

Santa Barbara City College

Committed to the Success of Each Student

Institutional Effectiveness Annual Report 2009-2010



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Institutional Effectiveness

Annual Report

2009-2010

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The report is also available on the Web at
www.sbcc.edu/institutionalresearch/planning

March 2011

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FROM THE SUPERINTENDENT/PRESIDENT



Santa Barbara City College (SBCC) is dedicated to excellence in providing higher education for the South Coast region. A key factor in ensuring educational quality is conducting an ongoing assessment of the College's effectiveness. Assessment gauges past performance and identifies areas for future improvement and growth.

This document contains SBCC's comprehensive assessment of institutional effectiveness. This ongoing evaluation reflects the commitment of many individuals within the College to examine our institutional strengths and identify areas for improvement. Such an assessment of the College's effectiveness is reported annually to the Board of Trustees and the College community. In addition, the report reflects the assessment measures reviewed and identified in the 2008-2011 College Plan.

To that end, the report is divided into six major areas related to the College's mission, goals, functions, and resources. These topic areas include: **Student Learning, Achievement and Development; Student Outreach and Responsiveness to the Community; Faculty, Staff and Administrators/Managers; Applications of Technology; Facilities; and Fiscal Support.**

Recognition should go to the following for their efforts in completing this project: Robert Else, Sr. Director of Institutional Assessment, Research, and Planning for data validation and project coordination, and Melanie Rogers, Research and Assessment Analyst in the Office of Institutional Assessment, Research and Planning for the data collection, analysis and report preparation; Vice Presidents Dr. Jack Friedlander, Dr. Paul Bishop, Sue Ehrlich, Joe Sullivan and Dr. Ofelia Arellano, and staff from various departments for their input into and support of the project.

The primary purposes of the Institutional Effectiveness Report are to guide the improvement of SBCC's instructional and student services programs, and to support the development of initiatives designed to promote student success. The results from this evaluation assist us in achieving these fundamental purposes.

Andreea M. Serban, Ph.D.
Superintendent/President

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CHAPTER I: STUDENT LEARNING, ACHIEVEMENT AND DEVELOPMENT

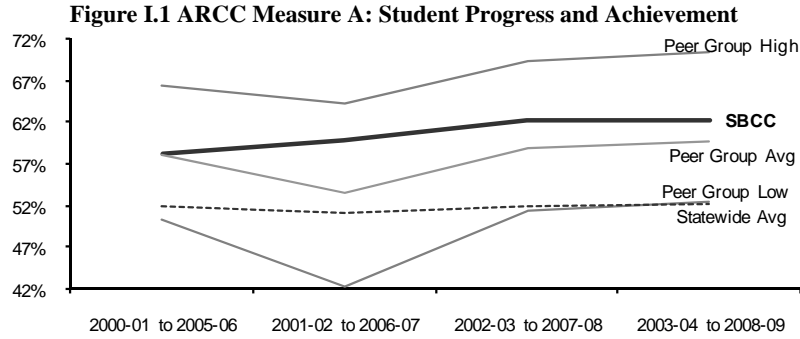
ARCC: Accountability Reporting

In response to AB 1417 (2004, Pacheco), *Performance Framework for the Community Colleges*, the California Community Colleges Chancellor's Office (CCCCO) developed a framework of accountability formally known as Accountability Reporting for the Community Colleges (ARCC). The primary focus of this assessment is tracking the success of students in meeting their educational goals. The ARCC report is published yearly by the Chancellor's Office; the first report was released in 2007. The report compares students at each college to statewide averages, and to peer-group colleges chosen on the basis of similarity in size, demographics, and other factors.

The following pages present results from the 2010 ARCC report, released in March 2010, which covers three years of data up through the 2008-09 academic year. Each of the seven measures presented (A through G) is based on different sets of cohorts covering various time periods, depending on the measure. Data for the three most recent cohorts are taken from the 2010 ARCC report, and the fourth most recent cohort comes from the 2009 ARCC report.

ARCC Measure A: Student Progress and Achievement

This is the percentage of first-time students who earned at least 12 units and who achieved any of the following outcomes within six years of entry: transferred to a four-year college, earned an AA/AS degree, earned a Certificate of 18 units or more, achieved “Transfer Directed” status (successful completion of both transfer-level Math and English courses) or “Transfer Prepared” status (successful completion of 60 UC/CSU transferable units with a GPA of 2.0 or higher). SBCC’s rate has steadily improved, is consistently well above the statewide average, and is above the peer group average in 3 out of 4 years.

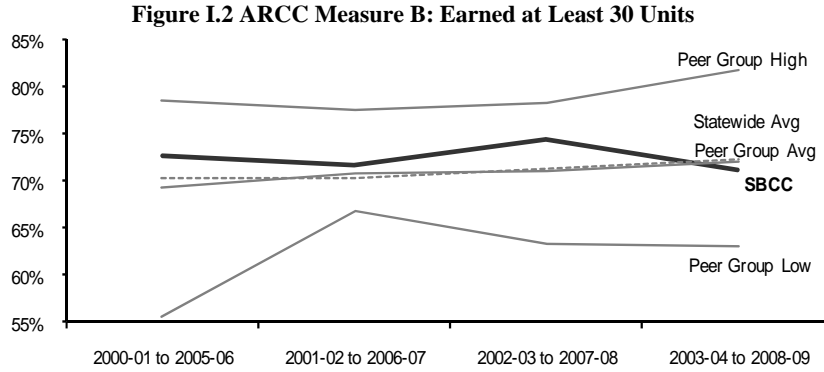


Report Year*	2009	2010	2010	2010
Cohort Started In Year	2000-01	2001-02	2002-03	2003-04
Cohort Tracked Over 6 Years	2000-01 to 2005-06	2001-02 to 2006-07	2002-03 to 2007-08	2003-04 to 2008-09
Cohort Size	2,294	2,471	2,316	2,242
SBCC	58.1%	59.9%	62.2%	62.2%
Peer Group High	66.3%	64.3%	69.3%	70.5%
Peer Group Low	50.3%	42.3%	51.3%	52.4%
Peer Group Avg	58.1%	53.4%	58.8%	59.7%
Statewide Avg	52.0%	51.2%	51.8%	52.3%

* The data included for SBCC here and in the following tables are taken from the 2010 and 2009 ARCC reports. The peer group and statewide figures, however, are taken from each individual ARCC report year (2007, 2008, 2009 and 2010), because each report presents only a single year’s peer group and statewide figures.

ARCC Measure B: Earned at least 30 Units

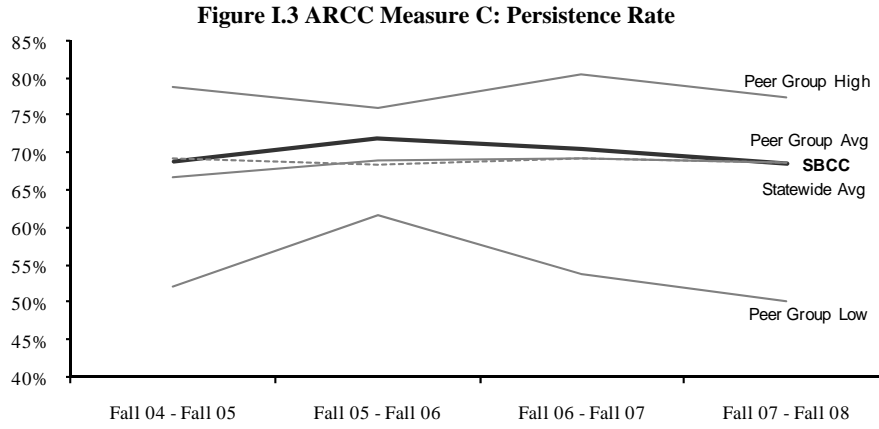
This is the percentage of first-time students who earned at least 12 units and who, within six years, earned at least 30 units while in the California Community College System. SBCC tracked the statewide and peer group averages, exceeding them in 3 out of the 4 years.



Report Year	2009	2010	2010	2010
Cohort Started in Year	2000-01	2001-02	2002-03	2003-04
Cohort Tracked Over 6 Years	2000-01 to 2005-06	2001-02 to 2006-07	2002-03 to 2007-08	2003-04 to 2008-09
Cohort Size	2,294	2,471	2,316	2,242
SBCC	72.7%	71.6%	74.3%	71.3%
Peer Group High	78.6%	77.6%	78.4%	81.7%
Peer Group Low	55.6%	66.8%	63.2%	63.0%
Peer Group Avg	69.3%	70.9%	71.1%	72.1%
Statewide Avg	70.3%	70.4%	71.2%	72.4%

ARCC Measure C: Persistence Rate

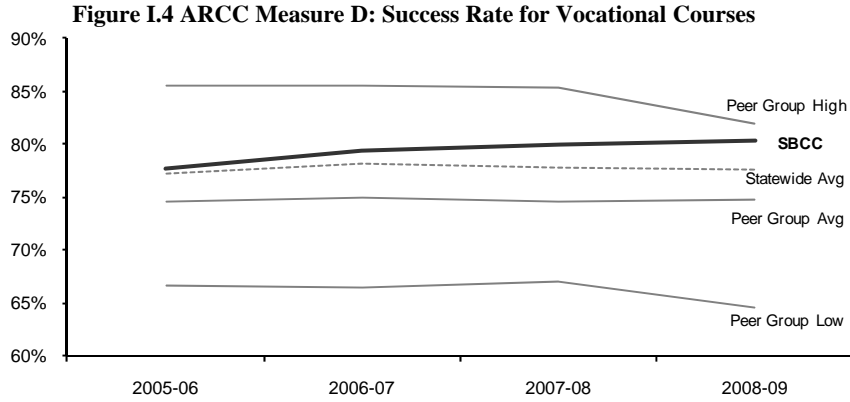
This is the percentage of first-time students with a minimum of 6 units earned in a Fall term who returned and enrolled in the subsequent Fall term anywhere in the system. SBCC exceeded the statewide and peer group average in all 4 years, with the exception of being 0.4% under the peer group average in the most recent year.



Report Year	2009	2010	2010	2010
Cohort Persistence From-To Terms	Fall 04 - Fall 05	Fall 05 - Fall 06	Fall 06 - Fall 07	Fall 07 - Fall 08
SBCC	68.8%	72.0%	70.4%	68.4%
Peer Group High	78.9%	76.1%	80.6%	77.3%
Peer Group Low	52.1%	61.6%	53.8%	50.1%
Peer Group Avg	66.6%	68.9%	69.3%	68.8%
Statewide Avg	69.3%	68.3%	69.2%	68.7%

ARCC Measure D: Success Rate for Credit Vocational Courses

SBCC exceeded both the statewide and peer group average in all four reporting years, and showed an upward 3-year trend, leveling off in the last reporting year.

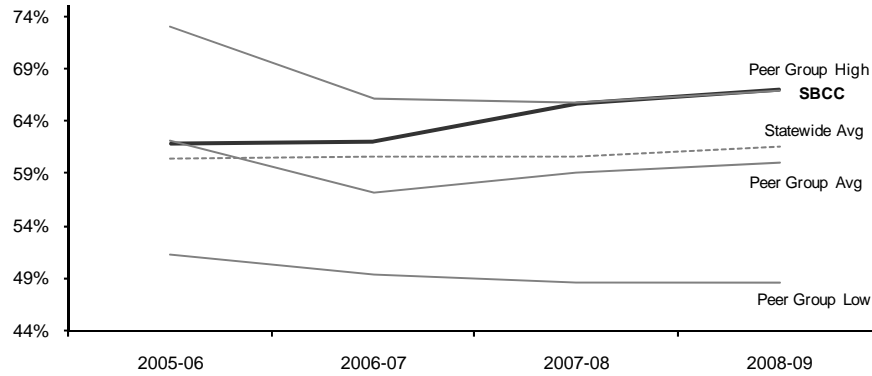


Report Year	2009	2010	2010	2010
Grade Award Year	2005-06	2006-07	2007-08	2008-09
SBCC	77.7%	79.4%	80.0%	80.3%
Peer Group High	85.6%	85.5%	85.4%	81.9%
Peer Group Low	66.7%	66.4%	67.0%	64.5%
Peer Group Avg	74.6%	74.9%	74.5%	74.7%
Statewide Avg	77.3%	78.2%	77.7%	77.5%

ARCC Measure E: Success Rate for Credit Basic Skills Courses

SBCC exceeded the statewide average in all 4 years, exceeded the peer group average in the last 3 years, and was the peer group high in the last 2 reporting years.

Figure I.5 ARCC Measure E: Success Rate Credit Basic Skills Courses

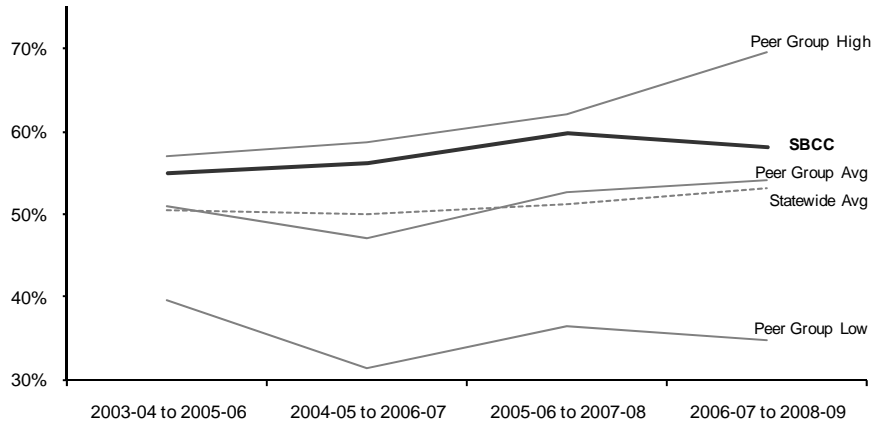


Report Year	2009	2010	2010	2010
Grade Award Year	2005-06	2006-07	2007-08	2008-09
SBCC	61.8%	62.0%	65.7%	66.9%
Peer Group High	73.0%	66.1%	65.7%	66.9%
Peer Group Low	51.3%	49.4%	48.6%	48.6%
Peer Group Avg	62.2%	57.2%	59.1%	60.0%
Statewide Avg	60.4%	60.5%	60.5%	61.5%

ARCC Measure F: Improvement Rate for Credit Basic Skills Courses

This measure tracks students who successfully completed a credit basic skills English or Math course two or more levels below college/transfer. These students were followed across three academic years (including the year and term of the initial course) to see if they successfully completed a higher-level course in the same discipline. SBCC exceeded the peer group and statewide averages in all four reporting years.

Figure I.6 ARCC Measure F: Improvement Rate for Credit Basic Skills Courses

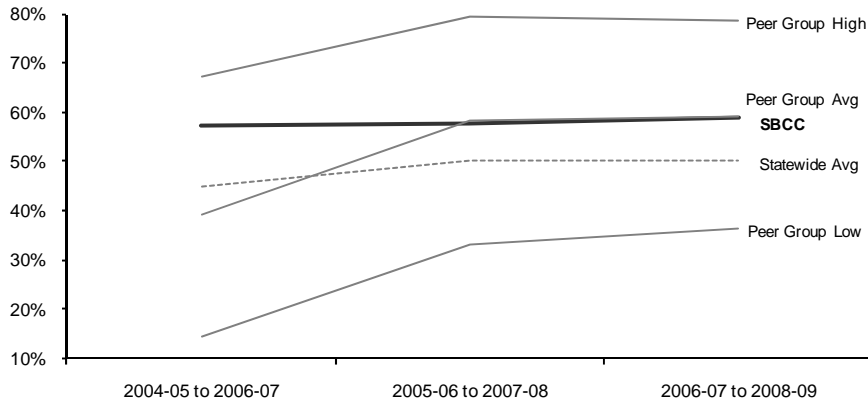


Report Year	2009	2010	2010	2010
Cohort Started In Year	2003-04	2004-05	2005-06	2006-07
Cohort Tracked Over 3 Years	2003-04 to 2005-06	2004-05 to 2006-07	2005-06 to 2007-08	2006-07 to 2008-09
SBCC	54.9%	56.2%	59.8%	58.0%
Peer Group High	57.1%	58.7%	62.0%	69.5%
Peer Group Low	39.6%	31.5%	36.5%	34.9%
Peer Group Avg	50.9%	47.1%	52.6%	54.2%
Statewide Avg	50.4%	50.0%	51.2%	53.2%

ARCC Measure G: Improvement Rate for Credit ESL Courses

This measure tracks students who successfully completed a credit ESL courses two or more levels below college/transfer. These students were followed across three academic years (including the year and term of the initial course) to see if they successfully completed a higher-level ESL course or college level English course. SBCC was above the statewide average in all reporting years. The College was well above the peer group average in 2008, and very slightly below the peer group average in 2009 and 2010. Overall this measure shows a slight upward trend, rising 2.1% from 2008 to 2010.

Figure I.7 ARCC Measure G: Improvement Rate for Credit ESL Courses



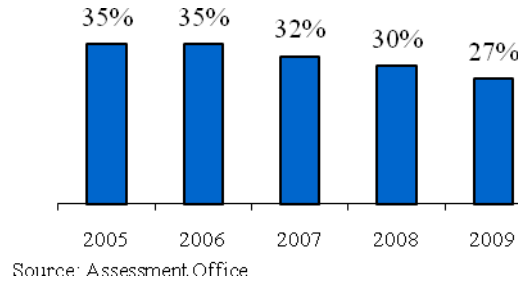
Report Year	2010	2010	2010
Cohort Started In Year	2004-05	2005-06	2006-07
Cohort Tracked Over 3 Years	2004-05 to 2006-07	2005-06 to 2007-08	2006-07 to 2008-09
SBCC	57.1%	57.8%	59.0%
Peer Group High	67.3%	79.2%	78.4%
Peer Group Low	14.4%	33.1%	36.2%
Peer Group Avg	39.3%	58.4%	59.3%
Statewide Avg	44.7%	50.1%	50.1%

Preparation of Applicants

Students Eligible for College-Level Writing

From 2005 to 2009 there was a decrease in the percentage of applicants who took an assessment test and were eligible for college-level writing, from 35% to 27% (English 110: English Composition). In 2006, the percentage remained at 35%, but dropped slightly to 32% in 2007 and 30% in 2008 (see Figure I.8).

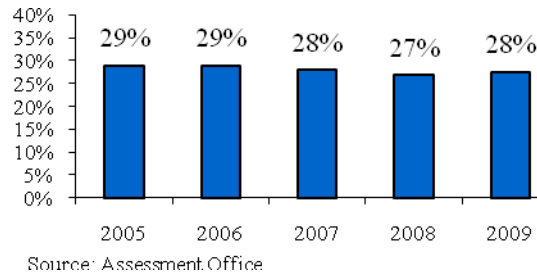
**Figure I.8 Percentage of Applicants Eligible for College-level English Writing
Summer/Fall 2005 - Summer/Fall 2009**



Students Eligible for College-Level Reading

The percentage of applicants who are eligible for college-level reading remained fairly stable between 28% and 29%, except for a slight decrease to 27% in 2008 (see Figure I.9).

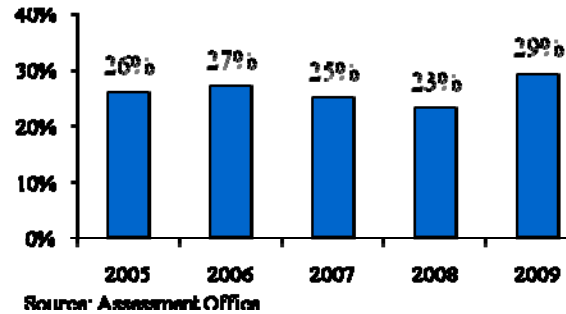
**Figure I.9 Percentage of Applicants Eligible for College-level English Reading
Summer/Fall 2005 - Summer/Fall 2009**



Students Eligible for College-Level Math

The percentage of applicants who are eligible for college-level math increased from 26% in 2005 to 29% in 2009, after dropping to 25% in 2007 and 23% in 2008 (see Figure I.10).

**Figure I.10 Percentage of Applicants Eligible for College-level Math
Summer/Fall 2005 - Summer/Fall 2009**



Successful Course Completion Rates

College-wide Successful Course Completion Rates

SBCC's successful course completion rate, defined as the percentage of students receiving a final grade of A, B, C, CR, or P, has steadily increased over the past 5 years, as shown in the two figures below. In addition, SBCC maintained higher successful course completion rates than the statewide average in all semesters, and this difference has grown over time. Spring rates are consistently slightly higher than Fall.

Figure I.14 Fall Successful Course Completion Rates

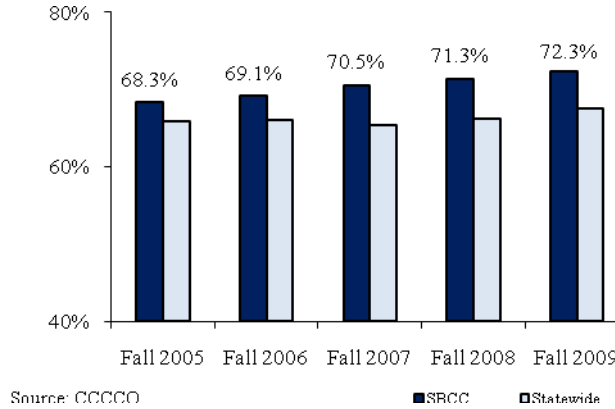
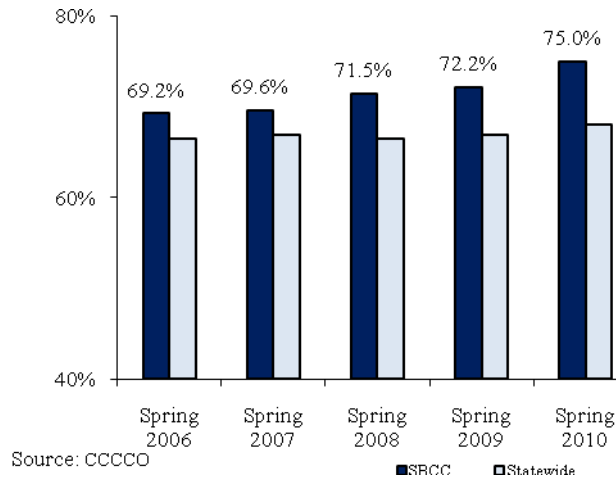


Figure I.15 Spring Successful Course Completion Rates



Successful Completion Rates in Transfer Courses

Successful completion rates in transfer courses increased from year to year in both Fall and Spring semesters, ranging from a low of 67.6% in Fall 2005 to a high of 71.9% in Spring 2009. Successful completion rates in transfer courses were slightly higher for SBCC than the statewide average in all semesters except Spring 2005. After having lower rates than the state in 2003 and 2004, the College's rates have consistently been higher than those seen statewide in more recent years (see Figures I.16 & I.17).

Figure I.16 Fall Successful Completion Rates in Transfer Courses

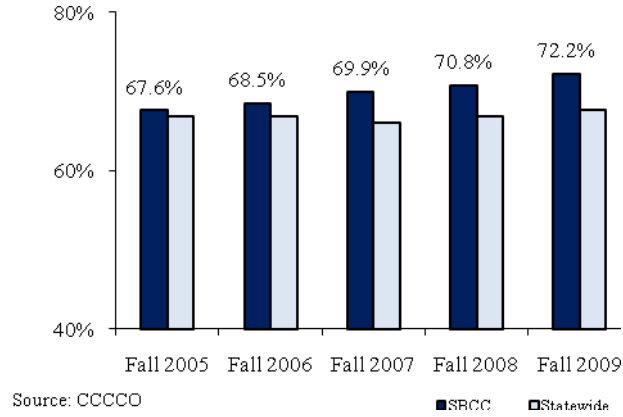
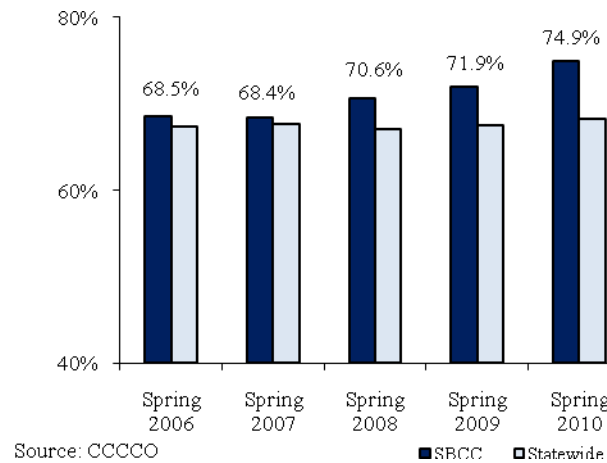


Figure I.17 Spring Successful Completion Rates in Transfer Courses



Successful Completion Rates in Basic Skills Courses

The successful completion rate in all Basic Skills courses has fluctuated from a low of 61.8% in Fall 2005 to 66.5% in Fall 2007. The basic skills completion rates fluctuated more across spring semesters, but show a general improvement from 60.4% in Spring 2006 to 64.2% in Spring 2010. Successful completion rates in basic skills courses were higher for SBCC than the statewide average in every semester (see Figures I.18 & I.19).

Figure I.18 Successful Completion Rates in Basic Skills Courses - Fall

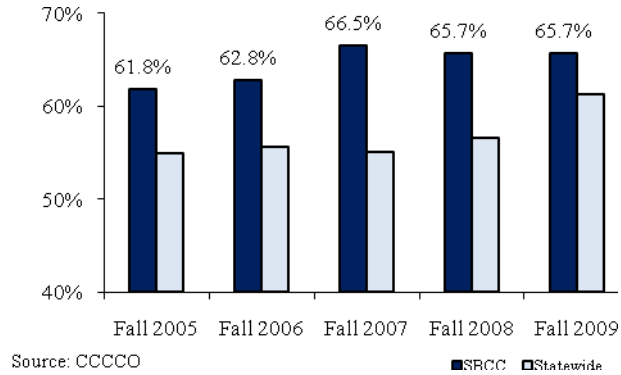
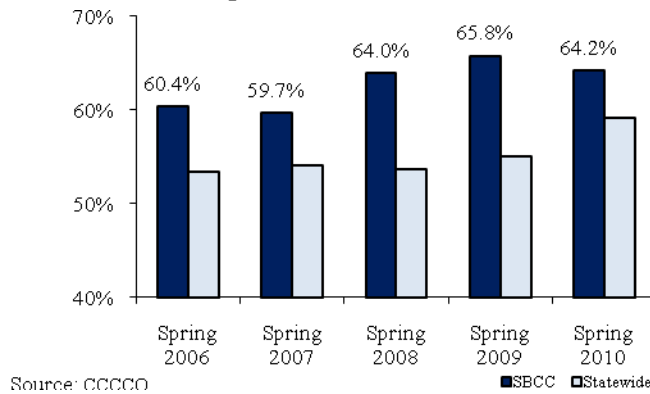


Figure I.19 Successful Completion Rates in Basic Skills Courses - Spring



Successful Completion Rates in Career Technical Courses

The successful completion rate in all career technical courses has remained fairly stable across fall terms, remaining between 76.1% and 77.2% from Fall 2005 to Fall 2009. The completion rate has also been fairly stable across spring semesters, ranging from 76.9% in Spring 2009 to 78.2% in Spring 2008 (see Figures I.20 & I.21). Statewide figures are not available at this time for comparison.

Figure I.20 Successful Completion Rates in Career Technical Courses - Fall

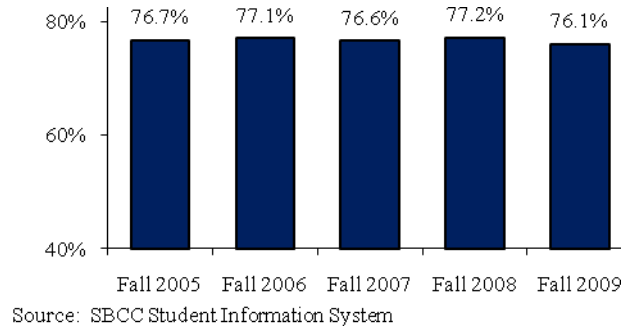
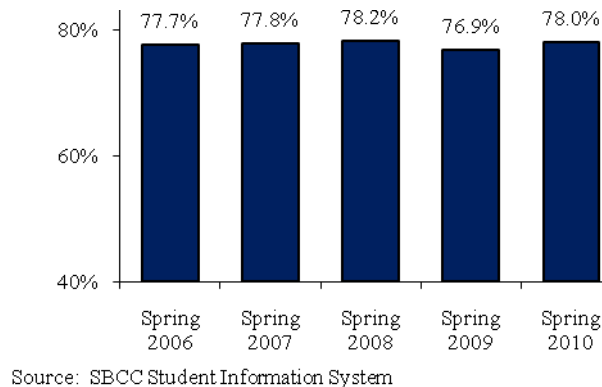


Figure I.21 Successful Completion Rates in Career Technical Courses - Spring



Successful Completion Rates in Alternative Instruction vs. Traditional Courses

The College has made a commitment to providing instruction in alternative delivery modes to meet the diverse educational needs of students. Our investment in best-practices training for instructors of online courses, and our focus on Human Presence technologies (e.g. Skype, video, chat) in these courses, has resulted in a marked improvement in online course success rates, although they are still below those of other methods. Accelerated courses, which include courses that meet for less than 16 weeks granting three or more units, continue to have a high rate of successful completion, although the success rates have leveled off in the last three years. Success rates in Work Experience/Independent Study courses decreased slightly in the last two years, while success rates in Weekend courses have increased. Success rates in traditional courses have also increased over the last two years. Traditional courses include all courses that meet on weekdays for at least 16 weeks, and are not online or work experience/independent study.

Table I.22 Annual Successful Completion Rates in Alternative Instruction vs. Traditional Courses

Year	Online	Work Exp/ Ind Study	Accelerated	Weekend	Traditional
2005-06	55.2%	80.4%	73.7%	81.7%	69.5%
2006-07	57.8%	81.0%	72.4%	77.8%	70.5%
2007-08	61.4%	81.3%	75.5%	77.9%	70.5%
2008-09	63.7%	79.4%	75.8%	80.7%	71.5%
2009-10	63.6%	78.5%	75.6%	89.2%	73.1%

Source: SBCC Student Information System

In order to provide a more comparable view of success in the online courses, success rates were calculated for those online courses where the same course was also offered in the traditional face-to-face format. The success rates in this subset of online courses are then compared with the success rates in the comparable face-to-face classes. Success rates in online courses are consistently lower than in comparable courses offered face-to-face, with the difference remaining between 17% and 20% in Fall semesters, and between 30% and 20% in Spring semesters (see Figures I.23 & I.24).

Figure I.23 Successful Completion Rates in Online vs. Face-to-Face Courses - Fall

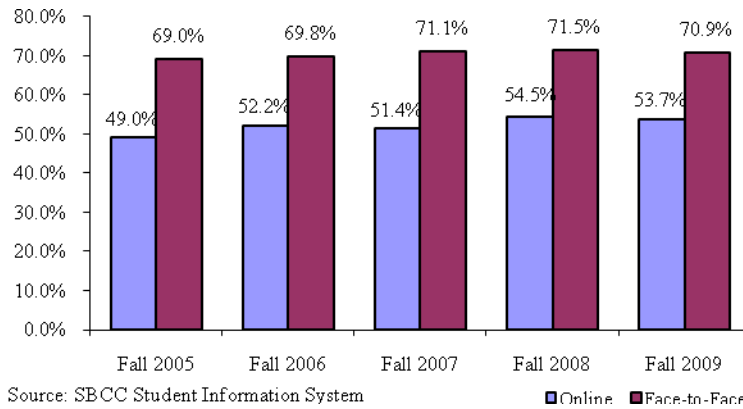
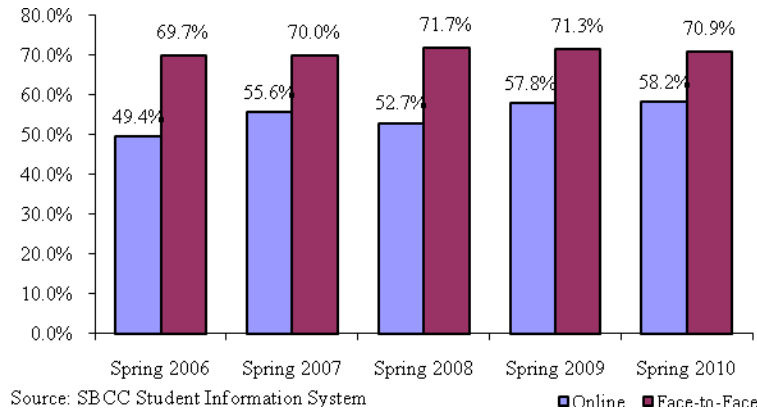


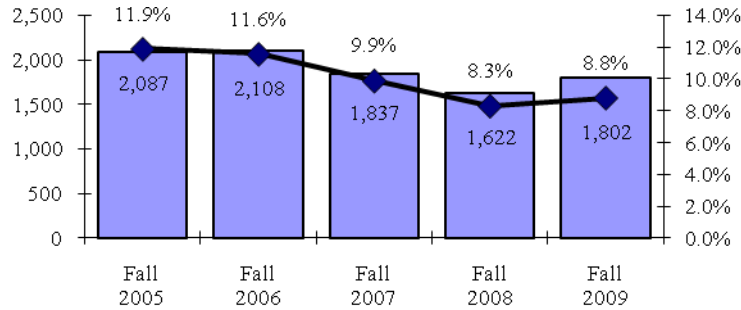
Figure I.24 Successful Completion Rates in Online vs. Face-to-Face Courses - Spring



Students on Academic or Progress Probation or Disqualification and Their Transition to Good Standing

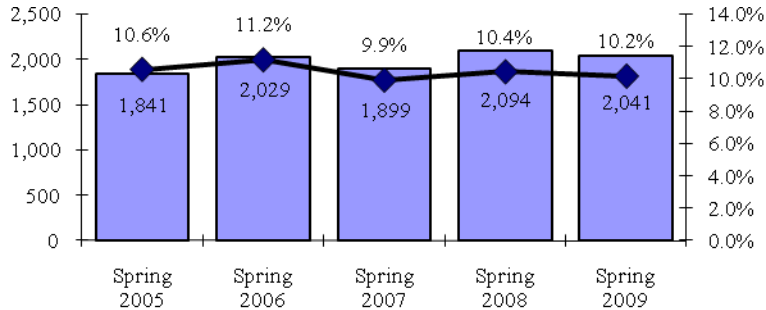
The percentage of all students who ended the term on academic or progress probation or disqualification decreased from 11.9% in Fall 2005 to 8.3% in Fall 2008, and increased again slightly to 8.8% in Fall 2009 (see Figure I.25). The percentage of students who ended spring semesters in such statuses remained fairly stable, ranging between 9.9% and 11.2% across the period (see Figure I.26).

Figure I.25 Students on Academic or Progress Probation or Disqualification - Total and Percentage of Overall Headcount – Fall



Source: SBCC Student Information System

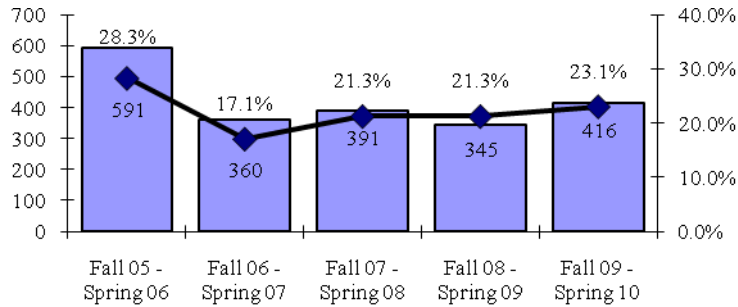
Figure I.26 Students on Academic or Progress Probation or Disqualification - Total and Percentage of Overall Headcount - Spring



Source: SBCC Student Information System

Of the 1,802 students on academic or progress probation or disqualification at the end of Fall 2009 who enrolled in Spring 2010, 416 (23.1%) transitioned to good standing at the end of Spring 2010 (see Figure I.27).

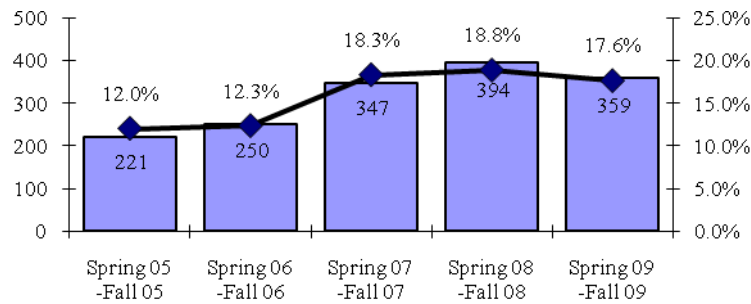
Figure I.27 Fall Students on Academic or Progress Probation or Disqualification Transitioning to Good Standing by the Following Spring Semester Fall 2005 - Fall 2009



Source: SBCC Student Information System

For students who were on academic or progress probation or disqualification at the end of Spring 2009 who enrolled in Fall 2009, 17.6% (359) transitioned to good standing in Fall 2009 (see Figure I.28). These data will continue to be monitored in future years to help determine whether there are any trends toward overall improvement.

Figure I.28 Spring Students on Academic or Progress Probation or Disqualification Transitioning to Good Standing by the Following Fall Semester Spring 2005 - Spring 2009

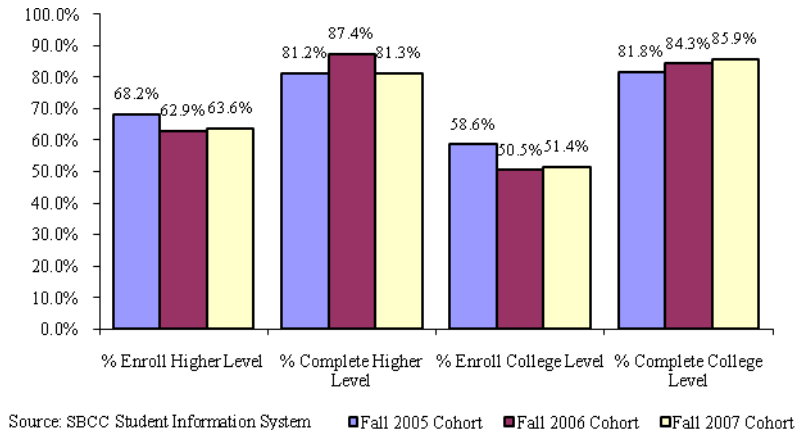


Source: SBCC Student Information System

Progression through and Completion of the Basic Skills Course Sequence (English, Math and ESL)

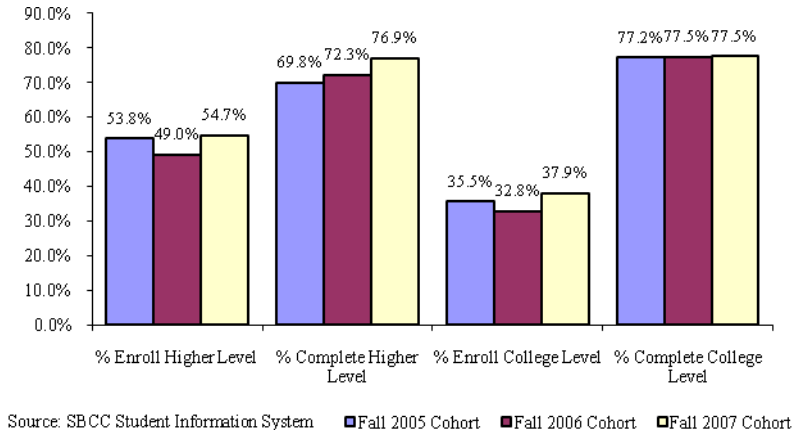
The percentage of students in basic skills courses who subsequently transition into college-level work remains an area of concern. In English, 63.6% of the students new to the College who enrolled in a basic skills course in Fall 2007 enrolled in a higher level course in the same area of study within three years. Of the 63.6% who enrolled in a higher level course, 81% successfully completed at least one higher level course within the same time frame. Of the Fall 2007 cohort, approximately 51% enrolled in the English college-level course (ENG 110) within three years, and of those students 86% completed the course successfully (see Figure I.29).

Figure I.29 English Basic Skills Students Transition to College Level within 3 Years



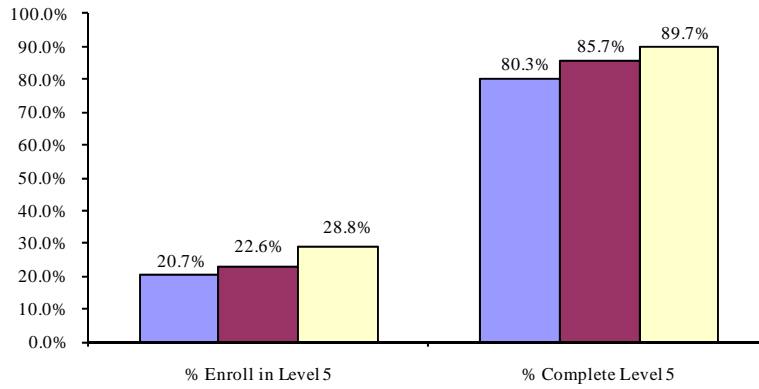
In mathematics, 55% of the students new to the College who enrolled in a basic skills math course in Fall 2007 enrolled in a higher level math course within three years. Of those, 77% successfully completed at least one such course. Of the Fall 2007 cohort, 38% enrolled in a college level math course within three years, and of those students, 77.5% completed the course successfully (see Figure I.30).

Figure I.30 Math Basic Skills Students Transition to College Level within 3 Years



In ESL, 28.8% of the students new to the College in Fall 2007 who enrolled in at least one ESL course in levels 1-4, subsequently enrolled in a level 5 ESL course within three years. Of those, 89.7% successfully completed this course within the same time frame (see Figure I.31).

Figure I.31 ESL Level 1-4 Students Transition to Level 5 within 3 Years



Source: SBCC Student Information System ■ Fall 2005 Cohort ■ Fall 2006 Cohort ■ Fall 2007 Cohort

Semester and Cumulative GPA of Full-Time Students

The average semester GPAs of full-time students fluctuated slightly over the period, but showed an overall decrease from 2.52 to 2.50. The median semester GPA has remained consistent over the period, while the mean and median cumulative GPAs have shown consistent increases (see Table I.32).

Table I.32 Semester and Cumulative GPA of Full-time Students

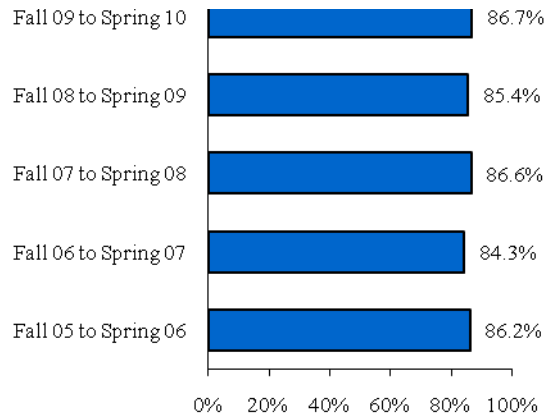
Term	Semester GPA		Cumulative GPA at the End of Semester	
	Mean	Median	Mean	Median
Fall 2005	2.52	2.75	2.59	2.71
Fall 2006	2.49	2.75	2.59	2.71
Fall 2007	2.50	2.75	2.61	2.75
Fall 2008	2.50	2.76	2.62	2.79
Fall 2009	2.50	2.75	2.67	2.83

Source: SBCC Student Information System

Persistence Rates of First-Time, Full-Time Students

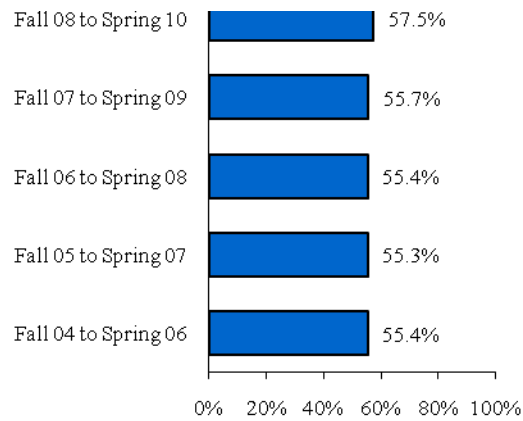
The first-to-second semester persistence rate of first-time, full-time students has remained fairly stable in recent years (see Figure I.33 and I.34).

**Figure I.33 Persistence Rates of First-Time, Full-Time Students
Fall to Next Spring**



Source: SBCC Student Information System

**Figure I.34 Persistence Rates of First-Time, Full-Time Students
First to Fourth Semester**

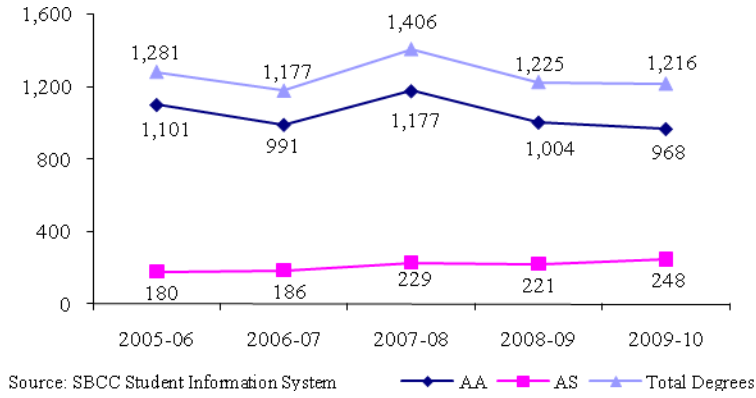


Source: SBCC Student Information System

Degrees and Certificates Awarded

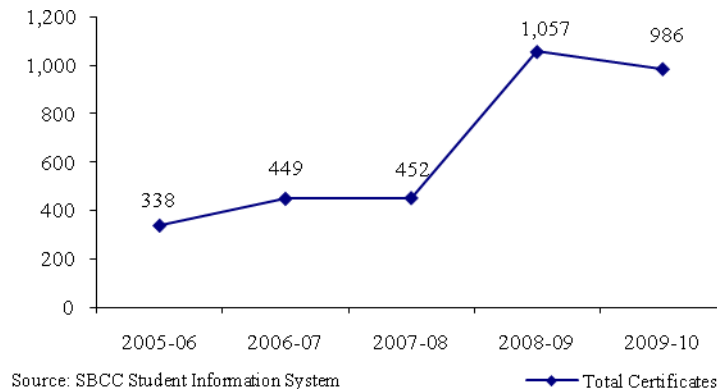
The total number of degrees awarded increased to 1,406 in 2007-08, but remained between 1,180 and 1,280 for the rest of the period (see Figure I.35). The large increase in 2007-08 of AA degrees is due in most part to the addition of a Liberal Studies Transfer degree, where over 400 degrees were awarded.

**Figure I.35 Number of Degrees Awarded by Type
2005-06 to 2009-10**



The number of certificates awarded increased slightly from 2005-06 to 2007-08, reached a high of 1,057 in 2008-09, and decreased again slightly to 986 in 2009-10 (see Figure I.36). The large increase in 2008-09 is due to the addition of the IGETC and CSU Breadth certificates.

**Figure I.36 Number of Certificates Awarded
2005-06 to 2009-10**



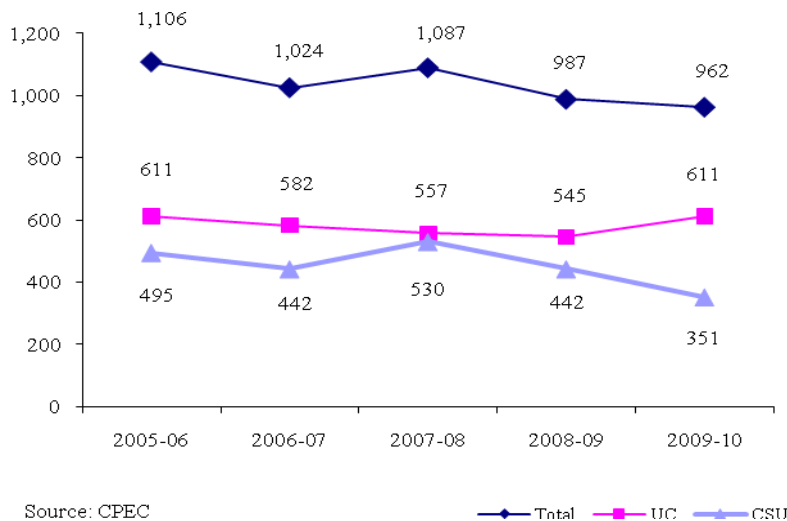
Transfers to UC and CSU

From 2005-06 to 2009-10, the total number of students transferring annually from SBCC to UC and CSU campuses declined by 13%, from 1,106 to 962 (see Figure I.37). Most of this decline is due to the recent budget-driven CSU trend towards regionalization, which gives preference to local applicants.

In contrast to the recent decline in CSU transfers, the sharp increase in UC transfers can be attributed to UC system adding an extra 500 transfer slots statewide in 2009-10. This was done “to help offset any impact the [freshman] enrollment limit may have on ethnic and socioeconomic diversity. Despite the reduction in entering-class numbers, the UC system [will] still find a space for every eligible California student who applies” according to a statement issued in January 2010 by UC President Mark G. Yudoff (see <http://newsroom.ucla.edu/portal/ucla/regents-cap-uc-enrollment-for-78481.aspx>).

Although transfers to UC schools increased dramatically in the last year, it was not enough to offset the decrease in CSU transfers. A special Transfer Task Force has been formed to address this trend.

Figure I.37 Annual Transfers to UC and CSU

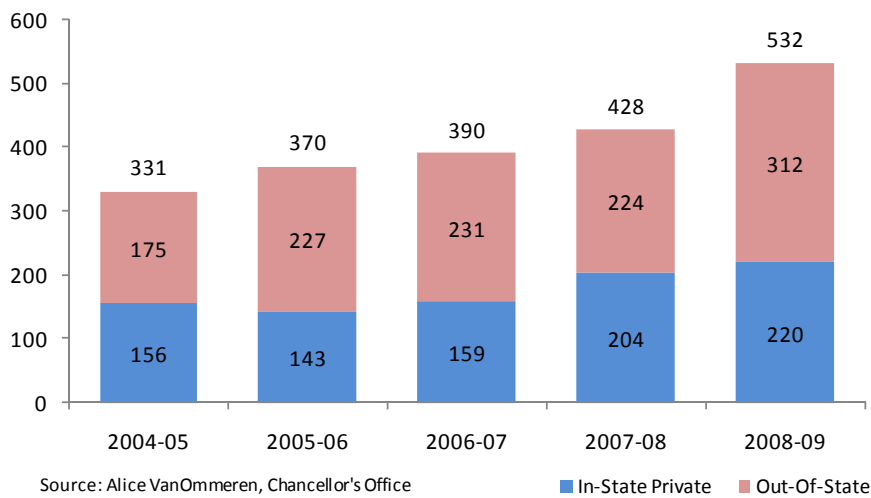


Transfers to Other Four-year Institutions

The number of students transferring to in-state private and out-of-state institutions has increased dramatically in the last five years, as shown in Figure 1.37a. This trend reflects the increasing challenges students face in transferring to the UC or CSU system as noted above. The University of Phoenix leads the list of in-state privates, followed by Antioch University. The top out-of-state transfer destination is Arizona State University.

The students counted in this report are those who took their first credit course at SBCC, then transferred to a 4-year institution after accumulating at least 12 units anywhere in the California Community College system (which most likely would have been SBCC as well).

Figure I.38 Transfers to In-state Private and Out-of-State Four-year Institutions



Student Right-to-Know Act Completion and Transfer Rates

In compliance with the Student-Right-to-Know and Campus Security Act of 1990, a federal reporting requirement, it is the policy of all California Community Colleges to make available completion and transfer rates to all current or prospective students. The rates are calculated based on cohorts of first-time students starting in a fall semester who were full-time and had a goal of obtaining a certificate, degree or transfer as self-reported on the college application. These cohorts are then tracked for a three-year period. In spite of fluctuations from year to year, SBCC consistently achieved levels higher than the statewide rates for the five cohorts in both completion and transfer rates calculated with this methodology. Figure I.39 shows completion rates and Figure I.40 transfer rates.

Figure I.39 Student Right-to-Know Completion Rates

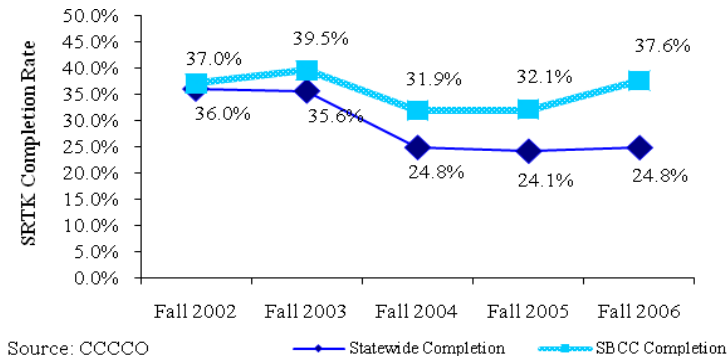
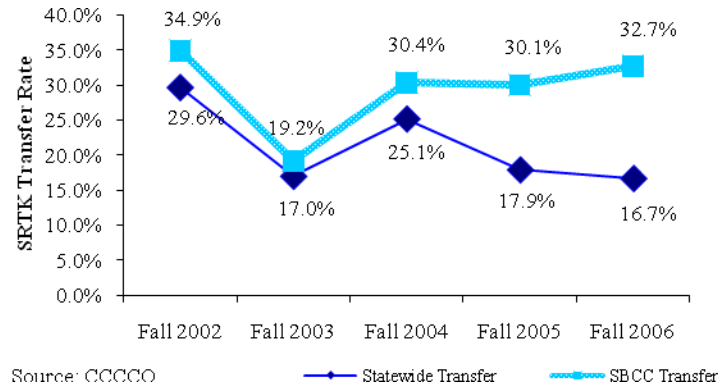


Figure I.40 Student Right-to-Know Transfer Rates



Number of Hours Students Study per Course per Week

Every three years, the College conducts a comprehensive survey of students' college experiences to determine the level of satisfaction with various aspects of the college life, including environment, instruction and services, and to determine student characteristics not available from the data gathered in the College's student information system. The last such surveys were conducted in Spring 2005 and Spring 2008. Students' self-reported hours of study per course per week decreased from Spring 2005 to Spring 2008. In Spring 2005, 39% of survey respondents indicated that they studied 5 or more hours per course per week, whereas only 26% of respondents in Spring 2008 indicated that they studied this many hours (see Table I.41).

Table I.41 Number of Study Hours per Course per Week

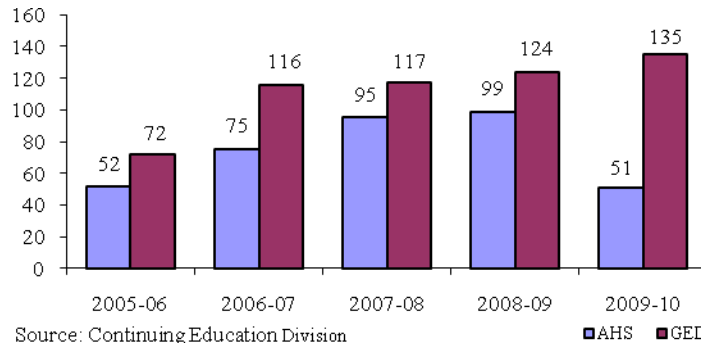
Study Hours Per Course Per Week	Spring 2005	Spring 2008
Less than 2 Hours	18%	27%
Between 2-4 Hours	43%	48%
Between 5-8 Hours	26%	20%
More than 8 Hours	13%	6%

Source: Spring 2008 & Spring 2005 Student Survey Data

Continuing Education Students Receiving General Educational Development (GED)

Overall, the number of GED completers increased across the period, from 72 in 2005-06 to 135 in 2009-10. The number of Adult High School (AHS) completers also increased from 52 in 2005-06 to 99 in 2008-09. However, no new students were admitted from July 1, 2009 - September 13, 2010 due to changes in state requirements, which resulted in a large decrease in AHS completions in 2009-10 (see Figure I.42).

Figure I.42 Number of Adult High School and GED Completers



Key Areas of Institutional Effectiveness in the Area of Student Learning, Achievement and Development

Over the past five years, the College maintained the levels of student success in the areas of persistence of newly matriculated students and overall course completions. SBCC made progress in the completion rates of basic skills courses in math and English. Students' progression through the sequence of basic skills courses and into college-level work has improved, but continues to be an area of concern. The annual transfers to UC and CSU campuses rebounded in 2007-08, as did the number of degrees and certificates awarded. Online overall success rates have steadily improved over the past five years, and the number of Continuing Education Adult High School and GED completers continues to grow.

College Action in the Area of Student Learning, Achievement and Development

The College will continue its sustained efforts to support quality instruction and promote student success. The College will continue its focus on increasing student successful course completion and persistence, progression and completion of basic skills course sequences, degree attainment, transfers to four-year institutions and workforce preparation.

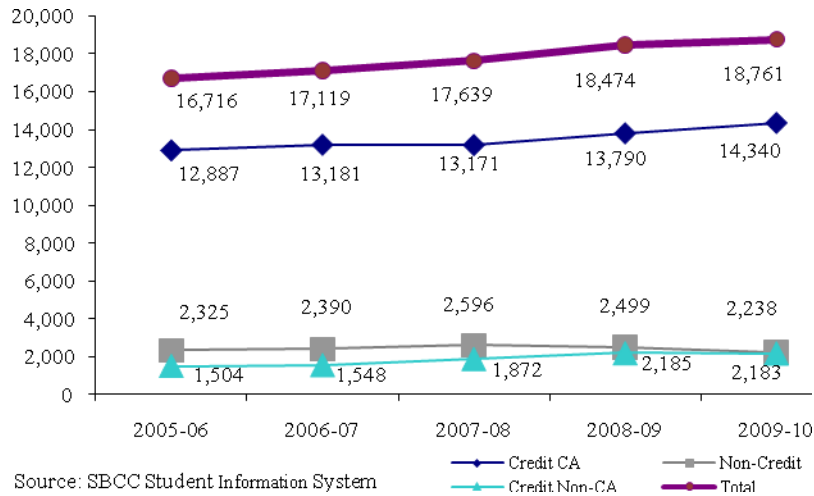
CHAPTER II: STUDENT OUTREACH AND RESPONSIVENESS TO THE COMMUNITY

In order to meet the needs of an increasingly diverse population, Santa Barbara City College is faced with the challenge of ensuring access to all students who can benefit from its courses and programs. The changing student population also requires high-quality instruction and support services responsive to the needs of all students, regardless of ethnicity, language, socioeconomic background, or disability.

Annual Full-Time Equivalent Students (FTES)

The College experienced significant growth in FTES over the past five years, having increased 12% since 2005-06. The downturn in the economy and cuts in enrollments at UC and CSU campuses has led to an unprecedented demand for our courses. In 2009-10, despite a \$2.6M cut in base enrollment funding, the Credit Division served 1,158 FTES over its apportionment base, reflecting our dedication to our mission of supporting student success, but also representing \$5.21M in unfunded growth. Much of this growth was generated by online instruction, but demand for on-campus courses also spiked. Students are carrying higher unit loads, and the number of full-time students continues to increase.

Figure II.1 Annual FTES*



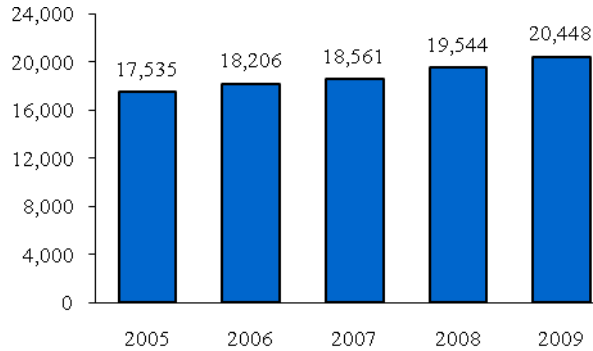
*Actual academic year FTES, not the FTES reported in the CC320.

Credit Division

Credit Student Headcount

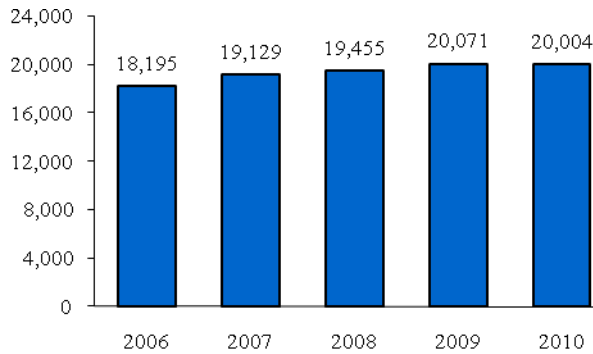
The credit student headcount increased steadily over the period. Fall 2009 represented a 17% increase over Fall 2005 and a 5% growth over Fall 2008 (see Figure II.2). With the exception of 2010, spring enrollment exceeds that of fall and shows the same steady increase over the period. However, the slight decline in Spring 2010 enrollment was intentional, due to the need to reduce section offerings as a result of state budget reductions (see Figure II.3).

**Figure II.2 Credit Student Headcount
Fall 2005 - Fall 2009**



Source: SBCC Student Information System

**Figure II.3 Credit Student Headcount
Spring 2006 - Spring 2010**

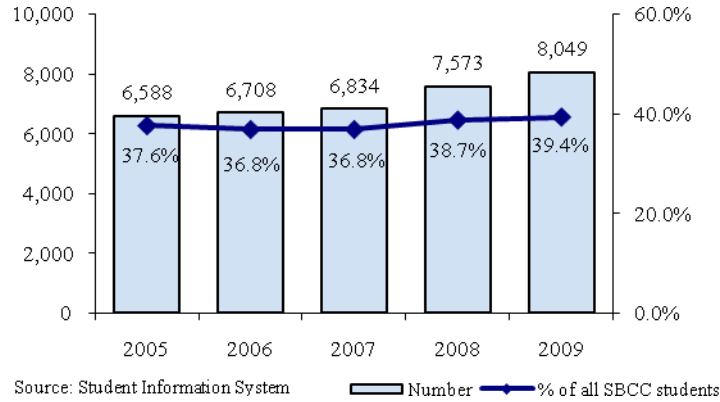


Source: SBCC Student Information System

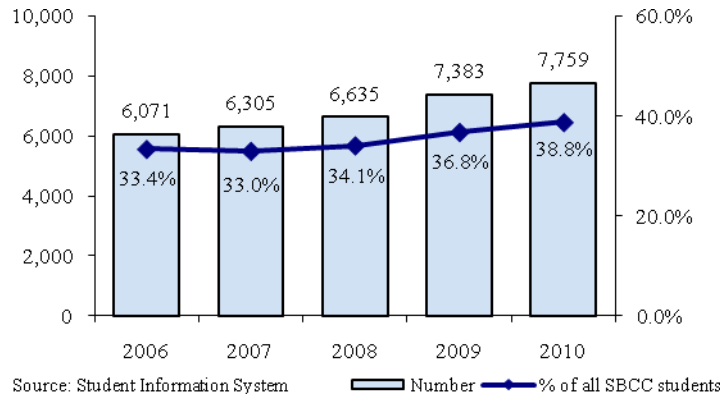
Full-Time Credit Student Headcount

The number of full-time students (enrolled in 12 or more units) increased by 22% over the period in fall semesters and by 28% in spring semesters. The percentage of full-time students out of all SBCC students increased slightly across the period from around 37% to 39% in fall semesters, and more noticeably from 33% to 39% in spring semesters (see Figures II.4 & II.5). This comparison illustrates that the number of full-time students has not only kept pace with the overall growth the College has experienced, but the increase in the last two years indicates that more students are enrolling full-time than in previous years.

**Figure II.4 Full-Time Student Headcount
Fall 2005 - Fall 2009**



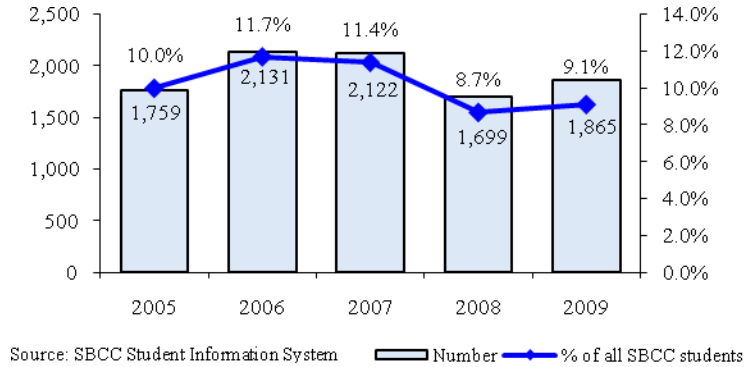
**Figure II.5 Full-Time Student Headcount
Spring 2006 - Spring 2010**



High School Students Attending SBCC Credit Division

The College has enhanced its outreach to local high schools, providing more opportunities for students to enroll in college-level courses while still in high school. The Dual Enrollment Program has been expanded significantly since its inception in Fall 1999. The number of high school students attending classes offered by SBCC ranged between 1,700 and 2,100 students across the five year period, representing 9% to 12% of the total unduplicated student headcount (see Figure II.6). The decline in the last two years is due to the overall decrease in enrollments in the local high schools.

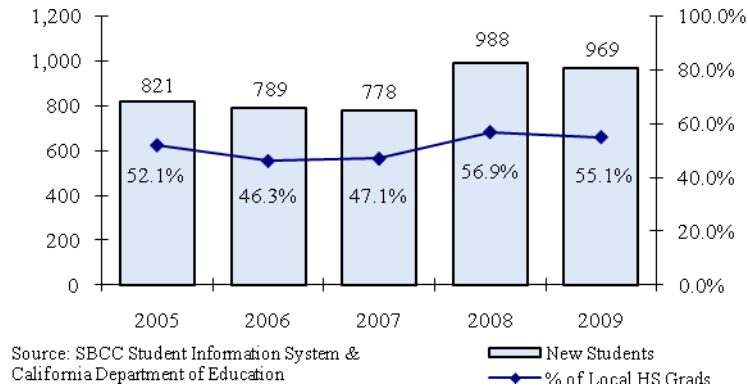
**Figure II.6 High School Student Headcount
Fall 2005 - Fall 2009**



First-Time Credit Division SBCC Students from the District's Local High Schools (San Marcos, Santa Barbara, Dos Pueblos, Carpinteria and Bishop)

The percentage of local high school graduates enrolling as first-time freshmen at SBCC in Fall 2009 was 55.1%, which is a 2% decrease from Fall 2008, and a 3% increase from Fall 2005 (see Figure II.7). The Fall semester in which these students enroll as first-time freshmen does not necessarily follow immediately after the semester in which they graduated from high school.

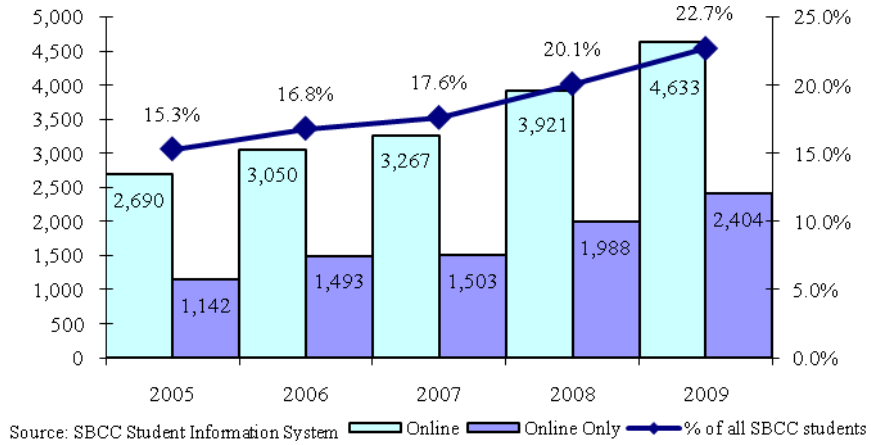
**Figure II.7 New Students from the District's Local High Schools
Fall 2005 - Fall 2009**



Online Student Headcount - Credit Division

By Fall 2009, online students represented 22.7% of all SBCC students, showing an increase of 1,943 students, or 72% over the past five years (see Figure II.8). In Fall 2005, 1,142 students, or 6.5% of all students, were enrolled exclusively in online courses. By Fall 2009, 2,404, or 11.8% of all SBCC students, were enrolled fully online only.

**Figure II.8 Online Student Headcount
Fall 2005 - Fall 2009**



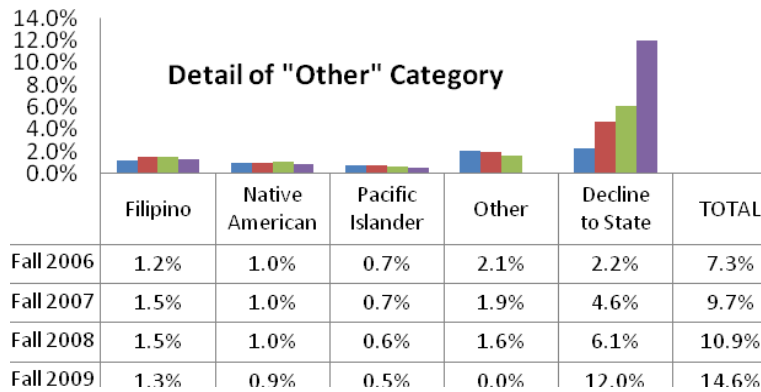
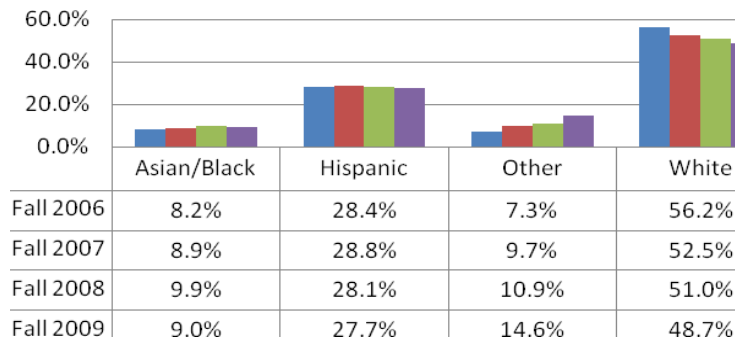
Percentage of District Adult Population Served by the Credit Program

The Fall 2009 credit students 18 years of age or older (18,162) represented 11% of the SBCC District adult population of 161,776. The information about the district adult population for the South Coast is included in the 2009 UCSB Economic Impact Report.

Credit Student Ethnic Composition

The Fall-to-Fall ethnic composition has remained fairly stable, except for an increase in those who do not state their ethnic origin, which is nearly matched by an apparent decrease in the proportion of whites. The “decline-to-state” percentage nearly doubled between Fall 2008 and Fall 2009, which may be related to the Summer 2009 introduction of the federally-mandated “multi ethnicity” question on the admission application. This is a 2-part question that provides more options allowing for the declaration of a multi-racial background, but is more complex for the applicant to answer, possibly leading to more students skipping the question. Other schools have experienced a similar phenomenon, and we are examining this issue to determine the best course of action.

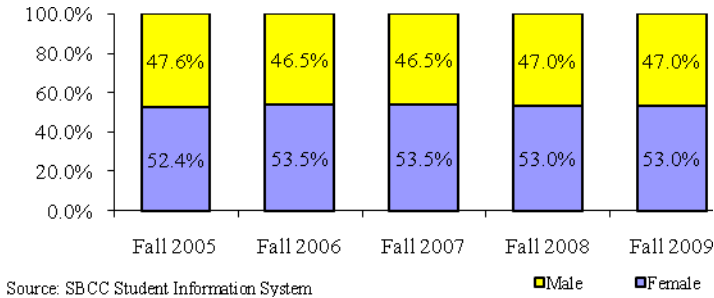
Figure II.9a Fall 2009 Credit Student Ethnic Composition



Credit Gender Composition

Over the past five years, the gender composition in SBCC's credit programs remained stable, with slightly more female students than males each semester. In Fall 2006, there was a slight increase in the proportion of female students enrolled at SBCC than in previous semesters, and it remained stable in Fall 2007 (see Figure II.10).

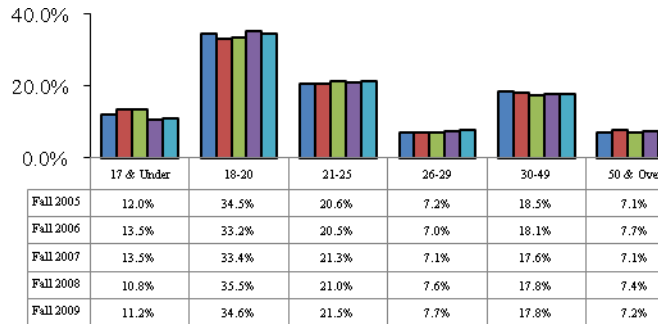
**Figure II.10 Credit Student Gender Composition
Fall 2005 - Fall 2009**



Credit Age Composition

In terms of age, the percentage of students in each age group has remained fairly stable over the last five years, fluctuating only slightly within each group. For example, the 26 to 29, and 50 and over age groups both remained between 7% and 8%, and the 30 to 49 age group hovered right around 18%. The largest category of students continues to be 18 to 20 year olds, representing between 33% and 35.5% of all credit students, followed by 21 to 25 year olds, at 21%. The 17 and under age group ranged from 11% to 13.5% across the period (see Figure II.11).

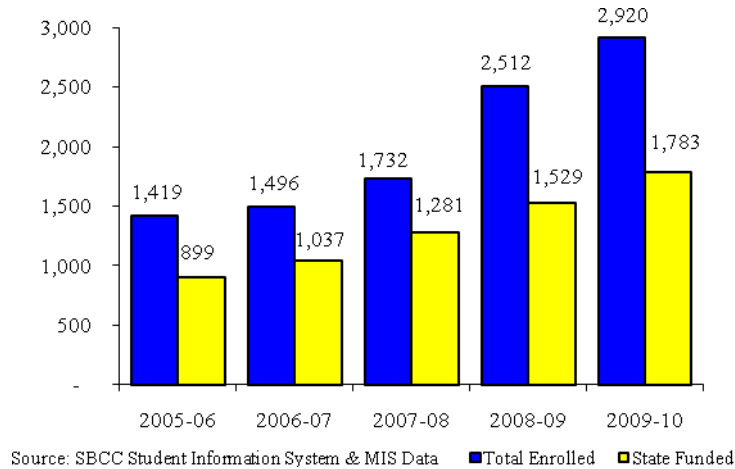
Figure II.11 Credit Student Age Composition



Students with Disabilities Attending SBCC Credit Division

Over the past five years, the number of students with disabilities enrolled in credit programs has increased. In 2009-10, SBCC's Disabled Student Programs and Services qualified to receive state funding for 1,783 students. This represents a 98% increase from 2005-06, and a 17% increase from 2008-09 (see Figure II.12). The total number of disabled students consists of all SBCC students who reported having a disability, whereas the College only receives state funding for those students who have had at least four contacts with the Disabled Student Programs and Services office within an academic year.

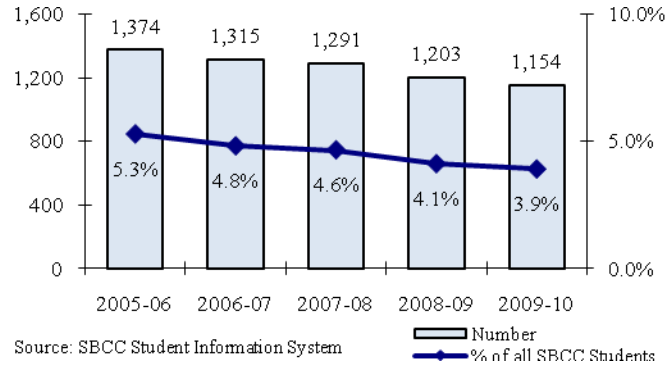
Figure II.12 Number of Students with Disabilities Enrolled and State Funded 2005-06 to 2009-10



Extended Opportunity Programs and Services (EOPS) Credit Students

The number of EOPS students enrolled at SBCC decreased steadily across the period, from 1,374 in 2005-06 to 1,154 in 2009-10, which is a 16% decrease. EOPS students represented between 3.9% and 5.3% of all SBCC students over the last five years (see Figure II.13).

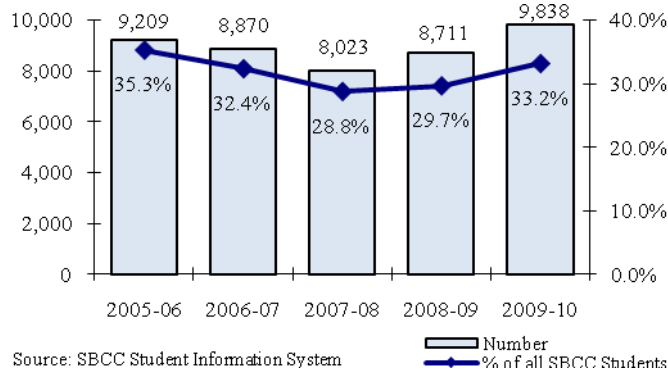
**Figure II.13 EOPS Students
2005-06 to 2009-10**



Economically Disadvantaged Students Attending SBCC

Overall, the number of economically disadvantaged students (defined as either in EOPS or receiving federal and/or state financial aid) increased by 6.8% over the last five years. However, the percentage of all SBCC students who are economically disadvantaged decreased from 35% in 2005-06 to 33% in 2009-10 (see Figure II.14).

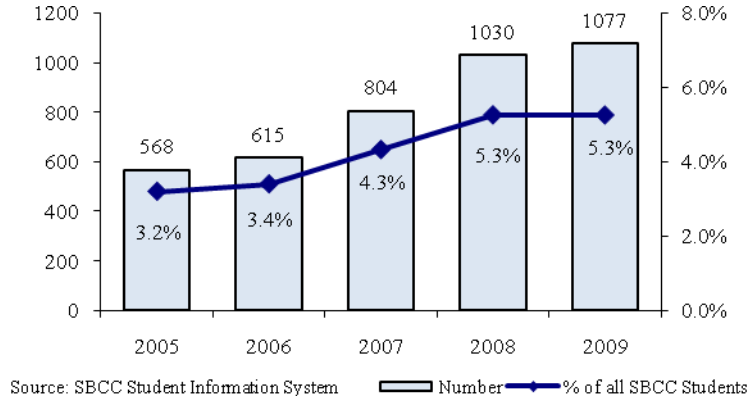
**Figure II.14 Economically Disadvantaged Students
2005-06 to 2009-10**



International Students Attending SBCC Credit Davison

The number of international students attending SBCC with student visas increased by 5% from Fall 2008 to Fall 2009. International students with student visas represented 5.3% of all credit students in Fall 2009, compared to 3.2% in Fall 2005 (see Figure II.15).

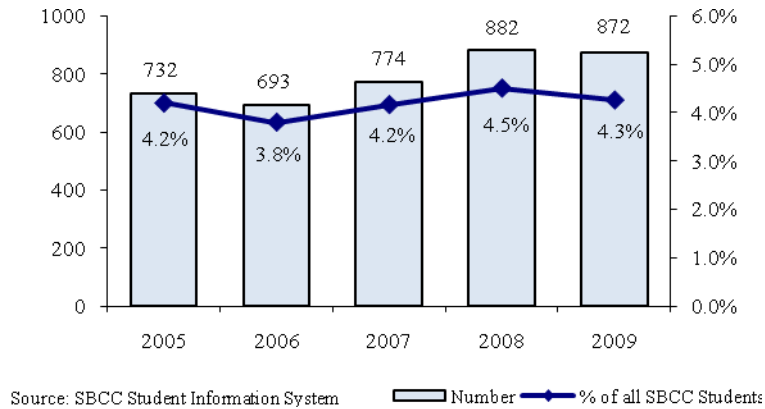
**Figure II.15 Credit Students with Student Visas
Fall 2005 to Fall 2009**



Out-of-State Students Attending SBCC

The number of out-of-state students attending SBCC has fluctuated over the past five years, but has remained at approximately 4% of the total student population (see Figure II.16).

**Figure II.16 Credit Students with Out-of-State Residency
Fall 2005 to Fall 2009**



Course Enrollments in Employer-based Training, Work Experience, and Service Learning

Since Fall 1999, the College has offered courses to employees of the county and later other employers in the area under the umbrella of the Employee University. In Summer 2001, the Board of Trustees approved the proposal to create the Professional Development Center, which includes professional development courses offered to employees of SBCC and county employers. The first classes for SBCC employees were offered in Spring 2002. All courses offered through the Employee University and the Professional Development Center are open to all members of the community.

Enrollment in the Employer-based Training program has fluctuated across the period, growing from 5,796 duplicated course enrollments in 2005-06 to a high of 6,943 in 2006-07, and dropping again to 3,912 in 2009-10. The decreases in 2008-09 and 2009-10 can be attributed to the recent fiscal crisis and associated budget shortfalls which resulted in significant reductions in employee training programs for both the City and County of Santa Barbara. The General Work Experience and Service Learning program remained fairly stable across the period, with some fluctuations from year to year (see Table II.17).

Table II.17 Annual Course Enrollments in Employer-based Training, Work Experience and Service Learning

Year	Employer-based Training	Work Experience and Service Learning
2005-06	5,796	1,360
2006-07	6,943	1,165
2007-08	6,106	1,238
2008-09	4,951	1,300
2009-10	3,912	1,193

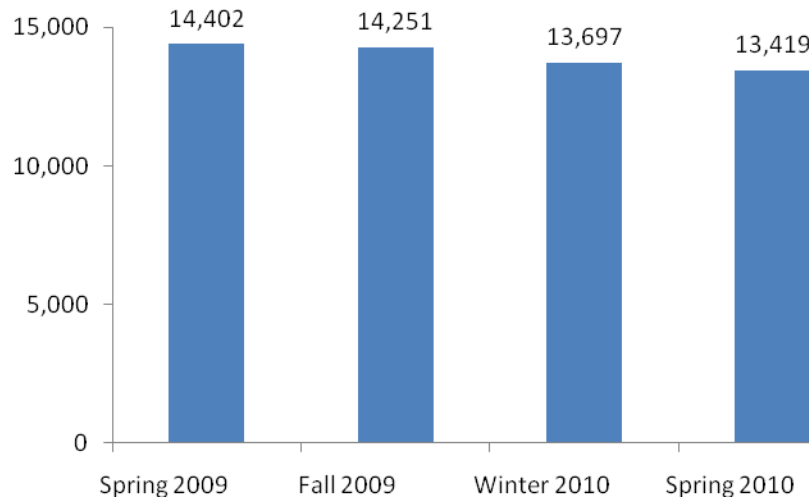
Source: SBCC Student Information System

Continuing Education Division

Continuing Education Student Headcount

In 2009, the Continuing Education division adopted a new online registration system and student information database named Lumens, to replace its old paper-based registration process and out-dated computer software. Among many other improvements, the new Lumens system is far better at preventing the creation of duplicate student records, a problem that plagued the old system due to inaccuracies in scanning individual information from paper scan forms. This led to higher headcounts in the old system; thus the old data is not comparable to the more accurate headcounts from the new Lumens system. Therefore, we are presenting Continuing Education data here as of the advent of the Lumens system.

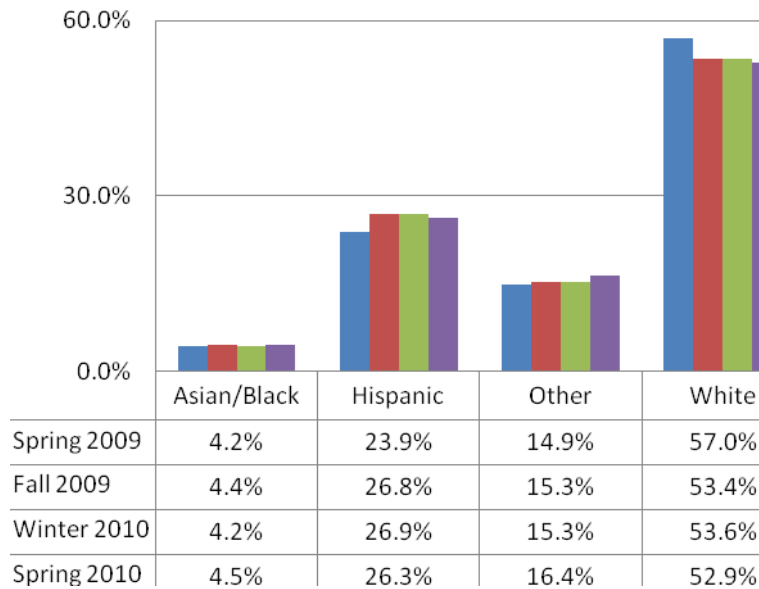
Figure II.18 Continuing Education Student Headcount



Continuing Education Student Ethnic Composition

The ethnic makeup of the Continuing Education student body has remained fairly constant overall between Spring 2009 and Spring 2010, with a slight increase in Hispanic and Other groups, and a corresponding decrease in Whites (See Figure II.19). Of the roughly 15.5% “Other” category, 12.5% are those who declined to state their ethnicity; the remaining 3% include Filipino 0.4%, Native American Eskimo 0.8%, Pacific Islander 0.3%, and Other 1.5%.

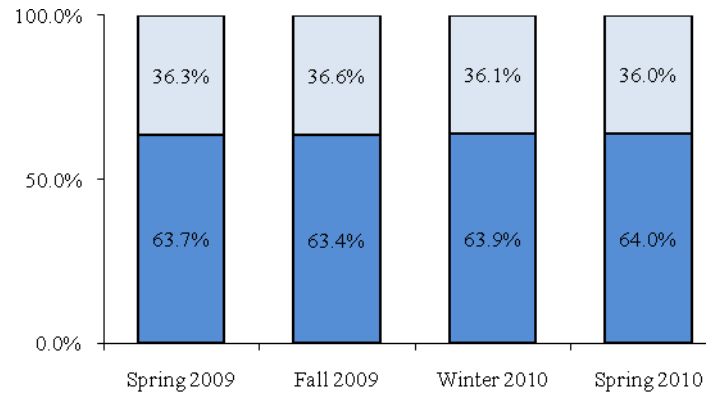
**Figure II.19 Continuing Education Student Ethnic Composition
Spring 2009 to Spring 2010**



Continuing Education Gender Composition

Between Spring 2009 and Spring 2010, the ratio of female to male students in SBCC's Continuing Education programs remained fairly stable, at roughly 64% female and 36% male. (see Figure II.20).

**Figure II.20 Continuing Education Student Gender Composition
2005-06 to 2009-10**



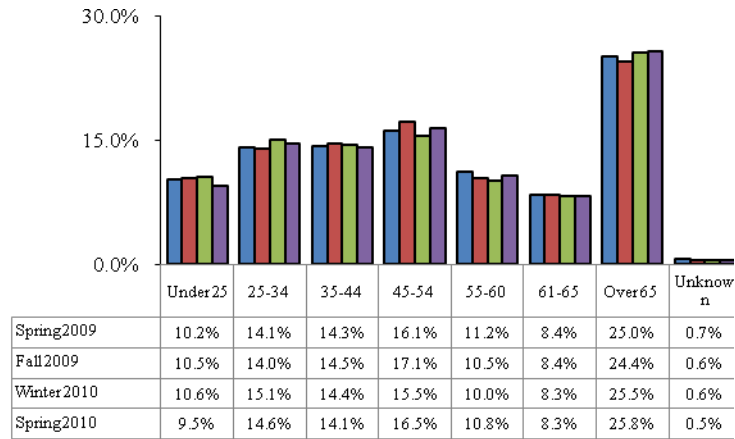
Source: SBCC CE Student Information System

Male Female

Continuing Education Age Composition

The age groupings of Continuing Education students remained fairly constant from Spring 2009 to Spring 2010. The largest category is the over-65 age group, followed by those between 45 and 54 years old. From Winter 2010 to Spring 2010, the 3 youngest groups decreased slightly in size, while the 3 oldest groups grew slightly, with the exception of the relatively constant 61-65 age group 61-65 (see Figure II.21).

**Figure II.21 Continuing Education Student Age Composition
Spring 2009 to Spring 2010**



Source: SBCC CE Student Information System

Key Areas of Institutional Effectiveness in the Area of Student Outreach and Responsiveness to the Community

Over the past five years, the College has made substantial progress in enhancing student access. The College has expanded instructional options through its Online College and Professional Development courses for employees to ensure that all segments of the population in the District can take advantage of an affordable higher education. SBCC has been successful in developing and maintaining a student body that reflects the diversity of the College's service area. The College's mix of credit and non-credit instructional programs enhances this diversity.

College Action in the Area of Student Outreach and Responsiveness to the Community

The College will continue its educational efforts for students, faculty, and staff in understanding and appreciating the social, demographic, and cultural diversity within the College community. SBCC will continue to fulfill its responsibilities to accommodate existing students, and reach out to the underserved segments of the population in our community, who seek the essential advantages that higher education provides.

As part of the comprehensive Institutional Self Study published in June 2009, prepared as part of our Reaffirmation of Accreditation, we have developed a number of planning agendas including increase the number of online degrees and certificates to 26 in all, of which at least 3 or 4 are relevant for this commentary.

The Distance Education Task Force was recently created to make recommendations for ensuring equivalent services for campus-based and distance education services at SBCC. A Transfer Task Force has been created to examine transfer rates and patterns in detail, and recommend strategies for increasing successful transfers among those students who indicate transfer to a 4-year institution as their goal.

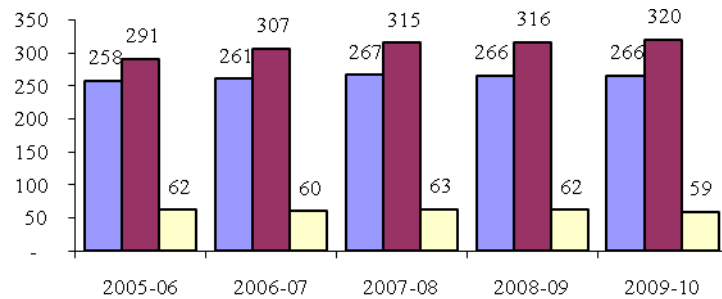
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CHAPTER III: FACULTY, STAFF AND ADMINISTRATORS/MANAGERS

Regular Faculty, Staff and Administrators/Managers

Due to the reductions in state funding for community colleges, the full-time faculty obligation has been waived; thus the College did not hire new full-time faculty for 2008-09 or 2009-10. Regarding classified staff positions, a those that became vacant due to retirements or resignations were kept vacant for a period, due to the state fiscal crisis in 2008-09. However, by 2009-10, all classified vacancies have been filled, and several positions have been added. Regarding administrative and management positions, the college restructured its Continuing Education management positions, reducing the number of Deans from 2 to 1, and eliminating a Director position. In the Credit division, a Dean position that became vacant in August 2009 was not replaced; the workload has been effectively absorbed by the remaining Deans.

**Figure III.1 Permanent Faculty, Staff and Administrators/Managers
2005-06 to 2009-10**



Source: Human Resources Information System ■ FT Faculty ■ Classified Staff ■ Admin/Mgrs

In almost every year, the majority of new hires among regular faculty, staff and administrators/managers are replacement positions and not new positions (see Table III.2). Discrepancies between overall increases in headcount from year to year (Figure III.1) versus the number of new positions each year occur as a result of retirements, resignations, promotions, transfers, positions that are not replaced, temporary contracts, and replacements for leaves of absence and reduced workloads.

Table III.2 Replacement vs. New Positions Among Permanent Faculty, Staff and Administrator/Manager New Hires 2005-06 to 2009-10

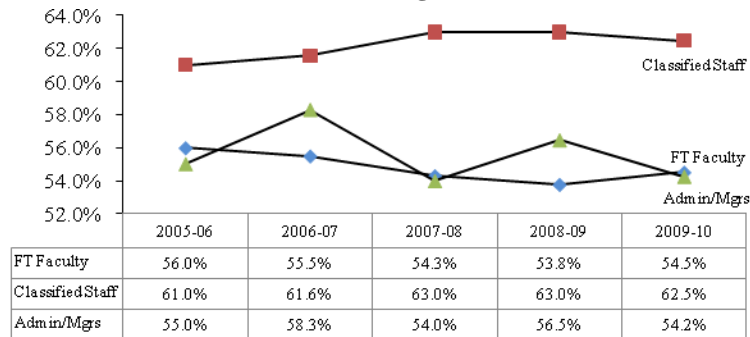
	2005-06	2006-07	2007-08	2008-09	2009-10
Faculty Hires	22	12	16	12	11
Replacements	11	9	11	9	11
New Positions	11	3	5	3	0
Staff Hires	36	53	38	33	26
Replacements	27	37	29	28	26
New Positions	9	16	9	5	0
Admin/Mgrs Hires	6	7	7	3	5
Replacements	5	5	5	2	5
New Positions	1	2	2	1	0

Source: Human Resources Information System

Gender Composition of Faculty and Staff

The proportion of women remained fairly stable over the past five years; ranging from 54% to 56% among faculty, from 61% to 63% among staff, and from 54% to 58% among administrators and managers (see Figure III.3).

Figure III.3 Percent Women among Permanent Faculty, Staff and Administrators/Managers 2005-06 to 2009-10



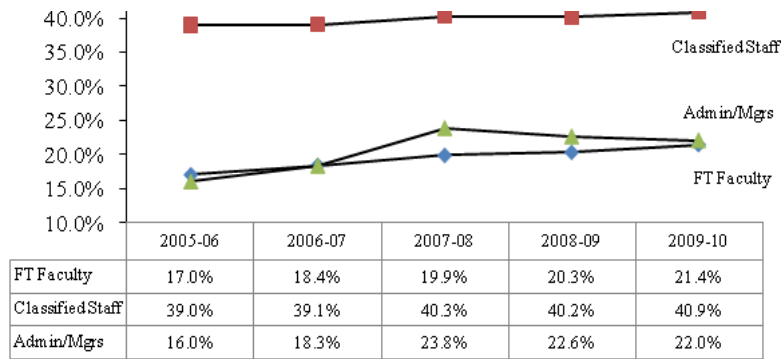
Source: Human Resources Information System

Ethnic Composition of Faculty and Staff

The percentage of minorities among regular classified staff increased from 39% to 41% over the last five years. An increase in minorities can also be seen among full-time faculty, from 17% to 21% during this same period. The proportion of minorities among administrators and managers increased from 16% to 22% between 2005-06 and 2009-10. The proportion of minorities among classified staff is about twice that of full-time faculty or administrators (see Figure III.4).

The college has made a concerted effort in the outreach and recruitment process for filling vacancies to increase the number of applications for qualified minorities and other underrepresented groups. The increase in the number of minorities has been steady. The college will continue its efforts in this important area.

Figure III.4 Percent Minorities among Permanent Faculty, Staff and Administrators/Managers 2005-06 to 2009-10



Source: Human Resources Information System

Ethnic Composition of New College Hires

Over the past five years there was a fluctuating number of ethnic minorities hired to fill permanent faculty, classified staff and administrative/management vacancies, as shown in the table below.

Table III.5 New Hires and Minority New Hires 2005-06 to 2009-10

	2005-06	2006-07	2007-08	2008-09	2009-10
Faculty	22	12	16	12	11
Minority Faculty	4	3	4	7	2
Staff	36	53	38	33	26
Minority Staff	17	15	16	16	7
Management	6	7	7	3	5
Minority Management	0	2	3	1	2

Source: Human Resources Information System

Opportunities for Professional Development

At SBCC, the Human Resources and Legal Affairs Division (HRLA) is responsible for coordinating professional development for classified and management employees. HRLA oversees the professional growth program, which is an incentive system that provides stipends to classified staff and classified managers. This system serves a similar purpose to the opportunities for faculty to advance on the salary schedule based on completed units. Courses offered in the Staff Resource Center (SRC), the Professional Development Center (PDC) and Online training courses can be the basis for employees to earn these stipends. The total number of both regular and hourly staff and managers served by these centers is shown in Table III.6.

SRC enrollments were highest between 2005-06 and 2007-08, when a large number of training classes were offered during our transition to the Banner student information system, followed by a planned reduction in offerings once the transition was complete. The decrease in PDC enrollment from 2008-09 to 2009-10 reflects the significant reduction in community employee training programs as a result of sharply reduced training budgets of local area employers. The decrease in Online Training from 2008-09 to 2009-10 is due to a reduced number of subscriptions available for this service.

Table III.6 SBCC Employee Participation in SRC, PDC and Online Training

	2005-06	2006-07	2007-08	2008-09	2009-10
SRC	424	342	317	213	191
PDC	149	116	136	120	82
Online	430	398	243	264	43

Source: SBCC Student Information System & IT

Percent Growth in FTES Compared to Percent Growth in Permanent Employees

New full-time faculty positions are determined by the state funded growth in FTES (known as the Full-Time Faculty Obligation). Due to the reductions in state funding for community colleges, the full-time faculty obligation has been waived, thus the College did not hire new full-time faculty for 2008-09 or 2009-10 (see Table III.7).

Table III.7 Percent Growth in FTES Compared to Percent Growth in Regular Employees

	% Growth Faculty	% Growth Staff	% Growth Managers	% Growth FTES
2005-06 to 2006-07	1.20%	5.50%	-3.23%	1.81%
2006-07 to 2007-08	2.30%	2.61%	5.00%	3.23%
2007-08 to 2008-09	-0.37%	0.32%	-1.59%	4.73%
2008-09 to 2009-10	0.00%	1.27%	-4.84%	1.55%

Source: Human Resources and SBCC Student Information System

Key Areas of Institutional Effectiveness in the Area of Faculty, Staff and Administrators/Managers

Over the past five years, the percentage of women increased for faculty and regular staff, and fluctuated from year to year for administrators/managers. The percentage of minorities among full-time faculty increased slightly, remained stable among staff, and fluctuated slightly over the period for management.

College Action in the Area of Faculty, Staff and Administrators/Managers

The College will continue to expand its efforts to hire highly qualified and diverse faculty and administrators. Due to the ongoing state fiscal crisis, the College will also continue to analyze each vacancy as it occurs and decide on whether the position can remain unfilled for a period.

CHAPTER IV: APPLICATIONS OF TECHNOLOGY

Ratio of the Number of Computers Available on Campus per Full-Time Equivalent Students (FTES)

The growth in computers has resulted primarily from increases in faculty and computer lab development over the last seven years, including the implementation of the Digital Arts Center, a video production lab, assessment testing lab, the Earth and Biological Sciences computer classroom and labs, the Cyber Center, and expanded labs in the Library and in mathematics. In general, the increases in computers on campus have outpaced the growth in credit FTES over the preceding 4 years but declined in the 2009-10 school year due to a decrease in funding of new equipment(see Table IV.1).

Table IV.1 Ratio of Credit FTES to the Number of On-campus Computers

	2005-06	2006-07	2007-08	2008-09	2009-10
# Computers	1,645	1,723	2,084	2,363	2,374
Credit FTES	14,391	14,729	15,043	15,975	16,523
FTES/#Computers	8.7	8.5	7.2	6.8	7.0

Source: Information Technology & SBCC Student Information System

Ability to Renew and Replace Technology Equipment on a Regular Basis

The college measures its ability to renew and replace technology equipment on a regular basis in the following ways:

- a. Average Age of Computers and Servers at Time of Replacement
- b. Annual Expenditures for Technology Replacement as a Percentage of Technology Inventory
- c. Technology Equipment Reserve Amounts for Committed Replacements and for Contingency Funding

The following sections include a detailed analysis of each of these measures.

a. Average Age of Computers and Servers at Time of Replacement

In 1999-2000, the District Technology Committee and the College Planning Council decided to move from a five-year to a four-year replacement cycle for faculty and staff computers, and to three-year and four-year replacement cycles for instructional computer classrooms and labs, respectively. During the budget reductions for 2002-03, the College moved to a four-year replacement cycle for all desktop machines and most computer labs. Due to the state fiscal crisis that started in 2008-09 and budget reductions for community colleges, the refresh period has been moved again to five years for 2009-10. At the server level, the increase in the average age of server replacements has resulted from not replacing servers in 2008-09, and reflects their age if they are replaced in 2009-10. The College will assess the fiscal situation and determine in 2010-11 whether to continue with the five-year replacement cycle or return to the four-year cycle. The larger servers for core administrative systems continue to have a useful life of five to six years (see Table IV.2).

Table IV.2 Average Age of Computers and Servers at Time of Replacement

	2005-06	2006-07	2007-08	2008-09	2009-10
Age of Computers (Years)	4.3	4.1	4.2	4.8	5
Age of Servers (Years)	4.8	4.5	4.1	5.1	5.4

Source: Information Technology

b. Annual Expenditures for Technology Replacement as a Percentage of Technology Inventory

The increase in expenditures for technology equipment replacement reflects both the growing inventory of equipment and the move to a four-year replacement cycle for desktop computers beginning in 1999-00. It is anticipated that replacement costs as a percentage of inventory will range between 20 and 25% of inventory, based on the number of computers in the replacement cycle each year (see Table IV.3). Due to budget reductions for the 2002-03 year, in 2003-04 the percentage replacement fell short of this target. By 2004-05, the refresh budget was restored and a normal refresh cycle is averaging between 20 and 25% of inventory with a little catch-up in 2005-06 and 2006-07, when a number of large student labs were refreshed. The 2007-08 replacement of campus network infrastructure was delayed due to ongoing redesign activities. Again because of budget shortfalls, refresh percentages declined in 2007-08 and continue forward representing the move to a 5 year replacement cycle.

Table IV.3 Annual Expenditures for Technology Replacement as a Percentage of Technology Inventory

	2005-06	2006-07	2007-08	2008-09	2009-10
Replacement Expenditures (\$M)	\$1.26	\$1.30	\$0.70	\$0.24	\$0.40
% of Inventory	26.1%	26.8%	18.6%	10.2%	17.0%

Source: Information Technology

c. Technology Equipment Reserve Amounts for Committed Replacements and for Contingency Funding

The College has increased its technology equipment replacement contingency in order to continue funding replacement costs during periods of shortfalls in state technology equipment replacement funding (see Table IV.4). The targeted level of \$2.4 million provided for two years of equipment replacement funding without state revenue. These funds were reduced in 2002-03 due to budget cuts in the State Technology and Telecommunications Infrastructure Program. Due to the 2002-03 budget cuts, these reserve funds were reduced significantly to pay for needed computer renewals during that year. In 2005-06, all technology fund reserves were diverted to funding the Banner implementation project, thus reducing the reserve to zero. The 2007-08 budget year required a much smaller number of computers and other hardware that needed replacement and therefore there was \$550,000 carried forward into the 2008-09 budget year. \$600,000 was allocated in 2008-09 to the equipment fund, but budget shortfalls put a freeze on spending early into the budget year, resulting in a carry forward of \$826,000 into the 2009-10 budget year. This carry forward was enough to carry us through the 2009-10 year without any additional funding. We are anticipating at least two more years of constrained budgets, and have planned a five-year replacement cycle for both the 2009-10 and 2010-11 budget years.

Table IV.4 Technology Equipment Reserve Amounts

	2005-06	2006-07	2007-08	2008-09	2009-10
Committed Replacements (\$M)	\$1.20	\$1.20	\$0.94	\$0.60	\$0.00
Contingency (\$M)	\$2.70	\$0.00	\$0.48	\$0.55	\$0.83

Source: Information Technology

Ability to Fund New Technology Initiatives Each Year

The College measures its ability to fund new technology initiatives each year by the amount of expenditures for new technology projects. Budget cuts in 2002-03 placed funding for new technology initiatives on hold, and required the College to seek private funding for several important technology projects, including the construction of a cyber support center for SBCC students in the Campus Center and the expansion of the Math Computer Lab in the IDC building. Categorical funds were used to fund the purchase and installation of a new document imaging system for student transcript information (see Table IV.5). In 2008-09, the Banner implementation was coming to an end, but because of state budget cuts to community colleges, no new funds were committed to technology projects.

Table IV.5 Expenditures for New Technology Projects

	2005-06	2006-07	2007-08	2008-09	2009-10
New Technology Projects (\$ K)	\$234	\$18	\$0	\$0	\$0
Banner Project (\$ K)	\$1,704	\$2,174	\$1,169	\$149	\$274

Source: Information Technology

Most of the campus instructional labs have been funded by new technology funding. In addition, funding for new technology-mediated classrooms has historically been from the general fund for new initiatives. New funds have also been used to support the development of the Online College and the implementation of the SBCC student portal. Most of the new funding in the last five years has been used for the conversion to the Banner ERP system.

Ability to Support and Maintain Instructional Computer Classrooms and Labs

The College measures its ability to support and maintain instructional computer classrooms and labs by the ratio of Instructional Computer Lab Coordinators (ICLCs) to the number of computers in such facilities. This ratio has remained fairly stable over the past five years (see Table IV.6). The opening of the student support CyberCenter in 2004-05 added 25 computers for direct student access, and a new ICLC position to provide technical support. In 2005-06, the implementation of a College-wide classification study of classified staff resulted in two more ICLC positions for a total of 12.

Table IV.6 Ratio of Computers in Classrooms and Labs/Instructional Computer Lab Coordinators

	2005-06	2006-07	2007-08	2008-09	2009-10
# Computers	1,135	1,167	1,211	1,211	1,371
# ICLCs	12	12	12	12	12
Ratio	94.6	97.3	100.9	100.9	114.3

Source: Information Technology

Ability of the Institution to Support and Maintain its Network and Telecommunications Infrastructure

The College measures its ability to support and maintain its network and telecommunications infrastructure in the following ways:

- a. Ratio of Network Administrators to Number of Network Users and Servers
- b. Utilization of Internet Bandwidth Capacity
- c. Ratio of User Support and Training Staff to Total Faculty and Staff

The following sections include a detailed analysis of each of these measures.

a. Ratio of Network Administrators to Number of Network Users and Servers

The growth of network administrators has been driven by the increasing scope and complexity of the campus network and Internet structures (see Table IV.7). Management of network security has also increased significantly with the installation of a campus firewall and more Web services being made available to students, faculty and staff. The College is making efforts to consolidate the number of individual servers supporting networking and administrative applications, but the number continues to grow as we bring back to campus many of the services that had been remotely hosted in the past. The growth in the number of network users is primarily a result of increased use of the campus network environment by more adjunct faculty and the residents of temporary office space that has proliferated on campus. The large increase in the number of users in 2007-08 is due to a significant expansion of the campus wireless network, which provides campus network access to students with laptops and PDA's.

Table IV.7 Ratio of Network Administrators (FTE) to Number of Users and Servers

	2005-06	2006-07	2007-08	2008-09	2009-10
# Users	1,556	1,623	2,233	2,363	2,374
# FTE	6.0	6.0	6.0	6.0	6.0
Ratio Users/FTE	259	271	372	394	396
# Physical Servers	44	52	95	95	93
# Virtual Servers	0	0	0	10	87
# Total Servers	44	52	95	105	180
# FTE	6.0	6.0	6.0	6.0	6.0
Ratio Servers/FTE	7.3	8.7	15.8	17.5	30.0

Source: Information Technology

b. Utilization of Internet Bandwidth Capacity

These measures of peak Internet bandwidth capacity in Table IV.8 indicate the overall utilization of the SBCC network connectivity to the Internet. While the network may experience near capacity loading in very short periods during peak instructional hours, there is still room for growth in Internet use. This is due to the increase in available bandwidth. During the 2003-04 academic year, the College moved to a 45 megabit per second connection to the Internet, which resulted in an apparent decrease in the usage, but in actuality it simply reflects that the College took a couple of years to expand its usage to take advantage of the newly available capacity. This increased capacity was achieved through a conversion of all California Community Colleges to the new California Education Network Infrastructure Corporation (CENIC), which is a non-profit corporation supporting California educational institutions. However, with ever-increasing demands placed on bandwidth, both inbound and outbound, to the Internet, we were awaiting the addition of a second CENIC connection that will add a redundant link for availability with a speed of one gigabit per second. This circuit went live in March of 2009 and helped to eliminate times when we were hitting 100% of available inbound bandwidth. The following table compares bandwidth usage before and after the upgrade to the gigabit Internet circuit

Table IV.8a Percent Utilization of Internet Bandwidth Capacity

	Pre Gig Install (Pre March 2009)	Post Gig Install (March 09-Present)
Daily Avg. Utilization	31.73%	1.16%
Avg. Daily Low	1.80%	8.00%
Avg. Daily High	79.20%	8.41%

Source: Information Technology

Table IV.8b Percent Utilization of Internet Bandwidth Capacity Weekly

	2005-06	2006-07	2007-08	2008-09	2009-10
% Inbound	35.6%	47.4%	84.0%	87.6%	6.0%
% Outbound	11.7%	13.3%	33.0%	36.3%	1.8%

Source: Information Technology

c. Ratio of User Support and Training Staff to Total Faculty and Staff

The number of user support and training staff remained constant over the last five-year period, while the number of SBCC faculty and staff has increased (see Table IV.9). This growth has resulted in increased demands for support and training, and has stretched the capacity of the support staff to respond in a timely fashion and to provide all technical training desired by the institution. It should be noted that online, self-paced training options have mitigated to some degree the need for face-to-face training.

Table IV.9 Ratio of User Support and Training Staff (FTE) to Permanent Faculty and Staff

	2005-06	2006-07	2007-08	2008-09	2009-10
# Permanent Employees (hourly faculty and staff not included)	611	628	660	644	645
# Support FTE	8	8	8	8	8
Ratio	76	79	83	81	81

Source: Information Technology

Ability to Support 24/7 Access Year-Round to the College's Web Applications

The College measures its ability to support 24/7 access year-round to the College's web applications by the percentage of available "up-time." Over the last two years, the College has substantially improved this performance index to 99.9% availability by increasing network server, storage, and communications redundancy (see Table IV.10). The College engaged in a remodeling project of the campus server rooms to provide redundant electrical power, improved air conditioning capabilities, and a new backup generator to improve systems availability. In 2009 the college began off site monitoring of all enterprise services and can now report on availability both on and off campus.

Table IV.10 Ratio of "Up-Time" to Total Hours of Operation

Service	2009-10 % Uptime
Primary Web Server	99.9%
Xythos	99.7%
Moodle	99.8%
Pipeline	99.9%
CE Web Site	99.8%
Groupwise Web	99.2%

Source: Information Technology

Availability of Student Services Online

Students have had the ability to apply online since Fall 2000. With the campus-wide implementation of Campus Pipeline in Fall 2001, students gained improved access to information and instructional course content. This includes access to transfer information through the DARS degree audit system as well as course grade lookup capabilities. With the rollout of the Banner student system in Spring 2007 and the integration of Campus Pipeline into the Banner system, students now have online access to most student services from submitting a college application to registering for their classes to making payment for college courses.

Key Areas of Institutional Effectiveness in the Area of Applications of Technology

Over the past five years, the College has made significant progress in the deployment of new technologies in support of instruction, services, and overall operations. The Online College first offered classes in Fall 1998 and expanded very rapidly, becoming an important component of SBCC's instructional offerings. Initially, online courses were hosted on-campus, but were moved to an offsite hosting facility due to unreliable power and after-hours support issues. In 2008-09, we have begun the migration back to campus servers with the installation of a data center generator and better hardware. The College also moved from using WebCT in an off-site hosted environment to using Moodle, which is hosted on campus. This has increased the number of campus servers, as well as inbound and outbound bandwidth utilization. In terms of computer workstations, the College has expanded its infrastructure to support the growth in faculty, staff and students. The number of staff providing network maintenance, user support, and training has remained fairly stable over the period whereas the demands have increased significantly as a result of this growth. The deployment of campus-wide Wi-Fi access has made network resources available to thousands of additional users who bring laptops or PDAs to campus.

College Action in the Area of Applications of Technology

During the past four years, a number of new initiatives have been planned and implemented including: the Banner ERP system, integration of the Campus Pipeline portal with the Banner student system, implementation of single-sign-on capability in the Campus Pipeline portal providing easy access to other third- party systems from a single login to the student portal, expansion of the campus wireless network, implementation and support for a new campus ID card system that provides debit card functionality, and the deployment of web-based file storage for all college faculty, staff, and students that is accessible from any networked computer anywhere in the world. During 2007-08, the College piloted a new learning management system, Moodle. Following the successful pilot, a production version was created with integration to the Banner student system, and the Online College migrated all distance learning courses from WebCT to Moodle during the 2008-09 year. In the 2009-10 year the college increased the number of online courses using Moodle and more than doubled the number of wireless access points installed on campus. In addition wireless access points were installed at the Wake Center and at our Cosmetology Program located in the Magnolia shopping center.

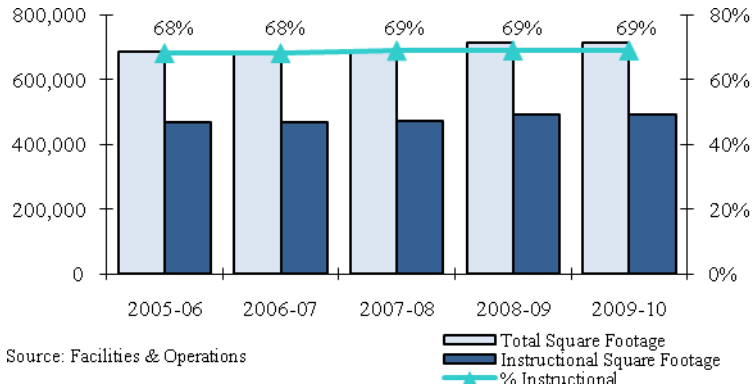
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CHAPTER V: FACILITIES

Square Footage

The overall space available for instructional and non-instructional activities at the College (including the two Continuing Education centers) increased slightly in 2007-08 and increased again in 2008-09. The overall space available in 2009-10 was 712,901 square feet, of which 492,690 or 69% was dedicated to instruction (see Figure V.1).

**Figure V.1 SBCC Building Space - Square Footage
2005-06 to 2009-10**



Energy Utilization/Square Foot

The cost of electricity increased in 2006, and decreased again slightly each year thereafter. The cost of natural gas fluctuated, reaching its highest points in 2005 and 2007. The cost of water reached its highest point in 2007 and 2008, and decreased in 2009 (see Table V.2).

**Table V.2 Cost of Electricity, Gas and Water per Square Foot
2005 to 2009**

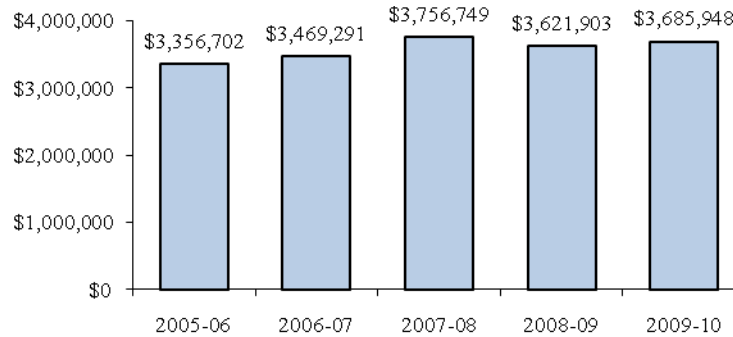
Calendar Yr	\$Electricity/Sq. Foot	\$Gas/Sq. Foot	\$Water/Sq. Foot
2005	\$1.51	\$0.29	\$0.21
2006	\$1.64	\$0.22	\$0.22
2007	\$1.61	\$0.28	\$0.29
2008	\$1.54	\$0.21	\$0.29
2009	\$1.40	\$0.22	\$0.24

Source: Facilities & Operations

Annual Expenditures for Maintenance and Upkeep of Facilities

The annual expenditures for the maintenance and upkeep of facilities increased by 9.8% between 2005-06 and 2009-10. 2008-09 expenditures decreased by 3.6% from the previous year due to efforts to reduce expenditures as a result of reductions in state funding (see Figure V.3).

**Figure V.3 Annual Expenditures for Maintenance and Upkeep of Facilities
2005-06 to 2009-10**



Source: Facilities & Operations

Key Areas of Institutional Effectiveness in the Area of Facilities

The College is committed to maintaining a physical environment that provides the best possible conditions, within the resources available, for teaching and learning and for conducting the operations of various College services and units. The annual expenditures for maintenance and upkeep of facilities demonstrate this commitment.

College Action in the Area of Facilities

The College will need to continue its efforts to ensure an appropriate level of maintenance and upkeep of facilities and explore options for renewing and upgrading its infrastructure, especially as new facilities are added and existing facilities are renovated. The passage on June 3, 2008 of the Measure V bond for capital improvements includes \$17 million for deferred maintenance projects. This infusion of money will allow the College to make significant improvements throughout the main campus, and the two Continuing Education centers. The ongoing state fiscal challenges will continue to pose difficulties in this area.

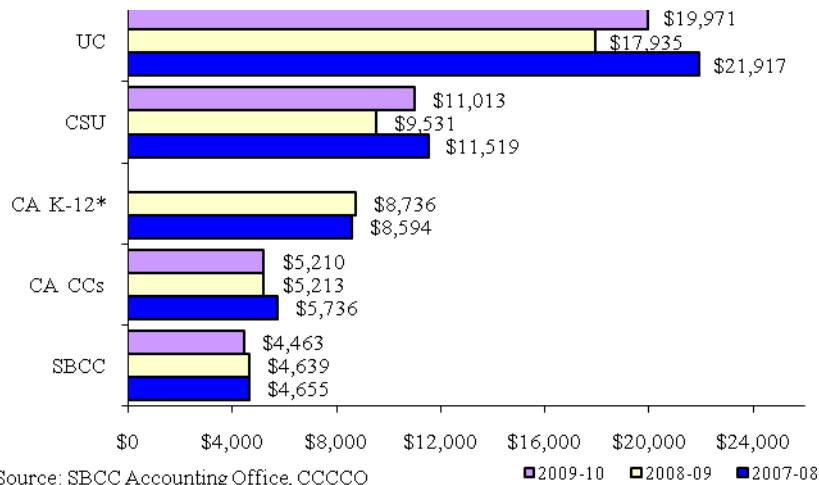
CHAPTER VI: FISCAL SUPPORT

The fiscal health of the College is an ongoing key area of emphasis for the Board of Trustees, administration, faculty, and staff of the institution.

Average Funding per FTES

The average state funding for the California Community Colleges continues to lag behind the funding provided to California K-12, CSU and UC systems, and the funding for SBCC specifically is lower than the statewide average (see Figure VI.1). SBCC experienced a more significant growth in per FTES funding in 2006-07 due to the implementation of SB361 funding mechanism, which provided equalization of funding across the community colleges. Average state funding per FTES for UC, CSU and California Community Colleges is provided by California Postsecondary Education Commission (CPEC). Data for SBCC is provided by the SBCC Accounting Office and K-12 data is from the California Department of Education (CDE). However, data for 2009-10 are not yet available for CA K-12.

**Figure VI.1 Average State Funding per FTES
2007-08 to 2009-10**

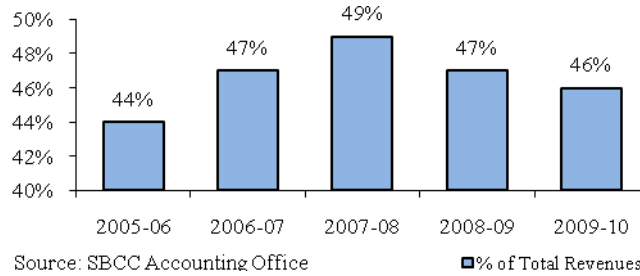


*These data are not yet available for 2009-10

State General Apportionment as a Percentage of Total Revenues

This percentage increased to its highest point (49%) in 2007-08, and declined again over the next two years (see Figure VI.2).

Figure VI.2 State General Apportionment as a Percentage of Total Revenues (Unrestricted and Restricted) 2005-06 to 2009-10



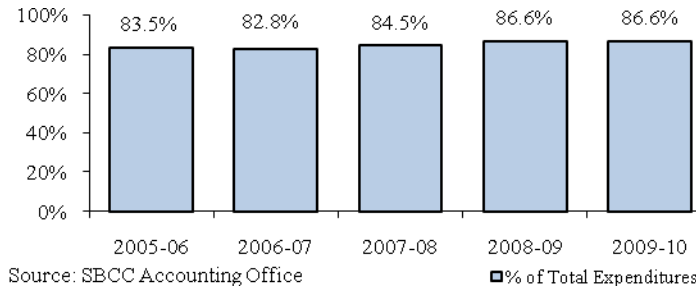
Restricted Revenues as a Percentage of Total Revenues (Unrestricted and Restricted)

Restricted revenues represented 13% of the total revenues in 2009-10, which is a decrease from 14% in 2008-09 and 16% in 2007-08. This is a direct result of the significant reduction in funding for categorical programs that started in 2008-09.

Salaries and Fringe Benefits

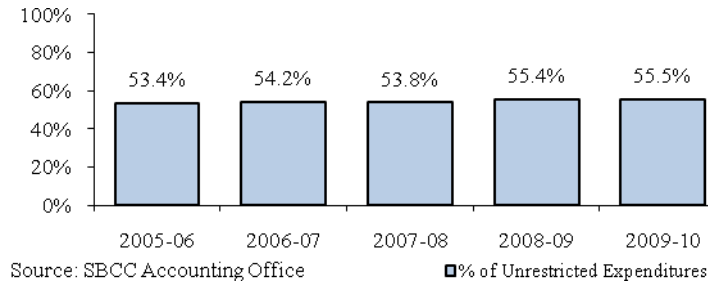
Fringe benefits (excluding STRS and PERS) represent 15% of salaries, and STRS and PERS constitute an additional 7% of salaries. Total salaries and benefits represented 86.6% of total expenditures from restricted and unrestricted funds in 2008-09 and 2009-10, which is the highest level of the period (see Figure VI.3). Because a high proportion of the expenditures is for salaries and benefits, discretionary unrestricted general funds that the College can spend on new initiatives or to enhance support of existing projects and programs are limited.

Figure VI.3 Salaries & Benefits as a Percentage of Total Restricted and Unrestricted Expenditures 2005-06 to 2009-10



Instructional salaries and benefits represented 55.5% of total expenditures from unrestricted funds in 2009-10, which is a 2% increase from 53.4% in 2005-06 (see Figure VI.4). The College is in compliance with Education Code Section 84362 (i.e., the 50% Law).

Figure VI.4 Instructional Salaries & Benefits as a Percentage of Total Unrestricted Expenditures 2005-06 to 2009-10

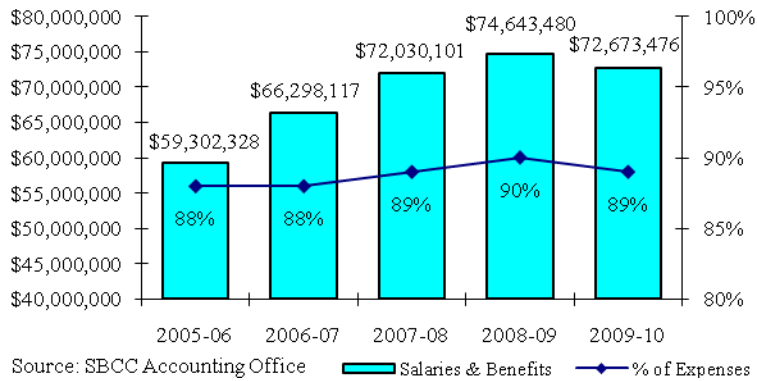


Unrestricted General Fund: Salaries and Benefits

The College's expenditures for unrestricted salaries and benefits grew by almost \$18 million from 2004-05 to 2007-08, and decreased by almost \$2M in 2009-10 compared to 2008-09. The decline was due to a combination of factors: a number of vacancies in management and administrative positions were not filled, the rates for hourly pay of short-term staff and students workers were restructured and brought to levels consistent with peer

community colleges and similar pay, other vacancies were filled after keeping the positions open for longer periods, where possible. When examining salaries and benefits as a percentage of the unrestricted general fund, this percentage has remained fairly constant between 88% and 90% of the College's expenses (see Figure VI.5). However, this means that the College's ability to expend unrestricted general funds on projects and new initiatives is limited.

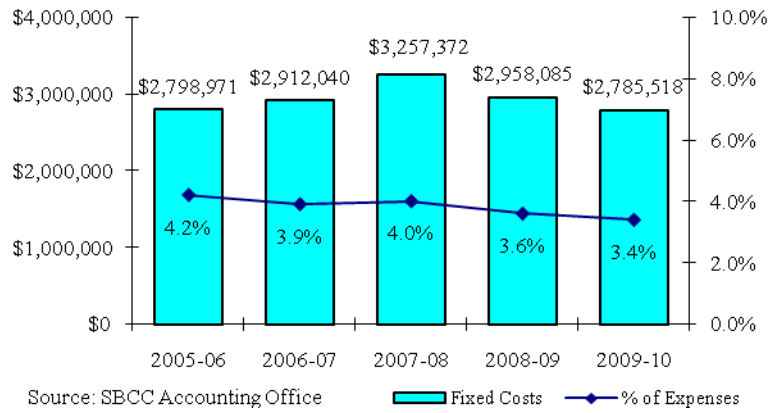
**Figure VI.5 Unrestricted Salaries & Benefits as a Percentage of Unrestricted General Fund Expenses
2005-06 to 2009-10**



Unrestricted General Fund: Fixed Costs

The College's expenditures for fixed costs have decreased by over \$13,000 in the past five years, which represents a 0.47% decrease. Fixed costs are those expenses that the College must pay and there is little flexibility or control over the amounts. These include utilities, insurance, and audit and banking fees. When examining fixed costs as a percentage of the unrestricted general fund, this percentage has decreased from 4.2% in 2005-06 to 3.4% in 2009-10 (see Figure VI.6). This drop is due to efforts to slow down expenditures in 2008-09 and 2009-10 in light of the state fiscal crisis and reductions in state funding for community colleges, including SBCC.

**Figure VI.6 Fixed Costs as a Percentage of
Unrestricted General Fund Expenses
2005-06 to 2009-10**



Unrestricted General Fund: Salaries, Benefits and Fixed Costs

That portion of the College's revenues and expenditures that is not salaries, benefits or fixed costs represents the discretionary portion of the College's budget. For most of the past five years, these combined costs have been between 83% and 88% of the unrestricted general fund revenues and between 92% and 93% of expenses. These figures indicate that only 12% to 17% of the revenues and 7% to 8% of the expenses are discretionary. The combined expenses for salaries and benefits and fixed costs grew by over \$15M from 2005-06 to 2008-09, and decreased by over \$2M in 2009-10 (see Figures VI.7 & VI.8).

Figure VI.7 Salaries, Benefits & Fixed Costs as a Percentage of Unrestricted General Fund Revenues 2005-06 to 2009-10

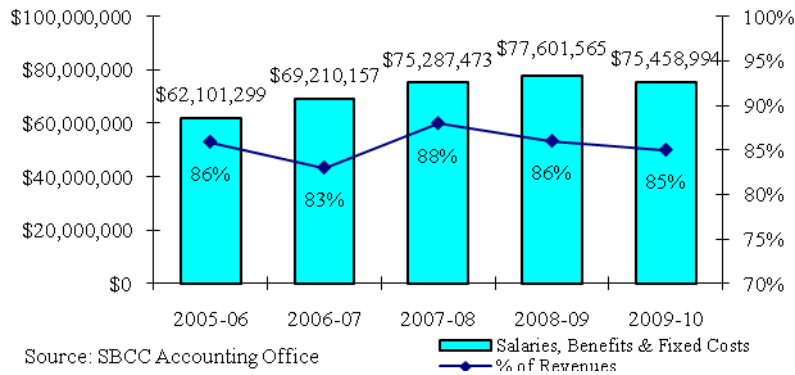
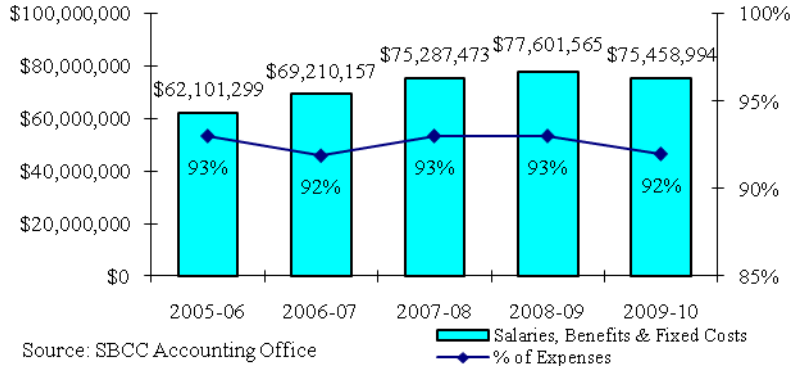


Figure VI.8 Salaries, Benefits & Fixed Costs as a Percentage of Unrestricted General Fund Expenses 2005-06 to 2009-10



State Cost of Living Adjustment (COLA) versus Consumer Price Index (CPI) Increases

In 2006-07, state COLA exceeded the annual CPI by nearly 3%. However, in 2007-08, the percentage increase in the annual CPI for all products for the Southern California region exceeded the state COLA (see Table VI.9).

Table VI.9 COLA and CPI 2006-07 to 2009-10

	2006-07	2007-08	2008-09	2009-10	4-Year Average
COLA	5.92%	4.53%	0.00%	0.00%	2.61%
CPI	2.94%	5.38%	-2.22%	0.88%	1.74%

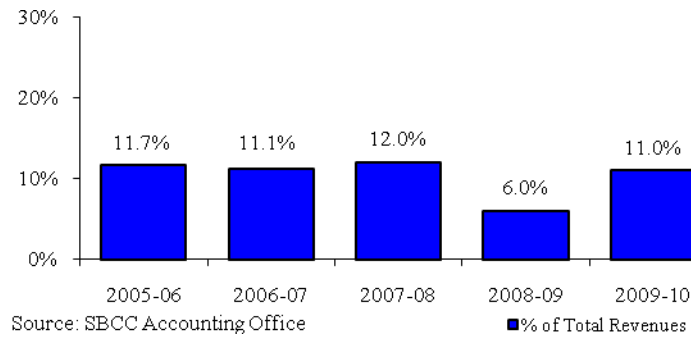
Source: SBCC Accounting Office

Capital Outlay Expenditures

Capital expenditures are for items that are not consumed or used up like a supply, but rather have a useful life that lasts for more than two years. Capital outlay will include equipment, land, buildings, ground improvements, and building construction, remodeling or additions.

The capital outlay expenditures as a percentage of total revenues (including general, equipment and construction funds) fluctuated only slightly between 11% and 12% over the first three years, but dropped to 6% in 2008-09 (see Figure VI.10). This drop is due to the decision to reduce expenditures in 2008-09 in light of the state fiscal crisis and the need to preserve cash reserves to deal with deferred payments and reduced funding from the state. However, expenditures returned to 11% in 2009-10.

Figure VI.10 Capital Outlay Expenditures as a Percentage of Total Revenues (Restricted and Unrestricted Funds) 2005-06 to 2009-10



General Fund Balance as a Percentage of Total Unrestricted General Fund Expenses

Total general fund balances as a percentage of total unrestricted general fund expenses decreased from 41% in 2005-06 to 28% in 2007-08, and increased again to 37% in 2009-10. Figure VI.10 shows the fund balances as a percentage of unrestricted general fund expenditures and Table VI.11 shows actual fund balances.

Figure VI.10 Total Fund Balances as a Percentage of Unrestricted General Fund Expenditures Excluding Transfers 2005-06 to 2009-10

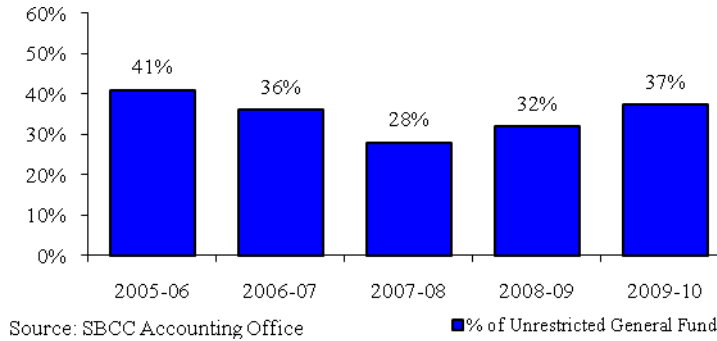


Table VI.11 Fund Balance (in Thousands) 2005-06 to 2009-10

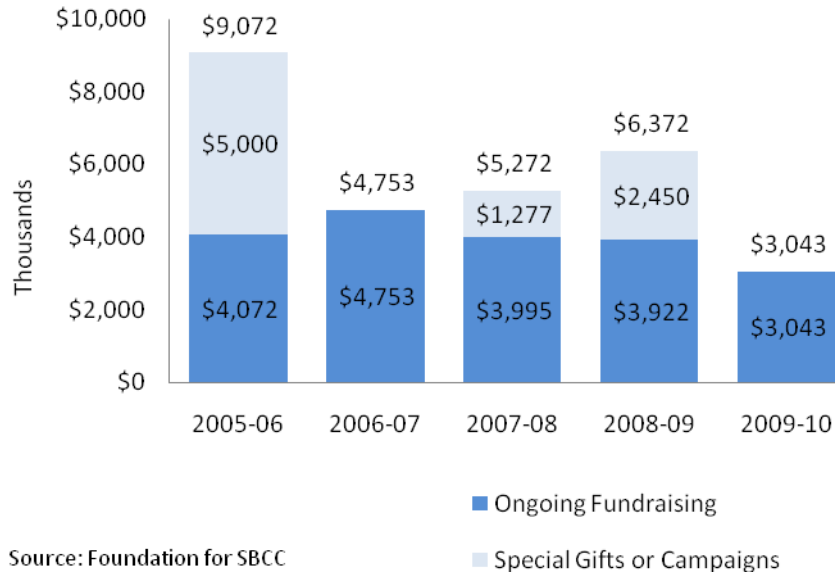
	2005-06	2006-07	2007-08	2008-09	2009-10
General	9,453	10,717	11,209	16,483	22,886
Equipment	6,343	5,020	4,307	4,192	2,675
Construction	11,738	11,153	7,085	6,240	4,883
Total	27,534	26,890	22,601	26,915	30,444
% of Expenses	41%	36%	28%	32%	37%

Source: SBCC Accounting Office

The Foundation for SBCC

The Foundation for SBCC was established in 1976 as a not-for-profit 501(c) (3) corporation with the purpose of supporting the College's mission. The primary mission of the Foundation is to provide financial support that aids SBCC in achieving a level of excellence beyond what is possible with state funding. Special gifts or campaigns include a generous \$5M deferred gift from one donor, \$1.277M raised by the SoMA (School of Media Arts) Capital Campaign in 2007-08, and a \$2.45M estate gift in 2008-09. The decrease in donations received in 2009-10 reflects the downturn in the economy (see Figure VI.13).

**Figure VI.13 Foundation Annual Funds Raised (In Thousands)
2005-06 to 2009-10**



Key Areas of Institutional Effectiveness in the Area of Fiscal Support

During years of fiscal instability, the Board of Trustees and the administration avoided fiscal problems by diligently developing and administering the college budget. Between 2003-04 and 2007-08, California Community Colleges and SBCC experienced very good budgets with significant infusion of new money through the implementation of the SB 361 funding mechanism and the equalization of funding across the 72 California community college districts and 112 community colleges. From a total fund balance of over \$30 million at the end of 2001-02, the College started 2008-09 with a total ending balance of \$22.6 million and a bleak fiscal outlook. In 2008-09 and 2009-10, the College took deliberate and proactive measures to deal with the state fiscal crisis. As a result, the College was able to maintain employment of all regular employees and preserve core instruction and services.

College Action in the Area of Fiscal Support

In 2008-09 and 2009-10, the College has reduced its operating expenses to meet the budget reductions effected by the State. The College has made concerted efforts to continue ongoing unrestricted general fund expenditure reductions in 2009-10 and achieved a balanced budget, in spite of significant reductions in state funding. The College will engage in a systematic analysis of its budgeting practices, reduce ongoing unrestricted general fund expenditures, link program reviews to planning and budgeting, and aggressively pursue alternative sources of revenues. At the same time, as a college, our two most important commitments and efforts are towards maintaining 1) core instruction and programs that serve our students, and 2) employment of regular employees: full-time faculty, regular classified staff and administrators/managers.

2009-2010 Institutional Effectiveness Annual Report

**From the Office of Superintendent/President
Dr. Andreea M. Serban**

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The report is also available on the Web at
www.sbcc.edu/institutionalresearch/planning