

IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW COMPLIANCE FORM AND REQUEST FOR RESOURCES

PROGRAM/DEPARTMENT Court Services Specialist

ACADEMIC YR. _____

Comprehensive Program Review

Annual Assessment

Request for Resources (check all that apply)

Please analyze your Program Review data as well as your SLO/SAO assessment findings in order to update to your Comprehensive Program Review report as needed. All changes to area needs and subsequent requests for additional resources must be reported at this time.

If your program is scheduled for a Comprehensive Program Review all forms are to be completed and submitted to the appropriate Dean/VP. If you are completing the annual Program Review Assessment only and have no changes to area needs, sign below and submit this form to appropriate Dean/VP. If your needs have changed as a result of your annual assessment of program review data, please complete the appropriate Request for Resources form(s) and submit to appropriate Dean/VP.

Craig M. Bluh
Signature of Program Chair/Director

2/15/13
Date

[Signature]
Signature of Area Dean

2/20/13
Date

[Signature]
Signature of Area Vice President

2/28/13
Date

Please attach the following documents to this Program Review Compliance form if you are requesting additional resources:

- ✓ Comprehensive Program Review
- ✓ Data Analysis Form
- ✓ SLO/SAO Assessments
- ✓ Request for Resources Forms

**Academic Program Evaluation – COURT SERVICES SPECIALIST
Division – EWD
Department - BUSINESS**

Certificate – Required Courses: BUS 260, CIS 101, CIS 120/121, CIS 124/125,
Select one course from: AJ 100, 102, 106; Select one course from BUS 126, 136; Select one course from:
LEGL 119, 121, POLS 100, 102

PROGRAM COMPLETION

Number of certificates completed Between Fall 2009 and Spring 2012	Number of Associate Degrees Completed Between Fall 2009 and Spring 2012
1	n/a

COURT SERVICES SPECIALIST – ENROLLMENT, FILL RATES & WAIT LISTS

COURSES	Course Cap	Enrollment - # Sections						Fill Rate						S 13
		F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12	
AJ 100	35	230 - 6	291 - 8	208 - 6	240 - 7	136 - 4	109 - 3	109.5%	118.8%	100.5%	117.1%	97.1%	103.8%	2
AJ 102	35	92 - 3	89 - 3	92 - 3	105 - 3	112 - 3	61 - 2	104.8%	137.1%	91.4%	100.0%	106.7%	87.4%	7
AJ 106	35	77 - 2	69 - 2	105 - 3	115 - 4	108 - 3	67 - 2	107.1%	98.6%	102.9%	109.5%	102.9%	95.7%	6
BUS 126	32	87 - 3	89 - 3	84 - 3	86 - 3	79 - 3	78 - 3	89.69%	94.68%	86.60%	91.49%	81.44%	82.98%	2
BUS 136	32		25 - 1		36 - 1		21 - 1		71.43%		102.86%		65.63%	
BUS 260	28		53 - 2	29 - 1	20 - 1	33 - 1	19 - 1		98.15%	103.57%	71.43%	94.29%	67.86%	14
CIS 101	32	298 - 9	244 - 8	279 - 10	243 - 9	282 - 10	216 - 8	98.68%	141.86%	88.01%	140.46%	85.20%	82.13%	9
CIS 120	44	40 - 2	53 - 2	51 - 2	25 - 1			80%	100%	78.46%	212%			
CIS 121	45	44 - 2	34 - 2	66 - 2	26 - 1			88%	64.15%	101.54%	180%			
CIS 124	40	80 - 3	60 - 2	98 - 3	93 - 3	38 - 1	63 - 2	102.56%	113.21%	105.38%	169.09%	95%	78.75%	9
CIS 125	40	50 - 3	40 - 2	84 - 3	63 - 3	25 - 1	26 - 1	64.10%	74.07%	90.32%	66.32%	62.50%	65%	
LEGL 119	32			8 - 1						26.67%				
LEGL 121	32	17 - 1			18 - 1			56.67%			60%			
POLS 100	40	45 - 1	40 - 1	45 - 1	42 - 1	40 - 1	37 - 1	112.50%	100%	112.50%	105%	100%	92.50%	
POLS 102	40	861 - 19	845 - 20	849 - 19	877 - 19	569 - 18	635 - 16	113.29%	118.18%	116.94%	115.70%	106.90%	100.79%	

COURT SERVICES SPECIALIST - PRODUCTIVITY (FTES/FTEF)

COURSE	FTES						FTES						PRODUCTIVITY					
	F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12
AJ 100	23.66	29.94	21.39	24.69	13.99	11.21	1.20	1.60	1.20	1.80	0.80	0.60	19.72	18.71	17.83	13.72	17.49	18.68
AJ 102	9.47	9.16	9.36	10.80	11.52	6.27	0.60	0.60	0.60	0.60	0.60	0.40	15.78	15.27	15.60	18.00	19.20	15.68
AJ 106	7.72	7.10	10.80	11.83	11.10	6.89	0.40	0.40	0.60	0.40	0.60	0.40	19.30	17.75	18.00	29.58	18.50	17.23
BUS 126	8.95	9.16	8.64	8.85	8.12	8.03	0.60	0.60	0.60	0.6	0.6	0.6	14.92	15.27	14.40	14.75	13.53	13.38
BUS 136		2.57		3.7		2.16		0.20		0.2		0.2		12.85		18.50		10.80
BUS 260		5.45	5.49	2.06	3.39	1.95		0.40	0.20	0.2	0.2	0.2		13.63	27.45	10.30	16.95	9.75
CIS 101	30.65	25.10	28.7	24.98	29	22.1	1.80	1.60	2.00	1.80	2.00	1.60	17.03	15.69	14.35	13.88	14.50	13.81
CIS 120	1.37	1.82	1.75	0.86			0.14	0.14	0.14	0.07			9.79	13.00	12.50	12.29		
CIS 121	1.51	1.16	2.26	0.89			0.14	0.14	0.14	0.07			10.79	8.29	16.14	12.71		
CIS 124	2.74	2.06	3.36	3.19	1.3	2.16	0.21	0.14	0.21	0.21	0.07	0.14	13.05	14.71	16.00	15.19	18.57	15.43
CIS 125	1.72	1.37	2.88	2.16	0.86	0.89	0.21	0.14	0.21	0.21	0.07	0.07	8.19	9.79	19.71	10.29	12.29	12.71
LEGL 119			0.82						0.2						4.10			
LEGL 121	1.75			1.85			0.20			0.2			8.75			9.25		
POLS 100	4.63	4.11	4.63	4.32	4.11	3.81	0.20	0.20	0.20	0.2	0.2	0.20	23.15	20.55	23.15	21.60	20.55	19.05
POLS 102	88.55	86.91	87.33	90.21	78.07	65.32	3.80	4.00	3.80	3.8	3.60	3.2	23.30	21.73	22.98	23.74	21.69	20.41

COURT SERVICES SPECIALIST - COMPLETION & SUCCESS RATES

COURSE	Completion Rate						Success Rate					
	F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12
AJ 100	89.6%	83.8%	89.4%	88.3%	86.8%	85.3%	60.4%	56.4%	62.0%	65.0%	64.7%	52.3%
AJ 102	79.4%	76.4%	84.6%	84.8%	86.6%	72.1%	63.0%	51.7%	55.0%	64.8%	74.1%	59.0%
AJ 106	92.2%	84.1%	94.3%	85.2%	90.7%	85.1%	77.9%	73.9%	80.0%	59.1%	62.0%	70.1%
BUS 126	66%	51%	79%	80%	82%	83%	39%	35%	56%	53%	56%	53%
BUS 136		68%		69%		67%		44%		44%		57%
BUS 260		92%		100%		74%		83%		95%		58%
CIS 101	81%	78%	84%	84%	85%	91%	57%	59%	53%	53%	59%	56%
CIS 120	95%	89%		93%			80%	83%		81%		
CIS 121	93%	94%		87%			89%	74%		64%		
CIS 124	90%	98%	91%	95%	87%	86%	78%	90%	76%	81%	68%	67%
CIS 125	86%	90%	83%	87%	92%	81%	62%	75%	51%	64%	68%	69%
LEGL 119			100%						100%			
LEGL 121				72%						50%		
POLS 100	98%	90%	56%	88%	80%	81%		38%		62%	58%	43%
POLS 102	87%	79%	64%	84%	86%	90%		54%		59%	66%	66%

Recent Enrollment Demand: High _____ Medium (Core) _____ Low _____

Projection for Future Demand: Growing _____ Stable _____ Declining _____

Opportunity Analysis: (successes, new curriculum development, alternative delivery mechanisms, interdisciplinary strategies, etc.)

Superior court and human resources staff at the County of Imperial contacted Imperial Valley College with a need to develop a Court Services Specialist program for court employees who want to improve their skills and leadership abilities. The plan was developed so that it would also be available to non-court employees who wanted to pursue a career in the legal field or who were just interested in the subjects required for the certificate.

The LMI data (LMI 2008-2018 Occupational Employment Projections for the El Centro Metropolitan Statistical Area, Imperial County) indicates the following: 5.3% projected growth for Court, Municipal, and License Clerks from 190-200

The Court requires graduates of the plan to write a summary of their educational experience. Data reported to the college indicates that graduates believed the program improved their leadership abilities; the communication class was instrumental in improving their delegation skills; the computer classes brought them all up to date on Word and Excel. The legal education classes especially helped the newer employees learn more about basic court business.

It was also indicated by the Court that employees who have completed the plan indicate that this venture has encouraged them to pursue further education by obtaining AA and BA degrees.

Summary of Program "Health" Evaluation: (Including consideration of size, score, productivity and quality of outcomes)

The Court Services Specialist is an interdisciplinary program which focuses on content areas specific to the court system. The program includes business, office administration, administration of justice, legal, computer information systems, and political science courses. It addresses the need to improve professional and personal skills of employees within or interested in working within the court system. The courses required within the Court Services Specialist program are being offered with existing faculty, facilities, and equipment and the courses required for the program are required by other programs and offered on a regular basis. Productivity in the coursework in the Court Services Specialist ranges from a low of 9 to a high of 18 with an average of 13.67. Completion and success rates have fluctuated within a normal band over the past three years. Completion and success rates on average in the program are strong (average completion rate 86%, average success rate 72%).

Student Learning Outcomes and Program Learning Outcomes

Course	units	# SLOs Identified	Spring 2012	Fall 2012	Spring 2013	Fall 2013	Spring 2014	Fall 2014	Spring 2015	Fall 2015	Spring 2016
BUS 260	3	3		4							
CIS 101	3	3	2	3							
CIS 120	1	1									
CIS 121	1	1									
CIS 124	1	1	1	1							
CIS 125	1	2	1	2							
BUS 136	3	3		3							

Student Learning Outcomes Assessment:

All SLO's in the program have been assessed at least once. The department continues to monitor, assess and update SLO's as necessary.

Program Learning Outcomes Assessment:

The PLO's for the Court Services program were written with good intentions, but for a number of reasons proved to be less useful than we had hoped. Therefore, in Fall 2012, the Department rewrote all Program Learning Outcomes and will begin assessing **these** new outcomes with the Spring 2013 semester.

Future Goals of Program

With the retirement of two full-time instructors within the last year and a half, the program desperately needs another full-time Business Office Technologies instructor to meet student demand.

Resource requests from annual program review

1. Full-time Business Office Technologies Instructor.
2. This program like all the programs in the Business Department needs full-time secretarial support. The recent 50% cut in secretarial services it is creating additional difficulties for the program. Without proper staff support it is even harder for the program to grow and prosper.