

Program Efficacy Team Report

2018 – 2019

Name of Department: Transfer Center

Efficacy Team: Wallace Johnson, Robert Jenkins, Jose Recinos

Overall Recommendation:

Continuation Conditional Probation

Rationale for Overall Recommendation: The review team for this efficacy report from the SBVC Transfer Center recommends *continuation*. This recommendation is based on a thorough review of the efficacy document and ratings of “meets” standard in all applicable parts of the report. The writers of the Transfer Center report did an excellent job in responding to a set of action items attached to EMPs for the department.

There are some recommendations in Part I concerning demographic analysis and patterns of service but this is a relatively minor point. For instance, no description or analysis offered as to why the Transfer Center closes at 2pm on Fridays. Fridays when there are not many classes offered on campus might be an ideal time for students to visit the center.

The Transfer Center should be commended for its commitment to professional development in Part IV and for the data analysis presented in Part V. The review team notes that the data presented in Part V pertaining to CSU transfer, which was very solid, could have also been presented in Part II.

This is good report with some areas where more analysis of the relevant data could have been included.

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
Demographics	The program <u>does not provide</u> an appropriate analysis regarding identified differences in the program’s population compared to that of the general population.	The program <u>provides an analysis</u> of the demographic data and provides an interpretation in response to any identified variance. The program <u>discusses the plans or activities</u> that are in place to recruit and retain underserved populations as appropriate.	In addition to the meets criteria, the program’s analysis and plan <u>demonstrates a need</u> for increased resources.
Pattern of Service	The program’s pattern of service is <u>not related to the needs of students.</u>	The <u>program provides</u> evidence that the pattern of service or instruction meets student needs. The program <u>discusses the plans or activities</u> that are in place to meet a broad range of needs.	In addition to the meets criteria, the program <u>demonstrates that the pattern of service needs to be extended.</u>

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

Demographics:

The document analyzes the demographic composition of the Transfer Center and notices that the biggest discrepancy between the department and the campus composition is the age of students served. Whereas the campus serves 33% of students 20-24, the Transfer Center serves 51% of those students. The Center has targeted local high school students to increase that particular segment of the student population. This gap in the age based demographics for the Transfer Center might have been analyzed more thoroughly.

All other discrepancies in demographics were analyzed, and the document shows that the differences between the Transfer Center and the campus are not large.

Pattern of Service:

The Transfer Center offers its services M-TH, 8am-5pm (until 7 pm on Tue. and Wed.) and F, 8am-2 pm. Online office hours are provided for students unable to be on campus and no weekend hours are offered. No description or analysis offered as to why the Transfer Center closes at 2pm on Fridays. Fridays when there are not many classes offered on campus might be an ideal time for students to visit the center.

Feedback:

The Pattern of Service should be further described and analyzed to show how it meets student needs.

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:

The document addresses the services provided by the Transfer Center on a regular basis such as preparing students to transfer to a UC or a CSU campus, promoting their services and helping students understand the academic requirements of 4-year universities.

According to the Efficacy Report- in the 2017-18 school year, the Center helped or assisted 44,427 students (based on duplicated headcount in the Center, outreach activities, outside student high school visits, mailers, etc.) and 4,048 students received direct counseling. Success rates for a Transfer Center are measured based on admission, acceptance and enrollment of SBVC students into institutions of higher learning. In the latest academic year (17-18), 139 SBVC students applied to a UC, 92 were accepted, and 69 applicants actually enrolled in the University of California system. Thus, 49.6 percent of all SBVC

applicants to a campus of the University of California ended up enrolling in a UC institution. No analysis is provided or any CSU data was included in this section but there is descriptive data and some analysis of CSU transfer data in Part V of the report. There is a narrative description of CSU transfer rates but no data is actually presented in Part II of the report. CSU transfer data would have been helpful for the review team in this section of the report.

The program assesses SAOs through student surveys every year. Student satisfaction with the Transfer Center is one of the issues addressed, and more than 83% of students rated the Transfer Center services “Excellent”. For future SAO assessments, the Transfer Center plans to give surveys using a pre- and post-format for student evaluation of their services.

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

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

The Efficacy document provides a thorough list of resources to establish open communication with the campus and the community:

- Informational tables on campus twice a month
- Classroom presentations
- Class visits to the Transfer Center
- Campus emails
- Facebook and Instagram pages and many more resources are listed to communicate with students and fellow SBVC colleagues.

The program clearly establishes its impact on the college culture and climate by hosting transfer fairs during spring and fall semesters and by working with other areas like the Career Center to promote access and awareness about the benefits of a 4-year university career. The program demonstrates strong outreach to the campus community in this section of the report.

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:

The document clearly shows that the Transfer Center staff attend and participate in professional development activities and workshops such as the CSU and UC counselor conferences, the UCLA TAP conferences, and the CSU Apply Webinars amongst other professional activities.

The Transfer Center Coordinator is also a member of the Region 9 Transfer Directors consortium. Participation in this professional group allows the coordinator to stay abreast of current transfer policies and requirements to increase the number of SBVC students accepted into four year institutions.

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 does not have a mission/ statement of purpose, or it does not clearly link with the institutional mission.	The program has a mission/statement of purpose, and it links clearly with the institutional mission.	
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.	The program functions at a highly productive level and has planned for growth as appropriate.
Relevance, Currency, Articulation	The program does not provide 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 provides evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program. Appropriate courses have been articulated or transfer with UC/CSU, or plans are in place to articulate appropriate courses.	In addition to the meets criteria, the program discusses plans to enhance current course offerings that link to student/community needs and positions the program for improved student outcomes.
Challenges	The program does not incorporate weaknesses and challenges into planning.	The program incorporates weaknesses and challenges into planning.	The program incorporates weaknesses and challenges into planning that demonstrate the need for expansion.

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback:

The program's mission statement correlates with the mission of the college. By preparing SBVC students to apply and enroll into 4-year universities, the Transfer Center provides quality transfer support services that in turn, help a diverse community of learners, especially historically underrepresented student populations. Furthermore, the Transfer Center mission ensures that SBVC students will enter the workforce more fully prepared to foster economic growth through their university education and admission facilitated by the services of the aforementioned program.

Unlike academic programs, the Transfer Center measures its productivity through student satisfaction surveys instead of WSCH standards. A recent survey showed that 90 out of a possible 92 students found the

Transfer Center services helpful. The Center also tracks the number of applications to the various university entities in the area. For instance, in academic year 2017-2018, 638 students applied to Cal State University, San Bernardino (CSUSB). However, for Fall 2019, 760 students applied to CSUSB, an increase of 16% over the previous year. The writers of the report could have included more analysis in this section to help explain this increase in transfer rates to CSUSB.

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:

The transfer Center has access to eight computer workstations to assist students during their visit to the center. The program indicates that it has adequate space to serve the SBVC student population however more space is needed for potential growth of the service population.

VII: Previous Does Not Meet Categories

Does Not Meet Meets Exceeds

Efficacy Team Analysis and Feedback—

N/A---No evidence of *does not meet* categories from previous report.