

**NON INSTRUCTIONAL PROGRAMS AND AREAS  
PROGRAM REVIEW/PLANNING AND EVALUATION PROCESS**

**QUESTIONNAIRE FOR NON-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 as an attachment to tanya\_hanton@westvalley.edu.

**A. INTRODUCTORY QUESTIONS:**

1. Program Name: ***Greater Silicon Valley Center of Excellence***
2. Person(s) completing the questionnaire: *Jennifer Oliver*
3. Date of completion: *Click once here and type your response*
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 Center of Excellence (COE) is a State Chancellor's Office - funded Economic & Workforce Development initiative hosted at West Valley College. The COE conducts research on the workforce needs of industries and occupations that are projected to grow and make that information available to community college decision-makers. Colleges can use this information to adapt their training and education programs to address those needs. Additionally, the COE acts as a catalyst for change and the economic sustainability of the region by forming linkages with employers, economic developers, industry associations and workforce leaders. The COE provides products and services that forecast high-growth and emerging industries and identify changing workforce needs for the 13 colleges within Region 3. These include the following:*

*Environmental scans: industry and occupational profiles with trends, training and skill requirements and recommendations.*

*New services that will be soon be available by the COE are the following:*

*GIS analysis: Cluster, trade area or growth*

*Employee databases: California company information with phone numbers*

*Demographic reports: Profiles of a community by Census data, lifestyle and life stage*

*Strategic planning reports: High-ranked industries and occupations, projections, earnings, demographics and economic impact.*

*The Greater Silicon Valley colleges can use these products in the following ways:*

*Occupational program planning*

*Writing grant proposals*

*Customized training*

*Aligning curriculum with industry needs*

*Developing advisory boards*

*Another key objective of the COE is to increase employer awareness of the business and industry network of programs and services available through the regional community colleges. This is accomplished through promotion of the brand of the Community College Economic and Workforce Development (EWD) Program. The Greater Silicon Valley COE deploys the brand of the EWD through numerous activities and events for the regional colleges and statewide.*

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

*N/A This is the first program review submitted.*

**B. DATA ELEMENT ANALYSIS SECTION (ANALYSIS AND RESPONSE)**

1. In analyzing any available program data concerning student use of services:

- a) What significant trends are revealed in the data?
- b) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

*Not Applicable. The Center of Excellence does not provide services to students.*

2. In analyzing any available program data concerning student demographics (e.g. gender, age, ethnicity):

- a) What significant trends are revealed in the data?
- b) What factors might contribute to any program differences compared to college-wide 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?

*Not Applicable. The Center of Excellence does not provide services to students.*

3. In analyzing any available program data concerning program "satisfaction" (e.g. extent of services available, timeliness of appointments, effectiveness of service, follow-up opportunities, referral process to other services, contribution to personal or academic development):

- a) What significant trends are revealed in the data?
- b) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

*Not Applicable. The Center of Excellence does not provide services to students.*

4. In analyzing available program data concerning success measures (e.g. transfer rates or AA degrees, retention rates for students, course completion, and/or contribution to student learning):

- a) What significant trends are revealed in the data?
- b) What factors might contribute to any significant differences from the College averages? See attachment.

*Not Applicable. The Center of Excellence does not provide services to students.*

5. 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)?

*No there no current concerns about staffing the Center of Excellence. The Center funding is capped at \$205,000 per year. It is funded for one Director and is approved for using consultants as needed. Ten percent of one FT administrative assistant is currently charged to this grant.*

### C. STUDENT LEARNING OUTCOMES (ANALYSIS AND RESPONSE)

1. Considering any program level Student Learning Outcomes that have been developed:
  - a) What relevant findings have been derived through the SLO assessment process?
  - 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.**

Not Applicable. The Center of Excellence does not provide services to students.

### D. EXTERNAL INFLUENCES SECTION (ANALYSIS AND RESPONSE)

1. If applicable, considering the effect 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?

*The Center of Excellence operates under its own initiative grant requirements mandated by the State Chancellor's Office. However, West Valley College, as the host college of the COE, is required to provide office space for the COE and other support services, i.e. computer network, phone, fax, copy machine, etc. The COE's budget provides 4% to the district for indirect costs associated with this grant.*

### E. STUDENT FACTORS SECTION (ANALYSIS AND RESPONSE)

1. What program changes or initiatives has the program implemented since the last program review to meet the needs of its student population?

Not Applicable. The Center of Excellence does not provide services to students.

**F. SUMMARY AND CONCLUSIONS SECTION:**

1. General conclusions and summary statement.

*The Greater Silicon Valley Center of Excellence serves the 13 colleges in the region to forecast high-growth, emerging and changing workforce trends. The Center, hosted at West Valley College, provides products and services to help colleges with occupational program planning and assisting the college to bring in discretionary revenue.*

2. Program Strengths:

*The Center has excellent support from the State Chancellor's Office, Statewide COE director, and coaching available for professional development in aspects relating to environmental scanning, labor market researching, partnership development, marketing, and GIS technical skills. Center Director has nearly 30 years experience in workforce development.*

3. Program Challenges:

*As a Center with just one staff person--the Director--providing all the needed services now and what is anticipated as additional requests from the regional colleges in the near future, may be a challenge.*

**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?

*The Center adheres to a mandated Workplan (including objectives, activities, measures, and timelines) for each fiscal year that is based on the Business and Workforce Improvement Initiative (COE) grant specifications provided by the State Chancellor's Office and approved by the Project Monitor.*

**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?

*See previous response.*

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

*The Center is provided with appropriate resources to accomplish the Workplan as discussed above.*

**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: <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Associate faculty FTE: <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Classified Staff FTE: <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Classified Hourly (in dollars): <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Administrative Staff FTE: <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Facilities (brief narrative description): <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Equipment (brief narrative description with estimated total cost): <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Supplies (brief narrative description with estimated total cost): <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Staff Development (brief narrative description): <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Other (please specify): <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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.

*Click once here and type your response*

## I. RESOURCE REQUESTS 2007-2008

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

Full-time faculty FTE *Click once here and type your response*

Associate faculty FTE *Click once here and type your response*

Classified Staff FTE: *Click once here and type your response*

Classified Hourly (in dollars): *Click once here and type your response*

Administrative Staff FTE: *Click once here and type your response*

Facilities (brief narrative description): *Click once here and type your response*

Equipment (brief narrative description with estimated total cost): *Click once here and type your response*

Supplies (brief narrative description with estimated total cost): *Click once here and type your response*

Staff Development (brief narrative description): *Click once here and type your response*

Other: *Click once here and type your response*

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