

CONTINUING EDUCATION PROGRAM REVIEW
Second Follow-Up Report
Fall 2006

HILLSBOROUGH COMMUNITY COLLEGE
TAMPA, FLORIDA

RESPONDENT

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A task force was assembled in the Fall Term of 2005 to conduct a program review of the services rendered by the Continuing Education Office. As stated in the program Review Model a follow-up report is required in the Term following the review by the task force and a second follow-up report is required in the second Term following the task force review. The first follow-up report was submitted during the Fall Term 2005. Below is a listing of 12 task force recommendations followed by a brief report of progress toward implementation. This report represents the on year follow-up report. Recommendations that are not achieved will be incorporated within the unit planning objectives to ensure a continued focus on their attainment

RECOMMENDATIONS FOR IMPROVEMENT

It is recommended that the Continuing Education Office:

- 1.** Include applicable Datatel documentation in Desktop Procedures such as Adult General Education student registration and Educational Gains documentation.

Status of Recommendation:

As noted in the First Follow-up Report, Adult General Education desktop procedures includes the registration process in Datatel, and how to document Educational gains. Details are provided in the First Follow-up Report.

It is recommended that the Continuing Education Office:

- 2.** Make the non-credited catalog available to credit students.

Status of Recommendations:

As noted in the First Follow-up Report, the Continuing Education Catalog for each Term is sent to each campus Admission Office, Student Services Advisors, Counselors, Libraries, the information desk, and the website. A staff person from the Continuing Education Office is on the new website development committed.

It is recommended that the Continuing Education Office:

- 3.** Expand the Adult General Education program. Develop a unit planning objective specifically targeting an increase in Adult General Education enrollment.

Status of Recommendation:

As noted in the First Follow-up report, a unit plan has been developed outlining procedures to increase enrollment. Expansion of the program beyond the Ybor Campus will be done by providing opportunities for electronic access to instructional and student services delivery in user-friendly, web-based applications.

It is recommended that the Continuing Education Office:

4. Develop an annual enrollment report to include a student body demographic profile.

Status of Recommendation:

Incomplete. As noted in the First Follow-up Report, ongoing discussions with Institutional Research to include continuing education students in data retrieval. The implementation of the purchased on-line registration module will enable Continuing Education to provide demographic information. The module will be tested in Spring Term 2007.

It is recommended that the Continuing Education Office:

5. Develop a plan to expand offering to all campuses with the identification of dedicated classroom space.

Status of Recommendation:

As noted in the First Follow-up report, courses are offered at each campus based on the availability of classroom space. The Continuing Education Office will continue to work with Campus Presidents or designee.

It is recommended that the Continuing Education Office:

6. Identify trends/events external to the college in development of the 2007-2009 unit plan, such as changing service area demographic that might portend expansion/contracting of services.

Status of Recommendation:

As noted in the First Follow-up Report, this recommendation will be pursued in tandem with recommendation #4 as discussions continue with Institutional Research., and the testing of the purchased on-line enrollment modlure.

It is recommended that the Continuing Education Office:

7. Revisit the organizational structure to include considering an integration of the workforce programs independent of credit/non-credit designations.

Status of Recommendations:

As noted in the First Follow-up, non-credit courses are offered from within the Continuing Education Office, as well as outside of the Continuing Education Office. The Office of The Senior Vice President have scheduled a meeting with the Vice President of Education & Student Development to address this issue.

It is recommended that the Continuing Education Office:

8. As appropriate, incorporate CROP goals as objectives in the unit plan.

Status of Recommendation:

As noted in the First Follow-up Report, the College Reach-Out Program (CROP) is no longer a unit in the Continuing Education Office. However, the goals and intended outcome of CROP are established each year during the proposal presentation stage to the Florid Department of Education.

It is recommended that the Continuing Education Office:

9. Student evaluation survey results be aggregated on a regular basis to evaluate improvements in program effectiveness.

Status of Recommendations:

As noted in the First Follow-up report student evaluations are currently review by program coordinator in each area and discussed with instructor. The results are aggregated at the end of each Term. A new evaluation form has been created to evaluate the environment, administration and the instructor. The new form will be used in the Spring 2007 Term.

It is recommended that the Continuing Education Office:

10. Implement an on-line registration system.

Status of Recommendation:

As noted in the First Follow-up report, the “Open Enrollment” module to interface with our Datatel system has been purchased. The Office of Information Technology’s project team have begun the detailed planning, as well as the identification of critical resources. It is expected that the module will be tested during Spring Term 2007.

It is recommended that the Continuing Education Office:

11. Meet with Purchasing, Finance and Accounting to gain a greater understanding of the process that is in place. Facilitate ongoing and comprehensive in-service opportunities to facilitate the understanding of the process that is in place.

Status of Recommendation:

As noted in the First Follow-up Report continuing education staff have established on-going in-service meeting with Finance and Accounting on a regular basis. An in-service meeting with Purchasing Department was held on November 17, 2006.

It is recommended that the Continuing Education Office:

12. Locate additional office space for administrative staff with high visibility to students. Investigate the use of file imaging to better utilize existing space.

Status of Recommendation:

Incomplete. As noted in the First Follow-up Report, the Continuing Education Office is located at the Brandon Campus. The space is insufficient for the number of staff within the immediate office. The effort to identify and purchase or lease space is continuing. A business plan will be developed to address the cost of the proposed expansion.