

**LOS ANGELES COUNTY COLLEGE OF NURSING AND ALLIED HEALTH
ANNUAL PROGRAM EVALUATION REPORT GRID**

ACADEMIC YEAR: 2015-2016

REPORTING PROGRAM: Office of Educational Services (OES)

PART I: EVALUATION OF ANNUAL GOALS AND COLLEGE ASSIGNMENTS

Evaluation of annual goals from the preceding academic year:

Goals for upcoming 2015-2016 academic year:

- 1. Continue to work with ATI for a cut score/ comparison study of TEAS V. Timeline: Spring16
Ongoing – Preliminary report will be ready May, 2017*
- 2. Continue to meet enrollment goal by increasing the number of applicants on waiting list and inviting them to attend pre-registration sessions.
Ongoing – This was implemented. The initial cutoff for Fall 2015 was 76 compared to 77 for Spring 2015 which provided for non accepts and still meeting the enrollment goal. This has been helpful, however, there continue to be withdrawals and deferments up to the registration date. Openings have been filled with students who need to repeat the first semester.*

Implementation of recommendations to and from committees/other Programs including status:

- 1. Continued to consult with Admissions/Promotions Committee regarding applicant requests for waivers, usually related to waiver of recency for science courses.*

Report on functions:

A. Recruitment activities produce an adequate pool of qualified applicants for enrollment in the School of Nursing.

- 1. The point system continues to be used for student selection as the number of "qualified applicants" continue to exceed openings.*

School of Nursing Applicant Pool	Spring 16 July 15 to September 1	Fall 2016 November 15 to February 15	Summer 16 Nov 15-Feb 15 LVN-RN I & II	Totals
Applicant Pool	Spring 16 Applicant Pool	Fall 2016 Applicant Pool	Summer 2016 Applicant Pool	
Received	362	332	181	875
Returned	92	79	2	173
Processed (3.0 science gpa)	270	253	179	702
TEAS V				
Tests administered	67	59	63	189
Other test centers	134	85	33	252
FILES REVIEWED	138	149	98	385
Qualified applicants	138	149	98	385
Remaining applicants	47	50	59	156
School of Nursing Enrollees	Fall 15 entry Class 2017-I	Spring 16 entry Class 2017-II	Sum 16 entry LVN-RN (Class 2017-I; 2017-II)	
Point cutoff		Recency to 7yr		
Initial cutoff	76/74 OV	77	75	
Final point range	90-67	88-76/ 73OV	90-75	
Goal	50	55	25; 23 enrolled	
Capacity*	62% [50/81]	86% [43/83]		
Enrollment yield #	78% (39/40)	84%	92%[23/25]	
Demographics				
Age range	21-44	20-54		
Gender (males)	18% (9)	23% (10)		
Ethnicity Composition	84%	88%		
Highest Degrees				
HS/GED/cred	16	29	17	
AA	16	9	4	
BA/BS	7	8	2	
MA	0	0	0	
Average science GPA	3.3↑	3.3↑	3.2↑	
Deferments	8	5	1	

*Number enrolled()/number sent accept letters [] #Enrollment Yield=#enrolled/goal;same as threshold

2. Information sessions about the School of Nursing (SON) program and admission/application procedure were provided:
 - Eleven sessions: 202 attendees
 - Three sessions specifically for LVN-RN applicants
 - Two sessions on Saturday (one for basic program & one for LVN-RN applicants)
 - Additional session provided to students from the Hacienda La Puente LVN program
3. File review completed by:
 - Volunteer – 42%
 - Admissions committee members - 27%
 - Dean, Admin & Student Services - 32 %

B. Retention activities within the School are implemented and effective.

Test taking strategies, stress management seminars and time management continue as part of first time student orientation activities. Orientation to the educational learning center including databases has now been incorporated.

C. Student/alumni requests for letters of enrollment or transcripts are processed in a timely manner.

Transcript Requests	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Graduate requests (#)	548	565	697	810	826
Transcripts (#) [more than 1 transcript /request]	881	752	897		
Rush		109	206		198
Verification of graduation				152	
Former students		20	10	27	22
Student Requests (#)	126	224	171	478	
Letters (#)	62	44	116	127	22
Forms (#)		56	60		4
Transcripts (#)	64	124	75	351	103
Rush		11	54	237	16
Requests to BRN (all states)		103	84	31	102

The standard for processing requests is 7-10 days, however, most are ready within 1 to 3 days. The number of requests for “rush” transcripts increased tremendously. As a consequence most transcript requests are processed more quickly.

D. Student Information System – CAMS

CAMS Enterprise System (upgrade) is being implemented. Applicant and Admissions module is used.

Plan: Implement CAMS registration module, faculty and student portals Spring 2016

Ongoing: Incomplete

PART II: STUDENT PERFORMANCE EVALUATION

Student related problems as applicable (include # of students):

- 1. Applicants:** *Applicants not reading application procedure materials provided to them or on the website continues. Applicants continue to be advised to attend information sessions as a means for obtaining complete information and having specific questions answered.*
- 2. Students:** *The number of students with family responsibilities (children/parents), health, or financial issues continued to impact “on time” completion and retention rates. Family orientation sessions were held each semester for new students and families and received positive feedback by participants.*

Plan: Follow up with participants regarding impact of activity and plan a follow up during the second year. Carried over as activity for Summer 17.

Faculty /staff intervention to improve student learning:

1. **Study areas:** *Students continue to use the Administration building between 4pm and 9pm and on Saturdays for group study. Tower Hall rooms and lunch area are used to study during the week. Security guard informed about student use to ensure campus is accessible.*
2. **Community health resources:** *Students were referred as needed.*

Assessment of Student Learning Outcomes:

1. **Students access available counseling and academic resources to successfully complete their chosen programs.**
 - *Faculty continued to refer students for academic/career/personal counseling including those who were in jeopardy of failing a course or have personal issues that were impacting their performance.*
 - *Students referred as soon as first sign of difficulty in clinical or exam failure occurred.*
 - *Students who failed a course were seen to discuss and review their options and changes needed to succeed in the program*
 - *Students who were not eligible to continue in the program were also seen and options for transferring to other programs, returning to this program, or becoming a Certified Nursing Attendant (CNA) or LVN were discussed.*
 - *Students with personal issues were referred to community agencies as appropriate. L.A. County Department of Mental Health was used for urgent care services.*
2. **Students demonstrate personal responsibility and accountability by formulating a plan that promotes a balance between school and personal responsibilities.**
 - *During orientation students continued to complete an "Hours in the Week" assessment and rearranged hours as needed. Students identified responsibilities that needed to be changed or resources required to succeed.*
 - *Curriculum requirements were discussed during the information sessions, preregistration and orientation. Curriculum plans continued to be completed during the first semester. At each registration students were reminded about course requirements. The Program Evaluation Survey results continue to show an increase in the number of students who were aware of courses that need to be completed.*
 - *Critical thinking skills were reinforced by referring applicants/students to previously distributed materials/instructions. (Registration materials, syllabi, handbook). Applicants identified by office staff as lacking critical thinking and/or demonstrating anxiety behaviors related to starting the program were referred to Dean, Administrative and Student Services for advisement.*

PART III: PROGRAM/COMMITTEE PERFORMANCE EVALUATION

- A. *Continued to process applications and provide information about the student selection process with limited staffing. Application process is continuously reviewed for improved workflow. Only applicants who had a 3.0 ("B" average) were invited to take the TEAS V. Limiting applicants who are eligible to be tested and whose files are ready for review assisted with processing the numbers of applications. There has been an increase of students who have previously completed the TEAS V elsewhere and submit scores via ATI. This led to a decrease in the number of testers.*

- B. Students were registered efficiently. Providing both early and regular registration times allowed students to manage and plan time for school, family, work and vacation.
- C. Reports for Department of Education (IPEDS), accreditation agencies, BRN, Board of Trustees, CA Student Aid Commission (CSAC) and DHS were completed in a timely manner.
- D. Continued to create rosters, track completion and issue certificates for EDCOS classes in accordance with BRN requirements.
- E. Staff answered telephone requests and referred callers to appropriate resources.

Problems experienced/changes relating to courses/service /structure/process:

Insufficient time to review, evaluate and revise procedures due to staffing issues. Staff met monthly, when possible and has a representative on the Institutional Effectiveness and the Planning committee.

Program Evaluation Survey Results:

Class	13-I	13-II	14-I	14-II	15-I	15-II	16-I
I was aware:							
14.5 Courses needed to be completed	96%	98%	100%	98%	100%	100%	100%
14.7 Counseling was available	77%	80%	91%	88 %	86%	91%	86%
14.10 Emergency services provided	75%	59%	71%	69%	82%	65%	82%
14.13 Directory of health services is in library	70%	58%	58%	69%	82%	78%	82%
I was aware:	13-I	13-II	14-I	14-I	15-I	15-II	16-I
14.14 Mental health referrals available	86%	45%	58%	73%	64%	58%	64%
14.8 Requests processed in ten days	98%	90%	95%	98%	100%	100%	100%
14.9 OES staff professional & helpful [good/adequate/outstanding ratings]	88%	85%	88%	96%	100%	98%	100%

Plan: Information related to items 14.10, 14.13, 14.14 will continue to be highlighted during new student orientation and incorporated in information distributed to continuing students during registration either in writing or via email.

Policies & Forms:

OES policies reviewed and approved.
 Policy # 410: Class/program registration –CE
 Policy #431: File Maintenance-Class/Course Program

*Policy # 640: Maintenance and Repair
Maintenance and Repair Contact Info*

Continued to revise and evaluate transcript request, application forms, and office procedures as indicated or required to obtain data for mandatory accreditation, approval or Federal reports.

PART IV: PROGRAM STATUS AND RECOMMENDATION

Accomplishments of the Program:

1. *Applications*
 - *Provided applicants and students with information to apply and register in a timely manner via e-mail and hard copy*
 - *Application and registration materials were revised and modified to provide/clarify instructions and guidelines*
 - *Total of 65 SON application packets were mailed during 2015-2016. This number continues to decrease as more applicants print from the website or receive a packet during information sessions.*
 - *Applications continue to be assessed prior to scheduling an applicant for TEAS V testing. Streamlined application process maintains a qualified applicant pool and utilizes resources effectively.*
2. *Transcripts: Student requests for transcripts and verification of enrollment continue to be processed within 3-5 days. The "rush" transcript option continues to increase and generates revenue.*
3. *Website – Internet updates continue to be coordinated by the office manager.*
 - *1871 requests were received, read and provided responses via email. Office manager continues to use and revise e-mail response letters based on categories of inquiries.*
 - *403 requests for information 403*
 - *147 EDCOS related 147*
 - *47 return replies 47*
 - *645 requests for services (transcripts)*
 - *1226 Other (marketing).*
4. *OES staff actively participates in TEAS V administration, cash control, and registration procedures.*
 - *EDCOS classes:*
 - *Two hundred forty (240) Class rosters created and tracked to completion.*
 - *3672 certificates for class completion were issued in accordance with BRN*
 - *Syllabi, EDCOS and SON catalogs, class schedules, and instructor handouts were processed, formatted, and reproduced.*
Duplicating requests - 47,208 copies for 414,000 pages and photocopy log tally was 31,326 copies for a total of 95,546 pages.
7. *Administrative rounds were conducted as scheduled to identify maintenance issues and submit requests for corrective actions.*
8. *College staff files were updated and maintained according to guidelines*
9. *Requests for services, supplies, and equipment were submitted and tracked according to guidelines.*
10. *Timecard corrections were submitted in a timely manner*
11. *Student files were maintained*
12. *SON course rosters were generated and grades posted.*
13. *Continued with implementation of Song-Brown grant for a NCLEX review course.*

Status to date: Quality Improvement Plans

Continuing Education Certificates: The process for timely distribution of the certificates continues to be reviewed for efficiency and compliance with the BRN provider guidelines. Instructors are contacted when rosters are incomplete.

Requests for same day certs are processed. There were 6 requests this time period compared to 9 requests last year.

Goals for upcoming 2016-2017 academic year:

1. Implement new version of TEAS exam.
2. Continue to meet enrollment goal by increasing the number of applicants on waiting list and inviting them to attend pre-registration sessions.

PART V: ACCOMPLISHMENTS TO THE STRATEGIC PLAN

Goal I: Enhance the learning environment

Objective 1E: Recruit and maintain a diverse student body

Strategy 1: Continue to attend student recruitment activities

- Faculty and students continued to participate in career days/fairs at Allesandro Elementary school and other events when possible.

Strategy 2: Target efforts towards student enrollments reflective of Los Angeles County demographics(see attachment)

- Student enrollment continued to reflect Los Angeles County demographics

New 2 year students	Fall 2015 New 2 year	Fall 2015 All Students	Spring 2016 New 2 year	Spring 2016 All Students
# Enrolled	39	196	46	203
Applications Total	293	N/A	362	N/A
Returned	98		92	
Processed	195	N	270	
<u>Applicant files</u>				
# files reviewed	138		176	
# qualified	138		176	
<u>Goal/Cap</u>	50		50	
# Offered admission	90		83	
% Yield	43%		86%	
# remaining	47		93	
deferments	8		5	
<u>Gender</u>				
male	11 = 28%	45 = 23%	14 = 30%	47 = 21%
female	28 = 72%	151 = 77%	32 = 70%	156 = 77%

<u>COMPARISONS</u>	New 2 year	SON	New 2 year	SON
<u>Gender/ men</u>	28%	23%	30%	21%
- County 49.6%	49.65	49.6%	49.65	49.6%
- CA RN 19.2%	19.2%	19.2%	19.2%	19.2%
- RN programs nationwide	15%	15%	15%	15%
<u>Age</u>				
- mean	28		28	30
- median	27		24	29
- range	21-44		20-54	20-56
<u>Ethnic enrollment</u>				
Caucasian (28%)	3 = 7.5%	26 = 13%	9 = 20%	31 = 15%
Black/Afro-American (9%)	2 = 5%	18 = 9%	8 = 17%	21 = 10%
Hispanic (48%)	17 = 44%	78 = 40%	14 = 30%	78 = 38%
Native American (.29%)	0	0	0	0
Asian (14%)	9 = 23.5%	42 = 21%	15 = 33%	49 = 24%
Filipino	5 = 12.5 %	27 = 14%	0	19 = 9#
Other (2 or more races)	3 = 7.5%	5 = 3%	0	5 = 2%
	New 2 year	All SON	New 2 year	All SON
<u>Ethnicity</u>				
- SON	92%	87%	80%	85%
- County	72%	72%	72%	72%
- CA RN	60.8%	60.8%	60.8%	60.8%
- RN programs nationwide	26%	26%	26%	26%

Goal II: Promote Student Success

Objective IIC: Maintain articulation agreements with community colleges and BSN programs

Strategy 1: Maintain articulation agreements with other community colleges

- *Articulation agreements in process with schools who have changed course name/number e.g Glendale/LACCD*

Strategy 2: Maintain articulation agreements with BSN programs

- *Participated in CSULA collaborative – third cohort of 10 students started the collaborative during Summer 2016; Six of the eight students from the Summer 2014 collaborative are continuing at Cal State LA or have graduated.*
- *Submitted letters to BSN programs who had questions about the SON accreditation status prior to ACCJC/WASC regional accreditation.*
- *Provided letters for students receiving scholarships and/or child care services.*
- *Coordinated an Education Fair to promote BSN/MSN education. Six universities participated. Employees, which included CONAH graduates, were also invited and attended the event.*

PART VI: CONTRIBUTORS TO REPORT

Office Educational Services Staff:

Lorraine Vigil – Office Manager
Melvin Calloway – Staff Assistant
Ruth Kamens – Registration clerk
David Lane – Student Clerk
Thuong Nguyen – Transcript clerk
Norma Respicio – Reprographics clerk
Erica Suazo – Admissions clerk

PART VII: DATA SOURCES

*2015-2016 Program Enrollment Stats and Demographics reports
Program Evaluation Surveys – Class 11-I through Class 15 -I*