

**CORRESPONDENCE EDUCATION  
PROGRAM REVIEW**

**Fall 2010 through Spring 2013**

**PALO VERDE COMMUNITY COLLEGE  
ONE COLLEGE DRIVE  
BLYTHE, CA 92225**

## **1. Support of the College Mission**

### **A. Summarize the program in terms of key functions and responsibilities:**

The Correspondence Education Department is responsible for providing instructional materials by mail or electronic transmission to eleven correctional facilities in the State of California. The department provides instructional material and examinations to community and non-local community students who are separated from the instructor. In addition, the Correspondence Education Department is responsible for receiving and disseminating in-coming class assignments to faculty and adjunct faculty. Once assignments are graded, assignments are returned to the institutions for distribution to students.

### **B. Describe how the program supports the overall mission of the College as adopted by the Board of Trustees.**

The Correspondence Education Department subscribes to the Mission of Palo Verde College:

*Palo Verde College is a California community college that supports an exemplary learning environment with high quality educational programs and services. The College promotes student success and lifelong learning for a diverse community of learners.*

Correspondence Education offers students an alternate modality of course delivery to allow working students and incarcerated students to benefit from classes in a non-traditional manner.

### **C. Describe, in qualitative and quantitative terms, the population served by the program.**

Correspondence Education serves a diverse population of students with various career, degree, certificate and transfer objectives. Students may take only a few courses to enhance skills for the work place or to qualify for employment. Students may take classes in preparation to transfer to a four-year institution. Other are incarcerated students for which the college program serves a rehabilitative purpose. Courses provide training needed to compete successfully for employment upon release.

Every class offered through Correspondence Education is open to community students as well as inmates. The CTA contract sets the class limit to 29 students; it is the policy of the Correspondence Education department to make sure community students are not turned away from any class.

Correspondence Education serves students throughout the Palo Verde Community College District as well as students in Eleven (11) prisons located outside the district. By law, the Correspondence Education department cannot deny students access to our

program. We have community students from other areas of California who also take classes through our program.

The correspondence education method of instruction began at Ironwood State Prison in 2002 with 53 incarcerated students. We now have over 900 incarcerated students each semester over the institutions listed below:

Ironwood State Prison	Blythe, CA
Chuckwalla Valley State Prison	Blythe, CA
California Institute for Women	Norco, CA
Puerta la Cruz Conservation Center	Warner Springs, CA
Malibu Conservation Center	Malibu, CA
Rainbow Camp Conservation Center	Fallbrook, CA
California Institute for Men	Chino, CA
California Men’s Colonies	San Luis Obispo, CA
California Rehabilitation Center	Norco, CA (2 departments)
California State Prison Solano	Vacaville, CA
Correctional Training Facility	Soledad, CA

Correspondence Education started with 21 class sections in the spring 2001. Today, we offer more than 100 section in correspondence.

Number of Classes offered	2009-2010	2010-2011	2011-2012	2012-2013
Fall	145	137	118	129
Spring	129	127	75	116
Summer	0	0	0	32
Total	274	264	193	277

The following table outlines only the number of incarcerated students. There is no method of counting the community students who enroll in correspondence education, because they also take face-to-face classes on campus.

Number of Incarcerated students	2009-2010	2010-2011	2011-2012	2012-2013
Fall	763	854	868	758
Spring	768	790	618	732
Summer				346
Total	1531	1644	1486	1836

The following Degree and Certificates are available through Correspondence Education:

Degrees:

Associate of Arts in Liberal Arts with Emphasis:

Arts and Humanities

Business and Technology

Math and Science

Social and Behavioral Sciences

Associate of Science Degree:

Business Management

Certificates:

Alcohol and Drug Studies Specialist I Certificate

Alcohol and Drug Studies Specialist II Certificate

Business Management Certificate of Achievement

Business Literacy Certificate of Career Preparation

Information Technology Literacy Certificate of Career Preparation

Management Information Systems Certificate of Career preparation

The following table outlines the number of degrees and certificate awarded to incarcerated students:

Degree	2010-2011	2011-2012	2012-2013
Associate of Arts	44	53	58
Associate of Science	40	22	12
Certificates	156	128	359
Total	240	203	429

## **2. Accomplishment in Achieving Goals Outlined in the Previous Program Review**

### **A. Describe progress in achieving goals outlined in the previous program review, including evidence documenting such achievements.**

Goal 1: Increase the number of students (incarcerated and community) served by the Correspondence Education program.

*Status:* Goal has been met. Please refer to table outlining number of incarcerated students served by the correspondence education.

Goal 2: Provide complete matriculation services to all correspondence education students.

*Status:* This goal has been met. The academic guidance coordinator was hired in 2008 and provides matriculation services.

Goal 3: Prepare students for the work force  
*Status:* Correspondence education continues to prepare students for the workforce. Please refer to table outlining number of degrees and certificates earned.

Goal 4: To design and implement on-line courses.  
*Status:* Goal has been met. On-line course are now available at Palo Verde College. Distance Education and Online are now under the direction of the Vice President of Instruction and Support Services.

**B. Explain modifications of goals outlined in the previous program review, including evidence documenting such modifications.**

No modifications were made to the previous goals.

**C. Describe specific, documented accomplishments that support and facilitate the achievement and assessment of student learning outcomes, including measures employed to evaluate program effectiveness in achieving such outcomes.**

During orientation and counseling processes, students will:

SLO #1: Acquire understanding of the services, policies and procedures of correspondence education.

SLO #2: Acquire understanding of the personal requirements needed to be successful in correspondence education classes.

Assessment Methods: Student learning is evaluated during orientation and counseling sessions

Assessment Results: Observation has indicated that students achieved these SLOs. This observation is based on discussion and question and answer sessions with students during orientation and counseling.

Action Plan: Continue to utilize ongoing contacts with students to help them understand better what is expected of them and how they might benefit from correspondence education.

**3. New Goals**

- A. Continue to increase the number of students (incarcerated and community) served by Correspondence Education program, consistent with the plan of the Enrollment Management Committee.
- B. Obtain additional counseling and clerical support during registration periods in the following positions:
  - 1. Academic Advisor/Counselor

2. Instructional Services Secretary

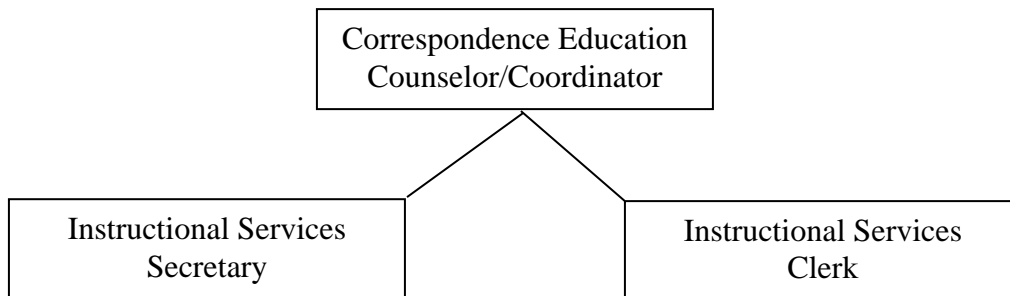
- C. Increase the number of prison sites in the correspondence program.
- D. Work with faculty in improving the efficiency of textbook supply services for the institutions with a correspondence program.
- E. Work with faculty in a Flex day or similar venue to devise improved procedures in managing work flow.

4. **PERSONNEL SUMMARY**

**A. Provide an organizational chart of the program, showing personnel coverage of key functions and responsibilities.**

The Correspondence Education Department consists of the Correspondence Education Counselor/Coordinator, one (1) Instructional Services Secretary, and one (1) Instructional Services Clerk.

Correspondence Education Organizational Chart



Correspondence Education Counselor/Coordinator:

- Oversees complete program
- Liaison with all California State Prisons participating in the program
- Provides matriculation services to all incarcerated students
- Resolves conflicts with registration, faculty, students, etc.
- Advises incarcerated students
- Develops education plans and facilitates transcript evaluations
- Counsels probationary students
- Assists the Director of Admissions and Records with petitions to graduate
- Travels to all outlying prisons to provide matriculation services
- Assists with orientation for new students
- Proctors exams (community students)

Instructional Services Secretary:

- Distributes electronic copies of tests and assignments to outline institutions

- Prints and distributes hard copies of test and assignments to local institutions and community
- Assist students with syllabi, assignments, returned work
- Proctor exams (community students)
- Develops procedures to ensure the accurate flow of information
- Oversees student aides.

Instructional Services Clerk:

- Prints and distributes copies of tests and assignments for prisons and community
- Distributes incoming assignments to correct faculty members
- Sets up files for each semester
- Sets up and maintains inmates student files
- Proctors Exams (community students)

**B. Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program goals? Explain.**

During the summer 2011, the Correspondence Education Department lost an Instructional Services Secretary as she transferred to a new position. At the end of the fall 2011 semester, we lost the Associate Dean of Distance Education due to retirement. During the 2012-2013 academic year, an instructional services secretary was transferred to the instruction side and her position was not filled. With the loss of the staff mentioned above, it is recommended that another Instruction Services Secretary be hired during registration periods to assist with registration and distribution of course materials.

The Correspondence Education Counselor/Coordinator is responsible for overseeing all aspects of the correspondence education program and is responsible for advising over 900 students every semester. It would be our recommendation that a part time counselor be hired during registration periods to assist with the matriculation of inmate students.

**C. Describe organizational changes that will improve program performance, provide timelines for the achievement of such changes and describe measures that will assess the effectiveness of such changes.**

The Correspondence Education Department would be more effective if the registration processes was a bit more automated. Our current processes are very paper intensive and time consuming.

**5. STAFF DEVELOPMENT**

**A. Describe specific professional development activities in which program members participate, and explain how such activities benefit or enhance the program and support and facilitate student learning outcomes.**

Due to the current fiscal situation, traveling has been suspended for professional development. However, the Correspondence Education Counselor/Coordinator and supporting staff have participated in several webinars pertaining to correspondence or distance education. By participating in these webinars, we learn about guidelines and procedures regarding correspondence education at other colleges.

Supporting staff has also attended in-house workshops and training. They include Flex Day activities such the active shooter and Galaxy training for purchase requisitions.

**B. Describe areas of unmet professional development needs among personnel in this program, if applicable, and outline plans to address those needs.**

Discuss with Admissions and Records office the possibility of acquiring selected access to Datatel records to help improve correspondence education efficiency.

**6. FACILITIES AND EQUIPMENT**

**A. Are current facilities, such as classrooms, office and equipment, adequate to support the program? Explain.**

Current facilities and equipment are currently adequate to support the Correspondence Education Program. During the spring 2012 semester, the Correspondence Education Department was moved to its current location, CS 210. This location provided the proper testing environment as well as sufficient and adequate space for staff.

**B. Is available dedicated space adequate to support the program? Explain.**

Our current location provides the adequate space to support the program. Appropriate designated areas have been created in our current location for the following areas: testing, copying, filing, secretarial, and counseling.

**C. Is available equipment adequate to support the program? Explain.**

Available equipment is adequate to support the program; however, equipment does fail from time to time. The Correspondence Education Department could benefit from a secondary copy machine.

**D. Describe plans for future changes in support facilities or equipment.**

Consider budgeting for a secondary copy machine.

**7. FINANCIAL RESOURCES**

**A. Provide a financial report showing, for each year of the preceding 3 years, budgeted vs. actual expenditures for each of these line items, at a minimum:**



### Correspondence Education

Line Item	2009-2010		2010-2011		2011-2012		2012-2013	
	Budgeted	Expended	Budgeted	Expended	Budgeted	Expended	Budgeted	Expended
Personnel Salaries	199,549	197,615	271,795	235,879	185,447	169,660	198,250	140,780
Personnel Benefits	91,028	100,626	110,911	110,959	81,172	74,984	41,099	40,879
Supplies	3,829	3,898	3,845	3,857	3,073	2,567	2,500	1,974
Copying	6,245	6,490	7,155	7,606	6,000	0.00	4,000	0.00
Postage	4,323	5,181	4,500	3,228	4,500	4,045	0.00	0.00
Leases	3,432	5,349	6,600	4,588	6,927	7,306	7,500	4,364
Mileage and Conferences	241.45	635	300.00	246	354	354	500	135
Proctors	63,135	59,144	97,499	53,852	50,000	45,671	50,000	0
Capital Expenditures	0	0	0	0	0	0	0	0
Totals	370,782	378,938	502,604	420,215	337,473	304,586	303,349	187,726

CE FTE's	655.37	662.05	533.36	641.24
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**A1. Deviations from budget exceeding 10% of any line item.**

The deviation in salary during 2010-2011 was due to the retirement of the Distance Education Clerk.

The deviation in salary during 2011- 2012 was due to an Instructional Services Secretary being promoted to a new position. Her position has not been filled.

The deviation in salary during 2012-2013 was due to the retirement of the Associate Dean of Distance Education.

The amount budgeted for proctors during the 2010-2011 was significantly larger than what was expended, because an additional proctor at CVSP was budgeted but not needed.

During the 2012- 2013 Palo Verde College stopped paying for proctors at the local prisons. This action saved close to \$50,000 in proctor salaries.

**B. Describe change for future budget changes.**

The Correspondence Education Department will consider requesting, in next year's budget, a secondary copy machine and part time clerical and counseling assistance during registration periods.

## **8. STRENGTHS AND WEAKNESSES**

### **A. List and comment on major strengths of the program**

- Correspondence Education provides education for underserved populations in the California State Prison system.
- Correspondence Education provides community students with the opportunity to complete their education when attending college face-to-face classes is not feasible for them.
- Correspondence Education provides a significant amount of FTES for Palo Verde College.

### **B. List and comment on the major weaknesses of the program.**

- More staff will be required as the program grows to facilitate the delivery of educational services to all who participate.

### **C. List recommendations for improving and correcting identified weaknesses.**

- For the time being, make use temporary staff during peak registration periods.
- As the program grows and staffing needs become more significant throughout the year, will make budget request for additional staff.