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	13,067	12,987	26,054
2013-2014	12,979	12,550	25,529
2014-2015	12,989	13,085	26,074

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

   Increasing

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

   The numbers are increasing due to a push for degree completion especially the Associate Degree for Transfer. The bulk of the services provided to our students comes from the processing of graduation applications, IGETC/GE cetifications, athletic eligibility, veteran certifications, special admit/dual enrollment registrations, international students, and students who visit the "student connect" center for assistance.

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

Race/Ethnicity	Number of Students Served in 2014-2015
Asian	1,269
Black	602
Hispanic	14,913
Native Amer	115
Pacific Islander	55
Two or More Races	938
Unknown	203
White	7,979
Gender	Number of Students Served in 2014-2015
Female	14,246
Male	11,518

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.

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

Section B – Services Offered

Please describe the type of services that your program offers.

Service Offered (100 characters max)	Offered Face to Face (Day)	Offered Face to Face (Evening)	Offered Online	% of Total Students Served who Used this Service in the Past Year
CSU/IGETC Certifications	Yes	Yes	No	1.67%
Graduation & Certificate Applications	Yes	Yes	No	6.77%
Special Admit/Dual Enrollments	Yes	Yes	No	100.00%
Athletic Eligibility - Certifications & Workshops	Yes	Yes	No	3.00%
Veteran Certifications	Yes	Yes	No	2.65%
International Students	Yes	Yes	No	0.00%
Welcome Center	Yes	Yes	No	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).

Section C – Service Unit Outcomes

Please enter the following SUO information for your program.

Service Unit Outcome	Date/Semester of Most Recent Assessment	Brief Description of Assessment Results	Changes Made as Result of Assessment	Date/Semester of Next Assessment
Online Transcript Ordering System - Parchment	June 2015	Reduce the number of mailed requests to be processed by staff.	Quicker and convenient for students.	May 2016
Move Welcome Center to the Student Services Center	July 2015	Create a one stop shop and provide the majority of student servicess in one building	Moving the Welcome Center to the Student Services Center.	Spring 2016

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

2. How many department/program meetings have you held in the previous year in which SUO's have been discussed?

02 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.)?
- Select -

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.

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

Section D – Program Staffing

Please enter the following staffing information.

Type	Headcount	FTE
Full-Time Non-Instructional Faculty	0	0
Adjunct Non-Instructional Faculty	0	0
Classified Staff	6	0
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 total number of full-time positions in our office has not changed since 2011. However, due to the establishment of a Veteran's Resource Center in 2014, the Veteran's Benefits technician has been relocated 40% at the center which leaves the Admissions Office short on coverage.

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
Admissions and Records	Classified	A&R 1403	Student Services Specialist 100%	Establish course-to-course articulation in Banner	76,000		76,000	H	L	L	L	No	Discontinued	
Admissions and Records	Computer	A&R1403	Upgrade 34 Computers	Upgrades required due to serious performance declines; computers in A&R, the SSC Registration Center and Welcome Center	34,000		17,000	H	H	H	H	Yes	Completed	
Admissions and Records	Computer	A&R1401	Computer, 2 wide screen monitors	Needed for new 3SP Support position	2,000		2,000	M	M	M	M	No	Ongoing	
Admissions and Records	Facilities	A&R1407	Secure Admissions & Records Office	Accreditation Std IIC requires that student records be maintained in a secure environment; paper records in A&R are	75,000		50,000	H	M	H	H	No	Ongoing	

									M	M	M	M	No	Ongoing	
				vulnerable as there are often students and staff in the building after A&R closes at 7:00.											
Admissions and Records	Facilities	A&R1404	Climate Control in A&R	Extreme temperatures have an adverse impact on health of staff & student staff, and use of individual heaters continues to blow fuses in the building. Ranked medium only due to scope of the project and potential cost.	100,000		100,000		M	M	M	M	No	Ongoing	

Section F – 2015-2016 Initiatives

Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected Improvement	Program Priority	Division Priority	Committee Priority	College Priority
Admissions and Records	A&R1601	Six OnBase Scanners	Increase effiency by scanning external transcripts & office forms for quick counseling accessibility.	$5,150	College Funds	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
Admissions and Records	A&R1601	Six Counter Computers	Upgrade as current computers are failing.	$4,900	College Funds	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 Improvement	Program Priority	Division Priority	Committee Priority	College Priority
Admissions and Records	A&R1601	Printers for Counter	Need 4 printers for A&R counter as current printers are failing and repair costs are expensive.	$5,000	College Funds	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
Admissions & Records	A&R1601	Computer, 2 wide screen monitors	Needed for new 3SP Matriculation Specialist II position	2,000	Categorical	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 ☐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 Improvement	Program Priority	Division Priority	Committee Priority	College Priority
					- 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
					- 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
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.

Section I – Submission Verification
Preparer:

Dates met (include email discussions):

List of Faculty/Staff who participated in the program Review Process:

Preparer Verification:
☐ I verify that this program document was completed in accordance with the program review process.
Dean/VP Verification:
☐ I verify that I have reviewed this program review document and find it complete. *The dean/VP may also provide comments (optional):*

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 rationale for asking that the prioritization of an initiative/resource request be changed:

Appeals will be heard by the College Planning Council. You will be notified of your time to present.