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## Program Review

Form for External Review Committee

## Non-Instructional

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Your form has been submitted. Thank you.

Division	Workforce Development
Department	Polk Street Campus - Business & Industry Center
Program	Polk Street Campus
Review Year	2010-2011
Names of the External Review Committee Members	Patsy Lemaster
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?

The purpose of the Polk Street Campus is to provide a professional business and learning environment for the Continuing Education Department. All campus classrooms and the 215 seat conference auditorium are equipped with SMART wireless networked audio-visual equipment designed to meet the most demanding needs of instructors and business professionals. This 31,215 square-foot facility, complete with an exhibit hall and catering kitchen, is dedicated to workforce training for business and industry.

Department Purpose Statement

Polk Street Campus – Providing extraordinary customer service and facility management.

Division Mission Statement

Continuing Education Division - Strengthening communities through life-long learning

Both statements fit within Amarillo College's mission statement:

Amarillo College – enriching the lives of our students and our 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?

Acceptable

N/A

When was the last time the office's/department's purpose statement was reviewed/revised by faculty/staff in the office/department?

The department's purpose statement was revised prior to the Continuing Education Division retreat in May of 2010.

The Continuing Education Division's mission statement was revised on May 20, 2010 during the Continuing Education Division 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

N/A

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 in 2002.

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

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 in 2002.

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

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

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 in 2002.

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

### 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.

Goal Statement ([December 2008 PET Plan](#)): Resolve critical customer service issues consistently and effectively.

Objective/Outcome:

After attending a customized customer service course all employees involved with Business & Industry Center events learned to take ownership of customer service issues by reporting them to a staff member for entry into the issues tracking log. Development and use of the issues tracking log has provided a record and method to track customer service problems and to insure their resolution.

Results:

4/01/08 - 10/31/08

Training complete with current employees.

# of issues reported = 44

# of issues resolved = 41

93% (N = 41 of 44)

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

N/A

Identify at least one example of an improvement/revision which resulted from the last Program Review.  
In response to the [2004 Program Review recommendation](#) to work with Physical Plant on immediate and long range planning to repair basic maintenance problems, a Tour Ready Log was developed and implemented to track repair & maintenance requests for the Polk Street Campus.

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.

Unacceptable

Recommendation

The hyperlink for Tour Ready Log did not work. Please check the hyperlink and resubmit for review.

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.  
[Strategic Plan 2010](#) Goal 5: Deliver instruction and services using technology to improve effectiveness, efficiency, and convenience for students, faculty and staff.  
Improvement: Installation of networked SMART audio-visual and computer equipment in all classrooms to facilitate the technology needs of clients and students.

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

N/A

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

Not Applicable

N/A

Provide names and titles of those who determined the process used to assess the outcomes of the office/department.

Damaris Schlong, Dean of Continuing Education  
Sherrie Nunn, Administrative Systems Specialist  
Alice Schrock, Staff Assistant  
Marjorie Klem, Senior Staff Assistant  
Chrissy Mayhall, Senior Staff Assistant  
Codi Higgins, Senior Staff Assistant – left Amarillo College May 2010  
Roberta Smart, Administrative Systems Specialist – left Amarillo College January 2009  
Yvette Lawler, Senior Staff Assistant – left Amarillo College November 2008  
Rebecca Archer, Senior Staff Assistant – left department as of August 2007  
Jacque McGlohon, Senior Staff Assistant – left department April 2006

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.

- The PET Plan has reflected continuous improvement in the resolution of critical customer service issues. [See attached graph](#)
- The Strategic Plan 2010 Goal 5: “Deliver instruction and services using technology to improve effectiveness, efficiency, and convenience for students, faculty and staff” and the Polk Street Campus has installed permanent networked audio-visual and computer equipment in 5 classrooms to facilitate the technology needs of clients and students. To improve sound quality, acoustical tiles were installed in the Exhibit Hall in February 2007. All hardware and software in the 15 station Computer Lab was upgraded.
- The 2004 Program Review recommended that the Business & Industry Center (Polk Street Campus) continue to work with Physical Plant on immediate and long range planning to repair basic maintenance problems. The [Tour Ready Log](#), a spreadsheet designed to track the origination and fulfillment of physical plant work orders, was created and implemented. [Hyperlink](#)

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

- To streamline the process and allow consistent tracking of information all critical customer service issues are now reported directly to one person.
- All members of the division at the Polk Street Campus have been trained on classroom technology and audio-visual equipment to provide consistent and competent customer service to clients and students.
- The Polk Street Campus has created a “Tour Ready Log” containing tracking information on all maintenance issues.

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

N/A

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

Assess the need for the office/department.

Please see attached graphs for Polk Street Campus training events:

[Rentals](#)

[Funded Classes](#)

[Non-Funded Classes](#)

The recent global economic recession has brought into sharp focus the need for innovative, meaningful and useful workforce training. Business leaders bemoan a work force lacking the right skills to effectively compete in today's global economy. From entry level employees to senior executives, every employee needs to continually hone and refresh their skills in response to the changing marketplace to keep their competitive edge, or they will be left behind.

The Business and Industry Center at the Polk Street Campus is the only facility in Amarillo devoted to providing and maintaining a professional business environment exclusively for workforce training appropriate for all pay grades, occupations and industries. State-of-the-art equipment and SMART classrooms for seminars, short courses, and longer training programs coupled with a knowledgeable staff devoted exclusively to the mission of workforce training provides our community with a marvelously rich and functional business resource which could compete or be the envy of any major metropolitan city in the country.

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

N/A

### 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.)

Not Answered

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

Unacceptable

Recommendation

No response was given for the question. Please provide a response.

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

Does not apply to Polk Street Campus. No improvements needed.

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?

Not Applicable

N/A

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

no

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

Not Answered

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?

Not Applicable

N/A

No response since this is not relevant for Polk Street Campus.

What approval schedule is required by the external approver?

Not Answered

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

Not Applicable

N/A

No response given since this does not apply to Polk Street Campus.

When did the office/department last receive approval?

Not Answered

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

Not Applicable

N/A

No response, not relevant to Polk Street Campus.

#### 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:

- SMART classrooms
- wireless internet throughout the campus
- dedicated customer service employee to prepare classrooms and assist clients with technology and physical plant needs on a daily basis
- On-call staff evenings and weekends to meet client/instructor needs

##### Weaknesses:

- Class lengths vary from one hour to one semester
- Security breach of the wireless internet system
- Lack of technical support on weekends and evenings

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

Commendation

The division manages many clients and related trainings with great effectiveness and efficiency. Customer service is exemplary. Staff is to be commended for their work and efforts to achieve such high standards.

What improvements would ensure that students use technology?

- Computer kiosk for student registration
- Wireless internet instructions for various platforms
- Technical support on weekends and evenings

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

Response is related to the handling of records by AC employees. As stated, security issues may be possible; however, the division has trained employees and take precautions as needed. Honest response. Acceptable procedures are being followed.

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

There always exists a 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.

- Police – isolated downtown location and non-traditional hours requires increased security
- Business Office – increase awareness of the registration complexities particular to workforce training
- IT – additional support during evenings and weekends
- Physical Plant – prompt completion of work orders
- AskAC uses a search engine on the AC website and the online CE class schedule that is inadequately referenced for Continuing Education which makes it difficult to route inquiries correctly

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

Concern

Support services identified are valid. Efforts should be made to address the following with internal entities to elevate security as needed, create more effective/seamless procedures for working with the Business Office, discuss options for additional IT support during evenings and weekends for classes being conducted, research glitches delaying paperwork with Physical Plant and eliminate

obstacles, identify ways to make the the electronic class schedule for effective and user friendly.

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

- Police – isolated downtown location and non-traditional hours requires increased security
- Physical Plant – due to the high traffic volume the infectious healthcare risks are increased on this campus

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.

- Loading Zone – insufficient loading zone locations for clients and caterers
- Automatic Door Openers – trainers with supplies, caterers with food deliveries, disabled clients and students have difficulty entering the building

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?

Acceptable

Concern

Research should be conducted to resolve loading zone and delivery issues as identified.

#### IV. Budget

Which office/department outcomes have resulted in budget requests to date?

The Continuing Education Division is entrepreneurial in nature and budget is based on historical performance and conservative, realistic expectations of future performance. The Business & Industry Center (Polk Street Campus) has a rental income target; however our primary efforts focus on transforming facility requests into contact hours for the college. Some clients are unwilling to complete the necessary paperwork for contact hours.

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

Concern

Response seems vague.

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

[See attached 6-Year Cost Study](#)

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

N/A

#### 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

No response needed since publications are representative.

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

Not Answered

Are the references in compliance with SACS approved statement?

Not Answered

**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

Questions were not answered.

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).

Unacceptable

Recommendation

Related question not answered.

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

Unacceptable

Recommendation

No response on related question leading to this.

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

No response on related questions.

## VI. Other

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

Cancel