

CONTINUING EDUCATION PROGRAM REVIEW
First Follow-Up Report
Spring 2006

HILLSBOROUGH COMMUNITY COLLEGE
TAMPA, FLORIDA

RESPONDENT

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A task force was assembled in the Fall Term of 2006 to conduct a program review of the services rendered by the Continuing Education Office. Below is a listing of 12 task force recommendations followed by a brief report of progress toward implementation. This report will be followed by a 12-month progress report. Recommendations that are not achieved within 12 months 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:

Adult General Education desktop procedures includes the registration process in Datatel, and how to document Educational gains. Students register by completing an enrollment application. Once the application process is completed, the student is scheduled for the TABE Locator TEST and the TABE Survey TEST. When the TABE Survey Test is completed, the student is entered into the Datatel System. Educational gains are documented by retesting each student every six to eight weeks with a different TABE Survey Test.

It is recommended that the Continuing Education Office:

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

Status of Recommendations:

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 Continuing Education staff person should seek membership on the new website development committee.

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:

A unit plan has been developed outlining procedures to increase enrollment. Expansion of the program beyond the Ybor Campus is limited by the lack of available classroom space on other campuses for non-credit offerings. The expanded program would be partially sustaining and partially funded by the College.

It is recommended that the Continuing Education Office:

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

Status of Recommendation:

Ongoing discussions with Institutional Research to include continuing education students in data retrieval that will enable Continuing Education to provide non-traditional and quick-response training to the community

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:

Courses are offered at each campus based on the availability of classroom space. The Continuing Education Office will continue to work with Facility Planning to request room assignments.

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:

This recommendation will be pursued in tandem with recommendation #4 as discussions continue with Institutional Research., and in concert with the Environmental Scan.

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:

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 been charged with developing a plan to address the integration of non-credit program. A committee will be established to give a preliminary report in six to eight weeks.

It is recommended that the Continuing Education Office:

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

Status of Recommendation:

Effective Spring 2006, 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 Florida Department of Education. Not sure how an institutional goal can be established unless it focuses on increased funding (matching) to serve more students.

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:

Student evaluations are currently review by program coordinator in each area and discussed with instructor.

It is recommended that the Continuing Education Office:

10. Implement an on-line registration system.

Status of Recommendation:

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. The module will be tested during Summer Term 2006.

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:

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 is planned.

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:

At present, the Continuing Education Office is housed at the Brandon Campus. The space is insufficient for the number of staff within the immediate office. Several attempts have been made to capture space. In seeking out properties, the square footage cost is a primary concern. With the anticipated hiring of a District Real Estate person, it is proposed that Continuing begin to work with that person to identify what currently exists in the form of programming and staff for Continuing Education as well as the space needed to increase the unit’s visibility to students and the community. A business plan will be developed to address the proposed expansion.

Upon the purchase of the file imaging system for the college, Continuing Education requests involvement in the development of the implementation procedure so that realistic priorities can be established to add users.

