

Program Efficacy Team Report (Instruction)

2018 – 2019

Name of Department: Refrigeration/HVAC

Efficacy Team: Michael Mayne, Paula Ferri-Milligan, Joel Lamore

Overall Recommendation:

Continuation Conditional Probation

Rationale for Overall Recommendation:

The Refrigeration/HVAC program has outlined a good report with only 1 full-time faculty and 8 part-time faculty. It outlines a program offering evening classes for working professions in need of certification or retraining, weekend classes and some morning classes to reach a younger demographic. It offers steady success rates and retention over the last three years and with the new Applied Technology Building in the planning phase is poised to enhance the mission of the college to the community we serve. The program also describes partnerships with the Refrigeration Service Engineers Society, the North American Technicians Excellence organization, and the Employment Development Department to name a few.

The main weakness of the report is in Currency where the program has seven (7) classes that are overdue for content review. The department needs to set up a plan to update curriculum in a timely manner. It also needs to address the outreach to female and high school students that is mentioned earlier. The issue of partnerships is mentioned but not really what the challenges are. For the “does not meet” in the department’s last efficacy report, it still needs to adequately address accomplishments.

Although the following areas were designated as “meets,” as the department moves forward, it would be useful to consider the following suggestions. The department could strengthen its demographic discussion by providing more detail on outreach efforts, and discuss active ways—through brochures, website, etc.—that the department is addressing the discrepancies with the female and 20 – 24 age population. The committee suggests that it develops clear methods for ascertaining needs like a survey or measuring instrument to identify the needs of new/incoming students. For SLOs, leave out reflections and summarize data rather than including entire reports. The committee suggests that since the department is targeting the female population and the 20 to 24 age group, it might be beneficial to use the program’s website to create interest in these groups with pictures and descriptive information advertising the benefits of the program. Work with Maintenance & Operations to address the maintenance issue.

Part I: Questions Related to Strategic Initiative: Increase Access

Goal: SBVC will improve the application, registration, and enrollment procedures for all students.

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	Does Not Meet	Meets	Exceeds
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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. The program discusses the plans or activities that are in place to recruit and retain underserved populations as appropriate.	In addition to the meets criteria, the program’s analysis and plan demonstrates a need for increased resources.
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. The program discusses the plans or activities that are in place to meet a broad range of needs.	In addition to the meets criteria, the program demonstrates that the pattern of service needs to be extended .

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

Demographics (Meets): The program’s demographics reflect the college’s, with the exception of two areas; the program’s female population is 3.2% while campus-wide it is 57.5%, and its 20 to 24 population is 17.1 % while campus-wide it is 34.7%. The program states that it is “working towards increasing the ratio of female student population in the program” through high school presentations and high school career day visitations. It acknowledges the age-group discrepancy and suggests that the program average age is due to adults who are switching careers or coming back to school to learn a trade. The program refers back to high school recruitment as the primary means of outreach.

Committee Suggestion: Provide more detail on outreach efforts, and discuss active ways—through brochures, website, etc.—that the department is addressing the discrepancies with the female and 20 – 24 age population.

Pattern of Services (Meets): The department offers evening classes during the week and Saturday morning and afternoon courses. The department has a clear idea of offering cycles to insure students can complete the program. It is expanding its offerings to include some morning and afternoon courses—although this is still a work in progress. The department has a simple “guided pathway-like” advisory sheet. The department states that it gauges student need for evening/Saturday courses as partially linked to the need for certified technicians to enroll in refresher classes.

Committee Suggestion: The committee suggests that it develops clear methods for ascertaining needs like a survey or measuring instrument to identify the needs of new/incoming students.

Part II: Questions Related to Strategic Initiative: Promote Student Success

Goal: SBVC will increase course success, program success, access to employment, and transfer rates by enhancing student learning.

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	Does Not Meet	Meets	Exceeds
Data/Analysis demonstrating achievement of instructional or service success	Program <u>does not provide an adequate analysis</u> of the data provided with respect to relevant program data.	Program <u>provides an analysis</u> of the data which indicates progress on departmental goals.	In addition to the meets criteria, the program <u>uses the achievement data</u> in concrete planning and <u>demonstrates</u> that it is prepared for growth.
Service Area Outcomes and/or Student Learning Outcomes and/or Program Level Outcomes	Program <u>has not demonstrated</u> that it is continuously assessing Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs) and/or Program Level Outcomes (PLOs) based on the plans of the program since their last program efficacy. Evidence of data collection, evaluation, and reflection/feedback, and/or connection to area services is <u>missing or incomplete</u> .	Program <u>has demonstrated</u> that it has fully evaluated within a four-year cycle and is continuously assessing <u>all</u> Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs) and/or Program Level Outcomes (PLOs).	In addition to the meets criteria, the program <u>demonstrates that it has fully incorporated Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs) and/or Program Level Outcomes (PLOs) into its planning, made appropriate adjustments, and is prepared for growth.</u>

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

Data Analysis (Meets): The department reports an 83% success rate and an increase in the retention rate to 96%. Certificates and degrees have increased from 10 in 2013/14 to an average of 17 annually. The supplemental data was concise, relatively clear, and relevant. The department address labor market information which indicates a strong growth in the HVAC/Refrigeration field. And it links to the field requirements for courses and training—linking the need for certification to its courses.

SLO/PLOs (Meets): The department has and is accessing SLOs. It provides important discussion of some course SLOs showing thoughtfulness about the SLOs and how they measure key course goals, including examples of changes to courses because of SLO information and a change in assessment. PLO chart was included with some discussion.

Committee Suggestion: Leave out reflections and summarize data rather than including entire reports.

Part III: Questions Related to Strategic Initiative: Improve Communication, Culture & Climate

Goal: SBVC will promote a collegial campus culture with open line of communication between all stakeholder groups on and off-campus.

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	Does Not Meet	Meets	Exceeds
Communication	The program does not identify data that demonstrates communication with college and community.	The program identifies data that demonstrates communication with college and community.	In addition to the meets criteria, the program demonstrates the ability to communicate more widely and effectively, describes plans for extending communication, and provides data or research that demonstrates the need for additional resources.
Culture & Climate	The program does not identify its impact on culture and climate or the plans are not supported by the data and information provided.	The program identifies and describes its impact on culture and climate. Program addresses how this impacts planning.	In addition to the meets criteria, the program provides data or research that demonstrates the need for additional resources.

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

Communication (Meets): The department discusses outreach activities to local high schools and middle schools. It cites brochures that give an overview of the program. It has participated in on-campus events, such as high school career day and Winterfest.

Committee Suggestion: The committee suggests that since the department is targeting the female population and the 20 to 24 age group, it might be beneficial to use the program’s website to create interest in these groups with pictures and descriptive information advertising the benefits of the program.

Culture & Climate (Meets): The department collaborates with other disciplines—welding, auto body, Aeronautics, and Electricity to enhance and promote student knowledge. The department also cites various workforce connections that link students to the field and provide community awareness.

IV: Questions Related to Strategic Initiative: Maintain Leadership & Promote Professional Development

Goal: SBVC will maintain capable leadership and provide professional development to a staff that will need skills to function effectively in an evolving educational environment.

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	Does Not Meet	Meets	Exceeds
Professional Development	The program does not identify currency in professional development activities.	Program identifies current avenues for professional development.	In addition to the meets criteria, the program shows that professional development has impacted/expanded the program and demonstrates that the program is positioning itself for growth.

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

Professional Development (Meets):

The department faculty attends HVAC conferences on a semi-regular basis—Refrigeration Service Engineers Society National Conferences, HVAC Economizer Conference. The faculty are also current in industry standards and are routinely trained on new equipment.

V: Questions Related to Strategic Initiative: Effective Evaluation & Accountability

Goal: SBVC will improve institutional effectiveness through a process of evaluation and continuous improvement.

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	Does Not Meet	Meets	Exceeds
Mission/ Statement of Purpose	The program <u>does not have</u> a mission/ statement of purpose, or it <u>does not clearly link</u> with the institutional mission.	The program <u>has</u> a mission/statement of purpose, and it <u>links</u> clearly with the institutional mission.	
Productivity	The data <u>does not show</u> an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed.	The data <u>shows</u> the program is productive at an acceptable level.	The program functions at a highly productive level and has planned for growth as appropriate.
Relevance, Currency, Articulation	The program <u>does not provide</u> evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate. <u>Out of date course(s) that were not launched into CurricUNET by Oct. 1, 2017 may result in an overall recommendation no higher than Conditional.</u>	The program <u>provides</u> evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program. Appropriate courses <u>have been articulated</u> or transfer with UC/CSU, or <u>plans are in place</u> to articulate appropriate courses.	In addition to the meets criteria, the program <u>discusses plans</u> to enhance current course offerings that link to student/community needs and positions the program for improved student outcomes.
Challenges	The program <u>does not incorporate</u> weaknesses and challenges into planning.	The program <u>incorporates</u> weaknesses and challenges into planning.	The program <u>incorporates</u> weaknesses and challenges into planning that demonstrate the need for expansion.

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

Mission (Meets): The department’s mission includes providing “a quality, intensive curriculum designed to prepare students to be employed at an introductory level in the fields of Heating, Ventilation, Air Conditioning and Refrigeration.”

Productivity (Meets): The low WSCH is explained by the class size limitations. The department links the addition of morning classes to WSCH and FTE dropping but does not clearly explain the connection.

Committee Suggestion: Analyze and explain the impact of the morning courses to the data.

Relevance, Currency, Articulation (Does Not Meet): A number of courses are overdue for content review. The department notes that it will address, but those courses have not been launched in CurricuNet at this time. The department states that all courses in the catalog are up-to-date.

Committee Suggestions: Courses need to be reviewed and updated.

Challenges (Does Not Meet): The department mentions some facilities and adjunct hiring issues, but no real plans are identified to address those issues in the near future.

Committee Suggestion: The department needs to set up a plan to update curriculum it in a timely manner. It also needs to address the outreach to female and high school students that is mentioned earlier. The issue of partnerships is mentioned but not really what the challenges are.

VI: Questions Related to Strategic Initiative: Provide Exceptional Facilities

Goal: SBVC will support the construction and maintenance of safe, efficient, and functional facilities and infrastructure to meet the needs of students, employees, and the community.

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	Does Not Meet	Meets	Exceeds
Facilities	The program <u>does not provide an evaluation</u> that addresses the sustainability of the physical environment for its programs.	Program <u>provides an evaluation</u> of the physical environment for its programs and <u>presents evidence</u> to support the evaluation.	In addition to the meets criteria, the program has <u>developed a plan</u> for obtaining or utilizing additional facilities for program growth.

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

Facilities (Meets):

The department mentions the limited lab space and storage space. Currently, it is scheduling the lecture portion on one day and the lab portion on the second in order to fit in another class. Maintenance is difficult. Mention was made of the new Technology building currently in the planning phase as a future fix, but no current suggestions were given.

Committee Suggestion: Work with Maintenance & Operations to address the maintenance issue.

VII: Previous Does Not Meet Categories

Does Not Meet **Meets** **Exceeds**

Efficacy Team Analysis and Feedback:

Previously DNM (Does Not Meet):

The department does not adequately address accomplishments.