

PET FORM
Planning and Evaluation Tracking
(2012-2013 Assessment Period)

Division of: Student Affairs

Person Responsible for this Division: Robert Austin

Department of: Community Link

Primary Person Responsible for this Form: Maury Roman-Jordan

Purpose Statement (With Last Updated Date):

The primary purpose of Community Link is to provide outreach services to disadvantaged individuals (Last Reviewed Fall 2011).

Goal Statement #1:

Monitoring of students enrolled in Developmental Math classes will increase student academic success and retention (No Excuses: Goal I)

Outcome/Objective Statement #1A

After mentoring students assisted with enrollment by Community Link staff, at least 40% of the students enrolled in Math 0301 will successfully complete the class with a final grade of C or better at the conclusion of the semester based on a colleague report.

○ **Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)**

N/A – New Goal / Outcome

○ **Analysis**

N/A – New Goal / Outcome

○ **Improvements**

N/A – New Goal / Outcome

○ **Recommendations/Actions for 2012-2013**

To be determined

- **Person Responsible (Who will complete the action?):** Maury Roman-Jordan

- **Action Plan:**

- Community Link clients/students enrolled in Math 0301 will be identified at the beginning of each semester.
- Follow-up phone calls will be made to those students after the first three weeks of classes to monitor the attendance.
- Students that have stopped attending classes will be encouraged to return to the classroom and referred to the Math Outreach Department.

- **Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):**

September 2012 through August 2013

- **What Budget Implications Are Involved with this Action? (Please Provide Cost Estimate/Details):**

No additional funding is necessary to complete this objective.

Goal Statement #2:

Explore expansion of services and offerings (AC Strategic Plan Through 2015: Strategy 2.1)

Outcome/Objective Statement #2A

After the President appoints a taskforce to assess the needs of the community being served by Community Link, the taskforce will provide the results of the needs assessment based on a client survey and on a focus group session with former Community Link clients/students (AC Strategic Plan through 2015: Task 2.1.1.1).

Restated for 2012-2013

After assisting a president-appointed taskforce in assessing the needs of the community being served by Community Link, Community Link will utilize the findings identified in the client/student surveys and focus groups to implement changes to further increase student success based on the recommendations of the President's Cabinet (AC Strategic Plan through 2015: Task 2.1.1.1).

○ Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)

No results are available at this time. – Results will be available in the 2013-2014 period (See Analysis).

○ Analysis

The assessment project is still in progress. A written report will be ready by the end of the semester. This report will be submitted to the President's Cabinet to formulate recommendations for future direction of the Community Link program. Assessing if the Community Link program needs to expand its offerings and/or facilities involves surveying NE Amarillo, current and former Community Link students, analyzing and presenting results to members of the community that have a vested interest in the program such as the President and President's Cabinet. Therefore, the completion of the goal will take more than the normal one-year evaluation period.

○ Improvements

- **List any Improvements Made in the 2011-2012 (Last Academic) Year Based on the 2009-2010 PET Results:**
The outcome is partially completed and progress is being made. The results will be submitted by the end of next evaluation cycle.
- **Evaluate Why Improvements Were Successful/Were Not Successful:**
Since the project is still ongoing, improvement cannot be accurately assessed. This is a large project that requires the collaboration of many individuals and requires more time to successfully finish the assessment.
- **What Budget Implications Were Involved with this Improvement? (Please Provide Cost Estimate/Details):**
No additional funding is necessary to accomplish this goal.

○ Recommendations/Actions for 2012-2013

- **Person Responsible (Who will complete the action?):** Maury Roman-Jordan
- **Action Plan:**
 - Focus group sessions in English and Spanish will be conducted. These sessions will be video recorded and three observers will be in attendance to identify common topics / issues. The focus group sessions will consist of 10 questions that serve to identify educational attainment, barriers to education of clients/students served by Community Link, and suggestions/recommendations for additional services at Community Link.

- Results of the focus group will be compiled and presented to the taskforce for further discussion and preliminary analysis during the first week of November.
 - A summary of the survey results discussion with identified topics/issues will be collected and presented to the taskforce to begin the written report.
 - The taskforce will be meeting through November to finalize the written report with the findings of the needs assessment.
 - The final Report will be submitted to the President's Cabinet early January for recommendations regarding the future direction of the Community Link Program.
 - The President's Cabinet will present these recommendations to the Board of Regents.
- **Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):**
September 2012 through August 2013
 - **What Budget Implications Are Involved with this Action? (Please Provide Cost Estimate/Details):**
No additional funding is necessary to complete the assessment.
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Goal Statement #3:

Expand access to adult prospective students through a collaborative effort with Panhandle Workforce Solutions (PWS).

Outcome/Objective Statement #3A

After attending Panhandle Workforce Solutions events, at least 20% of individuals requesting information will submit an application for admissions within a year based on a colleague report.

Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)

- **2010-2011 Data:** Numbers = 59 out of 334 and Percentage =s 17.6%
- **2011-2012 Data:** Numbers =105 out of 332 and Percentage =s 31.62%

Analysis

- Panhandle Workforce Solutions events yielded 332 requests for information in 2011-2012. Of the 332 individuals requesting information, 105 (31.62%) submitted an application for admissions for academic year 2011-2012. This represents a 14.02% increase in applicants compared to 2010-2011 when 59 applications were submitted with a 17.6% conversion rate. We are satisfied with the results, which exceeded our expectations of at least 20% of prospects submitting an application for admissions.

Improvements

○ List any Improvements Made in the 2011-2012 (Last Academic) Year:

- Compared to previous years, recruiters invited PWS clients to complete a request for information card only after the introductory time, when it was determined that the person was a high school graduate or GED holder and wanted to meet with an advisor in the future.
- Follow-up calls were made to offer assistance with enrollment services to persons that requested information. The first round of follow up calls was to ensure that the prospective student had received the information and to answer any questions. The second follow-up call was made only to those students that indicated a desire to receive an application for admissions. These students were invited to set-up an appointment to meet with an advisor.

○ Evaluate Why Improvements Were Successful/Were Not Successful:

The improvements are successful as demonstrated by the increase of PWS clients applying for admissions for 2011-2012 academic year.

○ What Budget Implications Were Involved with this Improvement? (Please Provide Cost Estimate/Details):

No additional funding was necessary to accomplish this goal.

Recommendations/Actions for 2012-2013

- After successfully increasing the conversion rate from prospects to applicants, recruiters will continue implementing the new method of identifying "real prospects" by gathering the necessary information during the introduction time. We are satisfied with the outcome and the improvements made. We will continue monitoring this objective; however, we will not continue measuring it for 2012-2013. **Outcome closed.**