Program Review Annual Update

1. Discipline/Area Name: Corporate and Community Services	2. Year: 2015-2016
3. Name of person leading this review: Dr. Tom O'Neil	
4. Names of all participants in this review: Ann Steinberg, Elayne S. Davis	

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. ☐ 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.	Comments on trends over the past five years and how they affect your program: Established an Interest list to follow-up with contacts to secure registrations. Course offerings has increased to a total of 61, with 264 individual classes offered. See attached spreadsheets for details of interest list (example) and courses.
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: Increase in enrollments is seen for CA Guard Card (DOL – as of May 2014, 148740 jobs in CA); CA Notary Public and Loan Signing (Increased mortgages in CA increased need for Notaries and Loan Signers; Food Handler Certification (Increase in population and food services in AV). Increased community/business interest in contract and corporate offerings. Working to add CA Guard Card, Food Safety Protection Manager's level certification, Grant Writing, and Notary Public and Loan Signing to the I-Train.

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: Retention stems from recertification need every 2 years: Food Safety Protection Manager's level certification, Notary, and CA Guard Card, and IV Therapy and Phlebotomy CEU certification.
8.b.	Number of Sections by Location and Modality .	Comment on trends: Increasing need for strong Corporate and Community Services offerings based on recently received grant award from CA Chancellor's office for Inmate Education Pilot Program, establishing an AA degree in Business academic program at LAC prison. Need to develop training programs for releasees and parolees that lead to employment opportunities.
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: Manufacturing skills trainings, as identified by the business community, need to be reviewed for the development of offerings on contractual basis, included in funding programs.

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
SLO		ongoing	**Corporate and Community Services (CCS) offers a wide range of educational seminars and professional development programs. These programs provide educational and personal services to the community, and professional development seminars to the businesses through partnerships with local industry, and the community. In addition to on-campus personal development offerings (4-course Grant Writing series; language courses – Arabic, Aramaic, Italian, and Hindi; Retirement Planning; Living Trust; SAT and GRE Test Prep; Tai Chi; and Backpack Survival) and professional development offerings (CA Notary Pubic; Loan Signing; Food Safety Protection Manager's level certification; CA Guard Card, including additional required courses; CA Campus Security Guard; Recognition of Cardiac and Respiratory Emergencies; and LVN IV Therapy and Phlebotomy certification), CCS**

			offers numerous online courses and certificates in accounting, business, and specialized disciplines, to name a few.
ILO #1		ongoing	**Notary and Loan signing classes align with ILO #1.**
ILO #2		ongoing	**Corporate & Community services aligns directly with ILO #2.**
ILO #3 & 4		Ongoing	**Aligns – SAT & GRE Test Prep class prepares for the exams – In the abstract of what is provided meets ILO #3 as well as prepares to enter field.**
ILO #5			**Aligns as classes are provided to under acknowledged demographics, such as inmates (Transitions Program with the CDCR), seniors (Grant Writing, Notary, C Home Inspection Certification), low-income (government funding provided), displaced employees (Customer Service Training – strengthen existing skills), and Veterans. Additionally, several student taking the Grant Writing courses do so to establish non-profits which assists with underserved populations of our community (at-risk individuals, parolees, low-income single parents families, and disabled persons.**
ILO #6		Ongoing	**Aligns with the CA Guard Card, Food Safety Protection Manager's level certification, IV Therapy/Phlebotomy/CPR, and health care certifications. Employment available in Security, Food Service, Nursing, and Medical Assistants careers.**
		Choose an item.	
		Choose an item.	

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)
Increase program offerings	Ongoing	**Increased to 61 courses offered, with 264 classes run. Corporate trainings increasing through ETP funding, Kinkashryo – Frontline Leadership and Computers for Production, and secured contract for training with BYD. I-Train participation will increase with the addition of several CTE courses (CA Guard Card, Food Safety Protection Manager's level certification, Notary) opening up the potential for trainings to be provided to Veterans, unemployed,**

		displaced, disabled, and paroled persons. The Food Handler class is provided to 9 school district food services departments;
Increased and refine cold call marketing	Ongoing	**If not regarding immediate registration, all calls are logged in an interest list, and followed-up with contact as class schedules are determined. Students who miss classes are contacted to attend later scheduled classes. Interest lists are also obtained from community outreach participation, i.e. job and community fairs.**
Increase Course Proposals	Ongoing	**AP&P approval process has been made easier – course proposals are submitted as "informational," decreasing the length of the process. However, still having an issue with faculty returning the course proposal review packet in a timely manner – prolonging the process, reducing the number of proposals moving through approval each year.**

Briefly discuss your progress in achieving those goals: Staffing now includes: Clerical III, Account II, Clerical II and Clerical I short-term hourly employees, and hired an adjunct faculty member as a part-time Corporate Training Developer who provides direct outreach to the community developing networking opportunities, and providing information to local businesses, organizations, and governmental agencies about the C&CS course offerings. Office/program workload increasing necessitating the expansion of the full-time employees.

Please describe how resources provided in support of previous program review contributed to program improvements: Corporate trainings have been renewed. Networking with community organizations have increased collaborations and partnerships including California Department of Corrections and Rehabilitation (Transition Program), Lancaster Chamber of Commerce (Young Entrepreneur Academy), Lancaster EDD and South Valley Work Source/Goodwill of Southern California (I-Train programs), Red Lobster in Palmdale through a collaboration with the City of Palmdale (Customer Service Training), and AVC departments such as Job Placement (on and off-campus job fairs) and Outreach (Icehouse Entrepreneurship offered at no charge for AVC Veteran students).

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)?
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**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
	Choose an item.	Choose an item.			Choose an item.	
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[1] List needed human resources in priority order. For faculty and staffing request attach Faculty Position Request form.

[2] List needed technology resources in priority order.

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

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

[5] List any other needed resources in priority order.