Program Review Oversight Committee Report to College Council:
Institution-wide Program Review Themes

<u>Strengths</u>
- The College has shown its commitment to continuous improvement by conducting outcomes assessment in all three divisions of the campus, and there is increased awareness of the value of such assessments.
- Development and implementation of the five-year technology replacement plan

<u>Opportunities</u>
- New mandates and funds coming in for Student Success and Support Program (3SP) and Student Equity will provide the structure and support to improve student success outcomes. They also provide the opportunity for all three College divisions to work collegially together.

<u>Threats/Weaknesses</u>
- Need for increased faculty and staff to better serve students:
  - Counseling, including designated counselors and/or faculty advising for specific programs
  - Facilities (safety, cleanliness, maintenance, etc.)
  - Admissions and Records
  - Academic Affairs
  - DSP&S tutors
  - Academic support services (e.g., tutors, especially for at-risk and under-represented populations)
- Need for increased campus student life and activities, and places for students to gather to do homework, projects, etc.
- Need for improved customer service campus-wide:
  - Training
  - Pride of "ownership" and collective responsibility
- Sustainability/funding:
  - Enrollment growth creates challenges in keeping up with demand for student support services, for course sections and faculty to fill them, and for facilities and maintenance support.
  - Enterprise – need for additional, alternative funding sources
- Collaboration and communication, especially among divisions:
  - Outreach (i.e., how we communicate with high schools and the community) needs strong coordination among the College divisions
  - Scheduling issues – concurrent enrollment; need better communication about facilities issues that affect classroom instruction and scheduling ; need better communication about student events so faculty can help promote the events and coordinate with them/get involved

<u>SPECIFIC RECOMMENDATIONS FOR COLLEGE COUNCIL DISCUSSION</u>
- Safety:
  - Campus-wide: improved cell phone service and functioning panic buttons
  - East campus: a stationed sheriff on the East campus
- Mental health services:
  - Promotion of these services to students
  - Training for faculty and staff about the mental health services that are available to students, how best to assist students with mental health concerns, and how to handle emergency situations
- Collaboration and communication among faculty and staff:
  - Being more aware of what each other does
  - Training on the services available to students (e.g., Financial Aid, EOP&S, DSP&S) and important information that affects students (e.g., Financial Aid rules)
    - This information could be shared via presentations at Fall Flex Day
- Career Counseling for students

Recommendations from the Academic Subcommittee on the
Institution-Set Standards for Student Achievement

While the College met all of its established institution-set standards for student achievement in 2013-2014, the Academic Senate Subcommittee that reviewed the College's performance last academic year on each measure (i.e., successful course completion, course retention, fall-to-fall persistence, degrees, certificates, and transfers) nonetheless developed some recommendations, based on their review of the data, to bring about improvements in student achievement.

- In the committee's analysis of <u>persistence rates</u> (i.e., the number of students who completed a course in the fall and enrolled in a course the following fall term divided by the number of students who completed a course in the fall) it was discussed that a higher persistence rate is not always a good thing in that it may be due to students taking an unnecessarily long time to complete their programs.
    - o **Recommendation:** The College encourage students to complete their programs and move on.

- In the committee's analysis of <u>degree completion</u> it was found that the number of degrees awarded significantly outpaced the number of students attaining degrees in 2013-14, which the committee discussed is mostly due to the creation of the General Studies and Liberal Arts degrees. Also, a couple years ago there was a policy change such that students must complete 18 *new* units to attain a second Associate's degree if they already have one – a consequence of this is that it encourages students to hold out and instead apply for their degrees all at once. Pursuing multiple degrees can cause students to lose their priority registration if they acquire too many units (100), and at the same time they are taking seats away from other students.
    - o **Recommendation:** The College (EPC, Academic Senate, Counseling Department, and Curriculum Committee) attempt to limit the number of students attaining multiple redundant degrees.

- In the committee's analysis of the <u>number of transfers to the CSU and UC systems</u> it was discussed that while many students have the goal to transfer (approximately 50% of students), many do not end up attaining this goal.
    - o **Recommendation:** The Office of Institutional Effectiveness study the length of time to transfer disaggregated by placement score, entering status, and term of first math and English enrollment.
    - o **Recommendation:** The College prioritize transfer resources and encourage students to transfer.