Non-Credit Comprehensive Program Review

2011-2012

1. Please highlight any changes since you submitted your unit assessment (e.g. enrollment trends of the units as of Fall 08).

From 2007 to present, the Non-Credit program has significantly increased enrollment from 309 to 1290, resulting in an increase of 239%, four times what we had in 2007.

1. There are several factors that influenced the positive growth in student enrollment for the program.
   In 2007, the Non-Credit program was relocated from an offsite location on Maclay Ave, in the city of San Fernando, to a bungalow on campus behind Plant Facilities.
   a. This initial move was very beneficial to the program, giving us an opportunity to build relationships with the various campus departments and programs such as ESL, Developmental Communications and the Essential Skill committee.
   b. These relationships along with administrative support were extremely important for the success of the program. Having the support of the campus allows the program to operate more efficiently and provide better services to the students.
2. In 2008, a part time coordinator was hired to assist with the management, re-structure and recruitment campaigns for the program.
3. In 2010, again the program was relocated to the bungalows behind the Sheriff's station.
   a. This recent has proven to be even more beneficial, the office visible and accessible
4. Staff has also been trained in customer service etiquette
   a. The program staff follows up with our students to make sure they get the best service.
5. Word of mouth is probably one of the most effective recruitment tools for the program
   a. The staff supplements recruitment efforts by actively participating in community events, community leadership meetings and other marketing campaigns
   b. Some of these meetings and events include, parent center coordinator meetings for LAUSD, Youth Policy Institute community events, FDN community services network meetings, Work Source Job Fairs, NALEO citizenship workshops, flyer campaigns to local schools, shopping plazas, churches and businesses
6. In 2008, the Non-Credit Program piloted a GED prep program, to support the need for people to obtain a GED certificate and increase their opportunity for employment
   a. These courses have successfully begun the process to establish a well recognized preparation program in the San Fernando Valley
   b. Rather than the traditional computerized tutorials, we offer face-to-face lecture courses, that students tend to gravitate toward
   c. This has made us the most popular service in the East San Fernando Valley
   d. Every semester we host a GED "Official Practice Test". The GED practice test consists of Math, Reading, Social Studies, Science and writing (the official subjects tested in by the
GED). After every practice test students are provided with a comprehensive assessment of their scores and readiness to take the official GED test.

7. Annually the program hosts a student recognition ceremony, designed to acknowledge every student for their successful completion of a course.

8. The Non-Credit Program operates under an Open/Entry policy; reporting our data as positive attendance through the college’s enrollment management system.

9. Faculty and staff follow up with phone calls when students stop attending classes.
   a. Students are encouraged not to miss more than 3 class sessions.

10. The program has two part time counselors on site that are available for 6 hours a week.
    a. The counselors provide orientation workshops, student ED plans, finding community resources and follow ups with transition.

2. **What do you see as the strengths of each of your units?**
    - The Non-Credit program classes are Open/Entry classes, student can enroll/drop at any time during the semester. The classes are not graded.
    - The dedicated, professional and committed faculty and staff.
    - Extending an opportunity to community members who may not have the financial ability to improve their basic skills, obtain employment or enter college credit courses.
    - We host a student recognition ceremony every end of the Fiscal Year. Recognition certificates are distributed to those who complete the classes with good attendance.
    - Provide students with academic counseling to encourage the transition to credit classes.

**What do you see as the challenges?**
- No full time faculty to assist with the coordination of the program
- No smart classes available for our student population
- The Non-Credit program will be relocated for a third time during the winter 2011 break
- All instructors in the Non-Credit program are hourly adjuncts
- Spring 2011, the program took a 15% budget cut to cooperate with the strategic approach to campus savings, with fewer classes offered, there was an obvious increase in average class sizes.

3. **How does your unit planning support the mission of the college?**
   - We meet the needs of our community members who want to improve their basic skills in an accessible, affordable quality learning environments.

4. **What are your visions for changes, revisions and growth?**
   - The Non-Credit Program would like to establish an advisory board during the 2011 - 2012 fiscal year.
   - The Non-Credit program does not provide any degrees or certificates at this time. However we are in the process of developing skills certificates related to the work force development. There
is a big push from the WIA title grant for all agencies to develop effective practices that increase the percentage of students who obtain and keep a job.

5. **What resources are needed to support as well as to build the programs in your Department?**

   - **Facilities? At a minimum 2-3 dedicated classroom**
     Due to the increase of enrollment the Non-credit's FTES numbers also had a significant increase of 139.4 points, this is a 653% growth, and it is more than 6 times the original number obtained in 2007.

   - **FTEF? Non-Credit program is requesting for a full time position.**
     With the recent CB 21 coding limiting other basic skills program the Non-Credit program is expected to grow in numbers. Recent years have shown a substantial growth in numbers for the program. It is important to nurture these positive changes and provide the program with the proper staff to address the quality and quantity of the Non-Credit program. As an educational program it is also important to have a representative/chair in the different committees on campus, this will open up the lines of communication and keep the college community informed about the life of the program.

   - **Technology? At a minimum 2-3 smart classrooms**
     The staff and adjuncts all agree that in order to increase student success, students are better engaged through computerized/automation, which in turn enhance instructor’s lectures.

   - **Other supporting information**
     In fall of 2007, the Non-Credit Program only represented about 5% of the college average (67.2%). In spring 2011, Non-Credit hourly FTES increased to 11% of the college average (64%). That is a 6% growth in hourly assignments offered from fall 2007 to spring 2011.

   **Enrollment per Section**

   The Non-Credit’s enrollment per section has been consistently increasing in correlation to the Campus as whole. The numbers have stayed above the college average from fall 2009 to present with the exception of fall 2010 where we decrease by 1.2 points.

6. **What is the status of SLO assessments in your department?**

   The Non-Credit Program has no SLO's in place yet. The program is currently re-vamping all course outlines. The plan is to include the corresponding SLO’s for the new outlines. Three ESL NC updates have been submitted to the Curriculum Committee Co-Chair for review and approval. We are working close with the ESL department to adopt the same practices and procedures, in order to address the CB 21 coding mandated by the state, the purpose is for Non-Credit courses to align with Credit courses for accountability purposes.
7. **What is the status of the course outlines of record and course updates in your department?**

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8. **What progress has been made towards the recommendations made by EPC following your 08-09 program review presentation?**
   - None, this is the program’s first comprehensive review.