

Evaluations Program Review  
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 A. Program Information  
**Program Mission Statement**

1. Please enter your mission statement here.

The Evaluations Office is responsible for evaluating coursework, awarding credit, and supporting students towards graduation, and transfer to other institution.

**Program Level Student Area Outcomes**

2. Please list the program-level student area outcomes.

Students will be able to independently use services provided by the Evaluations Office to help complete their degrees, certificates, and transfer to a four-year institution.

**B. Transcriptable Awards**

The chart below shows the number of completed transcriptable awards (AA/AS, ADT, CEA).

	2017-18	2018-19	2019-20	2020-21	2021-22
Asian	1499	1861	1738	2074	1834
Black	193	192	193	217	195
Filipinx	333	324	245	321	363
Latinx	1324	1318	1225	1589	1622
Native American	18	29	22	10	34
Pacific Islander	25	32	43	45	47
Unknown Ethnicity	215	75	55	91	152
White	1235	1192	1122	1366	1231
<b>Total</b>	<b>4842</b>	<b>5023</b>	<b>4643</b>	<b>5713</b>	<b>5478</b>

  

	2017-18	2018-19	2019-20	2020-21	2021-22
Female	2578	2775	2514	3324	2977
Male	2229	2241	2083	2453	2448
Non-binary			2	2	
Unknown Gender	35	7	44	34	53
<b>Total</b>	<b>4842</b>	<b>5023</b>	<b>4643</b>	<b>5713</b>	<b>5478</b>

3. What do you observe in the data? What do you want the college to understand about your program and the data?

Although the Evaluations Office works behind the scenes, the work it does allows the campus to reflect on the broad view of completion rates as a whole. By processing degree and certificate petitions, we can clearly see which student groups are completing their programs versus which groups need additional support. Completion also allows us to dig deeper by comparing the completion of ethnicity groups versus the total enrolled to determine where the disparities lie. Awards decreased at the peak of COVID, however possibly because our campus is mainly only we were quickly able to bounce back after 2020 while still in COVID.

From the data, the number of awards for LatinX and female students have steadily raised, so any efforts the college is prioritizing for these groups seem to have an impact. With low enrollment and COVID, the number of awards each year have been similar.

4. Describe the proposed actions or next steps to maintain or improve the data by ethnicity or gender.

In order to maintain or improve these data sets the Evaluations Office would like to implement large-scale changes such as "auto" degree awarding, acquire new data tools to accurately capture the data, and collaborate with other offices who are able to work directly with students to enact change. Historically, first generation and students from underrepresented groups find it more difficult to navigate transfer and higher

education systems. The hope would also be to leverage technology to help determine students who are near completion and work with other departments such as counseling and retention do to help those student finish their program. Evaluations office isn't student facing, so our hope is to provide student data to offices who can directly support students who are near reaching their goals. In addition, "auto-degree awarding" will help capture students who have completed a degree or certificate but never submitted a petition contributing to the student funding formula and further supporting the college goals.

5. What does your program need to execute this action plan?

The Evaluations Office has been understaffed due to unfilled vacancies since 2018, therefore the office has been limited to work completion, not innovation and growth. Therefore, we have not had time to plan or collaborate with other departments. When fully staffed the office could begin implementing the following improvements which will benefit the whole college.

Auto Degree Award

- Work with ETS and technical consultants (Degree Works and Banner) to build and test a system that will "automate" the degree awarding
- Work with the campus community to support students near completion

Data Tools

- Convert PDF forms to Smart Sheets - this will create efficient workflow and data collection, currently the office processes request through PDF forms and email correspondence

The office needs funding to fill a vacant evaluator position, and funding to hire a consultants to support with the technical aspects of auto awarding and smart sheets.

### C. Use of Services

This chart shows the use of services by students.

	2017-18	2018-19	2019-20	2020-21	2021-22
Pre-req Clearance	7216	7201	7802	6726	5744
Course Substitution	69	269	139	143	190
GE Certification	1577	944	897	464	451
Transcript Evaluations	Unable to count	Unable to count	Unable to count	Unable to count	Unable to count
Academic Renewal	280	115	182	400	268

6. What do you observe in the data? What do you want the college to understand about your program and the data?

Note: The data set above only represents the number of completed requests as pulled from Banner it does not show the total number of requests and denied requests. In the past, the number of transcript evaluations has not been kept, so moving forward we will devise a new system for tracking completion.

The data show a consistently high volume of petitions and requests. The Evaluations Office is a key area almost all students must come in contact with if they wish to take a course or complete their program - directly impacting enrollment and completion. Given the importance of this, we are working with old technology that prohibits efficiency.

7. Describe the proposed actions or next steps to maintain or improve the data.

As stated above the Evaluations Office needs an investment in time and software to improve our processes. With better data tracking tools we would hope to share this information with Deans and departments to help inform course selection and scheduling.

8. What does your program need to execute this action plan?

The office would need both technology and additional position to complete the work. The office has gone through high turnover due to retirements and an evaluator and coordinator has been vacant for the past two years. In addition, the office lost three senior evaluators creating a huge learning curve for the newly hired evaluators. If we are able to backfill all positions and invest in time in building better data tracking tools that would greatly improve workflow and efficiency.

#### D. Service Area Objective Addendum

1. What are the service area outcomes & strategic objectives for the coming year?

Students will be able to independently use services provided by the Evaluations Office to help complete their degrees, certificates, and transfer to a four-year institution.

2. What is your implementation plan for the above-mentioned objectives?

The office plans to update its website with student-centered information that is easy to understand and navigate. The office will update to digital forms so students can easily access what they need and understand the process for each form.

3. What barriers has the program faced in implementing improvements?

The barriers we face are workload - evaluators do not have time to implement new systems, turnover, and lack of training.

#### E. Summary

Use this opportunity to reflect on your discussions above and include any closing thoughts.

The Evaluations Office functions as a support role to help students reach their educational goals. As part of student services, we work seamlessly with counseling and admissions & records to process student requests which include transcript evaluation, prerequisite clearances, process petitions for degrees and certifications, GE certification, course substitutions, academic renewal, redlining, disburse digital and physical degrees and certificate, etc.

Students who utilize our services are actively working towards completing their educational goals and our ability to process those requests efficiently and effectively is imperative to student success. In addition, we feel students who use Degree Works - the course completion tracking tool – are more likely to complete their educational goals because they can track their progress and plan.

#### F. Rubric

Click on the link below to view the Evaluations Rubric.

[https://foothilldeanza-my.sharepoint.com/:w:/g/personal/20078222\\_fhda\\_edu/ERzP4S5CE1tLtmW\\_12kAdJ0B9WSSBb30ky2qbL8Wp-EiVw?e=QhU33a](https://foothilldeanza-my.sharepoint.com/:w:/g/personal/20078222_fhda_edu/ERzP4S5CE1tLtmW_12kAdJ0B9WSSBb30ky2qbL8Wp-EiVw?e=QhU33a)

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