Program Review

Form for External Review Committee

Non-Instructional

The ID number for this form is 151. You will need this number to update or edit your submission in the future.

Back To Forms
List Page

NOTE: ANY CHANGES MADE ON THIS PAGE WILL NOT BE SAVED.

Your form has been submitted. Thank you.

Division	Workforce Development
Department	Continuing Education Administration
Program	Continuing Education Administration
Review Year	2010-2011
Names of the External Review Committee Members	Michael Sugden
Division Overview Comments From External Review Committee	

Questions and answers from the program review appear in the gray boxes. Use this information to answer the questions on the form.

I. Office's/Department's Purpose

State the purpose of the office/department. How is this purpose within the mission of Amarillo College?

Mission Statement – Continuing Education Division

- The Continuing Education Division strives to strengthen communities through lifelong learning

Purpose Statement – Continuing Education Department

- To support instructional efforts of Continuing Education

Amarillo College Mission

- Enriching the lives of students and community

Both statements fit within the mission of Amarillo College. The Continuing Education department continually supports the Continuing Education Division efforts college wide.

The Continuing Education office serves a large client base, mostly internal (faculty and staff). The external clients (students, professional organizations, and businesses) are served through the individual instructional areas. The Continuing Education office coordinates the Continuing Education efforts for the College.

This department must continuously change programming focus in order to meet the needs of the community. All areas are facing changes in market driven needs on a regular basis, therefore continuing education is necessary. As an end result, the department supports the college mission by enriching the lives of our students and community.

Does the answer include a purpose statement for the office/department? Does the answer indicate how this office/department is within the mission of Amarillo College?

Unacceptable

Concern

The Continuing Education department should state the Amarillo College Mission exactly as it written. The mission is central to what we do and should be accurately quoted.

When was the last time the office's/department's purpose statement was reviewed/revised by faculty/staff in the office/department?
Each department's mission statement was revised and finalized on May 20, 2010 during the retreat.

Does the answer indicate the last time the office's/department's purpose statement was reviewed/revised by faculty and staff in the office/department?

Acceptable

Concern

The reader is left to wonder what "the retreat" was. They should provide details as to the purpose/outcome of the retreat held that day.

Is this office/discipline required to receive approval from an external agency or organization in order to offer courses?

yes

Identify any external approvers for the office/department.

Amarillo College is accredited by the Southern Association of Colleges and Schools (SACS.) SACS is on a ten-year accreditation schedule. Continuing Education Units (CEUs) are available based on that accreditation. Amarillo College was last accredited by SACS in 2002.

The Commission on Colleges of the Southern Association of Colleges and Schools (SACS)

recognizes the important role of non-credit continuing education in the lifelong education of adults. The criterion for accreditation of the Commission on Colleges applies to all continuing education, outreach and service programs. For non-credit programs, the Commission adopted the Continuing Education Unit in 1971 for use by its member institutions. Institutions whose mission includes the offering of continuing education programs which award CEUs are to follow the guidelines contained in the Commission's document CEU Criteria and Guidelines. Both sets of criteria now place a greater emphasis on the evaluation of student achievement and the assessment of those findings.

Amarillo College is monitored by the Texas Higher Education Coordinating Board (THECB.) Amarillo College is in good standing with the THECB.

IF the office/discipline is required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board),

Was (were) the external approver(s) for the office/department identified?

Acceptable

N/A

"Institutions whose mission includes the offering of continuing education programs which award CEUs are to follow the guidelines contained in the Commission's document CEU Criteria and Guidelines."
Is there a link available to this document?

What approval schedule is required by the external approver(s)?

Amarillo College is accredited by the Southern Association of Colleges and Schools (SACS.) SACS is on a ten-year accreditation schedule. Continuing Education Units (CEUs) are available based on that accreditation. Amarillo College was last accredited by SACS in 2002.

Was the approval schedule required by the external approver(s) identified?

Acceptable

Concern

Amarillo College was last accredited by SACS in 2002. Writers could add: "Next approval is scheduled for 2012" to clearly identify the approval schedule.

When did the office/department last receive approval?

Amarillo College is accredited by the Southern Association of Colleges and Schools (SACS.) SACS is on a ten-year accreditation schedule. Continuing Education Units (CEUs) are available based on that accreditation. Amarillo College was last accredited by SACS in 2002.

When did the office/department last receive approval?

Acceptable

N/A

Is the reason why the office/department is required to receive this approval clear?

Acceptable
N/A

II. Office's/Department's Improvements Based on Planning, Evaluation and Assessment

Identify at least one example of an improvement/revision which resulted from the past five-years' annual PET forms.

Taken from the May, 2007 PET Plan for Continuing Education:

Goal Statement: Obtain consistent and accurate paperwork for Continuing Education classes from employees throughout the college.

Objective/Outcome: After attending training, academic program directors, coordinators, and their staff will consistently submit accurate and timely CE course paperwork 95% of the time based on e-mail notification/log of specific paperwork errors.

Results: Five training sessions were conducted in February, 2006. Notification log developed and began use in April, 2006.

Overall Error Rate:

Fall 2006 N = 27% (68 of 254)

Spring 2007 N = 39% (91 of 234)

Summer 2007 N = 48% (53 of 110)

PET Plan results taken from October, 2007 and the April, 2008 update:

Fall 2007 N = 45% (114 of 251) *(improved by 18% from Fall 2006)*

Spring 2008 N = 70% (202 of 287) *(improved by 31% from Spring 2007)*

Summer 2008 N = 65% (75 of 116) *(improved by 17% from Summer 2007)*

PET Plan results taken from January, 2009 update:

Fall 2008 N = 56% (151 of 269) *(improved by 11% from Fall 2007)*

Spring 2009 N = 71% (204 of 288) *(improved by 1% from Spring 2008)*

Use of Results:

Action Plan:

Several attempts were made to schedule meetings with supervisors and staff to discuss specific issues. Scheduling meetings was not successful. However, as a result of those attempts, the error

rate improved.

November, 2008 Update:

Error rates improved overall; however, rates tend to be inconsistent.

New goal statements were developed for the 2009-2010 PET Plan.

After reviewing the minimum of at least one example of an improvement/revision which resulted from the annual PET forms for the last five years, determine the extent that this department/office has used the PET forms to make improvements/revisions. Does this meet the minimum expectations for using PET forms to make improvements/revisions to the department/office?

Acceptable

Concern

Links to the various year PET forms should be provided so documents can be viewed.

Identify at least one example of an improvement/revision which resulted from the last Program Review.
> The Committee recommended that until the lack of space can be solved with AC buildings, the Department look at the feasibility of leasing/renting space with AC partners such as AISD and Region 16.

CE Department Response:

The Continuing Education Department has identified an objective in the PET Plan to build partnerships with Amarillo College colleagues and the local and global community. Region 16 and AISD are two strong possibilities that will be pursued for facility usage.

After exploring the possibility of leasing/renting space with AISD and Region 16, it was determined that the option was cost prohibitive. Due to budget cuts and reduced state funding, AISD increased their rental rates considerably. Region 16 was forced to utilize their own facility space more frugally to sustain their own operation.

Although facility rental at both entities was not feasible for us to pursue, we have maintained a strong relationship with them. Region 16 utilizes the Business & Industry Center as much as possible and AISD has maintained the use of Amarillo College facilities as a co-sponsor with the Occupational Education department.

After reviewing the minimum of one example of an improvement/revision which resulted from the last Program Review, determine the extent to which this program/department values the Program Review process to make improvements/revisions.

Acceptable

Concern

The last program review should have a link for documentation.

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.

Amarillo College Strategic Plan Through 2010

Goal I: Develop responsive programs and courses to meet documented community needs.

Strategy 1.1: Target degree and workforce programs for online delivery.

Action 1.1.2: Offer workforce programs online.

Success Indicator: Develop one new online workforce course per year.

One new online workforce course was developed.

The Society for Human Resource Managers (SHRM) learning system was completely developed, tested, marketed and offered for the first time in the Fall 2007 term, and again in the Spring 2008 and Fall 2008 terms. Based on information received at the SHRM coordinator conference, and from the local Panhandle Human Resources Association (PHRA), we anticipated there was a need and a large demand for the online class and that it would generate a healthy enrollment, not only locally, but nationally.

Our marketing efforts covered a wide market. Printed brochures were developed and mailed to potential businesses and individuals; the class information was also published in the CE class schedule. CE staff delivered a presentation at a local PHRA meeting and gave continual reminders about the upcoming class at their monthly meetings. The CE website included the information about the online offering and the SHRM website listed Amarillo College as an online provider as well. The SHRM organization also sent out e-mail blasts to local HR managers who are members of their organization.

After much effort was devoted to the project, the class never generated enough enrollments to justify making a class in any of the three terms it was offered. The lack of interest was quite disappointing.

As a result of this failure, we decided to focus on partnering with several online providers to make CE online classes available through Amarillo College's CE department. The interest level has been underwhelming, and somewhat sporadic. At any rate, the risk level is very low and some income has been generated with minimal staff time required. We only partner with quality oriented providers. Potential students can learn about our online offerings by visiting our website and information is printed in the CE class schedule.

One final note, although I don't have concrete proof that the reason for a lack of interest in SHRM online class was just bad timing, I believe that it may be part of the reason for its failure.

After reviewing a minimum of one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the *Strategic Plan through 2010*, determine the extent to which this office/department has contributed to the implementation success of the Strategic Plan. Does this office/department lack an understanding of how it relates to the institution's future based on the Strategic Plan?

Acceptable

Concern

1. *"As a result of this failure, we decided to focus on partnering with several online providers to make CE online classes available through Amarillo College's CE department."* This statement should clarify

whether Human Resource online classes or online classes at large were made available.

Does this committee have recommendations as to how this office/department may contribute to the implementation of the Strategic Plan?

Acceptable

Commendation

COMMENDATION: This department made a strong effort to follow the goal of the strategic plan. When they had unexpected results from their efforts, they adjusted their plan in order to accomplish the goal. This review committee compliments their efforts.

Provide names and titles of those who determined the process used to assess the outcomes of the office/department.
Damaris Schlong, Dean Continuing Education

Kim Davis, Director Continuing Education

Margie Clements, Administrative Assistant

Megan Eikner, Associate Director Continuing Education

Leslie Shelton, Workforce Training Coordinator

Luke Morrison, Personal Enrichment Coordinator

Linda Reed, Associate Director Continuing Education (Retired September, 2009)

Richard Chelf, Workforce Training Coordinator (Retired January, 2010)

Has the office/department had a broad base of involvement from a majority of the staff within the office/department regarding implementation of student/client service or learning outcomes of the office(s) or department(s)? What recommendations does the Committee have for increasing involvement?

Acceptable

For client/student outcome assessments, review the five-year graph(s) *quantitative* results or provide a brief narrative summary of *qualitative* results.

There are no graphs/data available for Continuing Education. The summary for internal client outcomes assessment provided is both quantitative and qualitative and taken directly from the May, 2007 PET Plan for Continuing Education.

Goal Statement: Obtain consistent and accurate paperwork for Continuing Education classes from employees throughout the college.

Objective/Outcome: After attending training, academic program directors, coordinators, and their staff will consistently submit accurate and timely CE course paperwork 95% of the time based on e-mail notification/log of specific paperwork errors.

Results: Five training sessions were conducted in February, 2006. Notification log developed and

began use in April, 2006.

PET Plan results taken from January, 2009 update:

Fall 2008 N = 56% (151 of 269) *(improved by 11% from Fall 2007)*

Spring 2009 N = 71% (204 of 288) *(improved by 1% from Spring 2008)*

Use of Results and Action Plan:

Several attempts were made to schedule meetings with supervisors and staff to discuss specific issues. Scheduling meetings was not successful. However, as a result of those attempts, the error rate improved.

November, 2008 Update:

Error rates improved overall, however rates tend to be inconsistent.

New goal statements were developed for the 2009-2010 PET Plan.

What changes have been made in the services of the office/department because of the analysis of these results?

The Continuing Education office provides a valuable service to these other areas of Amarillo College. All CE classes are checked to ensure compliance with SACS criteria and the THECB rules and guidelines (GIPWE) before any class is created in Colleague. Without these checks and balances steps in the process, Amarillo College may be at risk of losing accreditation, and/or contact hour reimbursement for occupational courses. One other aspect of this important step is to ensure accurate data is created and kept of student records, and that accurate statistical data is available for review and planning purposes. Academic and Continuing Education contact hours are funded at the same rate.

Another reason that these checks and balances are so important and should not be overlooked, is the effort put forth to get the data into the Colleague system as accurately as possible. Many problems are avoided for our students, the Registrar's Office staff, the Business Office staff, and of course the CE Office staff, and related academic areas as well when errors are avoided on the front end of the process.

Some examples of what errors in information might cause:

- Wrong tuition calculation – loss of income

- Omitted fees – loss of income to recoup supply expense

- Inaccurate contact hours – under or over reporting of contact hours and incorrect student records

- Expired WECM course – data errors on state reports

- Delays in student registration

- Excess staff time spent cleaning up errors in Colleague

Many of the academic departments are unhappy with the current process of requesting the creation of a linked CE class, or any CE contract, co-sponsor, or stand alone CE class. Great efforts have

been made to streamline the process and to train staff to more easily and accurately complete the forms that are submitted to create a CE class. However, these efforts have not been well received nor has it been very effective.

As a result, a Task Force has been created to assist in aligning CE and academic efforts. This newly formed Task Force met for the first time in December, 2010. The purpose of the group is to determine the best way to alleviate frustration, to develop time saving (streamline) processes, and to discover new ways that technology (Colleague) may assist in these efforts.

For client/student service or learning outcomes, review the five-year graph(s) quantitative assessment results or provide a brief narrative summary of *qualitative* assessment results.

Have any changes been made in the services of the office/department because of the analysis of these results?

Acceptable

Commendation

COMMENDATION: The External Review Committee recognizes the importance of having classes entered correctly, and commends the department for working towards a solution to the problem.

Provide the five-year graph(s) indicating the demand for the office's/department's services.

Assess the need for the office/department.

The need/demand for the CE department services is indicated by the numbers included in the attached charts. However, the necessity of the CE division/department is not only justified in numbers, but it is a requirement of the SACS criteria found in "The Continuing Education Unit: Guidelines", "that the institution has an identifiable office or division with designated professional staff to plan and administer continuing education programs".

- Number of classes created - P:sharedContinuing EducationProgram Review - CECE AdminSupporting Documents#OfClassesSetUp.xlsx

- Number of active classes - P:sharedContinuing EducationProgram Review - CECE AdminSupporting Documents#OfActiveClasses.xlsx

- Number of classes cancelled - P:sharedContinuing EducationProgram Review - CECE AdminSupporting Documents#OfCanceledClasses.xlsx

- Number of enrollments - P:sharedContinuing EducationProgram Review - CECE AdminSupporting Documents5YRChart Collegewide Enrollment2.xlsx

- College Wide Contact Hour Reimbursement Dollars - P:sharedContinuing EducationProgram Review - CEAdminSupporting Documentsntdollars.xlsx

- College Wide Funded workforce tuition & fee income - P:sharedContinuing EducationProgram Review - CECE AdminSupporting DocumentsmeFunded.xlsx

- College Wide Non-funded tuition & fee income - P:sharedContinuing EducationProgram Review - CECE AdminSupporting DocumentsCECollegewideTFIncomeNFund.kd.xlsx

The Director of Continuing Education and departmental staff are charged with ensuring that SACS criteria and the THECB rules and guidelines are implemented and followed. Every continuing education class is submitted through the CE office so that these course offerings can be checked against the SACS criteria and the THECB rules and guidelines (GIPWE and WECM).

Taken from the Continuing Education Unit Guidelines Fifth Edition 1994 of The Commission on Colleges, The Southern Association of Colleges and Schools.

SACS criteria: *The institution has an identifiable office or division with designated professional staff to plan and administer continuing education programs. Through this office, the institution ensures that both the administrative and program criteria are followed for learning experiences offering the CEU.*

SACS guidelines: *The continuing education office may consist of one or more persons. The responsibilities of the office will be clearly stated by a mission statement that outlines the philosophy and functions which guide the continuing education program. Institutional policies clearly delineate that the continuing education office or division has the authority and responsibility for establishing and administering review procedures to ensure that all CEU activities meet the criteria.*

Note: *SACS recognizes that institutions also provide non-credit programs which do not offer academic credit or CEUs. The Amarillo College Personal Enrichment Department provides important needs of many constituent groups and represents a substantial investment of time and educational resources of the institution.*

SACS Criteria

See: Guidelines for Instructional Programs in Workforce Education (GIPWE) October 2008:
Chapter Four - The Workforce Education Course Manual (WECM)
Sections A-E, Pages 2 - 18
GIPWE - P:sharedContinuing EducationProgram Review - CECE AdminSupporting DocumentsGIPWE2008.pdf

Does the review of the five-year graph(s) of the office's/department's services demonstrate that an analysis has been used to make action plans for the future?

Will the program's/department's plan of action for improving any identified problem or results directly improve demand for the office's/department's services?

Acceptable
Recommendation
Not all links provided work. Data is provided, but does not appear to have an analysis included.

III. Resources

Library
Which of the following library collections/resources/services have been used by the staff and/or students within the

past five years? (Select all that apply.)

Meeting services

Does it appear that the library collections/resources/services used by the staff and/or students within the past five years is <u>accurate and thorough</u>?

Acceptable

N/A

No documentation was provided assessing need for office/department, please provide.

Which 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

No improvement requested.

Has the office/department identified why 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Acceptable

N/A

Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)?

yes

How has the library participated in the approver's evaluation?

There has been no evaluation.

If the office/department has an external approver (other than the Texas Higher Education Coordinating Board), has the library participated in completing the approver's evaluation?

Unacceptable

Recommendation

These two statements conflict.
If they have an external approver, then there should have been an evaluation where they gave approval.
Please clarify.

What approval schedule is required by the external approver?

The Southern Association of Colleges and Schools (SACS) criteria for Continuing Education are strictly adhered to. In addition, many of the occupational specific courses offered are mandated by outside agencies or state agencies. These mandatory courses are required of many occupations for licensing, renewal of licensing, and/or credentials. These course offerings are critical to individuals in these fields so they can maintain their credentials and stay up-to-date with the most current rules, technology, or recent code changes.

Amarillo College is accredited by the Southern Association of Colleges and Schools (SACS.) SACS is on a ten-year accreditation schedule. Continuing Education Units (CEUs) are available based on that accreditation. Amarillo College was last accredited by SACS in 2002.

SACS Criteria

Did the office/department identify the approval schedule that is required by the external approver?

Acceptable

N/A

When did the office/department last receive approval?

Amarillo College is accredited by the Southern Association of Colleges and Schools (SACS.) SACS is on a ten-year accreditation schedule. Continuing Education Units (CEUs) are available based on that accreditation. Amarillo College was last accredited by SACS in 2002.

SACS Criteria

Did the office/department indicate when the last approval was received?

Acceptable

N/A

Technology and Security/Privacy

After assessing the strengths and weaknesses of the office's/department's access to technology, what improvements would ensure that the students have access and training in the use of technology?

Strengths: Access to and the use of technology is critical to the operation of Continuing Education programs. The strength is actually found in the individuals in the CE Department. Without their resourceful mindset, flexibility, and creative ideas for accomplishing our great task, our successes would not be possible. Amarillo College is a "Datatel" school and it has been said that the CE operation is one of, if not the leader of, innovative use of the Colleague product among Texas Community Colleges.

Weakness: The need to develop an online registration tool that is equal to real world standards cannot be overstated. A "shopping cart" tool is vital to Amarillo College. Both CE and SCH areas will immediately realize the benefit to our students and potential students.

Does the office's/department's assessment of strengths and weaknesses of students' access to technology and training use of technology include ways to improve both?

Acceptable

Concern

Concern: Please state what the SCH area is. Acronyms should be spelled out for the reader.

What improvements would ensure that students use technology?

- Develop online CE classes, certificate programs, and certifications.
- Development of the online "shopping cart" registration tool.
- An Open Access computer lab –with assistance for students who are not yet computer literate and are not yet registered in class.
- Develop a more dynamic and user friendly web presence
- An afterhours Enrollment Kiosk at each campus to allow online registration

Does the office's/department's answer include the improvements that would ensure students use technology? Are the recommendations of this office/department feasible?

Acceptable

N/A

Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?

yes

After a review of this office's/department's operations based on this Self-Study and any other information available to this Committee, does any operation present the possibility for violations of security, confidentiality, or integrity of student records? If so, describe those operations and identify the violation possibility in detail.

Acceptable

N/A

What changes need to be made to prevent violations of this nature?
> Generally the answer is no. However, it is not realistic to believe that there is absolutely no possibility of a breach in security, confidentiality, or integrity of student information/records. However, the office staff is aware of FERPA laws and they are trained to take every precaution to prevent such a breach.

What changes need to be made to prevent violations of this nature?

Acceptable

N/A

Which support services need to be strengthened to better serve the students in or served by this office/department? Explain what aspects of the services need to be strengthened.
> Ask AC has been a wonderful help to us, however there has been a recent shift in their sustained support/help related to our students and staff in the CE department. AskAC staff should ask callers more information before transferring phone calls to any department. Many times the CE staff receives transferred phone calls from AskAC staff and the caller needs information about an academic program, or another CE area of the college.
>
> The CE office does recognize that the AskAC department has undergone significant

turnover of their staff. The CE Director and administrative staff in AskAC have been communicating about the current situation. The CE Director is supportive of their on-going efforts to strengthen their services and support.

Do the Self-Study recommendations of this office/department for support services which need to be strengthened to better serve the students appear to have merit?

Acceptable

N/A

Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department.

A continued concern among the CE Staff is the lack of visible AC Police officers - particularly at night and on weekends. While officers make rounds, the size and geographic locations of campuses make their presence limited. Many of the part time faculty and staff state they never see a police officer on campus. The irregular hours and days of CE courses make this deficit even more apparent.

Are recommendations to assure a healthy, safe and secure environment for staff and students of this office/department valid? Are any of these recommendations more significant and/or urgent?

Acceptable

N/A

Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department.

- The automated class scheduling component (R25) is not working well for CE.
- The Gym/Dance building is sorely in need of remodeling of the office/work areas, and replacement/repair of one of the Dance Studio floors. This remodel is critical to an efficient and positive work environment for the staff and dance students. The remodeling request has been on hold for quite some time now due to the bond issue projects taking priority. There is still not a date scheduled to begin the remodeling of the Gym/Dance offices, or Dance Studio floor replacement/repair.

Do any of the problems or concerns regarding adequate physical facilities, both on and off campus, to meet the needs of the office/department appear to be significant and/or urgent? Are there any other needs of this nature which this Self-Study didn't cite but which this Committee feel are critical based on other information? Which of these does this Committee deem most significant and/or urgent?

Unacceptable

Recommendation

More details should be given to describe the issues CE has with R25 scheduler.

IV. Budget

Which office/department outcomes have resulted in budget requests to date?
The Continuing Education Department is entrepreneurial in nature and budget is based on historical performance and conservative, realistic expectations of future performance.

6 YEAR COST STUDY - P:sharedContinuing EducationProgram Review - CECE AdminSupporting Documents6-Year Cost Study - Program Review.xlsx

Have any of this office's/department's outcomes resulted in budget requests to date? If not, why? Was the explanation valid or reasonable?

Acceptable

Recommendation

The question is not answered, more detail tying the question to the spreadsheet could be provided.

Project the office's/department's strategic initiatives for the next five years based on the office's/department's outcomes.

- Support and focus on the development of online CE classes, certificate programs, and certifications
- Streamline CE/SCH processes
- Develop e-marketing expertise
- Implement as many LERN recommendations as possible
- Adjust strategies in order to accomplish LERN recommendations in the LERN critiques

Link to LERN Brochure Critique - P:sharedContinuing EducationProgram Review - CECE AdminSupporting DocumentsLERNBrochureCritique.Amarillo College CE 0310.doc

Link to LERN Web Critique – P:sharedContinuing EducationProgram Review - CECE AdminSupporting DocumentsLERNWebCritique.Amarillo College CE web 0310.doc

Link to LERN Marketing Analysis – P:sharedContinuing EducationProgram Review - CECE AdminSupporting Documents:

Carrier Route 80% Report

Carrier Route 100% Report

Category 80% Report

Category 100% Report

Course Name 80% Report

Course Name 100% Report

LERN Amarillo College Data Analysis Memo

Link to LERN State of Lifelong Learning - P:sharedContinuing EducationProgram Review - CECE AdminSupporting DocumentsLERNStateOfLifelongLearning2011.doc

Link to LERN Why Winners Win - P:sharedContinuing EducationProgram Review - CECE

[AdminSupporting DocumentsWhy Winners Win.pdf](#)

Has this office/department been able to project strategic initiatives for the next five years based on the office's/department's outcomes? If not, what appears to be blocking this office/department from accomplishing this?

Acceptable

Concern

Please provide analysis and/or narrative related to spreadsheet information.

These links do not work:

Link to LERN Marketing Analysis – P:sharedContinuing EducationProgram Review - CECE AdminSupporting Documents:

[Carrier Route 80% Report](#)

Carrier Route 100% Report

Category 80% Report

Category 100% Report

Course Name 80% Report

Course Name 100% Report

[LERN Amarillo College Data Analysis Memo](#)

V. Publications

If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?

yes

IF the office/department has published any advertising or recruitment documents (electronic or paper), check at least one copy of each document and determine whether it accurately represents Amarillo College and the office/department.

Acceptable

N/A

If no, explain what is inaccurate?

Not Answered

IF anything appears to be inaccurate, identify the apparent violation.

Not Applicable

N/A

Does the office/department publish any documents (electronic or paper) with references to SACS accreditation?

yes

Are the references in compliance with SACS approved statement?

yes

IF the office/department has published any document(s) with a reference to SACS accreditation, are all references consistent with the approved statement? (Approved reference: Amarillo College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Amarillo College.)

Unacceptable

Recommendation

This committee was not provided any examples of published documents to verify correct referencing. We cannot assess if they are correct. Please provide.

Which reference is not in compliance? Describe how you will assure compliance for all references in the future.

Not Answered

IF any references are inconsistent, identify all documents with the inconsistent reference(s).

Acceptable

N/A

IF the Self-Study did identify inconsistencies, does the plan for assuring future compliance appear to correct the problem?

Not Applicable

N/A

IF the Self-Study did NOT identify all inconsistencies, what plan does this Committee recommend?

NA

VI. Other

State any additional comments/concerns which may impact this office/department during the next five years.

> ***During the program review process, explanations of responses to the Yes/No questions were created in a word document. The complete Program Review document is included here for your review and to ensure clarity.***

Concerns:

- Budgeting restrictions and cuts
- LERN recommends that marketing efforts should be increased, specifically the direct mail method, but budgets are tight
- The unknowns of outcomes based funding
- State budget deficit and state funding cuts
- Resources for development of online CE classes and program length certificates
- Pressures to develop new successful programs with fewer resources available
- Pressure to generate revenue with fewer resources available

Additional Information Regarding Publications:

CE Spring 2011 Class Schedule - P:sharedContinuing EducationProgram Review - CECE AdminSupporting Documents2011SP CEClassSchedule.pdf

CE Financial Aid - P:sharedContinuing EducationProgram Review - CECE AdminSupporting DocumentsCE-Financial-Aid-5-no-scholarship.jpg

CE Fall 2010 E-mail Postcard - P:sharedContinuing EducationProgram Review - CECE AdminSupporting DocumentsAmarillo College Continuing Education Fall 2010 Course Schedule.htm

Continuing Education Certificates reference SACS accreditation as follows: *This instructional program represented by this certificate was provided in accordance with the criteria and standards of the Southern Association of Colleges and Schools and the National Task Force on the Continuing Education Unit.*

Link to example CE Certificate - P:sharedContinuing EducationProgram Review - CECE AdminSupporting DocumentsCertificate-Matney-Con Ed .pdf

IF additional comments/concerns were included in the Self-Study regarding items which may impact this office/department during the next five years, does this Committee feel that recommendations and/or concerns have merit. IF NO such items were included in the Self-Study but this Committee feels such comments or concerns are valid, cite them and include any relevant recommendations.

YES

Name:

Comments:

Send To Administrator   Cancel