Fall 2024 Program Review Report | Non-Instructional Areas

Department /Area Name: Palmdale Center	For Planning Years: 2025-2026
Name of person leading this review: Van Rider (Dean of Workforce Development and Community Engagement)	
Names of all participants in this review: Debbie Lindsey, Casey Farris, Jose Blanco, Jr., Elayne Davis	

Part 1. Program Overview: *Briefly describe how the program contributes to the district <u>mission</u>*

The Antelope Valley College Palmdale Center (consisting of the administration and classroom buildings, the Palmdale Technical Center -AVC Makerspace, Soar Annex, and CTE classrooms/labs) are committed to fulfilling AVC's mission to "provide a quality comprehensive education to a diverse population of learners" to "transforms lives" by providing access to 104 in person sections in Fall 2024 with an expected 79 sections in Spring 2025. The center's location in the south Antelope Valley offers access, instruction, and services to its diverse student population of over 12,023 (81% identified as a student of color). Many of whom are from underserved populations, low income/wage earners as evidenced by the 52% Pell Recipient rate. Additionally, the center saw an increase of 19% in its in-person student headcount from the previous AY.

The Palmdale Center offers access to Student and Academic Support Services including counseling, OSD, Library, and Learning Center. Looking forward into the 2025-2026 AY, the Palmdale Center will continue its development of Palmdale GE and Transfer Degree Pathways, noncredit programs (including the existing ESL courses), Contract Education (workforce training programs), and the Makerspace at the Palmdale Technical Center.

Part 2A. Analyze the program review data for your area including equity data and any internal/external environmental scan information (e.g., surveys, interviews, focus groups, advisory groups, etc.

Use the following questions to guide your analysis:
- Who do you primarily serve and what services do you provide for each of the groups?
- How is the work of your area measured or quantified? What is your measure of success?
- How do the demographics served by your area's work compare to AVC's service area demographics?
- Which race/ethnicity groups experience the largest equity gaps?
- What are the success and retention rates (S&R) for your area (if applicable)? Did they decrease or increase in the last year?

The Palmdale Center offers access to Student and Academic Support Services including access to counseling, student IDs, nursing badges, test proctoring, Admissions and Records support, OSD, Library, and Learning Center. The Palmdale Center continues to support CTE certificates, GE and transfer programs, highlighted by its support of the SOAR South, Aircraft Fabrication and Assembly, and Industrial Manufacturing Technology Apprenticeship program.

Measures: Enrollments and Success and Success Rate

	Fall 2021			Fall 2022			Fall 2023			Fall 2024		
	Enrollments	Success	Success Rate	Enrollments	Success	Success Rate	Enrollments	Success	Success Rate	Enrollments	Success	Success Rate
Measures	14,586	10,151	70%	10,819	7,400	68%	14,640	10,049	69%	14,875	0	0%

A closer look at the Fall 2023 success rate for specific groups of students enrolled in sections at the Palmdale Center highlight the need to work with the academic departments and the available student and academic support services to improve success rates for the following groups: Black/African American (57%), Native American/Alaskan Native (55%), Pacific Islander (67%). Hispanic/LatinX continue to hold at 70% across the past three reported periods.

To better aid student success in the areas of career development and college preparedness, the Office of Workforce Development collaborated with the divisions within Academic Affairs to improve and increase the number of noncredit programs and courses as illustrated:

2023-2024 (2 Certificates)	2024-2025 (7 Certificates)	2025-2026 (Anticipated 16 Certificates)
English as Second Language	• College Readiness - Reading and Writing • Computer and Workforce Fundamentals • English as Second Language/ELL (2) • Health and Fitness for First Responders • Personal Business Ownership • Tutoring Certificate	• Case Management Work Readiness* • College Readiness - Reading and Writing • Community Modern Policing* • Computer and Workforce Fundamentals • Customer Service Essentials* • English as Second Language/ELL (2) • Health and Fitness for First Responders • Logistics, Transportation, and Distribution Certificate* • Personal Business Ownership • Practical 3D Printing* • Practical Microcontrollers * • Practical Robotics* • Pre-college & Community Music Performance* • Supply Chain Warehouse Essentials* • Tutoring Certificate *Pending local and Chancellor's Officer approval

Additionally, the Palmdale Center's front desk provided point of contact information and coordination for student services support. For the 2023-2024 AY, the AVC Palmdale Center staff (classified and student employees) has provided service to thousands of students in the following areas:
- Front Office Person to Person service – 3256
- Front Office Phone Inquiries – 1084

- Front Desk – Student IDs – 188
- Call Center has supported 14 campaigns (outreach, enrollment, registration, and marketing) making 5889 calls.
- Produce Pickup – 1146
- Palmdale Center Computer Lab – 1089

One of the crowning, annual events, the AVC Palmdale Summer Block Party supported 270 attendees and 190volunteers and vendor participants. This event is focused on making connections with our community neighbors, like Olive Support Services, the City of Palmdale, and the Hispanic Chamber, while providing outreach to promote AVC's programs and commitment to student success in the Antelope Valley.

Part 2B. Based on Part 2A and the reflection questions below, identify the program/area Strengths, Opportunities, Aspirations & Risks:
Use the following questions to guide your analysis:
• Who do you primarily serve and what services do you provide for each of the groups?
• Describe how your program/area incorporates constituent feedback.
• How does your program address equity gaps within the scope of work?
Strengths and Accomplishments: *(Include your data analysis of relevant metrics in your response.)*

During the 2023-2024 AY, the Palmdale Center has provided access to instruction and student services to over 12,000 AVC students. The Palmdale Center continues to support CTE certificates, GE and transfer programs, highlighted by its support of the SOAR South, Aircraft Fabrication and Assembly, and Industrial Manufacturing Technology Apprenticeship program. The Palmdale Center offers access to Student and Academic Support Services including counseling, OSD, Library, and Learning Center. The Palmdale Center celebrated the following accomplishments:

- **Careers for a Cause (C4C)**: C4C was an eight-week pilot program that focused on career exploration and assessment, job shadowing, skills training, on-the-job coaching and job retention support. In addition, students received wrap-around support services and a stipend from LA County. The C4C program seeks to connect participants to campus resources that heighten students' chance for completion and occupational success in the Social Services profession through the guidance of Amity Foundation. This certificate serves as pre-employment training for rewarding careers in the homeless services sector. There was a total of 24 graduates who completed the program with a certificate in Computer and Workplace Fundamentals from AVC.

- **Palmdale Technical Center development**:
  - **SOAR Annex:** In collaboration with the Antelope Valley Unified High School District and SOAR Palmdale, the AVC Palmdale Center opened the SOAR Annex, five classrooms in the west wing of the center. Serving 125 students, the space supports the high school math and science departments. This ongoing partnership will improve student access to and success in college level courses.
  - **AVC Palmdale Center Makerspace**: Opened on Monday, September 23, 2024. The Makerspace at AVC Palmdale Center offers a space where students, staff, industry professionals, and entrepreneurs can develop skills, create prototypes, and have access to advanced software, milling machines, 3D printers, and integrated manufacturing tools.

- **Extended Learning (Contract Education) Program Development**: AVC's Extended Learning offers a wide range of online career & professional development programs for jobseekers, workforce training seminars for businesses and employers to Upskill their teams, and noncredit programs and courses for the lifelong learners and preparation for future educational opportunities. The department worked with a consultant to conduct a regional needs assessment with workforce development agencies, job boards, and educational partners to identify prioritized training and develop trainings in Essential Soft Skills,

Logistics (Warehouse, Transportation, and Distribution), and Food Services and Safety Certification. Initial clients included AV Fair Association, Lancaster Street Company, Project Joy, Olive Support Services, and Westside School District.

- **Annual Block Party:** One of the crowning, annual events, the AVC Palmdale Summer Block Party nearly doubled from over 200 attendees in its inaugural year to 490 attendees and 178 volunteers and vendor participants. This event is focused on making connections with our community neighbors, like Olive Support Services, the City of Palmdale, and the Hispanic Chamber, while providing outreach to promote AVC's programs and commitment to student success in the Antelope Valley.

- **Avanti Market**: Due to the loss of the Barnes and Nobles Bookstore outlet, AVC explored additional food and beverage options to the existing vending options. The AVC Palmdale Center is piloting a micro-market, the Avanti Market. The self-service micro market is a self-serve kiosk that allows customers to purchase food and beverages without going through a traditional checkout line.

Opportunities and Challenges: *(Include your data analysis of relevant metrics in your response.)*

To improve student success and address equity gaps identified, the Palmdale Center staff will:
1. Evaluate the instructional, student and academic support service spaces/schedules to maximize available classroom, lab, and additional spaces.
2. Improve access, communication, promotion, and coordination of Academic Support Services.
3. Work with divisional deans to clarify Palmdale GE and Transfer Pathways to improve access, enrollment, and retention at the Palmdale Center.
4. Facilitate the continual development of Career Development and College Preparedness Noncredit and Adult Education programs with the Academic Affair division.
5. Develop and improve Contract Education Workforce Development Training including department infrastructure.
6. Plan and host outreach events with community partners to promote AVC programs and strengthen relationships.
7. Evaluate and create an appropriate center infrastructure to successfully execute and support AVC Palmdale initiatives.
8. Conduct a Palmdale Center Student Survey to measure operational outcomes and student expectations and needs.

- Identify 2-3 challenges within your department and explain why these challenges pose a risk to the institution. These challenges can be systems, functions or programs involving financial/business processes, information technology, policies, program administration, compliance issues, etc. What is the likelihood they will pose a disruption to your program/processes with 1 being unlikely and 5 being highly likely?

Due to staff shortages and coverage issues at the main campus, the Palmdale Center often finds itself relying on remote student services. This is an obstacle for AVC students who have elected to use the center as their primary access point to the college services and processes. The center will work with the respective departments to better provide equitable access to support services such as Financial Aid, Office for Students with Disabilities and CalWORKs, and projected growth of Palmdale Learning Center.

Challenge	Likelihood (1 being unlikely and 5 being highly likely)
1. Lack of infrastructure to support sustainable development of non and not-for credit programs.	3
2. Lack of resources (human, financial, and space) to sustain or grow programs and services.	2

3. Declining enrollment at the Palmdale Center and district wide.	2
4. Declining and loss of student access to Student Services at the Palmdale Center.	3

Aspirations: *(Include your data analysis of relevant metrics in your response.)*

Moving into the 2025-2026 AY, the Palmdale Center will continue its advancement of Palmdale GE and Transfer Degree Pathways, noncredit programs, Contract Education (workforce training programs), and the Makerspace/Innovation Hub at the Palmdale Technology Annex. Additionally, the center will support the expansion of the following programs: Aerospace Welding, Electrical Technology, and Medical Assistants.

At its inception, the Palmdale Center was intended to provide clear GE and transfer pathways to the AVC demographic in the south Antelope Valley. Importantly, the Palmdale Center will work to establish its identity as a primary provider of equitable education, workforce development training, and services to the immediate surrounding communities.

Part 2C. Review and comment on progress toward past Outcomes Improvement Plans

List your past **Outcomes Improvement Plans** and progress toward meeting those plans. *If you have not completed your Outcomes Improvement Plans, please review Operational Outcomes and Outcomes Improvement Plans training in Canvas and contact the Outcomes Committee directly.*

Past Outcomes Improvement Plans	Progress Made
No OIP on file as this is the first year of its utilization. Previous Palmdale Center program review reports used the Instructional Area template. No CIP submitted.	OIP will be discussed, created, and used for future center program reviews.
Note: We will discuss practices that could be implemented to improve operational performance, contribute to sustained success, and determine operational outcomes and appropriate assessment measures.	

Part 2D. Review and comment on progress towards past program review goals:

List your past program review goals and progress towards those goals.

Past Goal	Progress Made
Develop contract education workforce training and adequate infrastructure to meet industry, small business community, education, and civic demands.	To meet the workforce development needs, the Office of Workforce Development developed 3 worker preparation programs: Essential Skills, Logistics, and Food Services and Safety Certification. Additionally, student completions have increased with partners with ed2go and Careerstep.
Develop Career Development and College Preparedness (CDCP) noncredit programs to prepare students for improved success in college level courses.	To better aid student success in the areas of career development and college preparedness, the Office of Workforce Development collaborated with the divisions within Academic Affairs to develop 7 new noncredit certificates.

Develop student centered, technology supported instructional spaces to improve learning engagement, space flexibility, project based learning, and equitable access to instructional and career education technology	2023-2024 AY saw the development of the Palmdale Technical Center (Makerspace and SOAR Annex) to aid in improving access and increasing sections of core classes to support the SOAR Palmdale student success.

Part 3. Based on Part 2 above, please list program/area goals:								
Program /Area Goal #	Goal Supports which:				ESP Goal Primarily Supported:	Goal (Student-focused)	Steps to be taken to achieve the goal?	Measure of Success (How would you know you've achieved your goal?)
	ILO	PLO**	SLO**	OO (Service area Outcomes)				
#1	ILO 4. Career and Specialized Knowledge				Goal #5 Education: Expansion of offerings and effective course scheduling.	Develop Palmdale GE and Transfer Pathways to improve access, enrollment, and retention at the Palmdale Center.	Coordinate a two-year schedule of courses to offer an appropriate number of Palmdale sections to improve enrollment and degree completion. Coordinate with counseling and department chairs/division deans to develop and present a Palmdale GE Pathway Coordinate with Academic Support and Student Services to provide appropriate and adequate access to tutoring, library services, and comprehensive student services.	
#2	ILO 4. Career and Specialized Knowledge				Goal #5 Education: Expansion of offerings and effective course scheduling.	Develop Career Development and College Preparedness (CDCP) noncredit programs to meet the current and future workforce demand and gainful employment.	In partnership with Academic Affairs division deans to develop and offer noncredit programs aligned with industry standards and current AVC CTE programs for improved employment opportunities.	
#3	ILO 4. Career and Specialized				Goal #6 Success: Boost success rates by prioritizing the student experience.	Develop student centered, technology supported instructional spaces to improve learning engagement, space flexibility, project based	Center and Classroom Renovation: Order desks, computers, and related accessories, to renovate existing classrooms (2) with computer/desks.	

#								
	Knowledge					learning, and equitable access to instructional and career education technology.	Improved uniform and branded signage for better student wayfinding. CTE Program Expansion: Renovation of current spaces to support AERO Welding, Electrical Technology, MOA, and Anatomy/Physiology. Makerspace: Continued enhancement and maintenance of the work & project-based learning space.	
#4	ILO 4. Career and Specialized Knowledge				Goal #5 Education: Expansion of offerings and effective course scheduling.	Develop contract education workforce training and adequate infrastructure to meet industry, small business community, education, and civic demands.	Coordinate with CTE Advisory Committees, local industry partners, economic development boards and agencies to assess, advance, and develop workforce development training. Hire program coordinator, supervisor and/or specialist to support program development, coordination, logistics, and success	

**If applicable for instructional areas

Part 4: Resource Requests that Support Program Goals (Based on the above analysis, please use the following space to document resource requests)						
Type of Resource Request	Summary of Request	Which of your Program/area goals (Part 3) does this request support?	New or Repeat Request	Amount of Request, ($)	One-Time or Recurring Cost, ($)	Contact's Name
Physical/Facilities	Order desks, computers, and related accessories, to renovate existing classroom with computer/desks.	#3	Repeat	$17,428 (furniture – hideaway table, chairs, fixtures). $18,000 (all in one computers): $35,428	One-time	Van Rider
Classified Staff	Hire clerical II front desk support to improve	#2	Repeat	Estimated costs: clerical II)SR	Recurring	Van Rider

	equitable access to student services support					
Classified Staff	Hire program coordinator and/or specialist to support noncredit and contract education program development, logistics, and success	#2	Repeat	Estimated costs: coordinator (SR 20) salary/benefits: $82,000; Estimated specialist (SR 13) salary/benefits: $71,500	Recurring	Van Rider
Physical/Facilities	CTE Program Expansion: Renovation of current spaces to support AERO Welding, Electrical Technology, MOA, and Anatomy/Physiology.	#3	New	$1,600,000	One-time	Van Rider
Physical/Facilities	To improve security and safety, install doors at the entrances of the Learning Center (137) and Open Computer Lab (181)	#3	New	$22,000	One-time	Van Rider
Physical/Facilities	Create a welcoming, student centered outside seating area	#3	New	All weather table and chairs $24,000	One-time	Van Rider
Physical/Facilities	Improved and uniform signage in the Palmdale Center, SOAR Annex and Technical Center	#3	New	Estimated $35,000	One-time	Van Rider

Part 5: Insert your Program Review Data here and any other supporting data. (See Part 2A above).
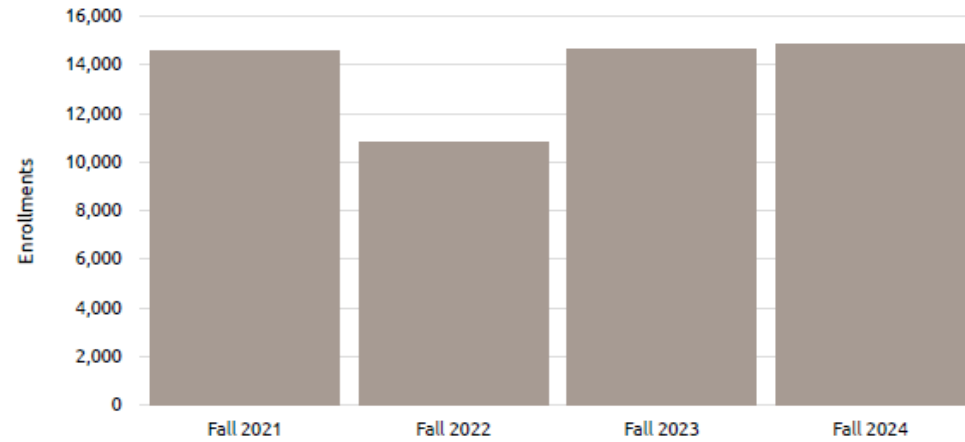Required:
- Supporting data/information

Enrollment and Success

Antelope Valley College

This report is used to show enrollments and successes.

Limits: **Course Campus** Palmdale Center

Limits: **Course Campus** Palmdale Center

Measures: Enrollments and Success and Success Rate

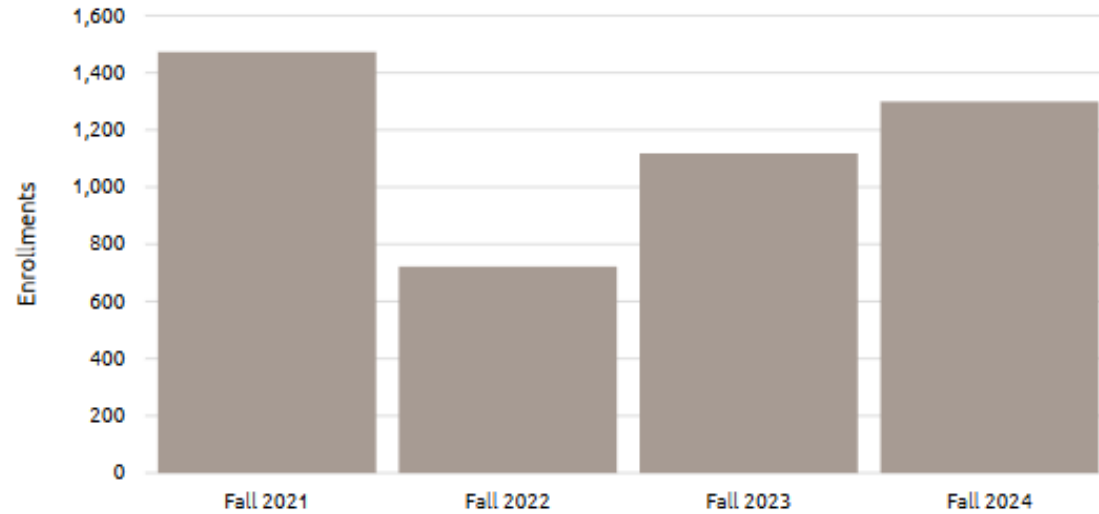|	Fall 2021			Fall 2022			Fall 2023			Fall 2024		
	Enrollments	Success	Success Rate	Enrollments	Success	Success Rate	Enrollments	Success	Success Rate	Enrollments	Success	Success Rate
Measures	14,586	10,151	70%	10,819	7,400	68%	14,640	10,049	69%	14,875	0	0%

The following reports illustrate a sample of the success rates by core GE disciplines.

Enrollment and Success

English

This report is used to show enrollments and successes.

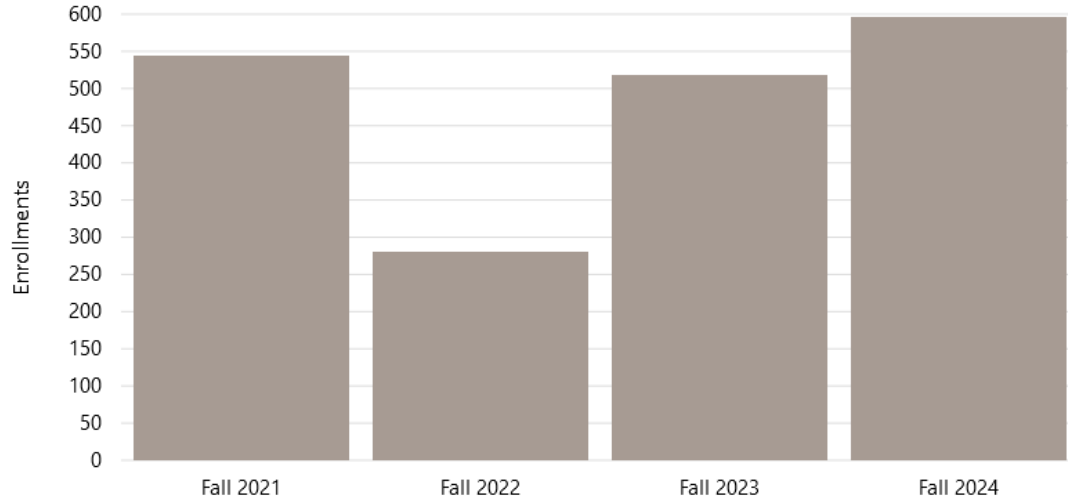Limits: **Course Campus** Palmdale Center

Limits: **Course Campus** Palmdale Center

Measures: Enrollments and Success and Success Rate

	Fall 2021			Fall 2022			Fall 2023			Fall 2024		
	Enrollments	Success	Success Rate	Enrollments	Success	Success Rate	Enrollments	Success	Success Rate	Enrollments	Success	Success Rate
Measures	1,473	942	64%	722	465	64%	1,118	709	63%	1,299	0	0%

Communications

This report is used to show enrollments and successes.

imits: **Course Campus** Palmdale Center

Limits: **Course Campus** Palmdale Center

Measures: Enrollments and Success and Success Rate

	Fall 2021			Fall 2022			Fall 2023			▾ Fall 2024		
	Enrollments	**Success**	**Success Rate**	**Enrollments**	**Success**	**Success Rate**	**Enrollments**	**Success**	**Success Rate**	**Enrollments**	**Success**	**Success Rate**
Measures	545	390	72%	281	196	70%	518	318	61%	597	0	0%

Mathematics

This report is used to show enrollments and successes.

Limits: **Course Campus** Palmdale Center
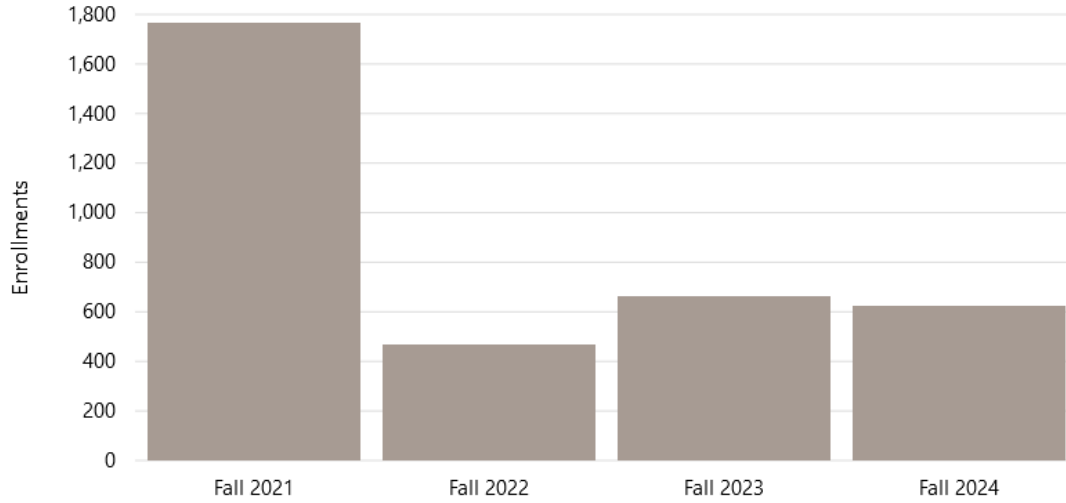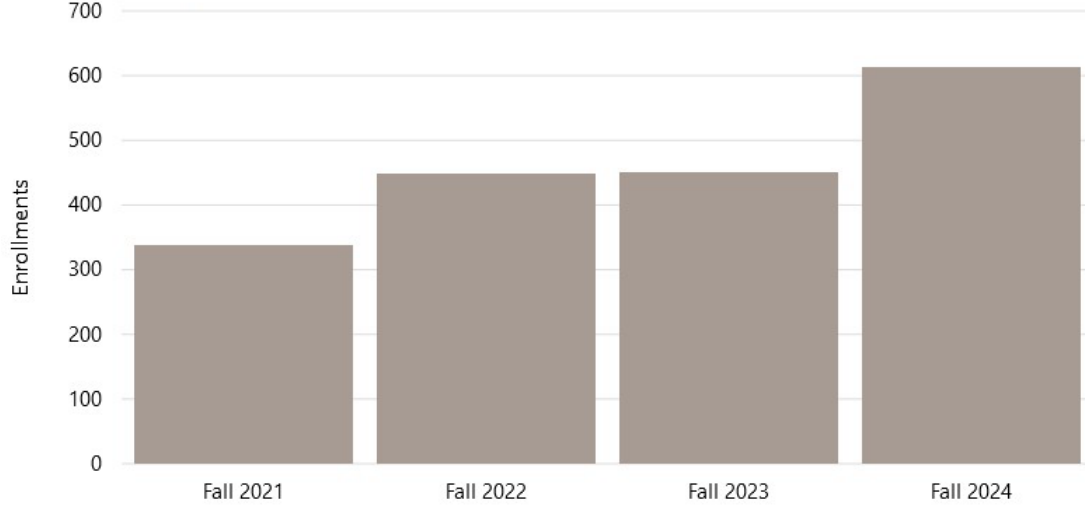

Limits: **Course Campus** Palmdale Center

Measures: Enrollments and Success and Success Rate

	Fall 2021			Fall 2022			Fall 2023			▾ Fall 2024		
	Enrollments	**Success**	**Success Rate**	**Enrollments**	**Success**	**Success Rate**	**Enrollments**	**Success**	**Success Rate**	**Enrollments**	**Success**	**Success Rate**
Measures	1,768	1,010	57%	470	262	56%	662	467	71%	626	0	0%

Biological and Environmental Sciences

This report is used to show enrollments and successes.

Limits: **Course Campus** Palmdale Center

Limits: **Course Campus** Palmdale Center

Measures: Enrollments and Success and Success Rate

	Fall 2021			Fall 2022			Fall 2023			▼ Fall 2024		
	Enrollments	**Success**	**Success Rate**	**Enrollments**	**Success**	**Success Rate**	**Enrollments**	**Success**	**Success Rate**	**Enrollments**	**Success**	**Success Rate**
Measures	337	253	75%	448	324	72%	450	357	79%	614	0	0%