#### **Section A – Operating Data**

1. Please enter the number of students that your program has served over the previous three years.

Year	Fall	Spring	Total
2012-2013	8495	3780	12275
2013-2014	9198	3884	13082
2014-2015	7698	3746	11444

2. Is the number of students served by your program increasing, decreasing, or remaining constant?

Decreasing

3. Describe the reason(s) for this trend (600 characters max).

There is a large volume of students needing Matriculation/Assessment services. The range of services needed includes testing, pre-req and co-req clearances, challenges, score equivalencies from OC, and general inquiries, etc. While the office has welcomed a new Matric. Specialist within the past month, the office is still severely understaffed. There are instances where the office needs to temporarily close while the only present specialist proctors an assessment, thereby unable to assist students needing other services at the same time. The office is in dire need of an additional specialist.

4. Enter the number of students from each demographic group that your program served in the 2014-2015 academic year.

	Number of Students
Race/Ethnicity	Served in 2014-2015
Asian	63
Black	104
Hispanic	1591
Native Amer	30
Pacific Islander	17
Two or More Races	NA
Unknown	351
White	910
	Number of Students
Gender	Served in 2014-2015
Female	1504
Male	1481

5. Are you able to increase the number of students your program serves and/or serve more students from underrepresented groups? Yes If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

Ь.	if no, please describe why your program is unable to do this (600 characters max).

#### <u>Section B – Services Offered</u>

Please describe the type of services that your program offers.

				% of Total Students
	Offered Face	Offered Face		Served who Used
Service Offered	to Face	to Face	Offered	this Service in the
(100 characters max)	(Day)	(Evening)	Online	Past Year
Math and English Testing	Yes	Yes	No	0.00%
Pre-Req/Co-Req Clearances	Yes	Yes	Yes	0.00%
Challenges	Yes	Yes	No	0.00%
Appointments for Testing	Yes	Yes	Yes	0.00%
Testing Equivalencies	Yes	Yes	No	0.00%
General Inquiries	Yes	Yes	Yes	0.00%
	- Select -	- Select -	- Select -	0.00%

1. Are you able to improve the quantity or quality of services that your program offers? Yes

If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

2.	If no, please describe why your program is unable to do this (600 characters max).

## <u>Section C – Service Unit Outcomes</u>

Please enter the following SUO information for your program.

Service Unit	Date/Semester	Brief Description of	Changes Made as Result	Date/Semester
Outcome	of Most	Assessment Results	of Assessment	of Next
	Recent			Assessment
	Assessment			
86% students	9/1/14 -	Over 85% of students	N/A	2/1/15 -
answered 6/6	1/31/15	taking an assessment		8/31/15
questions correctly		were informed of the		
		assessment/matriculation		
		process concerning		
		testing, placement, pre-		
		reqs and challenges		
8.2% students	2/1/15 -	Only 8.2% of students	Better prepare students	9/1/15 -
answered 6/6	8/31/15	taking an assessment	prior to assessment and	1/31/16
questions correctly		were informed of the	engage in informative	
		assessment/matriculation	discussion on the	
		process concerning	importance of placement,	
		testing, placement, pre-	testing, pre-reqs and	
		reqs and challenges. This	challenges	
		is a 77.8% drop from the		
		previous testing period		
	l			l

1. How does your program facilitate the achievement of the college's institutional student learning outcomes or institutional service unit outcomes? (600 characters max)

what resources, if any, are necessary to achieve it.

	A survey is uniformly presented to all students undertaking an assessment test to maintain a viable sample. Survey questions are stated in a 6-question-multiple choice format for simplicity. Information needed to correctly respond to the survey is routinely provided as a part of the proctor's opening instructions. Students taking the assessment tests are requested to complete the surveys prior to commencing their tests. The survey concerns student knowledge of prereqs, challenges, and benefits/reasons for taking the assessment test.
2.	How many department/program meetings have you held in the previous year in which SUO's have been discussed?
	01 meetings
3.	Are you able to improve the service unit outcomes for your program (i.e. number of SUO's
	assessed, adherence to rotational plan, improved SUO assessment results, etc.)?

If yes, please create an initiative in Section F that describes how your program will do this, and

4.	If no, please describe why your program is unable to do this (600 characters max).
- 1	

### <u>Section D – Program Staffing</u>

Yes

Please enter the following staffing information.

Туре	Headcount	FTE
Full-Time Non-Instructional Faculty		
Adjunct Non-Instructional Faculty		
Classified Staff		3
Unclassified Staff		

1. Describe any changes in the staffing levels in your program over the past three years, and if applicable, describe how these changes have impacted your program (600 characters max).



The staffing level remains at 3 FTE, with the administrative assistant/bilingual currently relocated and replaced by a newly hired Matriculation Specialist II as of 9/2015. While there are 3 FTE in the department, the level and quality of service provided ebbs and flows depending on the availability of all 3 FTE. There are frequently long-term absences at any given time due to medical and personal reasons. Another FTE is crucial to providing stable and consistent services to students, particularly during peak times (April-May, July - August, Nov. - January) concurrently w/outreach efforts.

### **Section E - Previous Year Initiatives**

Program	Funding Category	Initiative ID	Initiative Title	Initiative Description	Cost	Grants/ Categorical	College Funds	Program Priority	Division Priority	Committee Priority	College Priority	Funded	Status	Outcome
35	Other Funds	SSSP1401	Hire a full time Matriculatio n Specialist II	Position needed to Conform to SB 1456 SSA	75,000			Assessm ent/Mat riculatio n 3SP				Yes	Completed	New Hire working FT as of 9/2015; Increased student services and quality provided
												- Select -	- Select -	·
	·	·										- Select -	- Select -	
												- Select -	- Select -	

#### Section F - 2015-2016 Initiatives

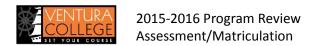
Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected	Program Priority	Division Priority	Committee Priority	College Priority
35	SSSP1501	Hire a FT (provisional) Matric Specialist I or II	Position needed to Conform to SB 1456 SSA	75000	- Select -	Classified	⊠Goal 1 ⊠Goal 2 ⊠Goal 3 ⊠Goal 4 ⊠Goal 5	Enrollment # Under- represented students Quantity/ Quality of Services Course Success Rate Productivity/ Fill Rate Close equity gaps	⊠Req □High □Med □Low	Req High Med Low	Req High Med Low	Req High Low
35	SSSP1502	Phone and Computer Access for Student Worker(s)	Required to provide continuity and necessary services at Student Worker/front- line level	1500	- Select -	Computer	⊠Goal 1 ☐Goal 2 ☐Goal 3 ⊠Goal 4 ☐Goal 5	Enrollment # Under- represented students Quantity/ Quality of Services Course Success Rate Productivity/ Fill Rate Close equity gaps	□Req □High □Med □Low	Req High Low	Req High Med Low	Req High Low



Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected	Program Priority	Division Priority	Committee Priority	College Priority
35	SSSP1503	Partition or alternate facility to separate Math/Englis h Assessments occurring simultaneou sly	Facility/Conditio ns must conform to Title V	15000	- Select -	Facilities	⊠Goal 1 ☐Goal 2 ☐Goal 3 ☑Goal 4 ☐Goal 5	☐ Enrollment☐ # Under- represented students☐ Quantity/ Quality of Services☐ Course Success Rate☐ Productivity/ Fill Rate☐ Close equity gaps	⊠Req ⊠High □Med □Low	Req High Med Low	Req High Med Low	Req High Low
35	SSSP1504	Scanner	Required to expedite appointments, challenges and clearances/gener al student communication	500	- Select -	Equipment	⊠Goal 1 ☐Goal 2 ☐Goal 3 ☑Goal 4 ☐Goal 5	Enrollment # Under- represented students Quantity/ Quality of Services Course Success Rate Productivity/ Fill Rate Close equity gaps	Req High Med Low	Req High Med Low	Req High Med Low	Req High Med Low

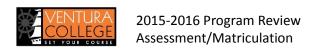


Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected	Program Priority	Division Priority	Committee Priority	College Priority
35	SSSP1505	Rebranding/ Logo Marketing for Prep2Assess	Revitalize office materials/poster s/website with cohesive logo/prep2asses s brand	2000	- Select -	Other	⊠Goal 1 ⊠Goal 2 □Goal 3 ⊠Goal 4 □Goal 5	⊠Enrollment     □ # Under- represented students     □ Quantity/ Quality of Services     □ Course Success Rate     □ Productivity/ Fill Rate     □ Close equity gaps	Req High Med Low	Req High Med Low	Req High Med Low	Req High Low
					- Select -	- Select -	Goal 1 Goal 2 Goal 3 Goal 4 Goal 5	Enrollment # Under- represented students Quantity/ Quality of Services Course Success Rate Productivity/ Fill Rate Close equity gaps	Req High Med Low	Req High Med Low	Req High Med Low	Req High Med Low



#### **Educational Master Plan Goals**

- **Goal 1:** Continuously improve educational programs and services to meet student, community, and workforce development needs.
- **Goal 2:** Provide students with information and access to diverse and comprehensive support services that lead to their success.
- **Goal 3:** Partner with local and regional organizations to achieve mutual goals and strengthen the College, the community and the area's economic vitality.
- **Goal 4:** Continuously enhance institutional operations and effectiveness.
- **Goal 5:** Implement the Ventura College East Campus Educational Plan.



#### Section I – Process Assessment

Section I – Submission Verification

also provide comments (optional):

How have the changes in the program review process this year worked for your area?

How would you improve the program review process based on this experience?

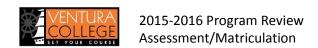
#### **Appeals**

After the program review process is complete, your program has the right to appeal the ranking of initiatives (i.e. initiatives that should have been ranked high but were not, initiatives that were ranked high but should not have been), the division's decision to support/not support program discontinuance, or the process (either within the department/program or the division) itself.

If you choose to appeal, please complete the Appeals form (Appendix E) that explains and supports your position. Forms are located at the Program Review VC website.

The appeal will be handled at the next higher level of the program review process.

Preparer:
Dates met (include email discussions):
List of Faculty/Staff who participated in the program Review Process:
Preparer Verification:
oxtimes I verify that this program document was completed in accordance with the program review process.
Dean/VP Verification:
$\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $



#### **APPEAL FORM**

The program review appeals process is available to any faculty, staff, or administrator who feels strongly that the prioritization of initiatives (i.e. initiatives that were not ranked high but should have been, initiatives that were ranked high but should not have been), the decision to support or not support program discontinuance, or the process followed by the division should be reviewed by the College Planning Council.

Appeal submitted by: (name and program)						
Date:						
Category for appeal:	Faculty					
	Personnel – Other					
	Equipment- Computer					
	Equipment – Other					
	Facilities					
	Operating Budget					
	Program Discontinuance					
	Other (Please specify)					
Briefly explain the process that was used to prioritize the initiative(s) being appealed:						
Briefly explain the rational changed:	le for asking that the prioritization of an initiative/resource request be					
Appeals will be heard by t	the College Planning Council. You will be notified of your time to present.					