

Student & Community Advancement Program Review

EVALUATIONS PROGRAM REVIEW

I. Overview

A. Program Profile

Instructions: The program profile should contain the program name, primary objectives, funding source(s), a profile of the students or clients served, and any other information that will provide the reader with a more complete understanding of the program.

The program under review here is the Evaluations Unit of Admissions and Records. It is a fund 11 program commingled with other programs in the A&R Division. The Evaluations Unit serves the interests of all students who are applying for an Associate of Arts degree, Associate of Science degree, Certificates, CSU and IGETC (Intersegmental General Education Transfer Curriculum) certifications. The evaluations team interacts closely with the Counseling Division and the Records Office.

B. Status of Previous Recommendations

Instructions: List the current status of recommendations that were provided in the last program review.

There was no separate Program Review for Evaluations. However, there have been recommendations on improvements to this unit over the past five years. Included in these recommendations has been: changing the job description of the evaluators, fully staffing this unit, updating the catalog on Datatel colleague, implementing on-line degree audits. The recommendation to relocate the Evaluations Unit to another area of A&R was accomplished about one year ago and has met with great acceptance by employees within the unit, other A&R employees, and members of the counseling staff. The move also provided for an atmosphere of fewer interruptions to their workflow.

C. Continuing Recommendations

Instructions: List the recommendations that are expected to continue as a result of this program review.

We continue to recommend the following:

- 1) All vacancies in the Evaluations Unit will be filled.
- 2) Upgrade the senior evaluator from Evaluations Specialist to Evaluations Advisor.
- 3) Continue the update of the catalog in Datatel Colleague.
- 4) Implement on-line degree audits.

II. Program Data

A. Student/Client Satisfaction

Instructions: List and analyze the results of the student or client satisfaction survey. Based upon the analysis what program improvements should be made. Assistance from Institutional Research and Planning will be necessary to create, distribute, and tally the survey.

The following are the questions asked and the results of a student survey conducted by the Office of Research for the Evaluations Unit of Admissions & Records.

Table 1

Questions	Count	Strongly Agree	Agree	Total Agree	Disagree	Strongly Disagree	Total Disagree	N/A
<i>OVERALL:</i>								
The hours of operation are sufficient for my needs.	37	11	20	31	3	0	3	3
The office facilities are comfortable and attractive.	37	5	21	26	7	0	7	4
I receive responses to my requests in a timely manner.	37	9	14	23	9	0	9	5
Written procedures are clear and easy to follow on the website.	37	7	19	26	3	2	5	6
The staff that assisted me was very helpful	37	11	16	27	4	2	6	4
The staff that assisted me was knowledgeable.	37	9	17	26	6	1	7	4
The overall quality of service from Evaluations is excellent.	37	8	17	25	7	1	8	4
Written procedures are clear and easy to follow in print materials for evaluations and intents to graduate. The materials I received were of high quality.	37	9	22	31	3	0	3	3
<i>REQUESTING A PETITION to GRADUATE</i>								
The in-person petition to graduate process is easy and convenient.	37	9	24	33	1	0	1	3
The deadlines to petition to graduate are well publicized.	37	5	19	24	7	3	10	3
The information available on-line was useful.	37	7	18	25	2	1	3	9
The staff was helpful with petition to graduate issues.	37	11	18	29	1	3	4	4
If my petition to graduate was denied, the reason was fully explained to me.	34	5	10	15	1	2	3	16
The overall quality of service with my petition to graduate needs was excellent.	36	11	17	28	2	2	4	4
<i>STUDENT PETITIONS</i>								
I have a complete understanding of the petition process.	37	8	15	23	7	2	9	5
Procedures were clear and easy to follow.	37	10	14	24	5	0	5	8
The staff that assisted me was helpful.	37	10	15	25	3	1	4	8
The staff that assisted me was knowledgeable.	37	9	15	24	3	2	5	8
The overall quality of service provided for the petition process was excellent.	37	10	12	22	5	2	7	8

B. Student/Client Outcome Data

Instructions: This section requires the analysis of student or client program data (i.e., metrics) that has been collected over the past three years. Metrics should be thought of as program specific data such as the number of students/clients who utilized various segments of your service over a specific period of time.

Examples include the number of students who met with a counselor, successfully completed their financial aid packet, applied on-line, referred to a company for an interview, or completed training.

1. Analyze program data. Identify and list trends found in the data.

Degrees & Certificates Awarded				
	Associate in Arts	Associate in Science	AA & AS Totals	Certificate Totals
2001-2002	624	521	1,145	n/a
2002-2003	669	493	1,162	n/a
2003-2004	705	543	1,248	261
2004-2005	822	676	1,498	348
2005-2006	748	549	1,297	279

2. Based upon the trends and performance indicator data (e.g., metrics) what changes, if any, should be made to improve the program? All program improvements must be tied to the data.

With the anticipated increase over the next few years in degrees and certificates awarded, it is imperative that the third evaluator be hired and trained as soon as possible. In addition, continued exploration into further automation of the evaluations process should continue.

C. Campus/Community Collaboration

Instructions: List collaborative efforts with the campus and external community that are designed to benefit the program. List how the collaborative efforts should be strengthened and what new collaborations or partnerships should be pursued to improve the program.

1. What program functions are dependent upon external collaborations or partnerships with other programs or services on campus or in the community? Describe the effectiveness of each collaboration or partnership.

Counseling

Counselors and evaluators must work collaboratively at all phases of a student’s matriculation process. Questions on course comparability, prerequisite issues, and degree or certificate requirements are frequently discussed between members of the two divisions.

Records

The evaluators rely heavily on the Records Office to scan incoming transcripts in a timely manner. In the past year, there have been significant challenges in this area. First, there was a staffing issue to accomplish this task. Once that was resolved the laser fiche equipment used for scanning experienced both hardware and software difficulties. The Records Office also works with evaluations by sending the certification worksheets and transcripts to the colleges, academic renewals and repetitions, AP credit, and the data entry of some evaluation information.

The senior member of the Evaluations Unit, currently Marjorie Hall, sits as an ex-officio member of the College Curriculum Committee. It is in this body that proposes additions, changes, or deletions to El Camino College's curriculum.

Information Technology Services

The evaluators rely heavily on ITS for the production of the probation and dismissal lists and labels. ITS and evaluations also work closely in reporting degree completions. Once the evaluators enter all the graduation information in Datatel, they notify ITS. In turn, ITS transmits the data to the Clearing House.

Student Development

As an academic year draws to a conclusion, the evaluators must work with the Student Development staff in preparation for the Commencement program. Upon completion of the first phase of the evaluation process, the evaluators provide Student Development with a graduation list and mailing labels. The Student Development staff in turn mails out the commencement letters and supporting documentation to the candidates for graduation. The timing of this process is important and must be well coordinated in order to meet the printer's deadlines for commencement day.

Other Colleges

Other colleges will occasionally call the evaluators to obtain information not found in El Camino College's catalog or on-line. It is usually for older courses in which a course description is needed. Also, evaluators may be asked by another college how they process graduation intents.

2. How can program personnel strengthen these collaborations or partnerships?

Since El Camino College purchased the services of "College Source" both evaluators and counselors have been able to research college courses at other colleges and universities. This has provided both groups with a great opportunity to utilize web resources in place of thumbing through catalogs. It would greatly benefit all concerned if all of the counselors were to use "College Source." There appears to be reluctance among some counselors to use this service.

It would also benefit both the evaluators and counselors if they could meet three to four times a semester to discuss issues, concerns, procedures, etc.

3. What other collaborations or partnerships should program personnel pursue for program improvement and why?

It would benefit the college, students, the evaluators, and counselors if ITS and the Evaluations Unit were to pursue the establishment of an automated degree audit. In exploring degree audits consideration should be given to existing Datatel Colleague modules, separate software such as Miami DARS, or a hybrid.

D. Program Data Recommendations

Instructions: Compile all program data recommendations from A – C.

We recommend the following:

- 1) Quicker Response Time – with the hiring of a permanent full-time evaluator to replace the retired Peggy Lund, the Evaluations Unit will be able to improve its response time in the coming year. Recommendation: continue with the screening and hiring process for a new evaluator with an employment starting date of January 2, 2007.
- 2) Petitions Explanation – create a brief explanation that would accompany the general Student Petition, providing clarification on how to complete a petition and on the petition process itself.
- 3) Laser fiche Issues – the problems with laser fiche needs to be addressed. For a specific recommendation, please see the laser fiche recommendation in the Records Office program review.
- 4) College Source – The subscription to “College Source” must be continued. In addition, this service will need to be installed at the Compton Center. All counselors at all sites must use this service to maximize the benefits received and minimize the use of evaluators. This service should be fully funded by matriculation resources and should be built into the budget on a permanent basis.
- 5) Evaluator/Counselor Contact – Establish a regular meeting cycle between counselors and evaluators with multiple meetings per semester to discuss issues, concerns, procedures, etc.
- 6) Degree Audit – Providing a comprehensive on-line degree audit and education plan software program would be a benefit to all constituencies beyond anyone’s imagination. A review committee composed of counselors, evaluators, admissions representatives, ITS professionals, and at least one representative of the Academic Senate should convene to examine the feasibility of implementing the Datatel Colleague module or purchasing alternative software such as Miami DARS.

III. Program Requirements

A. Program Support

Instructions: List campus departments that are essential to the success of this program, the impact of those departments on the program, and what is being done to strengthen the partnership between each.

1) All programs depend upon the support of other departments on campus. What is the impact of those departments on this program and what can program personnel do to further strengthen those relations?

Counseling

Counselors and evaluators frequently meet one-on-one to discuss specific student issues. It would benefit both areas if the evaluators were to meet with the counselors in group sessions.

Records

Once the existing laser fiche system in Records is enhanced or replaced, evaluators will need to be trained on this process.

Information Technology Services

ITS will need to work closely with Information Technology Services to implement a computerized degree audit system.

B. Facilities and Equipment

Instructions: Provide a summary of the current state of the program's facilities and equipment and list recommendations if appropriate.

1) Describe the adequacy/inadequacy of the facilities and equipment available to the program.

The current furnishings in the Evaluations Unit are adequate for this unit's current needs. However, computer equipment will need to be replaced within this Program Review cycle. It has been three to four years since the computer terminals and printers were replaced. It is now time to replace these units and cycle to the next generation of CPUs, monitors, ergonomically correct keyboards, and printers. A request for their replacement as well as all other areas of Admissions and Records is contained in the program review of Admissions.

2) List recommendations regarding facilities and equipment.

We recommend the following:

1. The Evaluations Unit will continue to need a dedicated area in the new Student Center. This area must accommodate at least three evaluators, a student worker, a common work area, and adequate storage space for all student records being processed for a degree or certificate and all historical information. A dedicated window for evaluators to serve students would significantly enhance student customer service.
2. Computer equipment will need to be replaced within this Program Review cycle. It has been three to four years since the computer terminals and printers were replaced. It is now time to replace these units and cycle to the next generation of CPUs, monitors, ergonomically correct keyboards, and printers.

C. Staffing

Instructions: Describe the adequacy/inadequacy of the program's current staffing level and the training needs of program personnel. List recommendations based upon question responses.

1. Describe the adequacy/inadequacy of the program's current staffing level.

The Evaluations Unit must be staffed by three full time evaluators. Currently, there are two full-time Evaluations Specialists, Marjorie Hall and LaShanta Young. Retired evaluator Peggy Lund is working as a part-time employee during peak periods until her position is filled.

The table below reflects the current staffing level with Marjorie Hall and LaShanta Young as full-time classified staff and Peggy Lund as a part-time temporary classified. Within three to four years Peggy Lund's vacant position will be filled with a new employee. Marjorie Hall is projected to retire in three years. A new evaluator will need to be hired quickly at that time to replace Ms. Hall.

Personnel Trend

Personnel Type	Current Level		In 3 - 5 years		Retirement	
	# of Staffing	FTE	# of Staffing	FTE	# of Staffing	FTE
Full-time Faculty (Tenure Track)						
Full-time Faculty (Non-Tenure Track)						
Part-time Adjunct Faculty						
Full-time Classified Staff	2	2	2	2	1	1
Part-time Classified Staff (Permanent)						
Part-time Classified (Temporary)	1	0.25				
Casual Employees						
Student Employees						
Manager						
Supervisor						
Temporary Project Administrator						
Faculty Coordinator						

FTE: Full Time Equivalent (i.e., 2 employees working at 50% would equal 1 FTE)

The table below reflects how the Evaluations Unit should be staffed by the next Program Review. The numbers in current level (read as 2009) reflect the three evaluators, a part-time student worker, and a temporary project administrator.

Personnel Type	Current Level		In 3 - 5 years		Retirement	
	# of Staffing	FTE	# of Staffing	FTE	# of Staffing	FTE
Full-time Faculty (Tenure Track)						
Full-time Faculty (Non-Tenure Track)						
Part-time Adjunct Faculty						
Full-time Classified Staff	2	2	2	2	1	1
Part-time Classified Staff (Permanent)						
Part-time Classified (Temporary)						
Casual Employees						
Student Employees					1	0.25
Manager						
Supervisor						
Temporary Project Administrator					1	1
Faculty Coordinator						

2. How does this data impact the program or the future of the program?

Since 1990 there has been three evaluators working in the evaluations unit. Since the death of Toby Mahanay in 1998 there has been a rotation of personnel in the third evaluator's position. In January 2005, LaShanta Young was hired in the third evaluator's position where she remains. In August 2005, long time evaluator Peggy Lund retired. Although she has returned part-time to assist in the evaluation of spring 2006 graduation intents, she has stated that she will most likely not return for another graduation cycle. Therefore, filling her position in the next fiscal year is imperative. Marjorie Hall, the current lead evaluator, has stated her intent to retire in approximately three years. This makes the filling of Peggy Lund's position all the more imperative. The learning curve for a person with evaluations experience from another college is about two years. The learning curve for someone with admissions or records experience, but no evaluations experience is about four years. Recently, the El Camino College Cabinet approved filling the Peggy Lund vacancy. It is anticipated that the interview and selection process will be completed by the end of the Fall 2006 semester and the new evaluator will start in January 2007.

Serious consideration should be given by the college to develop a position of Transcript Evaluator (see job description from College of the Canyons). This position would benefit students, counselors and evaluators.

3. Are program personnel current in their field? If not, describe what is needed to maintain currency and how it will improve the program.

The training regimen for the newest evaluator will continue through 2007 as the training for the yet to be hired evaluator commences. The senior evaluator will only need training in any new software developed or purchased for degree audits.

4. List and prioritize all staffing recommendations.

1. Fill the vacant Evaluations Specialist left by the retirement of Peggy Lund.
2. Elevate lead Evaluations Specialist Marjorie Hall to Evaluations Advisor.
3. Always maintain three full-time evaluators for El Camino College.
4. Hire a Transcript Evaluator

D. Planning

Instructions: Analyze external (advisory committee input, academic/trade journal articles, or other appropriate sources) and internal information to determine changes or trends that will impact the program within the next five years. Explain how the program's planning process involves program staff, and ties into student learning outcomes.

1. *What major changes or trends might impact the program in the next five years? What program plans are in place or will be created to respond to major changes or trends?*

The addition of the former Compton College to the El Camino College environment will pose additional challenges to the Evaluations Unit. Not only will the workload increase, but the implementation of the 75% rule will add an additional layer of complexity. The 75% rule dictates that all students who had completed 75% or more of their units at Compton must be accommodated to complete their degree objectives. The El Camino evaluators will most likely need to evaluate graduation intents for at least the next two to three years while Compton hires and trains an evaluator. Only when the Compton evaluator achieves expertise in El Camino curriculum and the policies and procedures of the graduation process can there be confidence that this vital function be performed with near perfection. Therefore, either existing personnel or a new hire at Compton must be trained in this process.

2. *What data, not currently provided, would be needed to improve program development planning? Explain the type of data desired, why it will be useful, and list the possible sources if known.*

It would be helpful to the evaluations process if the evaluators were aware in advance how many students were eligible for graduation. It would benefit the evaluators if they were able to run reports, both detail and summary, of the students who were potential candidates for graduation. Among the specs for the reports would be majors, units completed, GPA.

3. *Describe how program personnel are made aware of what is happening in the program, future program plans, external/internal changes affecting the program, and changes that need to be made to enable the program to adapt and continue to be successful.*

The evaluators are always included in all divisional meetings. However, the most important means to keep the evaluators up to date is their representation on the Curriculum Committee of

El Camino College as ex officio members. They are aware in advance of any changes to curriculum that may alter degree or certificate requirements.

4. Explain how program personnel are involved in the creation and implementation of program plans?

As an ex officio member of the Curriculum Committee the representative from the Evaluations Unit provides input, both pro and con, on any proposed changes to curriculum as they relate to degree and certificate requirements.

5. Describe how the program's plans tie into student learning outcomes.

The Student Learning Objective (SLO) for A&R is as follows:

By interacting with the Admissions & Records Office students will be able to utilize web technology to accurately and successfully participate in on-line student service processes. This SLO will be monitored through usage rates and a survey that collects students' self-perception of competence.

E. Program Requirement Recommendations

Instructions: List all recommendations made in the program requirement section.

- 1) Fill the vacant Evaluations Specialist left by the retirement of Peggy Lund.
- 2) Elevate lead Evaluations Specialist Marjorie Hall to Evaluations Advisor.
- 3) Always maintain three full-time evaluators for El Camino College.
- 4) Hire a Transcript Evaluator.

The Evaluations Unit will continue to need a dedicated area in the new Student Center. This area must accommodate three evaluators, a common work area, and adequate storage space for all student records being processed for a degree or certificate and all historical information. A dedicated window for evaluators to serve students would significantly enhance student customer service.

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IV. Recommendations

Instructions: Provide a prioritized list of all recommendations made throughout this program review and list, where appropriate, the cost associated with each recommendation. List the strategies program personnel will pursue to aid in the achievement of each recommendation.

- 1) Vacancies - all vacancies in the Evaluations Unit will be filled.
- 2) Senior Evaluator - upgrade the senior evaluator from Evaluations Specialist to Evaluations Advisor.
- 3) Degree Audits - provide a comprehensive on-line degree audit and education plan software program would be a benefit to all constituencies beyond anyone's imagination. A review committee composed of counselors, evaluators, admissions representatives, ITS professionals, and at least one representative of the Academic Senate should convene to examine the feasibility of implementing the Datatel Colleague module or purchasing alternative software such as Miami DARS.
- 4) Catalog - continue the update of the catalog in Datatel Colleague.
- 5) College Source – the subscription to “College Source” must be continued. In addition, this service will need to be installed at the Compton Center. All counselors at all sites must use this service to maximize the benefits received and minimize the use of evaluators. This service should be fully funded by matriculation resources and should be built into the budget on a permanent basis.
- 5) Transcript Evaluator – hire a Transcript Evaluator.
- 6) Laser fiche Issues – the problems with laser fiche needs to be addressed. For a specific recommendation, please see the laser fiche recommendation in the Records Office program review.
- 7) Facilities - the Evaluations Unit will continue to need a dedicated area in the new Student Center. This area must accommodate at least three evaluators, a student worker, a common work area, and adequate storage space for all student records being processed for a degree or certificate and all historical information. A dedicated window for evaluators to serve students would significantly enhance student customer service.
- 8) Evaluator/Counselor Contact – Establish a regular meeting cycle between counselors and evaluators with multiple meetings per semester to discuss issues, concerns, procedures, etc.
- 9) Computer equipment will need to be replaced within this Program Review cycle. It has been three to four years since the computer terminals and printers were replaced. It is now time to replace these units and cycle to the next generation of CPUs, monitors, ergonomically correct keyboards, and printers.

10) Petitions Explanation – create a brief explanation that would accompany the general Student Petition, providing clarification on how to complete a petition and on the petition process itself.

11) Quicker Response Time – with the hiring of a permanent full-time evaluator to replace the retired Peggy Lund, the Evaluations Unit will be able to improve its response time in the coming year. Recommendation: continue with the screening and hiring process for a new evaluator with an employment starting date of January 2, 2007.

Show the linkage to the institution's goals by stating each program review recommendation as an objective statement with corresponding success indicators in the form of an action plan. Enter all action plans into the campus planning software.

The following strategic goals are cited below.

Strategic Goal One: “Support and constantly improve the quality of our educational offerings.”

Strategic Goal Three: “Support innovative practices that enhance the educational experience.”

Strategic Goal Five: “Support and develop effective and motivated employees.”

Strategic Goal Six: “Improve and enhance internal and external communication.”

Strategic Goal Seven: “Incorporate flexibility into institutional structure and process.”

In the 2006/2007 Year

1. Conduct interviews and hire a new Evaluations Specialist to replace the retired Peggy Lund. This is linked to strategic goal five.
2. Work with El Camino College and Compton Center employees to accommodate students subject to the 75% rule. This is linked to three strategic goals: three, six, and seven.
3. Engage the evaluators in the discussions for their space and needs in the new Student Services Building. This is linked to two strategic goals. Strategic goals five and six.

In the 2007/2008 Year

1. Rekindle the discussions on electronic degree audits using Datatel or some other software. This is linked to strategic goal seven.
2. Work with the Counseling Division to develop a position of Transcript Evaluator to review all incoming transcripts for prerequisites and course equivalencies. This is linked to strategic goal one.
3. Prepare Evaluations Unit for temporary move into Administration building.

In the 2008/2009 Year

1. Prepare Evaluations Unit for move into new building. This is linked to strategic goal six.
2. Prepare Evaluations Unit for the possible retirement of Marjorie Hall. This is linked to strategic goals three and seven.