NON-INSTRUCTIONAL/ADMINISTRATIVE AREAS
2016-2017 COMPREHENSIVE PROGRAM REVIEW

Division/Area/Department Name: Corporate & Community Services	For Years: 2018-2022
Name of the person leading this review: Dr. Tom O'Neil, Dean	
Names of all participants in this review: Ann Steinberg, Elayne Davis	

Part 1 – Division/Area/Department Overview

1.1.	Briefly describe how the office/area/department contributes to the district <u>mission</u>:
	Community Services is committed to providing lifelong learning experiences to our community through a variety of courses which provides short-term, not-for-credit programs that offer the basic, technical and professional business courses designed to develop skills that can lead to employment, job advancement & enhancement and/or certification.

1.2.	State briefly highlights and accomplishments in your office/area/department:
	• Location: Establishment of office and training room, T 503 B/A.
	• Staffing: 2 part-time hourly staff (Clerical II and ACCT II); TSE workers – 40 hours per week for up to 10 months.
	• Community Collaborative Effort: Increased with the local community, state and non-profit organizations through MOU's: City of Lancaster (Young Entrepreneur Academy); GAVEA (statistical analysis project); Small Business Development Center (SBDC); Goodwill of Southern California (So. Valley WorkSource Center); Paving the Way Foundation (provides OSHA/Hazmat/Hazwopper courses); New Beginnings Outreach (plumbing courses); City of Palmdale (grant funded Customer Service Training to Palmdale restaurants).
	• Government Funded Contract Training Programs: California Department of Corrections and Rehabilitation (CDCR), California State Prison, LAC (Transitions Program, $228,598.00 and Chancellor's office grant funded Inmate Education Pilot Program (IEPP), $400,000); California State University Los Angeles (articulated curriculum for AA Degree in Business to transfer to BS in Communications, and shared use of AVC space and equipment at the LAC prison); Employer Training Panel (ETP) (provided Frontline Leadership training to Kinkisharyo in Palmdale and BYD in Lancaster (funding sources - El Camino College, $75,000, Kern Community College district, $75,000); Develop customized contract education training for LACOE with GAIN and GROW funding (Customer Service and Hospitality).
	• Grant Funded Program: Icehouse Entrepreneurial Training (provided free course to Veterans); I-Train funded programs: Solar Boot camp (2 sessions, received 88% job placement award from South Bay WIB, $38,620.00); MOU with South Bay WIB (WIOA funded I-Train program.
	• Work Readiness/Career Preparation Programs: Researched WorkKeys and KeyTrain Skills assessment locations at AVC and Rosamond

H.S. (to offer pencil/paper to the LAC IEPP students, and online to AVC and Rosamond H.S. student's, community members and businesses); licensing agreement with North America's Building and Trades Unions to offer a Pre-Apprenticeship Training Program; Developing C&CS Entrepreneurship Program.
- Increased participation: AVC held programs/funding (Career Pathways Trust); increased and strengthened collaborations with AVC departments (Job Placement Center, Outreach, Foundation, Student Equity, and Public Relations); increased purchasing through marauder Bookstore; AVC and community job fairs (West Coast Baptist College, Mojave, Antelope Valley Veterans Employment Committee, AVVEC), community events (Palmdale Thursday Night on the Square, Re-Entry Resource Fairs, employer specific recruitments, BYD).

1.3. Check each Institutional Learning Outcome (ILO) supported by the division/area.

☒**Communication**	☒Demonstrates analytical reading and writing skills including research, quantitative and qualitative evaluation and synthesis.
	☒Demonstrates listening and speaking skills that result in focused and coherent communications
☒**Creative, Critical, and Analytical Thinking**	☒Uses intellectual curiosity, judgment and analytical decision-making in the acquisition, integration and application of knowledge and skills.
	☒Solves problems utilizing technology, quantitative and qualitative information and mathematical concepts.
☒**Community/Global Consciousness**	☒Understands and applies personal concepts of integrity, ethics, self-esteem, lifelong learning, while contributing to the wellbeing of society and the environment.
	☒Demonstrates an awareness and respect of the values of diversity, complexity, aesthetics and varied cultural expressions.
☒ **Career and Specialized Knowledge**	☒Demonstrates knowledge, skills and abilities related to student educational goals, including career, transfer and personal enrichment.

1.4 Division/area/department's data

Number of Full-Time Employees		Number of Part-Time Employees		Personnel Budget		Discretionary Budget	
2014-2015	**2015-2016**	**2014-2015**	**2015-2016**	**2014-2015**	**2015-2016**	**2014-2015**	**2015-2016**
1	1	55	78	$86,701.00	$194,000.00	$321,365.00	$515,302.00

Part 2 - Assessment

2.1. Please indicate how your division/area/department contributes to and enhances AVC students' educational experience. Provide Nursing students with lead-in and post course certification and clinical experience classes (CPR, LVN IV Therapy, Phlebotomy, Nursing Preceptorship, and Respiratory Therapy Preceptorship); online courses provide Healthcare Certifications, Pharmacy Technician, Medical Transcription Editor, and CA Home Inspection Certification; offers high school students SAT Exam Prep class; courses which lead to additional income (CA Notary Public, Grant Writing Series); Customer Service training for job readiness.

2.2. 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: 2011-2012: 29 courses; 60 offerings; 652 students: college enrollment: data not available 2012-2013: 31 courses; 45 offerings; 430 students; college enrollment: 17,903 2013-2014: 33 courses; 55 offerings; 589 students: college enrollment: 18,769 2014-2015: 37 courses; 74 offerings; 623 students; college enrollment: 18,856 2015-2016: 42 courses; 80 offerings; 750 students; college enrollment: data not available

	As the job market went down, the registrations increased. The increase sustains with the addition of new courses.

Part 3 – Outcome Analysis and Use

Cite examples of using action plans as the basis for resource requests and how the allocation of those resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes resulted in or correlate with improved outcome findings over the past five years.

PLO/OO/ILO	Action Plan	Current Status	Impact of Action
ILO #1, 2, 3, and 4	**Inmate Education Pilot Program Grant**	**Completed**	**AVC has a college location established at the CA. State Prison, LAC offering Business Certificate and AA degree in Business**
ILO #1, 2, 3, and 4	**ETP**	**Ongoing**	**Funding through El Camino College and Kern Community College District; classes offered to Kinkisharyo and BYD to complete March 2017.**
ILO #1, 2, 3, and 4	**I-Train**	**Ongoing**	**Solar Boot Camp, 40 hours instruction and job placement; Adding CA Guard card**
ILO #1, 2, 3, and 4	**WorkKeys**	**Ongoing**	**ACT WorkKeys employment skills assessment for Reading, Math, Locating information, and soft skills**

Part 4 - Stakeholder Assessment

Assess how well the division/area/department serves the needs of the students, district, and community. Use surveys, interviews or focus groups to obtain feedback from stakeholders (students and/or others who are impacted by your services). Include documented feedback from other sources if relevant (e.g. advisory committees, employers in the community, universities, scores on licensure exams, job placement).

Type of feedback	Feedback provided by?	Recommendations/findings	Actions needed/planned/taken based on feedback
Survey	Backpack Survival Student	"Valuable info presented, practical and helpful."	Increased marketing to fire fighters, athletic, EMT, and law enforcement students.
Survey	CA Guard Card	"Instructor was fantastic and very on point with the steps and making sure that every student understood every aspect of being a guard card office."	Adding to I-train will increase registrations and number of offerings per year, as well as additional 32 hrs. and CA Campus security classes.
Survey	Customer Service Training	"Most definitely would recommend this class to people who are looking to better themselves in customer service."	Schedule monthly classes, over 2-day, 3 hrs. per class.

Part 5 - Goals and Objectives and Evaluation of Previous Plans

5.1. Review the goals identified in your most recent program review. Briefly discuss your progress in achieving those goals.

Goals/Objective	Current Status	Impact of Action (describe any relevant measures/data used to evaluate the impact)
Increase Corporate offerings	Ongoing	**Hire Corporate Training Program Developer; student evaluations**

Increase I-Train offerings	Ongoing	Add CA Guard Card, funding provided to broader demographic
Program tracking system	Ongoing	Increase registrations and tracking of statistics for various analytical reports.
Further develop and increase contract education and grant funded programs	Ongoing	Apply for state grants and expand contract education programs with county and state organizations, which will require administrative and accounting staff

Briefly discuss your progress in achieving those goals: Corporate training Developer was added in 2015; CA Guard will be submitted to I-Train for approval; signed agreement with Building and Construction Trade Unions to initiate Pre-Apprenticeship program; and established an MOU with LACOE for GAIN/GROW funded contract education courses.

2018-2022 Planning

5.2. 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), p.90. 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 on Program Outcomes/Student Learning	Action plan(s) or steps needed to achieve the goal**	Resources needed (Y/N)?
1	Corporate & Community Services will expand offerings.	1. Commitment to strengthen Institutional Effectiveness measures and *3. Focus on utilizing proven instructional strategies that will fostertransferable intellectual skills *4. Advance more students to college-level coursework. 5.Align instructional programs to the skills identified by the labor market	Increase in registrations and job placement.	Continue ETP funded contracts. Develop Grant funded Pre-Apprenticeship program. Utilization/integration of Cooperative Work Experience. Purchase registration software.	Yes
2	Corporate & Community Services will have stronger interface with AVC Job Placement activities.	1. Commitment to strengthen Institutional Effectiveness measures and *2. Increase efficient and effective use of all resources: Technology, Facilities, Human Resources, Business Services 5.Align instructional programs to the skills identified by the labor market	Increase participation and collaboration with local businesses, community and government entities.	Increase I-Train/WIOA and GAIN /GROW funded program offerings.	Yes
3	Corporate & Community Services will increase customized corporate offering.	1. Commitment to strengthen Institutional Effectiveness measures and 5.Align instructional programs to the	Increase marketing and scope of courses offered.	Continued Employer Training Panel (ETP) funding; apply for State contract, which requires administrative and accounting	Yes

		skills identified by the labor market		personnel.	
4	Corporate & Community Services will continue partnerships with CDCR and LASD.	1. Commitment to strengthen Institutional Effectiveness measures and *4. Advance more students to college-level coursework. 5.Align instructional programs to the skills identified by the labor market	Expand academic offerings to Fire Camps and the new Mira Loma facility.	Further develop and expand on existing MOU's.	Yes
5	Corporate & Community Services will be able to better track and streamline processes.	1. Commitment to strengthen Institutional Effectiveness measures and *2. Increase efficient and effective use of all resources: Technology, Facilities, Human Resources, Business Services	Utilize registration software for increase in long-term tracking of re-certification courses.	Research and establish contractual agreement.	Yes
6	Corporate & Community Services will hire full-time ETP Director and full-time accountant.	1. Commitment to strengthen Institutional Effectiveness measures and *2. Increase efficient and effective use of all resources: Technology, Facilities, Human Resources, Business Services 5.Align instructional programs to the skills identified by the labor market	Fulfill contractual obligations.	Increased to meet other obligations and goals. Increase community contacts, and provide student success.	Yes

Action plan verbs: *expand, reduce, maintain, eliminate, outsource, reorganize, re-engineer, study further, etc.*

Part 6 - Resource Needs

Identify significant resource needs that should be addressed currently or in near term. For each request type identify which **discipline/area goal(s) from Part 5.2 guide this need**.

Indicate which Discipline/area Goal(s) guide this need	Type of Request (Personnel[1], Technology[2], Physical[3], Professional development[4], Other[5])	New or Repeat Request?	Briefly describe your request here	Amount, $	One-time or Recurring cost?	Contact person's name
1,2,3 & 4	Personnel	Repeat	Full-time Director	$90,000.00	Reccuring	Dean
1,2,3 & 4	Personnel	Repeat	Full-time Accountant II	$50,000.00	Reccuring	Dean
1	Technology	New	Registration software	$24,000.00	Reccuring	Dean

[1]List needed human resources in priority order.

[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.

Part 7 - Comments

Please rate the level of your agreement with the following statements regarding the program review process:	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
▪ This year's program review was valuable in planning for the continued improvement of my program	☐	☐	☒	☐	☐
▪ Analysis of the program review data was useful in assessing my program's outcomes and current status	☐	☐	☒	☐	☐
Comments:					