



# Program Review

## Purpose

*“Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices” – Academic Senate for California Community Colleges*

## Data Driven Decision Making

*Continual improvement  
Evaluation of program resource needs  
Fiscal stewardship and transparency  
Culture of evidence*

## Reporting Cycle

Program Review will be conducted every two years beginning Fall semester 2021.

Reporting Cycle Activities	Timeline
Program Review forms posted on the <a href="#">Program Review website</a> :	August 22, 2023
Data is available on the ORPIE website:	
<ul style="list-style-type: none"> <li><a href="#">Instructional Program Review Dashboard</a></li> </ul>	Available now
<ul style="list-style-type: none"> <li>Student Services Program Review Dashboard</li> </ul>	Coming August 28, 2023
<ul style="list-style-type: none"> <li>State comparison data may be found on <a href="#">Data Mart</a> or <a href="#">Cal-Pass Plus</a></li> </ul>	Available now
Program Review Office Hours and Data Support offered in a hybrid format in the Language Arts (LA) Room 115 and by zoom.	See the Program Review website schedule information.
Program Review draft due via Dynamic Forms.	Friday, October 6, 2023
Review and Feedback Steps to Finalize Program Review:	
<ul style="list-style-type: none"> <li>Step 1a: <b>Technical Review</b> by IEC (for all) and Academic Senate (for any that include a faculty request).</li> <li>See the technical review rubrics.</li> </ul>	Friday, October 6, 2023
<ul style="list-style-type: none"> <li>Step 1b: <b>Content Review</b> by Deans/Director. Feedback due to author.</li> </ul>	Friday, October 6, 2023
<ul style="list-style-type: none"> <li>Step 2: <b>Completed Revisions</b> submitted by author for final approvals by Deans/Manager and Vice Presidents. Final draft will address technical and content review feedback.</li> </ul>	Friday, November 3, 2023
<ul style="list-style-type: none"> <li>Step 3: <b>Final Program Review Approvals</b> by Deans/ Manager, Vice Presidents, and IEC. ORPIE will post final draft to the website.</li> </ul>	Friday, December 1, 2023
<ul style="list-style-type: none"> <li>Step 4: Funding Requests proceed through governance structure.</li> </ul>	
<ul style="list-style-type: none"> <li>Depending on the request either the Vice President or the IEC will assign the Program Review to the appropriate committee(s), including Planning Council for prioritization.</li> </ul>	Friday, December 1, 2023
<ul style="list-style-type: none"> <li>Committees forward recommendations to the Budget Committee</li> </ul>	Friday, December 1, 2023

• Faculty Hiring timeline:	
• Academic Senate Q&A	Tuesday, November 14, 2023
• Senator Ratings due	Friday, November 17, 2023
• Academic Senate – Special Meeting to Review Rankings	Tuesday, November 28, 2023
• Prioritized requests for faculty positions will be provided by the Academic Senate to the Executive Team	Wednesday, November 29, 2023
<ul style="list-style-type: none"> <li>President makes final faculty decisions and reports to Senate at Special Meeting.</li> <li>Based on approved faculty positions, faculty submit search committee membership and supplemental questions to HR and the Academic Senate.</li> </ul>	Tuesday, December 5, 2023
• Hiring committee participants appointed by the Academic Senate.	Tuesday, December 12, 2023
• The Budget Committee forwards all recommended non-faculty requests to the Executive Committee	Tuesday, December 12, 2023
• President announces all funded recommendations campus-wide	Monday, April 1, 2024

## AUTHOR INFORMATION

Employee ID (E# or C#):  First Name  Last Name   
Wing  Email Address  Office Phone

Dean/Manager First Name  Last Name  Email   
Vice President First Name  Last Name  Email

Program Review - Draft  
\*Program Review - Adult Education.docx

Program Review - Final  
Submission  
\*Program Review - Adult  
Education\_10.23.23.docx

This Program Review includes the following:   
*Pick all that apply.*

Faculty Request

Facilities, Technology, Equipment Request

Classified Request

This Program Review includes the following:   
*Pick all that apply.*

Faculty Request

Facilities, Technology, Equipment Request

Classified Request

Faculty Requests (up to 3)  
*One upload per request*

Faculty Upload1  
Faculty Upload2  
Faculty Upload3

Faculty Requests (up to 3)  
*One upload per request*

Faculty Upload1  
Faculty Upload2  
Faculty Upload3

Facilities, Technology or Equipment Draft Requests (up to 5)

FTE Upload1  
FTE Upload2  
FTE Upload3

Facilities, Technology or Equipment Update Requests (up to 5)

FTE Upload1  
FTE Upload2  
FTE Upload3

FTE Upload4  
FTE Upload5

FTE Upload4  
FTE Upload5

Classified Personnel Draft Requests (up to 3)  
*One upload per request*

Classified Upload1  
Classified Upload2  
Classified Upload3

Classified Personnel Updated Requests (up to 3)  
*One upload per request*

Classified Upload1  
Classified Upload2  
Classified Upload3

Supporting Materials (Optional)

Upload1  
Upload2  
Upload3

Supporting Materials (Optional)

Upload1  
Upload2  
Upload3

...3933313830

*Linda Ju Ong*

10/18/2023

Author - Draft Signature

Date

...3732363734

*Linda Ju Ong*

10/23/2023

Author - Final Signature

Date

Dean/Manager Draft Feedback

Goal 1- Please include signing students up for graduation/degrees in the list of services to be handled in the Noncredit Enrollment Center. Anywhere you mention the new center, graduation/transfer services should be mentioned.

On the form, you mistakenly signed under supervisor instead of submitter. Therefore, I cannot add my signature. However, I do approve with the adjustment I suggested.

FileUpload2

IEC Feedback

Looks good, should address how to improve efficiency with regards to LHEs and FTES. Maybe also discuss the demographic of students in the program.

FileUpload4

Program Review Rubric Upload

Academic Senate Executive Board Feedback

FileUpload1

Program Review Rubric Upload

Dean/Manager Final Feedback

Final submission approved as submitted..

FileUpload2

...303933235

*Martie Ramm Engle*

10/23/2023

Dean/Manager Signature

Date

Vice President Feedback

FileUpload3

...3733373036

*Kay Nguyen*

12/05/2023

Vice President Signature

Date

Downloaded to the following Committee Teams folder on:

-- Choose --

...3531393032

*Lauren Davis-Losenko*

12/11/2023

IEC Signature

Date

Dean/Manager -  
Feedback Signature

Electronically signed by Martie Ramm Engle on 10/21/2023 9:30:15 AM

Academic Senate:  
Technical Review  
Signature

Signature not required

Academic Senate  
Signature

Signature not required

IEC: Technical Review  
Signature

Electronically signed by Kay Nguyen on 10/20/2023 6:45:35 AM



# Program Review Request

## Administrative Services – Adult Education/ Non-credit

### Program Review Purpose

“Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices” –Academic Senate for California Community Colleges, 2009

### DATA

<b>Number of staff:</b>	7
<b>Number of administrators:</b>	1

**KPIs: Include data for 2022-2023 and goals for 2023-2024**

<b>Total FTES:</b>	119 (22-23); FTES goal for 23-24: 160
<b>Total LHEs:</b>	153.58 (22-23); LHE goal for 23-24: 155
<b>Efficiency (FTES to LHE ratio):</b>	77% (22-23); Efficiency goal for 23-24: 85%
<b>Enrollment count:</b>	786 (22-23); Enrollment goal for 23-24: 935
<b>Course Success Rate:</b>	66.4% (22-23); Success rate goal for 23-24: 70%
<b>Number of Certificates Awarded:</b>	170 (22-23); Certificate awarded goal for 23-24: 200
<b>Number of Associate Degrees Awarded:</b>	N/A
<b>Number of ADTs Awarded (subset of above):</b>	N/A
<b>Number of adult dual enrollment students:</b>	5 (22-23); Adult Dual Enrollment Goal for 23-24: 15

<b>List the Administrative Service Outcomes (ASOs) for Adult Education/ Non-credit:</b> <i>If you have not defined your ASOs, please describe how you will define them in 2023-2024.</i>	<ul style="list-style-type: none"> <li>* Increase the completion rate for ELL students participating in noncredit CTE programs.</li> <li>* Increase the number of ELL students' web registration rate; the focus would start with the ELL transition-level (G040N &amp; G041N) students.</li> </ul>
<b>Describe how you assessed your ASOs this year? (e.g., survey, document review) <i>If you</i></b>	* To assess ASO#1, the department will compare the number of students who completed and received the Certificate of Completion in 23-24 and the certificate awarded rate in 22-23.



## Program Review Request

### Administrative Services – Adult Education/ Non-credit

<p><i>have not assessed ASOs, describe your plan to assess in 2023-2024.</i></p>	<p>* To assess ASO#2, the department will provide classroom presentations to teach students how to utilize college and services also to navigating the MyGWC portal, including add/drop classes, checking student's emails and access to Canvas courses.</p>
<p><b>What were the findings of your ASO assessment?</b></p>	<p>No prior ASOs to assess.</p>
<p><b>How do you plan to strengthen practices/policies to improve your outcomes?</b></p>	<p>The department's enhancing practices to improve outcomes include the following:</p> <ul style="list-style-type: none"> <li>* Regarding improving the efficiency of LHEs and FTE ratios, the AEP/noncredit office will continue contacting students who have stopped attending to get feedback and conduct workshops with neighboring adult schools for recruitment. Also we will work closely with department chairs about providing professional development opportunities for faculty members.</li> <li>* Organizing monthly Noncredit Social Hours to raise awareness about our noncredit programs among current and prospective students.</li> <li>* Conducting information sessions on noncredit CTE programs to educate students about program requirements and potential career prospects.</li> <li>* Arranging in-class presentations for all noncredit programs, during which the Outreach Specialist and AEP Counselor will address campus student support services, existing and upcoming programs, and career pathways.</li> </ul>

<p><b>Outside of hiring new faculty or staff, please discuss the data trends above, and your plans for serving more stakeholders (students, employees) or improving your outcomes.</b></p>
<p>The AEP/Noncredit department has issued 170 certificates in 22-23, 110 fewer than in the 21-22 fiscal year. We are dedicated to improving our certificate issuance process to reduce student wait times. Any student who wishes to obtain a certificate must complete a Graduation Petition form, which should be submitted to the Noncredit Adult Education office. Afterward, the AEP office collects and enters petition form information in a worksheet, then forward the forms and worksheet to A &amp; R for auditing. Once A &amp; R completes the auditing, it will provide us with the list of awarded students. The AEP/Noncredit department initiates the certificate printing process and notifies students for pickup or mailing.</p> <p>This multi-step process can take several months before students receive their certificates. AEP/Noncredit department is fully committed to simplifying this procedure to expedite certificate delivery and hoping A &amp; R would include AEP/Noncredit department for the Automatic certificate awarding process.</p> <p>Automatic certificate awarding is the process by which A &amp; R will be awarded all certificates for which students completed the requirements, based on course completion within the district. No graduation petition form is required!</p>



## Program Review Request Administrative Services – Adult Education/ Non-credit

The 2022-23 FY fill rates had been more efficient than the prior two years. It is mainly attributed to the noncredit adult education team's effort to contact the students, remind them to register for classes, and provide program information. We are also implementing the Slate CRM, which helps the department track the new students interested in our programs.

### PROGRAM-SPECIFIC QUESTIONS

#### Describe the functions of Adult Education/ Non-credit?

1. Offer tuition-free classes to the community, fostering opportunities for lifelong learning.
2. Align departmental functions with GWC's mission and goals.
3. Adhere to CAEP annual and three-year plans and allocate budgets for developing new adult education noncredit programs tailored to address the needs of students and industries while benefiting local communities.
4. Facilitate the transition of Adult Education/Noncredit students to credit programs.
4. Deliver counseling services to support students.
5. Assist students encountering enrollment and registration challenges.

#### What Adult Education/ Non-credit do exceptionally well?

The AEP/Noncredit Department does exceptionally well in:

- \* Skills Attainment: Adult education programs/noncredit offer opportunities for individuals to acquire new skills or improve existing ones. This can include short-term CTE training, English language acquisition, computer literacy, and more.
- \* ELL (English Language Learning): Many adult students, especially immigrants, enroll in ELL programs to learn a new language, improve communication skills, and integrate into the community.
- \* Transition to Credit Programs: Adult education/noncredit bridges adult learners interested in pursuing higher education by GED providing preparatory and Adult Dual Enrollment programs to enable them to access college-level courses.
- \* Flexible scheduling options including morning, afternoon, evening, live online, and HyFlex classes, allow working adult students with busy schedules to participate in the programs.

#### How does Adult Education/ Non-credit help GWC meet its mission?

*Golden West College provides an intellectually and culturally stimulating learning environment for its diverse student population. The College provides enriching and innovative programs that help students: transfer to four-year institutions, earn associate degrees, complete certificates in career and technical education, advance their careers, and demonstrate college readiness. The College is committed to continuous assessment and improvement of student learning and institutional effectiveness.*

Adult education meets GWC's mission by offering specialized programs and services tailored to the diverse needs of adult learners.

- \*Adult education/noncredit contributes to career and technical education by offering certificate programs that align with the workforce's needs. These programs can provide specialized training and credentials that enhance career prospects.



## Program Review Request Administrative Services – Adult Education/ Non-credit

\*Adult education/noncredit offers programs that help adult learners demonstrate college readiness, especially for those who have been out of the education system for a while. It involves courses to improve basic skills, test preparation, and college readiness workshops.

### **How can Adult Education/ Non-credit adapt to handle the increased volume in programs requiring additional tracking and reports?**

The Noncredit Adult Education/Noncredit Department collaborates with other divisions to enhance the educational experience and support student success. The collaborations allow colleges to serve a diverse range of students better and meet the evolving needs of their communities.

\* Collaboration with other divisions to align curricula and ensure that noncredit courses provide pathways for students who wish to transition to credit programs. For example, most students who completed the Noncredit Automotive Technology courses wanted to transition to the credit program to further their education.

\*Sharing resources with other departments on campus. For example, the ELL program collaborates with the Academic Success Center to provide a Conversation Lab for ELL students. The Conversation Lab provides additional listening and speaking practices for ELL students, helps students build vocabulary, improve grammar, and receive feedback on pronunciation.

\* Provides various support services to the students in collaboration with the Student Service Center. It includes counseling services, partnership with the Career Centers, assistance with noncredit students' applications, a free Chromebook loan program, and other services ensuring students access the necessary resources.

### **What are the most impactful changes in processes to the Adult Education/ Non-credit that can improve service to students and the campus community?**

The AEP/Noncredit office is in the process of converting the Business 108 classroom into a dedicated Noncredit Enrollment Center. This transformation aims to enhance our ability to cater to the noncredit student population and provide better support services. The new center will feature a designated office space where the AEP counselor can provide consultations to students, as opposed to the current situation where this occurs in a computer lab.

Additionally, this facility will offer an area where students can choose to take the self-placement test (optional), obtain detailed information about the various programs available, and complete the registration process. The existing office space is small, often resulting in overcrowding at the entrance area, which hinders our ability to serve students effectively. This conversion will address these issues and provide a better student support services environment.

### **What are the biggest challenges facing the Adult Education/ Non-credit in completing its role?**

The Adult Education/Noncredit Department faces several significant challenges in fulfilling its roles effectively. Some of the biggest challenges include:

\*Limited financial resources which can hinder the developing and maintenance of high-quality adult education programs. Less funding can result in reduced of developing new programs, outdated





## Program Review Request

### Administrative Services – Adult Education/ Non-credit

materials, and adequate support services.

The Adult Education/Noncredit Department is primarily funded by WIOA Title II and the California Adult Education Program (CAEP). However, these funds are shared with the Orange Coast College, Coastline College, and Coast Adult Education Consortium members. The allocations have remained stagnant, even as the operational costs of the programs have increased. The noncredit programs must seek new funding sources to sustain or hire more staff to keep the current operating levels.

\*The Adult Education/Noncredit Department also acknowledges our collective responsibility to foster an inclusive environment where our students feel safe and supported in their pursuit of learning and personal growth. Given that The Adult Education/Noncredit programs are among the newest offerings at GWC, there is a need for further efforts to garner increased support and recognition from faculty and other departments on campus regarding the significance of the Adult Education/Noncredit programs in advancing students' educational journeys. Adult learners have diverse educational backgrounds, learning styles, and needs. Designing programs catering to this diversity while maintaining high academic standards can be complex.

## GOALS AND REQUESTS FOR FUNDING

---

**Requests – If you are requesting any of the following, they MUST be addressed within your goals. These forms must be submitted separately from the Program Review.**

- Faculty
- Equipment, Facilities, Technology
- Support Staff

### **GWC Strategic Plan Goals Legend**

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and academic programs that lead to student success.
3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of the College Goals.



## Program Review Request Administrative Services – Adult Education/ Non-credit

7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

### GOALS FROM PREVIOUS PROGRAM REVIEW CYCLE

*Please refer to your previous Program Review cycle and summarize all outcomes for each goal.*

#### **Summary and Outcomes of Previous Goals (from the last Program Review) including resource requests and if they were funded or not.**

Since the last program review, the Adult Education/ Noncredit Department has launched the following programs, used the CAEP funding source:

\* In Fall 2022, we launched the Adult Dual Enrollment Program for adult students striving to obtain a high school diploma, complete the High School Equivalency Program at an adult school—or participate in Golden West College's GED program. This program allows students to enroll in up to 11 units of college-credit classes for free.

\* In the Summer of 2023, we introduced the Senior Healthcare Technician program. This program focuses primarily on the elderly population's health and safety, which may include their daily bathing and grooming tasks. The students will learn how to perform routine vital signs (such as temperature, pulse, and respiration rates), be able to perform basic CPR, assist patients with assisted devices to prevent falls, assist with dressing changes, and support elderly individuals with their medications. This certificate program will allow the graduate to gain employment in assisted living, residential and memory care facilities, etc."

\* In Fall 2023, we introduced two new courses: ELL G040N - Introduction to Academic Writing and ELL G041N - Introduction to Academic Listening and Speaking. These courses are designed to aid ELL students in transitioning to ESL courses.

\* In Fall 2023, we revamped the curricula for ELL G016N, G026N, and G036N, transforming them into Conversation & Pronunciation for Fluency classes.

\* In the 22-23 FY, we revised and rebranded the noncredit Business Information Worker program and modified it to the new Computer Literacy 1 & 2 certificate program under the Computer Business Application program.

### GOALS FOR CURRENT PROGRAM REVIEW CYCLE

*Current goals should be connected to GWC's Strategic Plan Goals.*



# Program Review Request

## Administrative Services – Adult Education/ Non-credit

### **GOAL 1 (Required)**

<b>Description of goal:</b>
Establish a new Noncredit Enrollment Center to provide comprehensive student support services such as assisting students with graduation petition forms, adding/dropping classes, completing the CCC Apply applications, and counseling services to the noncredit student population.

<b>What actions will be taken to accomplish the goal?</b>
Establish a new Noncredit Enrollment Center using the Business 108 classroom adjacent to the Noncredit Office. Business 108 will be renovated to become an enrollment center where students can meet with a counselor, take assessment tests, enroll in classes, and receive other services. The California Adult Education Program (CAEP) funds will pay the renovation cost.

<b>What metric will you use to measure your goal?</b>
I will track how many students receive services from the enrollment center to measure this goal.

### **Which of the College's missions and goals does this goal support? (check all that apply)**

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

### **GOAL 2 (Required)**

<b>Description of goal:</b>
Increase the number of ELL students participate in the noncredit CTE programs

<b>What actions will be taken to accomplish the goal?</b>
Here are the actions that will be taken to accomplish this goal: 1. Host monthly Noncredit Social Hour to promote the awareness of the noncredit programs on campus. 2. Conduct classroom presentations in ELL classes. 3. Host multiple information sessions on various noncredit CTE programs.

<b>What metric will you use to measure your goal?</b>
I will track the number of ELL students enrolled and earned the noncredit CTE certificates

### **Which of the College's missions and goals does this goal support? (check all that apply)**



# Program Review Request

## Administrative Services – Adult Education/ Non-credit

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

### **GOAL 3 (Required)**

#### **Description of goal:**

Increase the number of GED Prep and HSD students from adult schools to participate in the Adult Dual Enrollment Program

#### **What actions will be taken to accomplish the goal?**

Here are the actions that will be taken to accomplish this goal: 1. Host monthly CCCApply workshop with adult school partners 2. Conduct classroom presentations in GED Prep classes.

#### **What metric will you use to measure your goal?**

The number of students participated and successful transitioned to credit programs would be the metric for this goal.

### **Which of the College's missions and goals does this goal support? (check all that apply)**

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

## OTHER INFORMATION

---

#### **What additional information would you like to share about your program?**

Click or tap here to enter text.

**Submitter's Signature:** *Linda Ju-Ong*



## Program Review Request

Administrative Services – Adult Education/ Non-credit

Date: 10/13/2023

### Supervisor's Review

As the supervisor of this program, I have reviewed this request.

- No concerns
- I have concerns

**Comments:** Click or tap here to enter text.

**Supervisor's Signature:** Click or tap here to enter text.

**Date:** Click or tap to enter a date.

**Vice President's Signature:** Click or tap here to enter text.

**Date:** Click or tap to enter a date.