**Program Efficacy Report  
Spring 2010**

**Name of Department**: **Warehouse**

**Efficacy Team: Maha AL-Husseini**

**Overall Recommendation (include rationale): Continuation**

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| **The Warehousing Program meets expectation.**   * In the submitted document, the program provided analysis to data when applicable, provided evidences to all of the categories of the report, addressed the drop and the weakness in some areas, and outlined action plans and new strategies to strengthen weakness areas. * The Warehousing program is designed to provide students with fundamental for entry level employment in the warehousing field. The program provided data that San Bernardino & Riverside Counties (the Inland Empire) can expect to experience a 12% growth within the transportation and warehousing occupational cluster within the next 5 years; a growth rate that far exceeds the state’s average of 6%. In addition, The number of wage and salary jobs in the truck transportation and warehousing industry is expected to grow 11 percent from 2008 through 2018, equal to the projected growth for all industries combined. (www.bls.gov/oco/cg/cgs021.htm) (Bureau of Labor Statistics, United States Department of Labor). * The program will promote students success by offering online classes and developing a partnerships with 5 local warehouses to support student success and job. |

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
| **Part I: Access** | | |
| ***Demographics*** | *The program does not provide*  *an appropriate analysis regarding identified differences in the program’s population compared to that of the general population* | *The program provides an analysis of the demographic data and provides an interpretation in response to any identified variance.*  *If indicated, plans or activities are in place to recruit and retain underserved populations.* |
| **Efficacy Team Analysis and Feedback:** The program meets.  The program provided analysis of the demographic data and provided an interpretation in response to identified variance.   * The program identified the fact that females are underrepresented due to the nature of this program. The program serves 76% males and 22.3% females. Thus the program indicated that it is serving more females than other technical programs that serve only 10% female students; * There are more disabled students in the program than campus wide. * There is a 10% difference in department to campus percentage in the black ethnic population with the department serving more than the campus percentage. * There is a 3.5% imbalance serving less than the campus in the white ethnic area. * The program is not concerned about the differences in ethnicity. They are taking substantial steps to recruit females and ensure other groups are fully aware of equal opportunities in the industry. The program is planning to use marketing materials that depict females at work in the industry and adapt to new marketing strategies that will attract all ethnic groups. | | |
| ***Pattern of Service*** | *The program’s pattern of service is not related to the needs of students.* | *The program provides evidence that the pattern of service or instruction meets student needs.*    *If indicated, plans or activities are in place to meet a broader range of needs.* |
| **Efficacy Team Analysis and Feedback:** The program meets.  The program class scheduling accommodates the largest number of students**.** The program offersmorning, late afternoon classes, and short term and full semester classes in the warehouse technology.  The program indicated that there are plans in place to offer online courses to further meet student needs. | | |
| **Part II: Student Success** | | |
| ***Data demonstrating achievement of instructional or service success*** | *Program does not provide an adequate analysis of the data provided with respect to relevant program data.* | *Program provides an analysis of the data which indicates progress on departmental goals.*  *If applicable, supplemental data is analyzed.* |
| **Efficacy Team Analysis and Feedback:** The program meets.   * The program provided an analysis of the data which indicates a steadily success from a 41% to 51% over the last 4 years with a peak in 07-08 and slight dip in 08-09. The program has plans to increase student success by developing on line classes and encouraging students with learning problems to seek additional tutoring. * The program provided an analysis of the data which indicates student retention is high comparing to other programs on the campus with increase 13% from 04-05 to 08-09. * The program did not have numbers on placements; however, based on student feedback it is estimated that 30% of successful completers are obtaining an ideal employment in logistics at a rate of $11 or more per hour. Another 30% of successful completers according to Datatel are moving on to take more classes at Valley College after their experience with the warehousing program. The department considers pursuit of continuing education just as much a success as obtaining entry level logistics employment. * The program certificates awarded have been constant from 04-05 with 49, and a peak of 52 and then a slight dip to 42. * The program provided supplemental data from "*A report from Kevin Fleming from the Center of Excellence (COE) SBCC".* It providedan analysis that indicates that the occupational cluster of transportation and warehouse related occupations has a projected growth of 12.15% from 2008-2013. * The program submitted data from (*COE Kevin Fleming SBCCD 2008)* thatshows that   (a) the occupational cluster of transportation and warehouse is stronger in the Inland Empire than comparatively in the state  (b) this cluster is exporting services that generating revenue for the region*.* | | |
| ***Student Learning Outcomes*** | *Program has not submitted student learning outcomes for all courses certificates or degrees. Does not have a three-year plan on file.*  *Program has not analyzed assessment results and implemented changes where appropriate.* | *Program has submitted student learning outcomes for all courses certificates or degrees. Program has a three-year plan on file.*  *Program has analyzed assessment results and implemented changes where appropriate* |
| **Efficacy Team Analysis and Feedback:** The program meets.   * The SLO's for all courses are on file in the Office of Instructions. * A three-year plan was provided for assessing the courses. * Due to the personnel turnover in leadership positions in the department, there has been very insignificant progress toward assessment and implantation of program changes on assessment has been made. * Plans are to assess WAREHS 020 in September of 2010 and assess WAREHS 021 in October 2011. | | |
| **Part III: Institutional Effectiveness** | | |
| ***Mission and Purpose*** | *The program does not have a mission, or it does not clearly link with the institutional mission.* | *The program has a mission and it links clearly with the institutional mission.* |
| **Efficacy Team Analysis and Feedback:** The program meets.  The program mission and purpose exemplifies our institutional mission in all areas.   * The program mission was sated clearly as: **"**The Warehousing Department strives to support economic and workforce development by providing quality and up to date industry and community responsive training that prepares students and incumbents from the community for successful careers in their industry while meeting the Transportation Industry's growing needs for ready to work new employees and for advanced training for current employees."   **Goal Examples:**   * The department strives to support economic and workforce development by providing a gateway to vocational training. Open access to the program makes it accessible to a diverse student population. * The program trains students with some of the latest warehousing technologies that are currently available in the industry. The program was able to get software and equipment donated from industry partners. One key element of technology is the program’s Warehousing Management Software (WMS) system that normally costs over $35,000 plus installation. | | |
| ***Productivity*** | *The data does not show an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed.* | *The data shows the program is productive at an acceptable level.* |
| **Efficacy Team Analysis and Feedback:** The program meets.   * Productivity in FTES has remained fairly steady from 04-05 to 07-08 with a drop into 08-09. This can be explained by a reduction in offered sections. * There has been an 18% increase in WSCH per FTEF from 04-05 to 08-09 with several rises and decreases during the time frame. | | |
| ***Relevance, Currency, Articulation*** | *The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.* | *The program provides evidence that curriculum review process is up to date. Courses are relevant and current to the mission of the program.*  *Appropriate courses have been articulated with UC/CSU or plans are in place to articulate appropriate courses.* |
| **Efficacy Team Analysis and Feedback:** The program meets.   * All curriculums are up to date. A table was provided to show WAREHS020 and WAREHS021 are active and are scheduled for a next review in 2015. * The department offers industry developed learning outcomes and curriculum that has proven to be valuable to individuals seeking employment in the logistics industry sector. * The base certificate program has clear learning outcomes and assessments to ensure instructors understand the goals of each class. * Due to the nature of this program, none of the class offerings are transferring eligible. No articulation agreements are needed in this program. * The catalog is current in regards to course offerings. Faculty Chair data is out of date and it will be updated in 2010/2011 catalog. | | |
| **Part IV: Planning** | | |
| ***Trends*** | *The program does not identify major trends, or the plans are not supported by the data and information provided.* | *The programidentifies and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provides data from internal research or research from the field for support.* |
| **Efficacy Team Analysis and Feedback:** The program meets.   * The department feels enrollment is strong. A trend that impacts the program is a lack of qualified part-time faculty. This is due to the fact that a person/s who meets the minimum qualifications as a instructor for the program are already employed and/or cannot commit to the time frame of the classes to ensure maximum student success. * The program runs at capacity with two existing part time instructors. Planning is to expand if additional faculty can be located. * Plans are in place to recruit additional faculty and partner with the Logistics Training Consortium of Southern California whereby schools plan to share adjunct faculty in a cooperative manner and thus increase overall regional training capacity. * Planning for development of on-line classes * Planning to further develop partnerships with warehousing industry in the Inland Empire. | | |
| ***Accomplishments*** | *The program does not incorporate accomplishments and strengths into planning.* | *The program incorporates substantial accomplishments and strengths into planning.* |
| **Efficacy Team Analysis and Feedback:** The program meets.   * The warehousing program's location has a great advantage to our students. It is located at the Transportation Center, 264 S. Leland Norton Way, which is part of what was formerly known as the Norton Air Force Base Facility. The warehousing program’s utilization of a logistics laboratory has set it apart from all other logistics training programs in the Southern California area. The location of the program at a major nexus of transportation, rail, road, and air transportation is a bonus by exposing the students to industry standards and methods in the classroom and in the industry. * The program allows the use of laboratory exercises that has greatly enhanced the ability for students to achieve learning outcomes. The students not only they receive lecture instructions on the logistics and its unique business cycle, but they must literally function in the roles of various logistics industry positions. * The program provided a detailed hand on assessment that shows how learning outcomes are met. * The program has developed a successful marketing program in the format of brochures developed in conjunction with the graphics specialist at the district printing facility. * The department plans to continue at the current level of sections and offerings since we are at capacity of the available resources. | | |
| ***Weaknesses/challenges*** | *The program does not incorporate weaknesses and challenges into planning.* | *The program incorporates weaknesses and challenges into planning.* |
| **Efficacy Team Analysis and Feedback:** The program meets.   * Since our students population in this program are applying for day time classes, one of the primary issues the program faces is a lack of qualified, experienced, adjunct faculty who can instruct during the day * The program'sbiggest challenge is the need to continue to grow the program to meet employer demand while maintaining program quality. * Additional challenge: working with consortiums that deliver a regional response to an industry with a state wide need per the EDD is a new trend and ensuring the program works productively with the consortium in a manner that is beneficial to the College will be challenging. * Keeping pace with other logistics trends in organizational design, compensations, new employee requisites and other areas of rapid change will require ongoing attention. * The program is as active members in the Distribution Management Association, industry groups. * The program Advisory Committee that is well connected to industry, experts, and employers, will advise the department as to any additional, upcoming, or changing trends in the industry. | | |
| **Part V: Technology, Partnerships & Campus Climate** | | |
|  | *Program does not demonstrate that it incorporates the strategic initiatives of Technology, Partnerships or Campus Climate.*  *Program does not have plans to implement the strategic initiatives of Technology, Partnerships or Campus Climate* | *Program demonstrates that it incorporates the strategic initiatives of Technology, Partnerships and/or Campus Climate.*  *Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.* |
| **Efficacy Team Analysis and Feedback:** The program meets.   * The program continues to receive endowed scholarship fund donations from industry partners. * The program has received donation of $30,000+ WMS software at no cost. * The program trains students with some of the latest warehousing technologies that are currently available in the industry. The program has been able to get much of the software and equipment donated from industry partners. * One key element of technology is the program’s Warehousing Management Software (WMS) system that normally costs over $35,000 plus installation. SBVC students are able to work directly with industry typical technology and Subject Matter. This will better prepare the students to succeed and advance in the workforce. * The program is very visible in the community and has several strategic partnerships with multiple high schools, SBETA and County EDD, and several other community partners. * The program is a member of the Logistics Training Consortium of Southern California and a partner in the multimillion DOL grant currently managed through the state system office. * The program will develop partnerships with 5 local warehouses area to support student jobs and success. | | |