

2010-2011 Continuing Education External Review Summative Report

Instructional	Yes	Division	Continuing Education	Review Year	2010-2011	View	Print
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Division	Year	Dept	Program	Question	Action	Comments
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	"2. Improvements Question: (D.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010. "	Commendation	The department should be commended for working with NWTSHS to develop, submit and implement a large Texas Workforce Commission Skills Development Grant. Furthermore, the department should also be commended for forming a contract for ongoing Cardiac Care courses through the SimCentral Regional Lab paid for by NWTSHS.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	VI. Budget Question: (A.) Which program/department outcomes have resulted in budget requests to date?	Commendation	The department should be commended for its total and net income which have increased dramatically over the past two years as a result of new ventures in SimCentral and with Grant work.
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	"2. Improvements Question: (D.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010. "	Commendation	The committee recognizes the improvements the CE Division has made to the gymnastics program. The program's improvements are consistent with the mission of Amarillo College - enriching the lives of our students and our community.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	2. Improvements Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Commendation	The program/department values the Program Review process, evaluates the recommendations made by the Program Review Committee and has made improvements/revisions accordingly. The committee recognizes that the networking opportunities that allow the Coordinator to establish relationships with local businesses will eventually develop into partnerships for occupational training. Customized/Contract Training is consistent with the mission of Amarillo College - enriching the lives of our students and our

						community.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	1.Purpose Question:(D.) Does the program have admissions policies? 1.Where are the policies published?	Concern	Even though the answer states the policies are published on the Departmental Website, there is no hyper- link provided for the Departmental Website to verify the information. A hyper-link to the Departmental website would be helpful.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	1.Purpose Question:(F.) Is this program/discipline required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board) in order to offer courses? 1. Identify the external approver(s) for the department/program.	Concern	The correct name of providers should be reflected. Dental continuing education credits are applied through the Panhandle District Dental Association or the Academy of General Dentistry.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	2. Improvements Question: (A.) Identify at least one example of an improvement/revision which resulted from the annual PET forms for the last five years.	Concern	Please make a correction to the following typo le(a)d.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department. 2. Identify the primary reasons for the assessment tool(s) selected.	Concern	A telephone log may not provide valid and reliable results. The Department should look at ways to develop assessment approaches that provide valid and reliable results.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department.(E.) 3. Evaluate the assessment approaches to date.	Concern	A telephone log may not provide valid and reliable results. The Department should look at ways to develop assessment approaches that provide valid and reliable results. Please make a correction to the following typo (h)as.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	2. Improvements Question: (G.) Review the five-year graph(s) of course completions for the program/department. 2. Provide the programs/departments plan of action for improving any identified problem or results from the implementation of the plan of action.	Concern	The answer reflects moving toward an aggressive marketing campaign and has plans to partner with local healthcare institutions which may likely improve the number of course completers. However; this information must be tracked in order to know the outcomes.
Continuing Education	2010 - 2011	Criminal Justice	Criminal Justice	1.Purpose Question:(D.) Does the program have admissions	Concern	

				<p>policies? 1.Where are the policies published?</p>		
Continuing Education	2010 - 2011	Criminal Justice	Criminal Justice	<p>III. Curricula Question:(B.) How many curricula changes were approved by the Academic Affairs Committee during the past five years? 3. Which steps in the curricula change process had faculty involvement prior to submitting the curricula proposal(s) to the Academic Affairs Committee?</p>	Concern	There could be more specific information regarding faculty involvement.
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	<p>1.Purpose Question: (A.) State the purpose of the program/department. How is this purpose within the mission of Amarillo College?</p>	Concern	The Amarillo College mission statement is worded incorrectly.
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	<p>2. Improvements Question:(E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department.</p>	Concern	The program/department could broaden the base of involvement by including instructors regarding implementation of student learning outcomes of the program(s) (or department) and courses.
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	<p>V. Resources (D) Support Services for Students Question:(3.) Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the program/department</p>	Concern	Most Significant: Motorcycle classes are growing. An additional training range is needed.
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	<p>VII. Publications Question:(B.) Does the program/department publish any documents (electronic or paper) with references to SACS accreditation? 1. Are the references in compliance with SACS approved statement?</p>	Concern	The Continuing Education Certificate references SACS accreditation but is not consistent with the approved statement. The committee recommends reviewing whether or not the SACS reference included on the CE Certificates is in compliance with SACS.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	<p>1.Purpose Question: (A.) State the purpose of the program/department. How is this purpose within the mission of Amarillo College?</p>	Concern	The Amarillo College mission statement is incorrectly worded.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	<p>1.Purpose Question:(C.) If the program/department offers continuing education credits</p>	Concern	The Amarillo College mission statement is incorrectly worded.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	<p>2. Improvements Question:(E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department</p>	Concern	The program/department could broaden the base of involvement by including instructors regarding implementation of student learning outcomes of the program(s) (or department)

						and courses.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	VII. Publications Question:(A.) If the program/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Concern	Please provide links (within your answer) to any advertising or recruitment documents the program/department publishes.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	1.Purpose Question:(E.) Is the program/department accredited? 3. When was the accreditation affirmed or granted?	Recommendation	The answer provided reflects the department is accredited as a Nurse Aid Training and Competency Education Program through the Department of Aging and Disability Services and the current accreditation will be up for renewal in April 2011. However; the answer provided does not state when the accreditation was affirmed or granted. The answer must include when the accreditations were affirmed or granted.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	1.Purpose Question:(E.) Is the program/department accredited? 4. What is the current status of the accreditation?	Recommendation	The answer provided reflects the department is accredited as a Nurse Aid Training and Competency Education Program through the Department of Aging and Disability Services and the current accreditation will be up for renewal in April 2011. The answer does not state when the accreditation was affirmed or granted. The answer must include when the accreditations were affirmed or granted. The current statuses of the accreditations have not been clearly identified.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	1.Purpose Question:(F.) Is this program/discipline required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board) in order to offer courses? 3. When did the program/department last receive approval?	Recommendation	The answer provided reflects the department is accredited as a Nurse Aid Training and Competency Education Program. The answer does not state when the program last received approval. The answer only states the accreditation will be up for renewal in April of 2011. The answer must include when the program/department last received approval. There is also a discrepancy in the following answer: The Department is accredited as a Community Training Center through the American Heart Association and must renew that

						accreditation every three years as well. This accreditation is renewed every two years and was last renewed in 2009. The answer is not clear in this paragraph. The answer needs to be clarified to reflect when the program/department last received approval.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	"2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department. 1. Explain the primary reasons behind the competencies that were selected."""	Recommendation	Even though objectives were set to be improved and tracked, the answer does not address or identify selected competencies. The answer must identify selected competencies and why these competencies were selected.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	2. Improvements Question: (F.) For student or program/course outcome assessments review the programs/departments five-year graph(s) of quantitative results or provide a brief narrative summary of qualitative results.	Recommendation	The answer provided reflects there are no graphs/data available for continuing education course assessments. Nor does the answer provide a brief narrative summary of qualitative results. The program should provide quantitative results for student or program/course outcome assessments or provide a brief narrative summary of qualitative results.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	2. Improvements Question: (F.) For student or program/course outcome assessments review the programs/departments five-year graph(s) of quantitative results or provide a brief narrative summary of qualitative results	Recommendation	The answer provided reflects there are no graphs/data available for Continuing Education course outcome assessments. Therefore; no analysis of the results have been completed to base changes made in the curricula as a result of analysis of these graphs/data. The program should provide quantitative results for student or program/course outcome assessments in order to base changes made in the curricula.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	2. Improvements Question: (G.) Review the five-year graph(s) of course completions for the program/department. 1. Explain any increase or decrease that is more than a one-year anomaly.	Recommendation	The answer provided reflects there are no graphs/data available for Continuing Education course completions and as a result there is no explanation of any increase or decrease that is more than a one-year anomaly. Graphs/data of course completions for the program/department need to be completed in order to assess any increase

						or decrease that is more than a one-year anomaly. Five-year graph(s) of course completions should be made available for analysis.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	2. Improvements Question: (J.) Do students/graduates in this program/department have to be certified or licensed? yes 1. Explain any increase or decrease that is more than one-year anomaly.	Recommendation	The information provided in the answer reflects the certification rate over the past five years for the CNA Program only. Other program certification/licensure rates should also be tracked. Please include all certification rates such as EMS and Phlebotomy. Please make a correction to the following typo: (a)n
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	V. Resources (A.) Faculty Question: (2.) In the database for Roster of Instructional Staff (also known as Roster of Faculty), review the credentials of each full-time and part-time faculty member within the program/department. If any faculty member does not meet the SACS and THECB requirements, evaluate whether additional documentation is significant to grant an exemption.	Recommendation	The Roster of Instructional Staff was not reviewed for proper credentials due to the inability to open the link to the roster. The Roster of Instructional Staff must be reviewed for proper credentials.
Continuing Education	2010 - 2011	Center for Continuing Healthcare Education	Center for Continuing Healthcare Education	V. Resources (A.) Library Question: (2.) Which two or three collection/resources/services should be improved to support Amarillo College mission regarding teaching and service?	Recommendation	The program did not identify which two or three collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service. The program must identify which two or three collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service.
Continuing Education	2010 - 2011	Occupational Education	Occupational Education	2. Improvements Question: (A.) Identify at least one example of an improvement/revision which resulted from the annual PET forms for the last five years.	Recommendation	The response referred to the "national benchmark rate" & "national average", but fails to give a value, for comparison, so improvement can not be determined.
Continuing Education	2010 - 2011	Occupational Education	Occupational Education	2. Improvements Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Recommendation	The first hyperlink is a 12 page, Critique of Continuing Education's Spring 2010 brochure, the second is 6 page critique of the program's web site. Continuing Education Division claims to have adopted the recommendations outlined, but no example is given.

Continuing Education	2010 - 2011	Occupational Education	Occupational Education	2. Improvements Question: (G.) Review the five-year graph(s) of course completions for the program/department. 1.Explain any increase or decrease that is more than a one-year anomaly.	Recommendation	No explanation of any increase or decrease.An analysis of any increase or decrease needs to be demonstrated.
Continuing Education	2010 - 2011	Occupational Education	Occupational Education	2. Improvements Question: (G.) Review the five-year graph(s) of course completions for the program/department. 2. Provide the programs/departments plan of action for improving any identified problem or results from the implementation of the plan of action.	Recommendation	No, not stated.This question needs to be answered.
Continuing Education	2010 - 2011	Occupational Education	Occupational Education	2. Improvements Question: (H.) Does the program/department provide for alternative methods of awarding credit? (Select all that apply).	Recommendation	unanswered. This question needs to be answered.
Continuing Education	2010 - 2011	Occupational Education	Occupational Education	V. Resources (A.) Library Question: (1.) Which of the following library collections/resources/services have been used by faculty, staff and/or students within the past five years? (Select all that apply)	Recommendation	Not answered.There should be an answer.
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	1.Purpose Question: (D.) Does the program have admissions policies? 2.Explain how these policies are consistent with the mission of Amarillo College.	Recommendation	Please state how the above policies are consistent with AC's mission.
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	2. Improvements Question: (F.) For student or program/course outcome assessments review the programs/departments five-year graph(s) of quantitative results or provide a brief narrative summary of qualitative results.	Recommendation	If completion graphs are unavailable, identify the program/departments preferred method of assessment.
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	2. Improvements Question: (G.) Review the five-year graph(s) of course completions for the program/department. 1.Explain any increase or decrease that is more than a one-year anomaly.	Recommendation	Provide a graph for attendance/number of persons completing the program/departments courses.
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	2. Improvements Question: (J.) Do students/graduates in this program/department have to be certified or licensed? yes 1 Explain any increase or	Recommendation	No data is provided for the past five years. We cannot evaluate whether this question has been answered.

				decrease that is more than one-year anomaly.		
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	2. Improvements Question: (J.) Do students/graduates in this program/department have to be certified or licensed? yes 2. Provide a plan of action for the identified problem	Recommendation	No data is provided for the past five years. We cannot evaluate whether this question has been answered.
Continuing Education	2010 - 2011	Personal Enrichment	Personal Enrichment	VII. Publications Question: (A.) If the program/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Recommendation	Please provide links (within your answer) to any advertising or recruitment documents the program/department publishes.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	2. Improvements Question: (A.) Identify at least one example of an improvement/revision which resulted from the annual PET forms for the last five years.	Recommendation	SACS - Comprehensive Standard 3.3.1: The institution identifies expected outcomes for its educational programs and its administrative and educational support services; assesses whether it achieves these outcomes; and provides evidence of improvement based on analysis of those results. Even with changes in structure and personnel, data to measure and confirm PET plan goals still needs to be collected. Identify a plan to make this work.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department. (E.) 3. Evaluate the assessment approaches to date.	Recommendation	Data should be included to indicate the assessment tools do in fact prove to be effective.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	2. Improvements Question: (F.) For student or program/course outcome assessments review the programs/departments five-year graph(s) of quantitative results or provide a brief narrative summary of qualitative results.	Recommendation	If completion graphs are unavailable, identify the program/departments preferred method of assessment.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	2. Improvements Question: (G.) Review the five-year graph(s) of course completions for the program/department. 1. Explain any increase or decrease that is more than a one-year anomaly.	Recommendation	No data or five-year graph(s) have been provided, hence there is no analysis to implement a plan of action for retention. Please provide five-year graph(s).

Continuing Education	2010 - 2011	Workforce Training	Workforce Training	V. Resources (A.) Faculty Question:(2.) In the database for Roster of Instructional Staff (also known as Roster of Faculty), review the credentials of each full-time and part-time faculty member within the program/department. If any faculty member does not meet the SACS and THECB requirements, evaluate whether additional documentation is significant to grant an exemption.	Recommendation	Roster clarification is needed.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	VII. Publications Question:(B.) Does the program/department publish any documents (electronic or paper) with references to SACS accreditation? 1. Are the references in compliance with SACS approved statement?	Recommendation	The Continuing Education Certificate references SACS accreditation but is not consistent with the approved statement.
Continuing Education	2010 - 2011	Workforce Training	Workforce Training	VII. Publications Question:(B.) Does the program/department publish any documents (electronic or paper) with references to SACS accreditation? 1. Are the references in compliance with SACS approved statement? a. Which reference is not in compliance? Describe how you will assure compliance for all references in the future.	Recommendation	The Continuing Education Certificate references SACS accreditation but is not consistent with the approved statement. The committee recommends reviewing whether or not the SACS reference included on the CE Certificates is in compliance with SACS.