## INSTRUCTIONAL SERVICES

<table>
<thead>
<tr>
<th>Institutional Goal</th>
<th>Unit Goals</th>
<th>Means of Assessment &amp; Criteria for Success</th>
<th>Findings</th>
<th>Use of Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Goal I)… Provide a comprehensive program of instruction that supports transfer, professional/technical, basic and developmental skills, and continuing education learning opportunities for all residents of the North Olympic Peninsula.</td>
<td>I. To continually maintain, enhance, and offer learning opportunities and programming options to meet the needs of a diverse population, which are also relevant to a diverse and changing world.</td>
<td>1. Achieve 50 new annual FTEs in State-funded, RS, and International classes A&amp;S and Prof. Tech Programs by the end of 04/05 AY.</td>
<td>FTEs increased by 183 between 01/02 and 02/03 Academic Years (2703 vs. 2886), or 6.8%.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Achieve a 20% increase in international course or experience-based FTE’s by the end of 04/05 AY.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Enhance our services to the Tribes through continued Basic Skills and expanded contract training.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Achieve 50 new annual FTEs in State-funded, RS, and International classes A&amp;S and Prof. Tech Programs by the end of 04/05 AY.</td>
<td>FTEs increased by 183 between 01/02 and 02/03 Academic Years (2703 vs. 2886), or 6.8%.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Achieve a 20% increase in international course or experience-based FTE’s by the end of 04/05 AY.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Enhance our services to the Tribes through continued Basic Skills and expanded contract training.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>II. To become more strategic in our efforts to maximize enrollments.</td>
<td>1. Achieve a 25% increase in on-line courses.</td>
<td>Enrollments increased from 353 in 01/02 to 705 in 02/03 (99.72% increase).</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Achieve a 20% increase in the average number of students per section in A&amp;S and Prof. Tech. courses by the end of 04/05 AY.</td>
<td>Between 01/02 and 02/03, A&amp;S = enrollments up 423; # of students/section up 1.07 (12.95 to 14.02) ProfTech = enrollments down 293; # of students/section down 0.85 (11.38 to 10.53)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>The total numbers of sections</td>
<td></td>
</tr>
</tbody>
</table>

### Unit Mission

The Instructional Services Division of Peninsula College will continually strive to provide a comprehensive program of instruction that supports transfer, professional/technical, basic and developmental skills, and continuing education learning opportunities for all residents of the North Olympic Peninsula; and to support continual improvement and...
advancement of both Teaching and Learning and the Professional Development of all faculty, staff and administration.

III. To provide an organizational structure that facilitates communication and collaboration.

1. Achieve an 80% positive response to specific survey questions in a College Community Survey that are related to the level of communication and collaboration within the Instructional Division.

   1) All Instructional Admin Units developed Admin Unit Plans, Admin Assessment Plans, and participated in the development of the Instructional component of the Institutional Effectiveness Plan.

   2) All Instructional Academic Units developed Assessment Plans.

2. Achieve a 25% increase in student:faculty ratios for under-enrolled classes.

3. Achieve a 25% increase in student:faculty ratios for under-enrolled classes.

4. Achieve a 20% increase in CE FTE production.

5. Achieve a 10% increase in Basic Skills enrollment at the Tribes.

   Student:faculty ratios in low-enrolled classes increased 29%.

   Between 01/02 and 02/03 CE FTE production went from 322.5 to 416.4—an increase of 29%

   In FY 02/03 Tribal enrollments were 58.

   This survey is to be conducted by Spring 04.

IV. Promote the assessment and continuous improvement of the academic courses and programs.

1. Develop an Instructional Division Assessment Model that examines the quality/success of our programs from a local, regional, and national perspective.

   1) All Instructional Admin Units developed Admin Unit Plans, Admin Assessment Plans, and participated in the development of the Instructional component of the Institutional Effectiveness Plan.

   2) All Instructional Academic Units developed Assessment Plans.

offered in both areas were decreased from 1090 (4359 credits) in 01/02 to 959 (3986 credits) in 02/03; while the average number of students/section went from 12.2 in 01/02 to 12.5 in 02/03; and the FTE’s increased by 26.93.
2. Achieve performance levels above the 60th percentile of national norms for community colleges, Baccalaureate Universities type I&II, and Masters Universities type I&II on the mean total score, 4 skills subscores, and 3 context-based subscores on the Academic Profile instrument for sophomores.

The mean scores of PC students would rank them in the following percentiles based on the scores of sophomores taking the assessment instrument at the following categories of schools.

<table>
<thead>
<tr>
<th></th>
<th>CC</th>
<th>Bac</th>
<th>Ms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total score</td>
<td>59</td>
<td>77</td>
<td>58</td>
</tr>
<tr>
<td>Critical thinking</td>
<td>53</td>
<td>58</td>
<td>53</td>
</tr>
<tr>
<td>Reading</td>
<td>53</td>
<td>64</td>
<td>54</td>
</tr>
<tr>
<td>Writing</td>
<td>52</td>
<td>60</td>
<td>51</td>
</tr>
<tr>
<td>Mathematics</td>
<td>63</td>
<td>61</td>
<td>56</td>
</tr>
<tr>
<td>Humanities</td>
<td>55</td>
<td>62</td>
<td>56</td>
</tr>
<tr>
<td>Social Sciences</td>
<td>52</td>
<td>56</td>
<td>52</td>
</tr>
<tr>
<td>Sciences</td>
<td>51</td>
<td>64</td>
<td>54</td>
</tr>
</tbody>
</table>

This tells us how the average student at PC would compare to the average student at the other types of institutions.

3. Achieve a 75% positive review of our programs from Employer Surveys.

89.6% of respondents were positive about our programs, however we had <a 10% return on surveys.

4. Use the state data warehouse to show that students transferring from PC to universities score in ≥ 65th percentile of all
5. Use the state data warehouse to show that the difference in average time to baccalaureate degree completion of full-time transfer students and students originating at the baccalaureate institution is statistically insignificant.

6. Achieve a mean score of \( \geq 60\% \) on the CCSEQ questions asking whether students made use of or participated in the various activities and resources available on campus to enhance their learning.

**Reported below as**

**Often/Very Often; Occasionally; Never.**

*Learning/Study Skills Activities = 10.88, 13.39, 75.73% .
*Course Learning Activities = 48.98%, 40.37%, 10.65%
*Library Activities = 15.97%, 40.0%, 44.03%
*Faculty = 22.76%, 47.2%, 30.04%

*Art, Music, Theater Activities = 8.5%, 20.93%, 70.57%
*Writing Activities = 65.74%, 24.36%, 9.9%
*Science Activities = 19.52%, 18.33%, 62.15%

*Occupational/Vocational Skills = 27.71%, 27.33%, 44.96%
*Computer Technology = 33.82%, 22.08%, 44.10%
7. Achieve a 75% positive response rate on questions in the CCSEQ (“Attend same college again; Instructors are approachable, helpful; Courses are challenging & stimulating; College is stimulating & exciting”) and ACT (“Overall impression of the quality of education; Course content in your major area of study; Quality of instruction in your major area of study; Variety of courses offered at this 2-year college”) pertaining to the students opinions on the quality of learning environment at PC.

65% responded positively to quality of instruction on the CCSEQ and 74% on the ACT. Data available at end of FY 03-04.

10. Achieve a 90% satisfaction rating from community businesses and organizations who receive training through CTI.

V. Promote the continual development of faculty and administration/exempt employees.

1. Achieve an 80% response rate for the submission of Professional Development Plans for full time faculty and exempt employees within Instruction.

75% of full time faculty, 100% of Exempt employees within Instruction submitted Professional Development Plans.

2. Increase the professional development funds available for faculty by $50,000 for 2003/04.

Added $30,000 to PD fund for faculty and $30,000 as a faculty research/scholarly activity fund for 03/04.

3. Achieve an 80% positive response rate from faculty

Survey to be conducted in
on questions in a College Community Survey that are related to the level of professional development support.

VI. Provide staffing, facilities, equipment, and resource for effective teaching and learning environments.

1. Increase the ratio of Fulltime to Part Time faculty such that 60% of the PC curriculum will be offered by Fulltime faculty by the end of AY 04/05.

2. Increase the % of Full-time faculty who are tenured or tenure-track to 75% by the end of AY 04/05.

3. Relocate the Port Townsend facility to a new location by Fall 2004.

4. Meet the technology needs of the library by updating 20 student workstations by Fall 2003.

Spring 04.

1) Hired full time faculty in Computer and Library in Spring/Summer 03.

2) Searching for faculty as follows:
   Fall 03 Search:
   Math faculty
   Nursing faculty
   Computer faculty
   History faculty
   Biology faculty
   English faculty
   Spanish faculty

   Fall 04 search:
   ESL/International
   Biology faculty
   English faculty
   Sociology faculty
   Theater faculty

As of the end of 02/03, 56% of full-time faculty were tenured or tenure-track.

Discussions on-going.

20256 RAM computers were purchased for the library and set up as 20 student work stations as of April 03.
5. Meet the technology needs of the sciences by the addition of $150,000 in state-of-the-art equipment by Fall 2003. Purchased approximately $110,000 by June 30 and $65,000 by September 30, 2003 on equipment for Biology, Chemistry, Environmental Sciences, and Geomatics courses.