

Program Review Annual Update

1. Discipline/Area Name: Palmdale Center	2. Year: 2017-2018
3. Name of person leading this review: Sharon Dalmage	
4. Names of all participants in this review: Sharon Dalmage	
5. Status Quo option: Year 1: Comprehensive review Year 2: Annual update or status quo option Year 3: Annual update Year 4: Annual update or status quo option	In years two and four of the review cycle, programs may determine that the program review conducted in the previous year will guide program and district planning for another year. <input checked="" type="checkbox"/> Check here to indicate that the program review report written last year accurately reflects program planning for the current academic year. (Only programs with no updates or changes may exercise the status quo option. All others will respond to questions 6 – 13.)

Data/Outcome Analysis and Use

Please review and interpret data by following the provided links:

#	Indicator	Comments and Trend Analysis
6.	Please review the FTES and enrollment (headcount) data. If applicable, please also review division or department data.	<p>Comments on trends over the past five years and how they affect your program:</p> <p>Enrollment has remained steady in recent years although there have been fluctuations by disciplines. There were 11,654 students attending classes at the Palmdale Center in 2012-13 and 11,595 students attending in Palmdale in 2015-16. .</p> <p>Construction of the new Palmdale Center location is well underway, and we are on target to open for classes at the Palmdale Center in its new location for the Fall 2017. Construction is to be completed during the first week of August.</p> <p>The Palmdale Center will not offer classes during the summer session this year as we will be moving out of our current location with the completion of this Spring 2017 semester.</p> <p>Due to the proximity of the completion of construction and acquiring a certificate of occupancy to the fall</p>

		<p>semester starting date of August 21, and to ensure enough time to effectively move in, we will be holding a 12-week session at the Palmdale Center for Fall 2017 only. All online classes will start on August 21, however, all other class offerings at Palmdale will begin September 18, 2017.</p> <p>We will begin the move as soon after spring semester as is possible. All regular employees assigned to the Palmdale Center will be provided alternative work spaces at the main campus. Staff will return to the Palmdale Center and their new work locations on Monday, September 18, 2018</p> <p>The district will increase course offerings for the summer to accommodate the loss of the summer session at Palmdale.</p>
7.	Report program/area data showing the quantity of services provided over the past five years (e.g. number transactions, acreage maintained, students served, sales figures)	Comment on trends and how they affect your program: NA
8.a.	Student success and retention rates Equity groups within discipline	Review and interpret data by race/ethnicity and gender or both together. Identify what actions are planned to meet the Institutional Standard of 68% for student success and to close achievement gaps:
8.b.	Number of Sections by Location and Modality .	<p>Comment on trends:</p> <p>Palmdale’s class schedule has progressively expanded to increase the number of sections offered. Class scheduling has been managed to offer classes at a variety of times to meet the needs of the community. Additionally, the number of distance education courses have been increased to provide variety to the community.</p> <p>The number of sections offered in Palmdale has grown from 394 sections in 2012-13 to 412 in 2015-16 for an increase of 4.6%. Limited classroom space has precluded growth. The new Palmdale Center, opening in fall 2017, will have 17 classrooms, including state-of-the-art science labs and a 21st century computer lab. Although about 30% of high school seniors attend AVC following graduation, only about 10% of high school seniors from the East Antelope Valley continue their education at AVC. It is anticipated that the expanded Palmdale Center will attract</p>

		more of those students as well as others in that area.
9.	Career Technical Education (CTE) programs: Review the labor market data on the California Employment Development Department website for jobs related to your discipline.	Comment on the occupational projections for employment in your discipline for the next two years and how the projections affect your planning: The City of Palmdale's 2015 population estimate is 165,157 with 38.9% Spanish speakers, 26.2% with some college or no degree and 7.8% with an AS degree (GAVEA 2015).

10. Cite examples of using outcome (PLO, SLO, and/or OO) action plans as the basis for resource requests and the allocation of those requests (e.g. human, facilities/physical, technology, financial, professional development) or making other changes that resulted in or correlate with improved outcome findings over the past five years.

SLO/PLO/OO	Action Plan	Current Status	Impact of Action
OO 3	Increase Staffing	Ongoing	Increase staffing to student ratio based on maintenance of 1,000 FTES and projected 3.6% annual growth.
OO 2	Increase Student Services	Ongoing	Increase the availability of student services such as Financial Aid and Library Services.
OO 1	Technology Update	Ongoing	Ensure technology infrastructure is adequate to meet current and projected student and staff growth.

11. Review the goals identified in your most recent comprehensive self-study report and any subsequent annual reports. Briefly discuss your progress in achieving those goals.

Goals/Objectives/Action Plans	Current Status	Impact of Action (describe any relevant measures/data used to evaluate the impact)
Reduce the need for students to travel to Lancaster Campus	Ongoing	Survey of Palmdale students administered for fall 2015, spring 2015, fall 2013, spring 2012 to measure the needs of students and evaluate impact of the action plan.
Class schedule should be enhanced with appropriately	Ongoing	Survey of Palmdale students administered for fall 2015, spring 2015, fall 2013, spring 2012 to measure the needs of students and evaluate impact of the action plan. Survey

sequenced courses.		
Appointment scheduling is student centered and facilitated by District software.	Ongoing	
<p>Briefly discuss your progress in achieving those goals: SARS has been fully implemented for counseling appointment setting. SARS is utilized to schedule appointments, send student reminders of upcoming individual and group counseling appointments, and document brief notes regarding counseling information. SARS is also utilized to check students in for Financial Aid (FA) appointments, document their reason for visiting FA, automatically send notifications to FA rep of students waiting, and prompt students when they are next “in line” to meet with the FA rep.</p> <p>Hours for the following student services have been added or increased to increase student success in the areas of: Assessment, Computer Lab, Counseling, CalWORKs, EOPS, Financial Aid, OSD, Library, Learning Assistance, and Computer Lab. These services have been increased based on the student enrollment, student population, and class schedule. The open Computer Lab is open 5 days a week to meet the constant student demand. Two WEPA printing stations are available to meet student printing needs. Additionally, two computer kiosks are now available in the Student Services area allowing students to perform quick tasks such as admissions application, financial aid tasks, schedule printing, and more.</p>		
<p>Please describe how resources provided in support of previous program review contributed to program improvements: The addition of a FT Clerical Assistant III increased clerical support to 2 clerical assistant III positions. The 2nd clerical assistant has allowed the Center to expand its operational hours and add Assessment services which is a critical step in the enrollment process. Additionally, the 2nd clerical position provides flexibility for staff to attend off campus meetings, participate in professional development opportunities, and utilize leave options (vacation, etc). Technology resources such as the accessibility to SARS, addition of WEPA stations, addition of a student id machine, a new color multifunction copier that includes scanning & faxing capability have allowed the Palmdale Center to increase its efficiency and flow of information between the main campus. The addition of daily mail service between the campus and Palmdale Center has also increased the Center’s communication ability.</p>		

12. Based on data analysis, outcomes, program indicators, assessment and summaries, list discipline/area goals and objectives to advancing district Strategic Goals, improving outcome findings and/or increasing the completion rate of courses, certificates, degrees and transfer requirements in 2016-2017. Discipline/area goals must be guided by [district Strategic Goals](#) in the Educational Master

Plan (EMP). They **must be supported by an outcome or other reason (e.g., health and safety, data analysis, national or professional standards, a requirement or guideline from legislation or an outside agency).**

Goal #	Discipline/area goal and objectives	Relationship to Strategic Goals* in Educational Master Plan (EMP) and/or other	Expected Impact of Program Outcomes/Student Learning	Action plan(s) or steps needed to achieve the goal**	Resources needed (Y/N)?
1.	Provide full assessment services to the Palmdale service area.	5. Utilize campus resources efficiently and effectively *1. Support learning and facilitate student success	Addressing the need of Palmdale area to complete the AVC application/enrollment process.	Increase Assessment hours to be available full-time. One full-time clerical assistant or assessment coordinator is needed.	Yes
2.	Provide learning assistant services based on the Palmdale class schedule and student success rate.	*1. Support learning and facilitate student success 2. Increase the transfer rate *4. Increase student success in Basic Skills and ESL courses	Increase of student success & timely transfer.	1 tutorial specialist @ the Palmdale Center is needed to focus on the recruitment and scheduling of all tutorial services.	Yes
3.	Offer appropriate courses and amount of sections leading to students being able to complete at least 100% of the CFE degree and 80% of other degree/certificate programs identified for the Center.	*1. Support learning and facilitate student success 2. Increase the transfer rate 5. Utilize campus resources efficiently and effectively	By meeting the needs of the Center's service area, the Center's enrollment will increase.	<ul style="list-style-type: none"> • Addition of Administrative Specialist position to assist in managing the daily operations, assist in planning & coordinating activities and services. • 1 CFE full-time faculty to meet the needs of the Palmdale CFE degree offering. • 1 AJ full-time faculty to meet the needs of the increase of AJ classes and commitment to Palmdale AJ degree offering. • 1 DFST full-time faculty to meet the needs of the 	Yes

				<p>increase of DFST classes and commitment to Palmdale DFST degree</p> <ul style="list-style-type: none"> • 1 SPAN full-time faculty to meet the needs of the increase in SPAN classes and commitment to Palmdale SPAN degree. • Development of a specific & specialized marketing plan for the Palmdale Center to promote to the service area. 	
4.	Expand student support services to meet the projected annual enrollment growth of 3%.	<p>*1. Support learning and facilitate student success 2. Increase the transfer rate *4. Increase student success in Basic Skills and ESL courses</p>	By decreasing the need for students to travel to the main campus for fundamental support services such as Learning Assistance, Financial Aid & Bookstore, students can focus on learning & academic success.	Develop a staffing plan that incrementally increases staffing in select student support areas such as Financial Aid, Learning Assistance and create work schedules that effectively utilize resources. For example, a Financial Aid representative who works from the Center can be scheduled to work full days from the Center 3 days a week instead of half day which requires them to return to the main campus.	Yes

****Action plan verbs: expand, reduce, maintain, eliminate, outsource, reorganize, re-engineer, study further, etc.**

13. Identify significant resource needs that should be addressed currently or in near term. For each request type identify which **discipline/area goal(s)** from **12 guide this need.**

Indicate which Discipline/area Goal(s) guide this need	Type of Request (Personnel ¹ , Physical ² , Technology ³ , Professional development ⁴ , Other ⁵)	New or Repeat Request?	Briefly describe your request here	Amount, \$	One-time or Recurring Cost, \$?	Contact's name
3	Personnel	New	Addition of Administrative Specialist position to assist in managing the daily operations, assist in planning & coordinating activities and services.	\$55,098	Recurring	
3	Other	Repeat	Development of a direct marketing & promotion to assist in meeting the Palmdale Center's enrollment projections and FTEs needs.		One-time	
3	Personnel	Repeat	1 FT CFE faculty to support the Center's commitment to the discipline. The new facility has dedicated CFE classrooms. FT faculty will assist in increasing & maintaining enrollment.	\$53,105	Recurring	
1	Personnel	Repeat	Addition of a clerical III or assessment coordinator to provide FT support to Assessment Ctr.	\$38,400	Recurring	
4	Personnel	Repeat	Addition of 1 FT Counselor who is solely dedicated to the Palmdale Center. This position should be developed so that it primarily services Palmdale and is not pulled to service the main campus.	\$53,105	Recurring	
2	Personnel	Repeat	1 Full-time Tutorial Specialist to lead the recruitment, training and scheduling of academic tutoring.	\$ 41,182	Recurring	
3	Personnel	Repeat	1 FT faculty for Spanish & DFST to support the Center's identification of the need to increase course offerings in this area based on service area demographics and external scans.	\$53,105	Recurring	
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4	Technology	Repeat	Installment of technology allowing staff to		One-time	

			periodically attend meetings virtually from the Palmdale Center. Meeting examples: weekly Counseling staff mtg., bi-weekly Counseling Clerical Staff mtg., Admin Council, Learning Center staff meeting, Learning Center Advisory Committee mtg, Enrollment Management mtg.			
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¹List needed human resources in priority order. For faculty and staffing request attach Faculty Position Request form.

²List needed technology resources in priority order.

³In priority order, list facilities/physical resources (remodels, renovations, or new) needed for safer and appropriate student learning and/or work environment.

⁴List needed professional development resources in priority order. This request will be reviewed by the professional development committee.

⁵List any other needed resources in priority order.