>	NA	NA	67	0	A subset of "other transfer Center Activities" showing the number of students who participated in tours to 4 year universities
<b>TAGS to UC</b>	100	124	20,791	24621	The Transfer Center engages Palomar students with Transfer Center information and activities using a variety of social media platforms
<b>Associate Degrees to Transfer</b>	77	104	163	440	Number of submissions for consideration of UC admissions guarantees
<b>CSU and IGETC full and partial certifications</b>	1349	1355	1472	1396	Number of "Degrees with a Guarantee" awarded at Palomar 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**

The Transfer Center continues to develop methods for using social media and technology to reach out and support students in their transfer process. In an effort to reduce the numbers of students denied to CSUSM for failure to submit transcripts in a timely manner, the Transfer Center has invited transfer students to add the Transfer Center to a text alert that will remind them in January 2019 to submit their transcripts. For SDSU we will remind students to update their SDSU portal with their fall grades. In the numerous CSU workshops offered this fall of 2018 students were also encouraged to add an alert to their smart phone calendars for key submission dates. Additional efforts are being negotiated with CSUSM Admissions on a method to automatically send Palomar transcripts. Hopefully, these combined strategies will minimize the number of admissions denials on the technicalities related to late submissions of fall grades.

We were unsuccessful last year in developing any student interest in attending the HBCU Transfer Fair. This year we worked with the Umoja and Puente Programs at Palomar and the Transfer Center at Mira Costa and collectively were able to take a full bus to the fair held at Grossmont College this fall 2018. The spring semester will include a fieldtrip to 2 Orange county universities- one public and one private.

Transfer counseling and related services are in greater demand now more than ever as the complexity of the transfer process continues to grow. In addition to our expanded social media efforts we will be enriching our webpages to include more information on the transfer process such as the application process PowerPoints presentations and tip sheets used in all our UC and CSU workshops. A new transfer mascot, "T.C" the Transfer Comet has been developed and he will be featured to introduce "Transfer Talks"- short videos on transfer topics that will be added to the Transfer Center Webpages. We are also hoping to do interviews with students who have transferred from Palomar to share their experiences with "would be" transfer students. We have also added a new element on transfer activities that are offered off campus such as tours on individual campuses, discipline specific information sessions, transfer scholarship opportunities, specialized summer programs or support programs for underrepresented students.

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

Campaigns over the last 2 years to increase the number of applicants from Palomar to submit UC TAGS have been successful. TAGs (Transfer Admissions Guarantees to the UC) have become more restrictive over that last few years so to maintain or improve the number of applicants is highly beneficial for transfer students to the UC. Palomar applicants have increased by 14.16% during the period of the fall 2017 to fall 2018 application cycle. Data reviewed for this fall indicate that for the 2019 TAG application period that Palomar students submitted 166 total applications which indicate a 28% growth over last year's. Therefore, over the last 3 year application cycles we have improved the number of applicants by 46.9%.

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".

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

## 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.)
- Plans to be included in the newly remodeled "One Stop" Student Services Center have been derailed and it appears that any opportunity to move together with the Counseling Department is indefinitely postponed. The Transfer Center will continue to advocate for adequate facilities adjacent to the Counseling Department to maintain the necessary proximity to serve students and counselors.
  - An expansion of the Transfer Center website in the fall 2018 and spring of 2019 will feature successful transfer student's biographies and transfer topic workshops.
  - Working with 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" and strategic class scheduling.
  - The Transfer Center will continue to work with a campus task force that is exploring the possibility of bringing an honors program to Palomar which would improve student opportunities to transfer to more competitive schools like UCLA and UCB.
  - The Transfer Center will expand its presence to the new centers at the North and South Centers to assure transfer counselors as well as transfer assistance.

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

Beginning in the spring semester 2019, 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	5,000.	On-going	no

**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?
c2.				assisting students in making their transfer decisions			
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.

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, SAC 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.

In 2017/18 the Transfer Center continued to increase the number and variety of student contacts including educational plans and appointments with increases of 36% and 25.67% respectively.

One of the most critical functions in the Transfer Center is to assist students if they are denied admission to their transfer institution. Last year, the Transfer Center successfully assisted 14 students in overturning their admissions denials so they could transfer into the fall 2018.

**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:

Plan for Academic Year 2018-2019

Brittiany Wong  
Name

Rick Herren  
Name

Name

Lisa Douglass  
Name

Name

Name

*P. J. DeMaris*  
11/30/2018

Department Chair/Designee Signature

Date

*[Signature]*  
Division Dean Signature

12/6/18

*[Signature]*  
Division Vice President Signature

12/5/18

Date