



# *PROGRAM REVIEW*

# *RESOURCE GUIDE*

Six-Year Review  
Academic and Vocational Programs



## Allan Hancock College Program Review

### 20XX-20XX Comprehensive Self-Study

Program review is intended to be a reflective process that builds on the extensive qualitative and quantitative data gathered from not only program reviews and annual updates but also the office of Institutional Research and Planning. The process lays out the program's major directions for the future and is the foundation for institutional planning and resource allocation. (Place your responses in the expandable text boxes below each question.)

#### I. Program Mission (*must align with college mission statement*)

- For all programs, describe the need that is met by the program or the purpose of the program, and explain how it aligns with the college mission and strategic plan.
- For CTEA programs only, show that “the program does not represent an unnecessary duplication of other vocational or occupational training programs in the area.”

*(Sample: The Health, Physical Education, and Recreation Division is committed to providing excellent education opportunities to our students for their affective, cognitive and psychomotor development as they pursue sport, recreation, physical education, health education and wellness. We will encourage our students to further and sustain their individual endeavors toward the regular, lifelong pursuit of physical activity and a healthy lifestyle.)*

#### II. Progress Made Toward Past Program/Departmental Goals

Summarize the progress the discipline has made toward achieving its goals during the past six years. Discuss briefly the quality, effectiveness, strengths and struggles of the program and the impact on student success as reflected in past comprehensive program reviews and Annual Updates.

## Excerpt from CBOT Program Review

### 2) Program Review Self-Study

#### I) Program Mission

Describe the need that is met by the program or the purpose of the program.

Allan Hancock College provides quality educational opportunities that enhance student learning and the creative, intellectual, cultural, and economic vitality of our diverse community. The Computer Business Office Technology (CBOT) program supports this mission by providing quality education to all students. The focus of the program is on teaching students to be technically proficient in business and directed towards careers in administrative operations and management to support organizations.

The CBOT degree and certificate curriculum offers a variety of options that are designed to provide students with the computer application and office management skills required for employment. Career fields include office management, office administration, computer applications, administrative support, and information processing in business, government, and education. The program focuses on administrative operations and procedures required to support and manage the offices of organizations and the software application skills needed to be technically proficient.

Students will be trained in all phases of administrative work. Depending on their concentration, training could include emphasis on computer applications and office management, legal office procedures, presentation and publishing skills, as well as other technical office skills.

The program does not represent an unnecessary duplication of other vocational or occupational training programs in the area. Cuesta College and Santa Barbara Business College are the closest colleges physically to Allan Hancock College. The CBOT area at Hancock has three A.S. degrees and 6 certificate options where both Cuesta College and Santa Barbara Business College have far less offerings and options for A.S. and certificates in the CBOT area.

Hancock offers several courses that Cuesta does not have that the advisory committee recommends such as; a comprehensive and advanced course in Word (CBOT 131 & 132), a comprehensive course in PowerPoint (CBOT 337), and a comprehensive course in Access (CBIS 142).

#### II) Progress Made Toward Past Program/Department Goals

The goals established at the six-year program review for CBOT were completed or adjusted as needed due to changes in technology, business needs and funding. A detailed list is at the beginning of this document for each goal. Program and Department Goals are broken into 4 areas as follows:

1. **Curriculum, courses, degrees and certificates** – curriculum is continually updated to ensure student success and improvements are ongoing (this includes changes to Canvas, rubrics, adding screenshots, videos, changes to final projects, allowing students to fix first chapter errors to ensure success and retention, updating courses, and making changes to



## Student Services Program Review

**Semester & Year:**

**Service Area:**

**Program Review Chair:**

Program Review Team Members:

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This section should contain an objective, descriptive overview of the current program. Provisions are made for the identification of the mission statement, program purpose, and connection to college Strategic, Educational, and Facilities Plans for the service area under review. When applicable, connections to other relevant college plans, such as the Student Success and Support Plan and Student Equity Plan, are also encouraged in the program description.

It is suggested you first review the College Mission and what is contained in the college's plans, as a portion of your program description includes a narrative regarding how your student service program connects to these plans.

**Mission:**

**Program Purpose:**

**Please articulate the program's connection to College Mission, Educational Master Plan, Strategic Plan, Facilities Master Plan, and other applicable college plans:**



## Student Services Program Review

**Semester & Year:** Spring 2019

**Service Area:** University Transfer Center

**Program Review Chair:** Yvonne Teniente-Cuello

**Program Review Team Members:** Ashley Brackett, Maria Arvizu-Rodriguez, Yvonne Teniente-Cuello

**Mission:** Allan Hancock College Mission: Allan Hancock College provides quality educational opportunities that enhance student learning and the creative, intellectual, cultural, and economic vitality of our diverse community.

Allan Hancock College University Transfer Center Mission: To identify, recruit, and motivate students of diverse backgrounds to make well-informed decisions as they navigate the university transfer process and complete a baccalaureate degree or beyond.

**Program Purpose:** The University Transfer Center (UTC) is responsible for providing potential transfer students of all cultural, ethnic, and socioeconomic backgrounds with accurate and timely information, guidance, and support to assist them in transferring to a four-year university or college. The center offers a designated place where students may access valuable resources to facilitate a smooth and successful transfer. The University Transfer Center supports the mission of the college by providing opportunities for students to engage in transfer related activities and access to resources. It serves this function by: (1) providing students with current four-year university and college information; (2) maintaining a reference library; (3) providing counseling to assist students in major and university selection, academic planning, transcript evaluation, AHC program degree selection and certification of general education completion; (4) hosting four-year university representative campus visits; (5) sponsoring field trips to transfer institutions; (6) coordinating annual transfer events such as Transfer Day and Bulldog Day; and (7) providing transfer-related workshops.

**Please articulate the program's connection to College Mission, Educational Master Plan, Strategic Plan, Facilities Master Plan, and other applicable college plans:**

The UTC Mission, Purpose and Learning Outcomes work in harmony with the AHC Educational Master Plan in addressing higher education trends such as the **Transfer Model Curriculum (TMC)** between the California State University system and the California Community College system, as well as offering baccalaureate programs at community colleges.

The UTC goals also support Student Equity Plan goals for: Improved transfer rates of all students, in particular economically disadvantaged, Hispanic/Latino (specifically Hispanic/Latino males), students with disabilities, foster youth students, and veterans.

According to the AHC Strategic Plan, 40% of AHC students identified Associate Degree + Transfer as their intended goal, while 54% identified transfer as their exclusive goal. The AHC Strategic Plan identifies specific strategic goals. In addition, all goals listed under the Student Learning and Success area directly connect with the UTC. The University Transfer Center aligns with the Strategic Plan in its contribution towards the attainment of the following goals:

<b>Strategic Direction: Student Learning &amp; Success</b>	<b>University Transfer Center Programs and Services</b>
<p>Goal SLS1: To ensure continuous improvement based on Student Learning Outcomes assessment data.</p>	<ul style="list-style-type: none"> <li>• The University Transfer Center has committed to collecting and assessing data and implementing necessary changes utilizing Student Learning Outcomes (SLOs). SLOs are assessed each semester;</li> <li>• Host annual Transfer Advisory Board which includes both counseling and instructional faculty, administrators, high school liaisons and university partners</li> </ul>
<p>Goal SLS2: To support student access, achievement and success.</p>	<ul style="list-style-type: none"> <li>• Collaboration with counseling department to ensure New Student Orientations and Educational Planning Workshops include transfer resources and information;</li> <li>• UTC counseling faculty collaborate in student success statewide efforts such as multiple measures, AB 705 and guided pathways;</li> <li>• Provide application review appointments during peak transfer application season</li> </ul>
<p>Goal SLS3: Ensure students are directed. Help students clarify their aspirations, develop an educational focus they perceive as meaningful and develop a plan that moves them from enrollment to achievement of their goal.</p>	<ul style="list-style-type: none"> <li>• Provide workshops such as “Start Here, Go Anywhere” to ensure students know the steps needed in order to transfer to a university</li> <li>• Utilize DegreeWorks to ensure students have a comprehensive Student Education Plan (SEP)</li> </ul>

<p>Goal SLS4: Ensure students are focused. Foster students' motivation and helping them develop the skills needed to achieve their goals.</p>	<ul style="list-style-type: none"> <li>• Created and implemented a variety of "Transfer Thursday" workshops dedicated to providing transfer-related resources and information throughout each fall and spring semester;</li> <li>• Provide ongoing support through drop-in, scheduled appointments and counselor access in the UTC throughout the year</li> </ul>
<p>Goal SLS5: Nurture Students. Convey a sense of caring where students' success is important and expected.</p>	<ul style="list-style-type: none"> <li>• Hired a second full-time transfer counselor</li> <li>• Provide 1-hour appointments to ensure needs are met and that students understand all aspects of the transfer process</li> </ul>
<p>Goal SLS6: Engage students. Actively involve students in meaningful and authentic educational experiences and activities inside and outside the classroom.</p>	<ul style="list-style-type: none"> <li>• Provide university representative visits each semester to allow students to engage with university partners;</li> <li>• Plan and implement annual Transfer Day and College Night for current AHC students, as well as local high school and community members;</li> <li>• Offer multiple student university road trip tours each semester</li> </ul>
<p>Goal SLS7: Ensure students are connected. Create connections between students and the institution and cultivating relationships that underscore how students' involvement with the college community can contribute to their academic and personal success.</p>	<ul style="list-style-type: none"> <li>• Provide space in UTC for students to actively engage with each other, as well as counseling faculty and university partners;</li> <li>• Provide comprehensive follow-up services to students through phone and email follow-up communications;</li> <li>• Host annual Transfer Kickoff</li> </ul>
<p>Goal SLS8: Value student contributions. Provide students with opportunities to contribute to and enrich the college culture and community.</p>	<ul style="list-style-type: none"> <li>• Plan and implement annual Transfer Stars Reception;</li> <li>• UTC counselors attend commencement and other student events such as the scholarship banquet and other special program award banquets</li> </ul>