

# **Estrella Mountain Community College**

## **Continuous Improvement Interview Minutes**

### **October 10, 2001**

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#### **Attendance:**

John Bradley, Clay Goodman, Patty Keener, Fred Maihofer, Polly Miller, Steve Shriver, Linn Taylor, Bryan Tippet, Betty Vickrey, and René Willekens.

#### **Not in Attendance:**

Adolfo Gamez, John Hogue, Gary Kilduff, and Bert Medina.

#### **1. Based on the core indicator results for this Mission Goal, what strengths do you see?**

- There is excellent student satisfaction with the Organizational Leadership and Total Quality Management programs. All survey respondents in these programs would recommend the program to a friend and the vast majority (more than 80%) achieved their goal related to enrollment.
- Estrella Mountain is meeting and exceeding the expectations of its Business and Workforce Partnerships as evidenced by the annual Partnership Satisfaction Survey.
- Two-year occupational degree completers are starting to increase and the percentage reporting job related benefits has also increased.
- Overall, the total number of occupational programs available to students and the number of completers have continued to increase over the last several years.

#### **2. Based on the core indicator results for this Mission Goal, what opportunities for improvement do you see?**

- While the majority of completers in the Microsoft Systems Engineer (57%) and Cisco Network Administration (60%) certificate programs report that their objectives were met, there is room for improvement.
- While the vast majority of Cisco Network Administration and Microsoft Systems Engineer Certificate completers are employed, these completers reported the highest level of “not related” employment to their field of study. This may indicate a need for more job placement assistance and internships.

**3. What improvements strategies worked well last year, which ones didn't work as well or weren't implemented?**

- a) Improve systems to track student goals (John H., Rene W., Sandy H.)  
**Progress:** This committee still needs to meet.
- b) Improve efficiency of systems to pre-identify occupational certificate completers (Patty K., OPIE, A&R)  
**Progress:** This program is working well and is helping to increase the number of students who are awarded degrees. It can be improved by expanding the process to additional program areas such as the Small Business Administration Certificate program and also by identifying more students who may not have completed all the requirements but are just one or two classes away (this has been difficult to do for programs like the Organizational Leadership that have many pathways).
- c) Explore partnership with UofP to include an AAS endorsement (Clay G.)  
**Progress:** This partnership was explored and is still being studied.
- d) Re-explore DES employment data sets for wage and salary.  
**Progress:** New wage data has not been obtained.
- e) Develop Justice Studies and Small Business Management Programs (Steve. S. and Clay G.)  
**Progress:** Both programs have been developed and approved through the curriculum process.
- f) Develop certificate options for Oracle, Desktop Publishing and Web development (Betty V.)  
**Progress:** Both the Oracle and Desktop Publishing certificates were created. The WEB Developer Certificate is still under investigation.

**4. What are some actions (improvement strategies) that you might consider implementing in your area to positively improve future core indicator results for this Mission Goal for the coming year? (These are listed in priority order).**

- 1. Improve systems to track student goals (John H., Rene W., Sandy H.) – Will meet in Spring 2002.
- 2. Research possible internship programs for the Cisco Network Academy and Microsoft Systems Engineer programs to help develop on-the-job experience and job placement in related fields (Betty V., Patty K., OPIE, A&R)
- 3. Improve efficiency of systems to pre-identify occupational certificate completers and expand to the Small Business Administration Certificate program area. (Patty K., Steve S., OPIE, A&R)
- 4. Continue to seek DES employment data sets for wage and salary of certificate completers (OPIE).

- 5. For those Core Indicators and Measures that do not have identified standards, what should they be? What additional information would you like to have to set more ideal standards? For those Core Indicators and Measures that do have standards, are they still appropriate?**

Time was not available to cover this item.

- 6. Are there any modifications that should be made to the Core Indicators? What are they?**

Time was not available to cover this agenda item.