

# 2010-2011 Workforce Development External Review Summative Report

Instructional	No	Division	Workforce Development	Review Year	2010-2011	View	Print
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Division	Year	Dept	Program	Question	Action	Comments
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>II.Improvements</b> Question: (E.) For client/student outcome assessments, review the five-year graph(s) quantitative results or provide a brief narrative summary of qualitative results.	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.
Workforce Development	2010 - 2011	Polk Street Campus - Business & Industry Center	Polk Street Campus	<b>III. Resources B. Technology and Security/Privacy</b> Question: (2.) What improvements would ensure that students use technology?	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.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>1.Purpose</b> Question: (A.) State the purpose of the office/department. How is this purpose within the mission of Amarillo College?	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.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>1.Purpose</b> Question: (B.) When was the last time the offices/departments purpose statement was reviewed/revised by faculty/staff in the office/department?	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.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>1.Purpose</b> Question: (C.) Is this office/discipline required to receive approval from an external agency or organization in order to offer courses? 2. What approval schedule is required by the external approver(s)?	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.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>"II.Improvements</b> Question: (A.) Identify at least one example of an improvement/revision which resulted from the past five-years annual PET forms. "	Concern	Links to the various year PET forms should be provided so documents can be viewed.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Concern	The last program review should have a link for documentation.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>II.Improvements</b> Question: (C.) 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	Concern	1. <i>"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."</i> This statement should clarify whether Human Resource online classes or online classes at large were made available.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>III. Resources B. Technology and Security/Privacy</b> Question: (2.) What improvements would ensure that students use technology?	Concern	Concern: Please state what the SCH area is. Acronyms should be spelled out for the reader.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>IV Budget</b> Question: (B.) Project the office/department strategic initiatives for the next five years based on the office/department outcomes.	Concern	Please provide analysis and/or narrative related to spreadsheet information.  These links do not work:  <i>Link to LERN Marketing Analysis – P:sharedContinuing EducationProgram</i>

						<p><i>Review - CECE Admin Supporting Documents:</i></p> <p><a href="#">Carrier Route 80% Report</a></p> <p>Carrier Route 100% Report</p> <p>Category 80% Report</p> <p>Category 100% Report</p> <p>Course Name 80% Report</p> <p>Course Name 100% Report</p> <p><a href="#">LERN Amarillo College Data Analysis Memo</a></p>
Workforce Development	2010 - 2011	Polk Street Campus - Business & Industry Center	Polk Street Campus	<b>III. Resources C. Support Services for Students</b> Question: (1.) 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.	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 electronic class schedule for effective and user friendly.
Workforce Development	2010 - 2011	Polk Street Campus - Business & Industry Center	Polk Street Campus	<b>"III. Resources C. Support Services for Students</b> Question: (3.) Describe any indicators or problems that hamper adequate physical	Concern	Research should be conducted to resolve loading zone and delivery issues as identified

				facilities, both on and off campus, to meet the needs of the office/department. "		
Workforce Development	2010 - 2011	Polk Street Campus - Business & Industry Center	Polk Street Campus	<b>IV Budget</b> Question: (A.) Which office/department outcomes have resulted in budget requests to date?	Concern	Response seems vague.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>II.Improvements</b> Question: (F.) Provide the five-year graph(s) indicating the demand for the offices/departments services. 1. Assess the need for the office/department	Recommendation	Not all links provided work.  Data is provided, but does not appear to have an analysis included.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>III. Resources A. Library</b> Question: (3.) Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)?	Recommendation	These two statements conflict. If they have an external approver, then there should have been an evaluation where they gave approval. Please clarify.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>"III. Resources C. Support Services for Students</b> Question: (3.) Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department. "	Recommendation	More details should be given to describe the issues CE has with R25 scheduler.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>IV Budget</b> Question: (A.) Which office/department outcomes have resulted in budget requests to date?	Recommendation	The question is not answered, more detail tying the question to the spreadsheet could be provided.
Workforce Development	2010 - 2011	Continuing Education Administration	Continuing Education Administration	<b>V. Publications</b> Question: (B.) Does the office/department publish any documents (electronic or paper) with references to SACS accreditation? 1. Are the references in compliance with SACS approved statement?	Recommendation	This committee was not provided any examples of published documents to verify correct referencing. We cannot assess if they are correct. Please provide.
Workforce Development	2010 - 2011	Polk Street Campus - Business & Industry Center	Polk Street Campus	<b>II.Improvements</b> Question: (B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Recommendation	The hyperlink for Tour Ready Log did not work. Please check the hyperlink and resubmit for review.
Workforce Development	2010 - 2011	Polk Street Campus - Business & Industry Center	Polk Street Campus	<b>"III. Resources A. Library</b> Question: (1.) 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) "	Recommendation	No response was given for the question. Please provide a response.
Workforce Development	2010 - 2011	Polk Street Campus - Business &	Polk Street Campus	<b>V. Publications</b> Question: (B.) Does the office/department publish	Recommendation	Questions were not answered.

		Industry Center		any documents (electronic or paper) with references to SACS accreditation? 1. Are the references in compliance with SACS approved statement?		
Workforce Development	2010 - 2011	Polk Street Campus - Business & Industry Center	Polk Street Campus	<b>V. Publications</b> Question: (B.) Does the office/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	Related question not answered.
Workforce Development	2010 - 2011	Polk Street Campus - Business & Industry Center	Polk Street Campus	<b>VI. Other</b> Question: (A.) State any additional comments/concerns which may impact this office/department during the next five years.	Recommendation	No response on related question leading to this.