GLENDALE COMMUNITY COLLEGE

Annual Program Review   2012-2013 ADMINISTRATIVE PROGRAMS

Transfer Center

Authorization

After the document is complete, it must be reviewed and submitted to the Program Review Office by the Dean or Manager.

Author: Kevin Meza   Dean or Manager: Jewel Price

Date Received by Program Review: January 16, 2013

1.0. Trend Analysis

Please provide for each program, use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

Service/Function	Service Contacts Academic Years				
	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
Individual counseling appointments	511	709	799	840	579
Drop-in advisement	2119	2066	1946	1894	2084
College tours	115	144	84	129	52
In-class presentations (students served)	2,405	721	1,150	400	400
Workshops (students served)	376	311	441	258	304

SERVICE / FUNCTION	Academic Year	Service Contacts	Other
Total student contacts per year	2011-2012	3,419	
	2010-2011	3,521	
	2009-2010	4,420	
	2008-2009	3,951	

STAFFING	FTEF	Mgmt.	Classified	Hourly	Student Workers Hrs.
2007-2008	n/a	n/a	1.0	n/a	n/a
2008-2009	n/a	n/a	1.0	n/a	1440
2009-2010	2.4	n/a	1.0	n/a	900
2010-2011	2.2	n/a	1.0	n/a	900
2011-2012	2.17	n/a	1.0	n/a	900

1.1. Describe how these trends have affected student achievement, student learning, or program improvements:

The decrease in student contacts over the years is directly related to staffing and outreach efforts. The more staffing that we have available the more in-class presentations we can accomplish. In-class presentations have proven to be the most effective means of informing students about their transfer options.

1.2. Please explain any other relevant quantitative/qualitative information that affects the evaluation of your program?

The amount of students we take on college tours is also a direct budget issue. The amount of money we have each year for tours determines the amount of students we can take.

2.0. Student Learning Outcomes and Program Level Outcomes

Year	SLOs / PLOs Defined	SLOs / PLOs Assessed	Assessments Analyzed
2010-2011	8	8	Yes
2011-2012	8	8	Yes
% Change	0	0	N/A
Trend			

2.1. Please comment on the percentages above.

N/A

2.2. Using the results from your areas recent assessment reports, please summarize any program or other changes/improvements that have been made as a result of your assessments.

The primary purpose of our SLO was to assess our students' knowledge of the transfer process and how supportive we have been as a Transfer Center. With the exception of a couple of students, we were effective in teaching transfer requirements and providing quality service. Results made us aware that our efforts to inform students of the minimum transfer requirements are working, but we need to continue to educate students on transfer strategies such as GPA requirements.

2.3 What recent activities, **dialogues**, discussions, etc. have occurred to promote student learning
or improved program/division processes in the last year?

Mark an "X" in front of all that apply

	Changes/revisions to department processes
	Increased or improved SLO/PLOs
X	Other dialog focused on improvements in student learning
	Documented improvements in student learning
X	New degree or certificate development
X	Best Practices Workshops Discussions regarding best practices or improved processes
X	Conference Attendance geared towards maintaining or improving student success
X	Attendance at Staff Development activity geared towards maintaining or improving student learning
X	Department Minutes
	Reorganization

Please comment on the activities, dialogues, and discussions above

The counselors and coordinator of the Transfer Center attend workshops and transfer events designed to improve/update their knowledge in the field. Many discussions have focused on ways to improve serving our transfer students. The Transfer Director is also the chair of the Region 7 Transfer Directors to keep informed on transfer issues.

3.0. Reflection and Action Plans

3.1 Based on your data and analysis presented above, as well as on issues or items that you were unable to discuss above, comment on the Strengths and Weaknesses of the Program.

Strengths
List the current strengths of your program
1. Counselors
2. College tours
3. Outreach efforts

3.2 Weaknesses
List the current weaknesses of your program
1. Staffing
2. Computers
3. Printed resources

3.3 Using the weaknesses, trends and assessment outcomes as a basis for your comments, please <u>briefly</u> describe any future plans and/or modifications for program/division improvements. Any plans for reorganization should also be included, along with a resource request if applicable.

Plans or Modifications	Anticipated Changes/ Improvements	Link to EMP, Plans, SLOs, PLOs, ILOs
Better staffing	HOPE to have more counseling hours in the Transfer Center either through part-time or full-time counseling.	EMP-Access
Computers	HOPE to increase the amount of computer terminals for students as more of the admissions procedures are strictly online.	EMP-Access
Printed resources	HOPE to purchase updated transfer related printed materials.	

Format Rev. 9.26.12

2012 PROGRAM REVIEW

Section 4
Resource Request

TRANSFER CENTER	
College Trips for Students	**S: TC-1**

Mark Type of Request:

	Facilities / Maintenance		Computer Hardware for Student Use
	Classroom Upgrade		Computer Hardware for Faculty Use
	Instructional Equipment		Software/Licenses/Maintenance Agreements
	Non-Instructional Equipment		Conference/Travel
	Supplies		New Classified Position
	New Faculty Position		Replacement of Classified Position
	Replacement of Faculty Position	X	Other - Campus tours

4.1 Clearly describe the resource request.

Nothing can motivate a student more than actually visiting and experiencing a college campus first-hand. The college trips will offer choices and perspectives for students of varying levels of academic performance. The goal is to expose students to new opportunities on ways to complete their bachelor's degree. These opportunities will be compelling to motivate students towards their degree completion. At presentations conducted by the universities, it is stressed repeatedly that successful completion of math and English courses are essential to fulfill the transfer requirements. It is also stressed that these courses, completed early, make for a more competitive applicant. The experience of these trips will build a sense of a campus community. The more a student is involved on campus, and feels a sense of community, the more inclined they are to stay in school. Campus tours promote a more informed student body. A more informed student body will help create a culture of transfer.

Amount requested $ 10,000 for 8 college campuses
Breakdown of cost (if applicable): Housing: $4,000. Transportation: $6,000 (the tours will serve about 300 students)

Amount requested $ 10,000
Breakdown of cost (if applicable):

4.2 Funding

	Requires one time funding
x	Requires ongoing funding
	Repeat Request
	Year(s) Requested

4.3 Please check if any off the following special criteria apply to this request:

	Health & Safety Issue
	Accreditation Requirement

	Contractual Requirement
	Legal Mandate

4.4. Justification and Rationale: What EMP Goal, plan, SLO, PLO, or ILO does this request address?
Please use information from your report to support your request.

This request addresses planning Goal 1, Student Awareness, Access, Persistence, and Success. The counseling services of the Transfer Center also directly relate to Goal 3.4 by assisting students to "move through the curriculum" by having a plan and guidance.
EMP: Goals 1.1-1.3 and 3.4

4.3. What measurable outcome will result from filling this resource request?
Increase the number of students who apply to four-year colleges and universities.

APPROVAL

AGENCY	DECISION	
The Program Review Committee has reviewed the information in this request and finds it to be:	COMPLIANT	**X**
	NON COMPLIANT OR INCOMPLETE	
	a) Request not adequately described or incomplete	
	b) Request not linked to assessments or assessments not completed	
	c) Request not linked to EMP, plan or SLO,PLO or ILO	
	d) Report Incomplete	
PRC Comments		

Form Revised 9.19.12
Reports determined to be "Non-Compliant" will be returned to the division member responsible. Reports must be resubmitted with needed changes to the Program Review Office. Requests will not move forward in the budget process if the report or request is Non-Compliant.

6

2012 PROGRAM REVIEW

Section 4
Resource Request

TRANSFER CENTER	
Resource Request	**S TC-2**

Mark Type of Request:

	Facilities / Maintenance		Computer Hardware for Student Use
	Classroom Upgrade		Computer Hardware for Faculty Use
	Instructional Equipment		Software/Licenses/Maintenance Agreements
	Non-Instructional Equipment		Conference/Travel
X	Supplies		New Classified Position
	New Faculty Position		Replacement of Classified Position
	Replacement of Faculty Position		Other

4.1 Clearly describe the resource request.

Need to update our Transfer Center Library with printed materials on the college admissions process.   Amount requested $ ___600_____

4.2 Funding

X	Requires one time funding
	Requires ongoing funding
	Repeat Request
	Year(s) Requested

4.3 Please check if any off the following special criteria apply to this request:

	Health & Safety Issue
	Accreditation Requirement
	Contractual Requirement
	Legal Mandate

4.4. Justification and Rationale: What EMP Goal, plan, SLO, PLO, or ILO does this request address? Please use information from your report to support your request.

This request addresses planning Goal 1, Student Awareness, Access, Persistence, and Success. The counseling services of the Transfer Center also directly relate to Goal 3.4 by assisting students to "move through the curriculum" by having a plan and guidance.   EMP: Goals 1.1-1.3 and 3.4

4.3. What measurable outcome will result from filling this resource request?

It may increase the number of students who transfer.

APPROVAL

AGENCY	DECISION	
The Program Review Committee has reviewed the information in this request and finds it to be:	COMPLIANT	**X**
	NON COMPLIANT OR INCOMPLETE a) Request not adequately described or incomplete	
	b) Request not linked to assessments or assessments not completed	
	c) Request not linked to EMP, plan or SLO,PLO or ILO	
	d) Report Incomplete	
PRC Comments		

Form Revised 9.19.12

Reports determined to be "Non-Compliant" will be returned to the division member responsible. Reports must be resubmitted with needed changes to the Program Review Office. Requests will not move forward in the budget process if the report or request is Non-Compliant.