INSTRUCTIONAL PROGRAMS AND AREAS
PROGRAM REVIEW/PLANNING AND EVALUATION PROCESS

QUESTIONNAIRE FOR INSTRUCTIONAL PROGRAMS

INSTRUCTIONS:

Complete all sections as instructed. Click the shaded sections to type your answer.
When completed, please save your file and e-mail it as an attachment to tanya_hanton@westvalley.edu.

A. INTRODUCTORY QUESTIONS

1. Program Name: ***Court Reporting***

2. Person(s) completing the questionnaire: *Linda Lawson*

3. Date of completion: *November 2, 2007*

4. What are the primary purposes of the program? Check all that apply.

- ☒ WVC Degrees and Certificates
- ☒ Transfer Courses
- ☐ WVC General Education
- ☐ Lifelong Learning/Life Enrichment
- ☒ Occupational / Vocational Courses
- ☐ Student Support Services
- ☐ Academic Support Services
- ☐ Administrative Functions

5. In one paragraph, how does the program further the College's mission and goals? (only new information need be added)

The Court Reporting and Related Technologies Department offers education and skills training for students preparing for careers that will be intellectually rewarding and provide the means to function and thrive in contemporary society.

6. In one paragraph, what significant events have affected or impacted the program since the last program review?

Events that have affected the court reporting program since the last program review:

(1) Continuing need to maintain enrollment to meet college WSCH/FTE goals.
(2) Converting CTR 6A1 and 6B1 from two eight-week course to a full semester course, CTR 007A or 007B, has eliminated the discount attached to short-term courses with lab by arrangement.
(3) Implementation of online speedbuilding component.

B. DATA ELEMENT ANALYSIS SECTION (ANALYSIS AND RESPONSE)

1. Using the enrollment data from Table 1 from previous program review, add or revise as appropriate.

a) What significant trends are revealed in the data?
b) What factors might contribute to any program differences compared to the College data?
c) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

When the last court reporting department program review was completed one year ago, the headcount at that time was approximately 10% higher than the current headcount. During this same time period, the College's headcount has increased approximately 5%.

Possible explanations for the decrease in court reporting department headcount may be as follows:

Several students departing the program as they have passed the state licensing exam or have obtained jobs in related careers providing captioning services for deaf and hard-of-hearing individuals.

Higher than usual late enrollment after first census.

Increase in commute costs to West Valley College as the only public court reporting program within nearly 100-mile radius.

Actions recommended:

Exercise greater recruitment efforts in local high schools

Improve and expand online class offerings

Develop alternative distance learning options such as use of ILC for interactive class presentations.

2. Using the demographic data from Table II from previous program review, add or revise as appropriate.

a) What significant trends are revealed in the data?
b) What factors might contribute to any program differences compared to the College data? See attachment for college-wide statistics.
c) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

Student demographics indicate that the ratio of male to female students continues to increase with an average of 11.4% males compared to last year's 9.75%. The ratio of males to females for the College during this time period has remained approximately the same.

Demographics for age of court reporting students remains similar to that for the previous program review with the preponderance of students in the 26- to 50-year-old age range. Age demographics for the College remain heavy in the 21 to 25-year-old age range. Court Reporting students often indicate that they did not know of the career until later in life as they have perhaps served on jury duty or have met court reporters in a legal or social setting. These students have a specific career goal and often have financial obligations as a strong motivation to succeed.

Demographic data regarding ethnicity indicate that the court reporting department has a higher percentage of African-American (8.5%:3.2%) and Hispanic (22%:16.7%) students than the College as a whole. This phenomenon has remained consistent for several years.

It is a goal of the court reporting department to continue preparing students in all demographic areas for intellectually rewarding careers which will provide them with the means to meet their financial needs.

3. Using the success data from table III from previous program, add or revise as appropriate.

a) What significant trends are revealed in the data?
b) What factors might contribute to any program differences compared to the College data?
c) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

I have not been able to locate Success and Retention data for the court reporting department on Paris. Only the default department of Accounting is displayed. The retention rate for court reporting students is typically high as their career goals are specific and strong.

4. Are there any data or factors (e.g. integration of technology; college, district, or state expectation or mandates) concerning staffing in the program, that suggest a need for increasing or decreasing program staff (e.g. permanent and associate FTE, permanent and hourly classified staffing or administrative staffing)?

In order for the court reporting program to revitalize, it will be necessary to have more assistance in recruiting new students, developing and offering more distance learning opportunities, maintenance of specialized court reporting hardware, updating software skills, and generally meeting all the requirements of a department that must meet state and national approval requirements. At this time, the department has one full-time faculty member and one half-time classified employee. The half-time employee spends most of her hours assisting in the provision of multi-voice dictation services in preparing students for the state examination.

Until approximately two years ago, the department had a full-time classified employee in addition to the half-time employee. The current full-time faculty member has assumed most of the duties of the retired full-time classified employee and this has reduced the effectiveness and efficiency of department operations.

C. CURRICULUM SECTION (ANALYSIS AND RESPONSE)

1. Based on your program's curriculum information, as published in the most recent West Valley College catalog, what curriculum changes are anticipated in the next three years? (These changes could include major course revisions, curriculum deletions, new courses, revised or new options within a program, or proposed new programs.)

Combining of CTR 6A1 and 6B1 from two eight-week classes to a semester length class as proposed in the 2006 Program Review has been completed.

Short-term classes offered during summer and winter sessions remain to be addressed in order to maximize enrollment credit.

2. The attached excel document shows classes that have not been offered since Spring 04. Please list the courses you intend to submit to the Curriculum Committee by February 8th for de-activation prior to publication of the 08/09 catalog.

*CTR S*045*

*CTR S*051, S*051A-D*

*CTR S*052, S*052A-D*

*CTR S*053, S*053A-D*

*CTR S*054, S*054A-D*

*CTR S*055, S*055A-D*

*CTR S*056, S*056A-D*

*CTR S*057, S*057A-D*

*CTR*004*

*CTR*032A*

*CTR*035L*

*CTR*36A*

*CTR*36B*

*CTR*046*

*CTR*084*

3. Considering the new course and program level Student Learning Outcomes that have been developed since the last program review:

   a) What relevant findings have been derived through the SLO assessment process since the last program review?
   b) What changes have been implemented, or are planned, based on the findings since the last program review?
   c) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

NOTE: Please contact LeAnn McGinley (741-2402), Assessment Coordinator with any questions concerning SLOs.

The court reporting course chosen for the first Assessment Plan was CTR 28A, Computer-Aided Transcription for Court Reporting. The class had low enrollment and was converted to a pay-per-student basis. Students were allowed to complete course requirements using CAT software of their choice because some of them had purchased their own software. The result of offering this option was that instruction was not as cohesive as it might have been if the entire class had been taught on the same software program. In the past, this class was taught using the same CAT program for all students. Adjustments regarding individual choice of software will be made for future offerings of CTR 28A. Options may be to conduct separate class meetings within the same semester for students using the same CAT software program in an effort to avoid confusion when discussing software functions.

An hourly employee served as a tutor with one group during the last offering of 28A, and this would be another good option the next time the class is offered.

D. EXTERNAL INFLUENCES SECTION (ANALYSIS AND RESPONSE)

1. If applicable, considering the effects of external influences on the program's purposes and goals:

   a) How do accreditation requirements, government regulations, advisory boards, labor market demand, transfer institution articulations or other external factors affect the program?
   b) How might these influences form the basis for an action, objective, or request for resources?

In order to maintain state approval, the court reporting department is required to meet many regulations established by the Court Reporters Board of California, Department of Consumer affairs. In maintaining approval by the National Court Reporters Association, the court reporting department must meet its standards and regulations, as well.

The court reporting department meets annually with its advisory board, which is made up of working official and deposition court reporters, firm owners, court reporter administrators, instructors, former and current students. The board advises the department of employment opportunities, legislative activities, and technology developments related to court reporting, captioning, and related technologies.

Additional staffing is needed to assist in completing state and national approval reports.

E. STUDENT FACTORS SECTION (ANALYSIS AND RESPONSE)

1. What program changes or initiatives has the program implemented in the last three years to meet the needs of its student population?

Implementation of online speedbuilding program.

Extended computer lab hours.

Continuous updating of CAT software in computer lab.

Guest speakers who are working court reporters in official and deposition settings.

F. SUMMARY AND CONCLUSION SECTION:

1. General conclusions and summary statement.

The summary from the previous program review of one year ago remains similar to what it is at this time:

The West Valley College Court Reporting and Related Technologies Department offers the only public school program of its kind for many miles.

The department has produced many certified court reporters since its inception in the 1970s.

The College continues its support of this important program despite the length of time required for students to attain the skill level required to pass the California licensing examination. Adding to the challenges of completing the program, most court reporting students have full- or part-time jobs, and many are single parents endeavoring to improve their living standards.

One of the department's primary goals is to increase enrollment so that the program will gain strength in meeting the career goals of all its students.

2. Program Strengths:

Signature program as the only public school offering court reporter and captioning education between Novato, Sacramento, and Southern California. The nearest private program is in Dublin, California, and as with most private schools, the tuition is at least $800 per month.

Approval by Court Reporters Board of California, Department of Consumer Affairs

Approval by National Court Reporters Association

Mentor coordination with professional organizations

Dedicated instructors with many years' experience.

Relevant, updated technology in court reporting computer lab.

Online speedbuilding component

3. Program Challenges:

Increase in staff needed in order to improve organization of lab facilities and files

Expand and improve online course offerings. At this time, there is no additional FTE applied to the online speedbuilding component. These classes are combined with on-campus speedbuilding classes for enrollment purposes.

Address discounting of enrollment for summer courses that are short-term with lab by arrangement.

G. ACTIONS AND OBJECTIVES SECTION

Based on the foregoing analyses and findings in Sections A. through F., what are the program's intended actions or objectives for the next three years?

Increase enrollment

Hire full-time classified lab assistant.

Expand online and distance learning opportunities

Supplement or replace 15-year-old electronic steno writers in computer lab

Provide funding for associate faculty to attend National Court Reporters Association annual convention during summer of 2008 to be held in Southern California

Timelines

Over the next three years, what are the program's timelines (in terms of predicted initiation and completion dates) for the stated actions or objectives?

Increase enrollment: Begin recruitment activities as soon as possible to increase spring 2008 enrollment. Funding needed to compensate associate faculty or others who assist in high school career days, high school visits, and other recruitment activities

Seek funding for half-time or full-time lab assistant: Spring 2008

Seek funding for NCRA Annual Convention: Spring 2008

Expand online and distance learning: Consult with ILC coordinator for direction and assistance at beginning of spring 2008 semester.

Seek funds for new steno writers: Spring/Fall 2008

Which of these actions or objectives would be initiated and completed within the coming year, given adequate resources?

It would be desirable to initiate and complete all of the above items within the coming year; however, items listed above are in order of priority.

H. RESOURCE REQUESTS 2006-2007

1. Please indicate if any of the resource requests identified in the previous program review were funded through one or more of the various WVMCCD resource allocation processes that were available in 06 – 07 (e.g. FTE allocation, classified staff, one time funding, budget augmentation, facilities, Land Corporation):

Please complete the following table (leave blank if the answer is not applicable):

	FUNDED by WVMCCD?
Full-time faculty FTE: *1*	☒ Yes ☐ No ☐ Partially
Associate faculty FTE: *2*	☒ Yes ☐ No ☐ Partially
Classified Staff FTE: *.5*	☒ Yes ☐ No ☐ Partially
Classified Hourly (in dollars): *$5,775*	☒ Yes ☐ No ☐ Partially
Administrative Staff FTE: *0*	☐ Yes ☐ No ☐ Partially
Facilities (brief narrative description): *0*	☐ Yes ☐ No ☐ Partially
Equipment (brief narrative description with estimated total cost): *0*	☐ Yes ☐ No ☐ Partially
Supplies (brief narrative description with estimated total cost): $859	☒ Yes ☐ No ☐ Partially
Staff Development (brief narrative description): $600 for faculty online instruction program. Funded through Advancement Foundation court reporting dept account. These funds were earned by the department through administration of national exam.	☐ Yes ☒ No ☐ Partially
Other (please specify): *Membership and Dues: $500; Travel and Conference $200*; *Equipment maintenance and repair $269*	☒ Yes ☐ No ☐ Partially

2. What have you been able to accomplish as a result of the resource obtained?
(e.g. improved retention success and persistence, improved equity, new SLOs, higher enrollment, new online or satellite campus classes….)

NOTE: The Program Review Committee realizes that in some cases, accomplishments and changes resulting from resource acquisition are too recent to be measurable. The current Program Review process is only one year old. Future reviews of funding requests will focus on accomplishments and change occurring over a two-year period.

Classified hourly funds have enabled the court reporting department to maintain delivery of live multi-voice dictation which is essential in preparing student for the state licensing examination. A portion of these funds have afforded a little help in computer lab clerical functions.

Supplies funds are essential in furnishing the computer lab with paper, toner, storage media, and miscellaneous office supplies.

The court reporting department also receives funds for essential equipment maintenance and repair and dues and membership fees. In maintaining NCRA approval, the department is required to pay an annual fee of approximately $500. There is also a $100 membership fee paid to the California public school court reporting organization, Reporting Association of Public Schools. An annual fee of $700 is paid to Stenograph Corporation for access to the online speedbuilding program that we offer.

I. RESOURCE REQUESTS 2007- 2008

1. What **new or additional** resources are required to accomplish the stated actions and objectives?

Please complete the following table (leave blank if the answer is zero or none):

Full-time faculty FTE *1 depending on increased enrollment*

Associate faculty FTE *0*

Classified Staff FTE: *1*

Classified Hourly (in dollars): *$5,000 depending on availability of new full-time employee*

Administrative Staff FTE: *0*

Facilities (brief narrative description): *0*

Equipment (brief narrative description with estimated total cost): *Five new electronic stenographic writers @ $1,500 each*

Supplies (brief narrative description with estimated total cost): *0*

Staff Development (brief narrative description): *$2,000 to supplement costs for faculty to attend National Court Reporters Association Annual Convention in Southern California in summer 2008. The location of the 2008 annual convention is closer to home than it has been for many years.*

Other: *0*

When completed, please save your file and e-mail (using the File: Send To menu) to tanya_hanton@westvalley.edu