

**SAN DIEGO MESA COLLEGE
PROGRAM REVIEW COMMITTEE
COMMITTEE REPORT TO PRESIDENT'S CABINET
For Year One 2009-2010
Program/Service Area Summaries (Alphabetic Order)**

Financial Aid

The Financial Aid office is charged with assisting students to apply for and receive Federal and State financial aid to help them remove barriers and achieve their educational goals. The office assists in assuring students provide accurate financial information by guiding them through the application process and processing any necessary corrections once the application has been received from the processor. The office monitors the academic progress of students and notifies them when lack of progress threatens the continuation of their aid. When students are disqualified from receiving aid, due to lack of academic progress, the office evaluates student appeals and approves or denies based on the presence of clearly presented extenuating circumstances.

The most pressing needs of this office include accurate, dependable programs and systems; additional staffing to meet identified minimum requirements; a physical location which allows for proper FERPA adherence, storage of forms, applications and outreach materials, and a safe working environment; timely communication of changes in District and campus policies and procedures; continual communication regarding constant updates and changes in Federal and State regulations and District policies.

Health Information Technology

The Health Information Technology Program is the only accredited program of its kind in San Diego County and has been for approximately 45 year. As such we are the primary source for economic and workforce development in the region and has 100% placement of graduates every year. With the national transition to electronic health records, the need for credentialed RHIT's continues to be high.

The program faculty consists of highly-qualified, enthusiastic practitioners who are current in health information management. This allows for them to bring current practice to the classroom.

The program's most pressing needs are:

1. Cohort entry of student's every fall to effectively manage course scheduling and program planning.
2. Clinical site availability for both first and second directed clinical practice courses.
3. Mentoring of new program director and adjunct faculty who have been hired to replace the former Program Director (who has retired) and are brand new to Mesa College.
4. Adequate budget for virtual lab, supplies and conference/travel funding.

History

1. The program's most significant features are the high quality of the faculty and the diverse expertise that the faculty brings to teaching.
2. The program's two most pressing needs are to hire more tenure-line faculty and to reduce teaching loads, thereby providing faculty with greater time for professional development and allowing for a balanced assignment of program duties.
3. Expanding tenure-line faculty will build upon currently diverse curriculum to attract more students, thereby increasing productivity.
4. The program's writing standards conform with the expectations of the transfer receiving institutions that accord transfer credit for courses to majors. Meeting the standards requires extensive time not just in evaluation of student work, but also in consulting with students both as they prepare assignments and when they receive graded work. Reduction of teaching loads and committee assignments, the latter through hiring more tenure-line faculty, will enhance program's ability to maintain high writing standards.

Multimedia

- This program is designed to provide students of multimedia the opportunity to develop necessary foundation skills, master the tools and processes, and undergo industry standards production experiences. The program provides students with a comprehensive approach to the field of multimedia. The program curriculum is structured so as to provide students with a balance between aesthetic and practical design application. Upon completion of this program, students will be qualified for entry-level employment in the multimedia industry.

Physical Therapist Assistant

The PTA Program at Mesa College is the only accredited program of its kind in San Diego County and has had a strong reputation in the community for approximately 40 years. As such we are the primary source for economic and workforce development in the region. High board exam pass rates and employability of our graduates account for the program's desirability by students.

The program faculty consists of highly-qualified, excellent, enthusiastic practitioners who are current in their respective areas of physical therapy, many of whom are also very active in the professional organization for physical therapy. The program is housed within the new Allied Health building, and has equipment reflective of current practice and large laboratory space with technology.

The program's most pressing needs are:

- 1) clinical site availability in three varied settings necessary for program completion – There is currently a very high level of interest in the program but admission numbers are limited by clinic availability. After 12 months of numerous communications with clinical sites, as of 12/18/09 there were still numerous sites needed for Spring 2010 (need of 6 additional slots for late January start, need of 9 additional for early April start – total need of 15 additional of the required 40 slots.
- 2) hiring of a qualified program director to meet accreditation requirements
- 3) more reassign time for the Program Director and Clinical Coordinator
- 4) budgetary limitations – travel/conference, instructional supplies, reprographics, equipment purchase and maintenance, etc..

Mathematics

The Mathematics Department's productivity has been in the range of 120% to 130% consistently with a retention rate ranging from 71% to 79% and a success rate of 52% to 56%. We have been working with 53% to 57% of our total FTEF carried by our contract faculty. And our enrollment has been in the range of 5800-5900.

Program's Strength:

The Mathematics Program is dedicated to promoting access, retention and success. We have a talented and dedicated faculty.

Challenges:

1. Insufficient number of full-time Contract Faculty
2. Funding cuts to Tutoring Center
3. Disruptive behavior in Basic skills and remedial classes.
4. Large Class caps
5. Student placement and restrictions on course repetition
6. Lack of funding for proper introduction of technology in our classroom

Medical Assisting

The San Diego Mesa College Medical Assisting Program offers students a comprehensive, challenging and supportive program. Students learn an array of attributes that are often lacking as part of the curriculum in other institutions. Students are instructed and trained using current medical and administrative technology. The medical assisting program instructors are masters in their field and bring a real life environment to the class room. The adjunct instructors are currently working in the field and relay up to date information to the students.

The most pressing needs for the medical assisting program are:

1. two entry periods for students to enter the program-fall and spring
2. an increase in funding for instructional supplies
3. an increase in FTE
4. more reassigned time for the program director
5. reinstatement of intersession term

There is a current budget of \$2500.00 for disposable medical supplies, which allows approximately \$78.00 per student if the program is full (32 students). This does not include instructor demonstrations, extra non-program students (UCSD ultrasound students) or leave much room for error with lab procedures. We also purchase our own SHARPS containers (\$9.69 each x approximately 20 to 25 per year= \$193.00-\$242.00), biohazard waste bags and contract with a medical waste company to pick up and dispose of our medical

waste. Medical assisting students perform procedures and testing with real blood and body fluids so we must follow all of the required safety guidelines with procedure and disposal of medical waste. The budget for medical waste pick up is \$300.00 per fiscal year which only allows for pick up every 3 months, and no money for extra pick ups if required. Students fulfill administrative and clinical competencies that are required to sit for registration and certification exams. Students have minimum practice requirements that must be completed prior to testing their skills with the instructor and being designated as competent in that skill. Lack of supplies would prove detrimental to the medical assisting program and eventually tarnish our reputation in the community. Students must be adequately trained and proficient.

The decrease in FTE has impacted the students and instructors. We have encouraged our students to complete courses prior to starting the medical assisting program, but the classes fill up so quickly that students can not enroll. Many of the students are frustrated when they have to try to add their courses and either can not get all of the classes they need or drop out and go to another institution.

Reinstating the fall and spring entry for the medical assisting program would help the program tremendously. We would be able to serve those students who show interest in the program but are too late to start in the fall. This would increase our enrollment and decrease the chance of losing students to proprietary schools when they do not want to wait a year to start our program. We would allow continuation for students who were not successful in a course during the previous semester. Students could repeat the course the following semester rather than wait a year to take a class offered only once a year. Increasing the reassigned time for the program director would allow more time to interface with the community and community involvement, work on improving the curriculum for the medical assisting program and allow more time for program recruitment.

The loss of intersession during January 2010 had a great impact on the medical assisting program. In past years intersession has been utilized by the medical assisting program as a way of separating invasive laboratory procedures. Students need time to heal between injections and phlebotomy; so there were some days where procedures were limited due to students with bruising and or sore areas from previous injections. The scheduling also impeded some students from being able to start their clinical practice hours early in the semester due to some sites not allowing students to start until all of their laboratory courses are complete.

Music

The Music Department's six full-time instructors and nineteen part-time instructors offer fifty-two different courses, providing students with the knowledge, skills, and competencies in ear-training, music theory, performance, composition and music technology necessary to complete an AA degree in music, or transfer at the upper division level to a baccalaureate degree program in music. A distinguishing feature of the department is the Applied Music Program (AMP) which enables the faculty to recognize and foster the music potential in our strongest music majors by providing them with private instruction. The department's fifteen practice rooms each with a new piano (2 years young), Electronic Music Lab and two rehearsal rooms ensure that students have the necessary space and equipment to prepare class assignments and/or make music as a member of one of the department's six performing ensembles. The Music Department is also pleased to contribute to the campus as well as the public community by offering its free Recital Hour, a weekly concert presented by Mesa College music majors, faculty as well as local musicians.

After many hours of practice and preparation, the performance of music is a critical element to the students' education. While the Music Department presents the Recital Hour in the rehearsal space C119, the acoustics are inadequate for choral performances and much too small for a jazz band performance. The lack of a Recital Hall forces the department's ensembles to find and pay for off-campus venues in which to perform, and impedes the public's identification of the performing groups with Mesa College. Furthermore, a critical aspect to many musical performances is the accompanist. An experienced pianist is paramount to a high quality musical performance. The current Piano Accompanist Budget has been woefully under-funded for years, and the hourly wage for accompanists is below the industry standard making it impossible to attract a competent pianist. Finally, while Mesa College students have the advantage of practicing on new pianos and have an assortment of equipment and other instruments available for their learning needs, there is virtually no budget to maintain these tools, diminishing their years of usefulness and the quality of education that Mesa College offers.

Real Estate

The programs most significant feature is that it allows an individual to receive a state license and be employable after only three classes which can be taken in one semester. Its most pressing needs are for the economy to improve and the real estate market to heal itself and for full time real estate instructors.

Work Experience

PROGRAM STRENGTHS

1. Instructors engage and motivate students.

- “He was very accurate and passionate about his work and the students work. There needs to be more people like him out there.”
- “The instructor was amazing and she motivated me in the few times that she visited the work site.” (Post survey responses Spring 2008)

2. Revitalized course materials provide a higher-quality learning experience.

- The revitalized materials were adopted by other colleges in the District

3. Implemented Program SLOs & completed 3 evaluation/ improvement cycles.

4. Mesa Work Experience Program and Student Awards

- Awarded 2008 Outstanding Two-Year College Internship/Work Experience Program by California Internship & Work Experience Association.
- 2009 Mesa Work Experience Student was awarded 1st place in the Bernard L. Hyink Scholarship and received \$1500 award.
- 2010 Mesa Work Experience Student was awarded 2nd place in the Bernard L. Hyink Scholarship and received \$750 award.

5. Work Experience courses positively impacts the economy and the community.

- “Work Experience was a major part of receiving a raise.” (Post survey response Spring 2009)
- “The Work Experience Program was instrumental in the students progress and I have seen changes in the students ability to perform(sic). Keep up the good work.” (Employer survey response, Spring 2009)
- “This letter is to commend you on the work experience program....I very much see the value of these work experience programs. They give students a grounded view of how their academic experiences blend with the practical needs of the working world. (Letter from CA Dept. of Parks and Recreation, Spring 2010).

PROGRAM NEEDS

1. Full-Time Coordinator:

- Since 2004 the Work Experience Program doubled the number of students served. Due to student and community needs, 16 week and 8 week sessions and summer sections have been added.
- Prior to 2004, when the Work Experience Program was 50% smaller, did not have SLOs, or program review, yet the program had a full-time coordinator.
- While the program has become more efficient in meeting the new demands, it has reached a point where students and community needs cannot be met by a half-time coordinator.
- Adjunct status for the coordinator position limits involvement in Mesa’s educational/governance processes and makes completion of required duties difficult.

2. Clerical Assistance: Title 5, Section 55251 and our District plan require that necessary clerical assistance be provided for the Work Experience program. When the half-time Program Coordinator is not available, services and support for students, faculty and local businesses is insufficient.

3. Include Work Experience in the Mesa governance structures.

- Work Experience does not have a program chair and thus is not represented in program chair meetings.
- Work Experience is not represented in Academic Senate
- This is the first time Work Experience has participated in Program Review. Subject Specific 270 courses have not included a review of their work experience courses in their previous reviews. A consolidated review of all work experience programs would provide comprehensive budget and program information.

4. Staff Development and VTEA funds

- Staff development funds are needed to support meetings of instructors in the program so that we can continue to evaluate SLO input and implement changes. We have the beginnings of a program rubric but do not have the funds to bring the instructors together to finalize the details and process
- For instructors to stay up-to-date on student, program and business needs, they need to attend professional conferences and meetings such as the CIWEA (California Internship and Work Experience Association) and the TriRegional Consortium.