Fall 2012 Program Review - Annual Update Profile

As of: 3/15/2013 02:30 AM EST

Program Review - Annual Update Included in this report:

- 1. Discipline/Program/Area Name
- 2. Year
- 3. Name of person leading this review.
- 4. Names of all participants in this review.
- 5. Please review the five year headcount, FTES, and student PT/FT enrollment data provided on the web link. Comment on trends and how they affect your program.
- 6. Using the student achievement data provided by web link, please comment on any similarities or differences in success, retention, and persistence between ethnic, gender, and location/method of delivery groups. Please comment on all three (success, persistence, and retention). Identify which trends and achievement gaps will be addressed in the current academic year.
- 7. Analyze changes in student achievement and achievement gaps over the past four years. Cite examples of using additional resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes that have resulted in improvements in student achievement.
- 8. Provide examples from your program where assessment results of Student Learning Outcomes (SLOs), Program Learning Outcomes (PLOs), and/or Operational Outcomes (OOs) were discussed and used to make budget decisions. This should include brief descriptions of assessment results, when the discussions occurred, who participated, and what, if any, budget items/resources resulted.
- 9. Analyze changes in SLO, PLO and/or OO assessment results over the past four years. Cite examples of using additional resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes that have resulted in the improvement of SLOs, PLOs and/or OOs this past year.
- 10. Review the program goals and objectives related to improving outcomes and/or student achievement identified in the most recent comprehensive self study and subsequent annual update(s). List program goals and objectives for this academic year, adding new ones if needed.
- 11. Identify changes in significant resource needs since writing the comprehensive self-study report. List new needs in rank order of importance and explain the connection to outcomes and/or student achievement.

Fall 2012 Information and Welcome Center (PR)

1. Discipline/Program/Area Name

Information and Welcome Center

2. Year

2012

3. Name of person leading this review.

Michelle Hernandez

4. Names of all participants in this review.

Michelle Henandez

5. Please review the five year headcount, FTES, and student PT/FT enrollment data provided on the web link. Comment on trends and how they affect your... *(The full text shows at beginning of the document)*

Since the peak of AVC’s enrollment in 2008-2009 there has been a 26.1% decrease in annual enrollment. This decrease in enrollment is directly related to severe budget cuts and workload reductions across the state and is not indicative of a lack of community need for education. Though resources and headcount have diminished, the workload of Information and Welcome Center has maintained stagnant on activities and offerings. However, there has been a decrease in outside district events and low yield events. There has been an increase and focus on early year outreach at the elementary and middle school levels.

6. Using the student achievement data provided by web link, please comment on any similarities or differences in success, retention, and persistence b... *(The full text shows at beginning of the document)*

N/A

7. Analyze changes in student achievement and achievement gaps over the past four years. Cite examples of using additional resources (e.g. human, faci... *(The full text shows at beginning of the document)*

N/A

8. Provide examples from your program where assessment results of Student Learning Outcomes (SLOs), Program Learning Outcomes (PLOs), and/or Operation... *(The full text shows at beginning of the document)*

The Information and Welcome Center is running at proficient levels, however due to a recent budget reduction decision the area has decreased by 66% leaving only the director to manage the entire department. Therefore, to remain at adequate levels the department will need increase staffing to manage the workload.Due to the change in workload and assignments of the department, new measures will be developed in fall 2012. At this point there have been no discussions regarding the findings of OOs.

9. Analyze changes in SLO, PLO and/or OO assessment results over the past four years. Cite examples of using additional resources (e.g. human, facilit... *(The full text shows at beginning of the document)*

The findings from OO1 show that the areas is performing at adequate levels as the results are showing a positive outcome of high school orientations on student success and retention. There has been a modification in procedures from long seminars to clusters of learning activities and a resource fair. This increase efficiency from a four week event into two days and service twice as many students within that time frame. However, due to the downsizing of the department, measures need to be modified to reflect new strategies for assessing outcomes.

10. Review the program goals and objectives related to improving outcomes and/or student achievement identified in the most recent comprehensive self ... *(The full text shows at beginning of the document)*

The departments goals have remained the same.
Goal 1: Continue to serve as the community liaison for the college at public events and on community committees to increase awareness of programs and services.
Goal 2: Continue to produce early outreach opportunities to the K-12 community of students in encourage and increase the college-going culture in the Antelope Valley.
Goal 3: Provide accurate information and appropriate referral services about college programs, services, policies and procedures to prospective and continuing students

11. Identify changes in significant resource needs since writing the comprehensive self-study report. List new needs in rank order of importance and e... *(The full text shows at beginning of the document)*

The Information and Welcome Center is currently running at proficient levels, however due to a recent budget reduction decision the area has decreased by 66% leaving only the director to manage the entire department. Therefore, to remain at adequate levels the department will need increase staffing to manage the workload. The resources need are staff as the workload is too overwhelming to maintain adequate levels of performance.

Human Capital
Program Specialist, Outreach
Clerical III

Facilities
Renovation of info and welcome center area

Equipment
Updated outreach car wrap
Computer hardware and software upgrades for 8 computers
Crowd control barriers