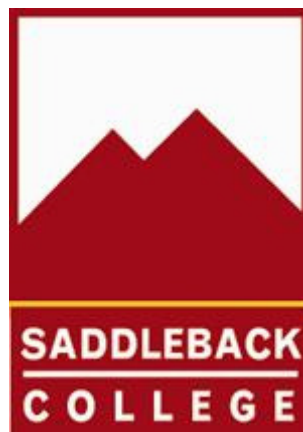


**Saddleback College  
Administrative Unit Program Review  
for the  
Division of The Emeritus Institute**



**Submitted on  
February 9, 2009**

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# Program Review Team Members and Approvals

## Program Review Team Chair:

Sandra Marzilli, Director

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## Program Review Team Members:

Dr. Diane Edwards, Professor Emeritus

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Donna Beck, Sr. Administrative Assistant

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## Approvals:

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Division Dean

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Program Review Chair

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Academic or Classified Senate President

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Vice President of Instruction or Student Services

## Program Review Checklist

Date Completed	Action
Nov 5, 2008	Contact Program Review Chair for orientation
Nov 20, 2008	Form Program Review Team
Dec 1, 2008	Gather documents (Org Chart/Staffing Profile/AUO Assessment Forms)
Jan 20, 2009	Solicit input from faculty and staff
Jan 21, 2009	Determine if additional research is needed
N/A	Contact College Research Analyst if necessary
Jan 26, 2009	Write Program Review report
Feb 9, 2009	Submit report to Dean or VP and Program Review Chair for approval
	Report submitted to Academic or Classified Senate for approval
	Report submitted Office of Instruction or Student Services for approval
	Report submitted to College President and the Office of Institutional Effectiveness
	Report posted to the IE web site
	Presentation to the Planning and Budget Committee

## Section I: Unit Overview

### A. The Mission of the Unit and its Link to the College’s Mission and Goals

***Our College Mission: To provide access to learning opportunities that promote student success; to foster intellectual growth, individual expression and character development; and to support a dynamic and diverse environment of innovation and collegiality.***

***Emeritus Institute Mission: To provide a unique educational opportunity for the pursuit and enhancement of lifelong learning for the older adult population and to support the mission and vision of Saddleback College.***

***Emeritus Institute, Administrative Unit Mission: To provide administrative support and direction for students, faculty, staff and Saddleback College Administration.***

Institutional Mission/Goal Reference	Administrative Outcomes	Means of Assessment and Criteria for Success	Summary of Data Collected	Use of Results
<p><b>college goals:</b></p> <p>The Division of the Emeritus Institute closely supports the major college goals to provide (i) a comprehensive, broad range of high quality courses and programs to enable students to pursue their lifelong learning goals and (ii) access for the community to the educational, cultural, and recreational resources of the College</p>	<ol style="list-style-type: none"> <li>1. To ensure that the students, faculty and staff in the Emeritus Institute Division and Saddleback College Administration are provided with support from the Emeritus administrative unit.</li> <li>2. To provide administrative support to instructors, staff, and community facilities for courses offered so students can successfully enroll and attend the courses.</li> <li>3. To monitor and help prepare the schedule in an efficient and effective manner.</li> <li>4. To monitor and help prepare all curriculum in the division for curriculum review.</li> </ol>	<ol style="list-style-type: none"> <li>1. The Emeritus Institute Division Office, Satisfaction Survey of students, faculty and staff in Division. Survey data will demonstrate at least 70% satisfaction rate.</li> <li>2. Number of FTES reported.</li> <li>3. Review semester schedules for each department for errors, corrections and additions. There will be less than 5 corrections after the 2<sup>nd</sup> Draft of the schedule is submitted.</li> <li>4. Number of courses that are reviewed and completed in tech review.</li> </ol>		

## **B. Historical Background and Unique Characteristics of the Unit**

### **Historical Background**

Since its inception in 1976, The Division of The Emeritus Institute has shown a continuous pattern of growth. Due to the emerging “Baby Boomers” and increase in longevgeity the senior population has grown at an alarming rate. The Emeritus Institute has kept up with the overwhelming need for more classes, more facilities, and more instructors, while never losing the quality and integrity of the program. In the past decade the Emeritus Institute has endured several distinct changes. In 1998 the Emeritus Institute was a stand-alone academic program. The program was staffed with a Dean, and a Department Chair who managed the division. The office support staff consisted of 1 Senior Administrative Assistant and 2 Administrative Assistants on the Saddleback College campus with 1 Senior Administrative Assistant at the off campus office located in Laguna Woods Village ( Leisure World).

In 1999 the Emeritus Institute was placed under the umbrella of the Health Sciences & Human Services. The division became the Health Sciences, Human Services & Emeritus Institute. The Emeritus Institute was managed for one year by a part-time coordinator. In 2000 the part-time coordinator position was changed to a full-time Director position. From 2000 to 2008 the Emeritus Institute has had 6 Deans and the staff has been decreased to 1 Senior Administrative Assistant, 1 Administrative Assistant on Saddleback College campus and 1 part-time Assistant at the off campus office located in Laguna Woods Village.

In 2009 the Emeritus Institute regained its position as a stand-alone academic division. Although student enrollment has continued to grow at a significant rate, staffing has again been decreased by the loss of a part-time Administrative Assistant, which had been shared within the HSHSEI Division. This position remained in the Health Sciences & Human Services Division when the Emeritus Institute became its own division. (Appendix A)

### **Unique Characteristics**

The Emeritus Institute has a unique mission to provide life-long learning opportunities for the older adults in the community. The students in the Emeritus Institute continue to seek educational opportunities every semester from the college. This pattern contrasts with the transfer program, which advances or transfers students on the completion of each course. The need to provide educational opportunities to the same population each semester presents a tremendous curriculum challenge. The curriculum development process is designed for the traditional student progressing through the system.

The Emeritus Institute is unique in that the program is primarily offered in the non-credit mode. Emeritus courses are not transferable or degree applicable and can be repeated 99 times. The courses within the Emeritus Institute are all taught off-campus for easier access by students. The 30 facility locations range from Lake Forest to San Clemente and include classrooms and instructional laboratories in Laguna Woods Village, other senior and community centers, churches, and senior facilities.

The Emeritus Institute student population is also unique, presenting different challenges in comparison to the traditional college student. Emeritus students usually require extra assistance and patience for a variety of reasons, some due to the unfamiliarity of entering or re-entering a college program of classes, or as is more often the case, age-related issues with remembering registration procedures and policies from semester to semester. Many Emeritus students are not familiar with computers and new technology and it is difficult to communicate new policies and procedures of registration. Health issues are also a concern, many older adults struggle with loss of hearing, sight and balance. Although working with the older adult student is challenging, the enrichment and life long learning experienced by the students makes it very rewarding.

### **C. Progress since the Last Program Review**

An Emeritus "Instruction Program Evaluation" was written in 1991 by Kathy Hodge, Dean and Terrill Robertson, Department Chair. Although the report was interesting it was not applicable to the current Administrative Unit Program Review.

### **D. Current Strengths, Opportunities, and Challenges**

#### **Opportunities**

The Emeritus Institute has experienced a rapid growth in student enrollment, FTES/WSCH and productivity. In the past three years student enrollment has increased by 18%, FTES has increased by 13% and WASH has increased by 18%. Productivity has reached its maximum with sections of averaging 62. The Enrollment Summary Report by Division clearly records this growth pattern starting with Summer 2006 to the present. (Appendix B).

Four new Distance Education courses have been approved by Curriculum and the State and have been added to the current schedule. These classes have been developed to serve the "home bound" and "isolated" senior population. The courses are: Art – Beginning Watercolor; English – Introduction to Creative Writing, Non-Fiction Writing; Health – Health Issues. The classes are gaining popularity and the Emeritus Institute expects to have more demand for on-line classes in the future.

Curriculum has been developed to support a Certificate and Degree Program for Gerontology. The Emeritus Institute is working with the Division of Behavioral Science to explore the possibility of initiating this new program in the future. The Emeritus Institute will work to enhance this program and begin a new collaborative effort between Divisions.

The Emeritus Institute is in the process of developing an Emeritus Health and Wellness Certificate. The certificate will be comprised of State approved classes and offer the students a well-rounded education in both physical and mental health. Upon completion of the certificate, the students will be able to write their own personal fitness plan.

## **Challenges**

Currently there are 185 different discipline offerings and 75 faculty in classrooms that are located in 30 off-campus community sites. Many are located in the City of Laguna Woods. Staffing in the Division office and the Laguna Woods office is minimal and with the increase in enrollment, new courses, new facilities, and the current workload, the Division finds themselves critically understaffed. A major concern is that with the expectation that more growth is inevitable, the present staff will not be able to accommodate student, faculty and program needs.

The search for new facilities is an ongoing challenge. Most facilities expect a usage fee for their space and are unwilling to agree to a partnership. This has become more of a challenge with the current stress on economic resources. Also, with the enrollment continuing to grow, larger classrooms are needed and difficult to find.

College Technical support is necessary to assure that off-campus classrooms and offices are kept up to date and in good working order. Computer systems at off-campus locations are imperative to student enrollment and this has been an on going challenge. With the college campus needs and demands for assistance, it is difficult to get technical support at the off-campus locations. Emeritus Distance Education instructors have reported that they and their students are struggling with a lack of technical support and resources for their on-line classes.

The Emeritus students have difficulty with on-line registration, My Site, and navigating the Saddleback College web site. Articles, presentations and workshops have been provided to familiarize the students with the systems. The outcome is promising, and each semester more students are using the on-line registration process. However there are many students, particularly in the older adults 70 to 100 years of age, which continue to use telephone registration and do not own a computer. Until 2008 the Emeritus Institute was clearly visible on the Saddleback College Home Page. On the new home page the Emeritus Institute has been removed from the College homepage and is now listed under Academic Institutes. This has added yet another step to familiarize the Emeritus students with the system, and has increased the frustration and number of student inquiry calls to the Emeritus office.

## **Strengths**

The Emeritus Institute is very proud of the Emeritus non-credit program; with a student head count of over 11,500 (Spring 2009 semester), instructed by 5 full time faculty and 70 associate faculty, continues to maintain the same high standards as required in credit programs. The commitment of the faculty (full-time and associate faculty) is the **strength** of the Emeritus Institute. Their commitment to quality education for older adults produces a program unparalleled in the Community College System.

The Emeritus Institute Director and administrative unit are committed to accommodating faculty, students and facilities in this constantly growing and evolving division. Curriculum, student, faculty and instructional needs are being met.

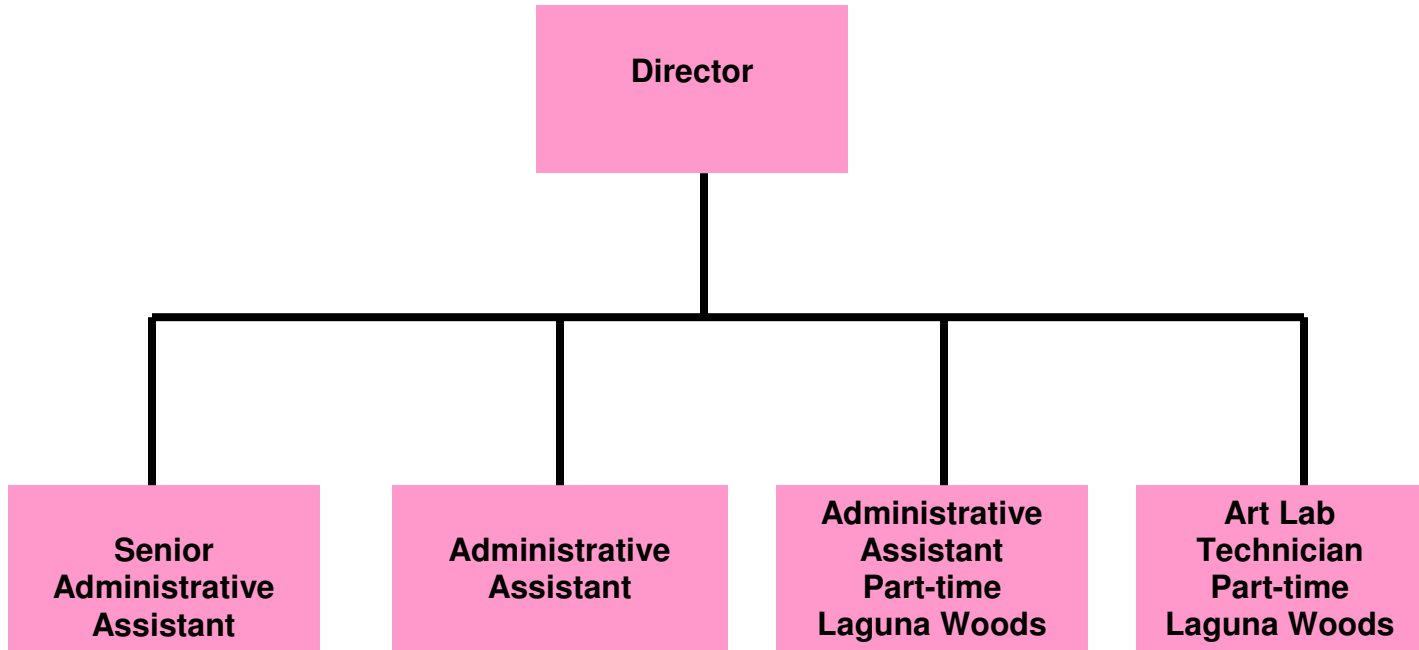
The Emeritus Institute prospers much from the “can-do” attitude and approach taken by all levels of staff involved in the program. The Director and administrative unit have years of successful experience in dealing with the operations of the Emeritus Institute programs and office procedures.

The Emeritus Institute division is incredibly successful on the basis of financial productivity, comprehensive nature of the program, and numbers of students served. The Emeritus Institute serves a unique portion of the community and generates needed revenue.

The Emeritus Institute enjoys tremendous success as it serves approximately 11,000 enrollees each semester. Success of the program includes the ability to offer quality instruction in 35 different disciplines. The Emeritus Institute operates on the lowest per student cost of any college division.

## Section II: Review Report

### A. Staffing and Organizational Structure



#### Senior Administrative Assistant Emeritus Institution

The Senior Administrative Assistant manages the division staff and handles any projects assigned by the Director. The Senior oversees the running of the Saddleback College office, and the Laguna Woods Village office.

#### Primary Duties:

- Assists with Spring & Fall In-Service
- Handles General Budget for the department
- Handles the Foundation Budget
- Handles the inventory of classroom equipment for check out and return
- Processes supply orders
  - Instructional supply orders each semester
  - Material fee orders from instructors each semester
  - Office supply orders
- Keeps a spread sheet on orders placed per instructor
- Processes orders for Instructional and Technical equipment
- Processes all Board Agenda Items

- Preparation and the administration of the Distinguished Guest Lecture Series (16 weeks)
  - a. Prepare & mail letter & paperwork inviting speakers
  - b. Prepares spreadsheet for tracking the need for AV equipment for the speaker and the return of their paperwork (invoice & W9 for payment)
  - c. Prepares Agenda for Board Approval for the speakers
  - d. Prepares invitation with the Graphics Department for mailing to College Administrators
  - e. Develops requisitions or stipends to pay speakers
  - f. Issues letter and door passes to registered students (approximately 475)
  - g. Prepares the program with narrative on the current speaker each week
  - h. Attends Lecture classes in person to register new students once a week for 1 hour
  - i. Prepares a thank you letter for speaker
- Curriculum- input new courses – prepares for and attends Tech Review – does input at the Tech Review as instructed by Curriculum Specialist
- Processes paperwork for Special Topics for approval
- Processes paperwork for hiring full and part time employees
- Assists with the Emeritus class schedule; Spring, Fall & Summer semesters
- Develops ads for the class schedule and does editing of the schedule
- Processes all adding and canceling of classes as requested by the division
- Verifies and adjusts the OSH for instructors
- Develops fliers and distributes to facilities advertising Emeritus classes
- Processes the teaching assignment agreements for 75 instructors
- Processes stipend pay for department chairs Fall & Spring semesters
- Processes all off campus facility agreements where classes are taught
- Processes paperwork to pay the facilities that charge a usage fee
- Preparation for Emeritus Advisory Board Meetings with:
  - Invitations
  - Taking/typing Minutes
  - Preparing PowerPoint presentations
  - Handouts

**Note: Assists with heavy student telephone inquiries and student/ faculty support**

## **Administrative Assistant Emeritus Institute**

The Administrative Assistant for the Emeritus Institute, at Saddleback College, provides clerical support to the division in a variety of venues.

Primary Duties:

- Provides information and instruction to students and faculty regarding the registration process
- Processes monthly faculty & staff payroll documentation
- Compiles pre-registration packets (for Emeritus Institute hosting facilities)
- Prepares In-Service packets for departmental meetings
- Coordinates the issuance and distribution of between 600-800 \*Laguna Woods Village Gate Passes to students, faculty & staff each semester/session
- Coordinates Laguna Woods Village gate clearances for relocated classes, as needed
- Processes Field Trips (documentation, transportation arrangements, deposits & disbursements)
- Collects and tracks class syllabi
- Assists with the Associate Faculty Evaluations (circulating, filing and maintaining flow charts)
- Assists with Grant Application and Awards
- Processes paperwork for all unusual occurrences, faculty work exchanges, and classroom volunteers
- Assists with Emeritus Institute Art Shows and other events

**Note: Assists with heavy student telephone inquiries and student/faculty support.**

**\*LWV or Laguna Woods Village is a gated senior community where the majority of Emeritus Institute classes are held.**

## **Administrative Assistant Part-time - Satellite Office, Laguna Woods Village**

The Part-time Administrative Assistant manages the Emeritus Institute satellite office in Laguna Woods Village. This position requires diverse public relations skills in order to promote the growth of the program. This position entails: greeting and assisting current and potential Emeritus students, Emeritus instructors, Laguna Woods PCM staff, Emeritus campus staff and Saddleback campus staff on a daily basis.

### **Primary Duties:**

- Utilize diverse public relations skills to manage the Emeritus Institute Laguna Woods Village satellite office successfully and thus assist in the growth of our program.
- Assists and provides information to potential and current students regarding the Emeritus Institute Program and its policies and procedures via in-person contact, telephone, e-mail, USPS mail, bulletin boards, etc.
- Assists and provides information to Emeritus Instructors regarding various topics and procedures.
- Assists and coordinates Emeritus Special Events.
- Creation and updating of the Emeritus Policy and Procedure Manual, the Emeritus Associate Faculty Handbook, and other reference materials.
- Calculates and prepares Laguna Woods Potters and Sculptors reimbursement invoices each semester.
- Provides clear, accurate and timely communications between this satellite office and the Saddleback College campus Emeritus Office, as well as other campus offices.
- This satellite office serves the needs of 39 faculty members, 98 classes and over 6,500 students. It could be called a satellite campus. The hours of operation should be reinstated to 8:00 a.m. – 5:00 p.m. Monday thru Friday.

**Note: Assists with heavy student telephone inquires and student/faculty support**

## **Art Lab Technician Part-time – Club House 4, Laguna Woods Village**

The Part-time Lab Technician manages the needs of the Emeritus Institute Ceramics classes. The Lab Technician works with the instructors to assure that student projects are completed in a timely manner. The Lab Technician is an essential position within the Emeritus Institute to accommodate a successful ceramic art program.

Primary Duties:

- Loading and unloading the kiln
- Firing of the student's projects
- Mixing of all the glazes to be used
- Oversees the storage facilities
- Maintains all equipment
- Orders necessary supplies

### **B. Program and Services**

The emeritus institute is designed to provide courses of interest and value to older adults at convenient off-campus, community-based sites. These courses may be taken on a credit/no-credit basis and do not meet certificate or transfer requirements. Most classes are zero unit based and are offered at no charge to students (some classes require a nominal material fee). The State provides funding for Older Adult classes based on weekly attendance.

The Emeritus Institute is comprised of over 35 different disciplines with an average of 185 sections offered each semester. This offers students a wide range of curriculum choices. (Appendix C)

### **C. Student/Constituency Satisfaction**

Many Emeritus students have been in the program for 5 to 10 years. While the non-credit programs cannot provide grade distribution patterns, the extent to which students return to Emeritus Institute classes represent some level of their personal success. Specific indications of student's level of personal satisfaction are revealed through student evaluations as well as personal letters and phone calls from students to the Division offices. Over 2,428 Emeritus students were surveyed and asked to respond on a scale of 1-5 (5 being strongly agree), to the statement "I have benefited from completing the course". 89% of the students strongly agreed. This is a good indication that Emeritus students feel successful in the Emeritus Institute courses and they are pleased with their personal level of achievement.

The Director has an "open door" policy and is available to any student, faculty or staff member. A Satisfaction Survey for The Emeritus Institute office staff was given to 75 faculty members in Spring 2009 with 62 responses. The results were outstanding.

The majority of faculty sampled responded positively and over 94% agreed that the staff was friendly, courteous, and helpful. (Appendix D)

#### **D. Facilities, Technical Infrastructure, and Resources**

The current Emeritus Institute is housed in the Health Sciences, Human Services and Emeritus building. One office houses the Administrative Assistants and Director. One station with a computer is reserved for part-time faculty. Laguna Woods has dedicated space for an off-campus Emeritus Institute office at no cost to Saddleback College. A part-time Administrative Assistance is employed at this site to assist students, faculty, and the Division in general. This office also has faculty mailboxes and space for one Department Chair. Until 2006, the Laguna Woods office was open from 8:00am – 5:00pm, Monday thru Friday. Due to staff cuts this office is currently open from 8:30am – 1:30pm, Monday thru Thursday. Many requests from students, instructors and the Laguna Woods Village Management have been made to reinstate the office to a full time service area. The Laguna Woods office services 100 classes, 39 faculty and over 6,892 students. The Laguna Woods office should be returned to a full time off-campus site and staffed with a full-time administrative assistant.

Classes are being taught Monday through Saturday from 7:00 am to 9:00 pm. Room utilization is a major issue for scheduling of classes in so many community sites. Room assignment and responsibility is done through the Emeritus Institute office in cooperation with each facility.

The Emeritus Director requests that each faculty member prioritize their requests for equipment, technology and supplies. The Department Chairs are consulted with regard to the recommendations and in the decision of prioritization for the use of the budget within the Emeritus Division.

#### **E. Outreach and Collaboration**

Continuous outreach to the community is accomplished thru many different venues. Two DVDs (3 min. & 30 min.) have been produced promoting the Emeritus Institute and Saddleback College. These DVD's have been useful and are frequently shown at speaking engagements throughout the community. A thousand exercise stretch bands with the Emeritus Institute logo, web site and phone numbers have been distributed to students and facilities, advertising the Emeritus Institute and Saddleback College. Fliers and class schedules are distributed to all facilities each semester. The Director actively participates in community events.

Another venue of community outreach is the Emeritus Institute Advisory Committee. The committee is comprised of community leaders, faculty, and facility managers. The Advisory Committee informs the Emeritus Administrators of current student and facility requests, and works with the Director to provide solutions to community needs. The Emeritus Institute Director also represents the College at bimonthly meetings of the Laguna Woods Village Continuing Education discussing concerns and solutions to student requests.

The Director of the Emeritus Institute was actively involved in work with the City of Mission Viejo's Historical project. An \$8,000 grant was obtained from the City of Laguna Woods to improve student learning and funding each year for the publication of the "Reflections", a student creative writing project. The Director has obtained a \$25,000 endowment fund from an Emeritus student and has helped secure other funding for the Emeritus Foundation, which will total to over two million dollars. A major part of the Director's responsibilities include public relations since the Emeritus Institute is a significant part of "The Community" in the Community College.

The Emeritus Institute's music, choral and symphony classes perform throughout the community. They hold annual holiday shows at local community centers to entertain audiences of all ages. During the semester these classes visit local senior community centers, assisted living and residential care facilities to entertain the seniors and their families.

The Emeritus Institute has partnerships with over 28 community facilities that offer Emeritus classes.

## **Section III: Needs Assessment**

### **A. Human Resource Needs**

The hiring of a new full-time Administrative Assistant is imperative at this time. With the lose of a part-time administrative assistant and the increasing work load it will be difficult to sustain the needs of the students, staff and off-campus facilities. The current staff to faculty ratio is 30-1 with a student to staff ratio of 4,640-1. Without additional support staff the high standards of service, which the Emeritus Institute is known for, will suffer. An additional Administrative Assistant would allow the Emeritus Institute to reestablish a full time off-campus office in Laguna Woods Village to meet the needs of the ever-growing student population.

### **B. Instructional/Service Needs**

On going training sessions for Department Chairs, Administrative Assistants, and management is needed to assure that a smooth transition is made to the new "Student Information System" database.

### **C. Research Needs**

The Emeritus Institute would benefit from research related to student tracking: repeatability, age groups, length in program and computer usage.

### **D. Technical, Equipment and Other Resource Needs**

The Emeritus Institute is supported with a minimum of instructional equipment. The lack of storage space in off-campus teaching locations makes this a problem larger than the purchase and maintenance of equipment. Program updates to Microsoft Office 2007 is needed.

### **E. Facilities Needs**

The Emeritus Institute has 70 associate faculty and there is only one designated associate faculty work desk with one computer. This space is shared with the Health Sciences & Human Services' associate faculty. Additional office space is needed. Also, parking is an issue. When associate faculty need to come to the Division office to pick up mail, use the college computer, duplicating services or perform other faculty responsibilities, two 15 minute parking spaces in lot 13 are not adequate.

## **F. Marketing and Outreach Needs**

The Emeritus Institute administrative unit will need additional support for current projects, such as brochure, and flyer updating and printing, Division website updates, monthly newsletter and a facility utilization planning for off campus sites. This would be accomplished by the addition of a new administrative assistant.

## **G. Retention Needs**

The Emeritus Institute administrative unit has pride in their ability to serve the faculty, students and facilities effectively and efficiently. However as the program continues to grow the workload continues to be increased. The division strives to maintain the high standards of the Emeritus Institute and has developed new staff organizational task and duties charts and continues to portray a positive attitude. Logistically this cannot continue and without the addition of clerical support it is inevitable that the program will suffer.

## **Section IV: Appendices**

- A. Five Year Program Staffing Profile**
- B. Enrollment Summary Report by Division/School**
- C. Emeritus Course Offerings**
- D. Survey and Results**
  - a. Satisfaction Survey for ATAS Division Sample**
  - b. Survey Results**

### Five-Year Program Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					% Change from Year 1 to Year 5
	2005	2006	2007	2008	2009	
Administration	2	2	2	2	1	-50%
Bargaining Classified Staff FT	2	2	2	2	2	0%
Bargaining Classified Staff PT	3	3	3	3	2	-33%
Non-bargaining Classified Staff FT	N/A					0%
Non-bargaining Classified Staff PT	N/A					0%
Student Workers	N/A					0%
Faculty FT	4	4	4	5	5	+ 25%
Faculty PT	68	65	65	68	73	+7%

**South Orange County Community College District  
ENROLLMENT SUMMARY REPORT BY DIVISION/SCHOOL**

**Appendix B**

**Saddleback College**

**COMPARE SPRING 2009 TO PREVIOUS SPRING TERMS**

**Excludes Cancelled, Industry & Grant-Funded Classes, Indep Study (except Rad & Med), Co-Op Work Exp., & Tutoring**

YR	CIR		OL		LL		PT		EXC		IOI		CRS		ESI		C1		CUR		RPT		CURRENT		RPT		CENSUS		ENR				
	IOI SEC	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	FTE	CAP	ENRL	ENR	ENR	ENR	ENR	ENR	ENR	ENR	ENR	ENR	WFCH	WFCH	WFCH	WFCH	FTE	FTE	WFCH	WFCH	ENRL SEC	
09	185	94	17	10	362	0	483	28.98	9,320	11,305	11,633	11,627	11,633	28,784	28,799	712	994	24.1	62.9														
08	176	64	4	7	382	3	453	27.15	8,506	10,944	10,962	10,882	10,962	27,362	27,639	664	1,018	24.2	62.3														
07	171	78	8	0	356	0	442	26.45	8,289	10,411	10,542	10,444	10,542	26,325	26,561	647	1,004	23.9	61.6														

**DIVISION/SCHOOL: Emeritus Institute**

**Saddleback College  
COMPARE FALL 2008 TO PREVIOUS FALL TERMS**

**Excludes Cancelled, Industry & Grant-Funded Classes, Indep Study (except Rad & Med), Co-Op Work Exp., & Tutoring**

YR	CIR		OL		LL		PT		EXC		IOI		CRS		ESI		C1		CUR		RPT		CURRENT		RPT		CENSUS		ENR					
	IOI SEC	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	FTE	CAP	ENRL	ENR	ENR	ENR	ENR	ENR	ENR	ENR	ENR	ENR	WFCH	WFCH	WFCH	WFCH	FTE	FTE	WFCH	WFCH	ENRL SEC		
08	182	96	13	0	358	0	467	27.94	8,720	10,819	10,835	10,831	10,835	27,045	27,055	625	968	23.2	59.5															
07	173	78	8	0	361	0	447	26.75	8,369	10,419	10,327	10,058	10,327	25,489	26,128	595	977	23.1	59.7															
06	171	81	6	0	353	3	443	26.55	8,344	10,435	10,136	9,967	10,136	25,342	25,772	608	971	22.9	59.3															

**DIVISION/SCHOOL: Emeritus Institute**

**Saddleback College  
COMPARE SUMMER 2008 TO PREVIOUS SUMMER TERMS**

**Excludes Cancelled, Industry & Grant-Funded Classes, Indep Study (except Rad & Med), Co-Op Work Exp., & Tutoring**

YR	CIR		OL		LL		PT		EXC		IOI		CRS		ESI		C1		CUR		RPT		CURRENT		RPT		CENSUS		ENR					
	IOI SEC	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	WFCH	FTE	CAP	ENRL	ENR	ENR	ENR	ENR	ENR	ENR	ENR	ENR	ENR	WFCH	WFCH	WFCH	WFCH	FTE	FTE	WFCH	WFCH	ENRL SEC		
08	88	0	14	0	94	0	107	6.40	4,314	6,218	6,684	7,159	6,684	8,657	8,079	182	1,262	62.5	76.0															
07	82	0	14	0	88	0	102	6.09	3,967	5,784	6,308	6,736	6,308	8,300	7,722	173	1,268	62.1	76.9															
06	71	0	12	0	79	2	88	5.23	3,482	5,094	5,361	5,651	5,361	7,134	6,681	144	1,277	60.9	75.5															

**DIVISION/SCHOOL: Emeritus Institute**

## **Course Offerings**

Current listing of the Courses offered by The Emeritus Institute Spring 2009

### **Emeritus Accounting**

- Improving Investment Performance
- Stocks and Bonds Management

### **Emeritus Art (History & Theory)**

- Art Appreciation
- Art History

### **Emeritus Art (Ceramics)**

- Ceramics Handbuilding
- Beginning Ceramics-Wheel
- Intermediate Ceramics
- Beginning Ceramics-Slipcasting
- Intermediate Ceramics-Slipcasting
- Advanced Ceramic-Slipcasting
- Art of Ceramic Decorating

### **Emeritus Art (Crafts)**

- Intermediate Intarsia
- Beginning Enameling
- Beginning Stained Glass
- Advanced Stained Glass
- Beginning Jewelry, Metal Fabrication
- Intermediate Jewelry, Metal Fabrication
- Advanced Jewelry, Metal Fabrication
- Beginning Jewelry Design, Lost Wax
- Beginning Lapidary
- Intermediate Lapidary

### **Emeritus Art (Drawing)**

- Beginning Sketching
- Intermediate Sketching
- Beginning Life Drawing

### **Emeritus Art (Painting)**

- Beginning Oil Painting
- Intermediate Oil Painting
- Advanced Oil Painting
- Painting in Subject Areas
- Portrait Painting in Oils, Watercolor and Pastels
- Intermediate Chinese Brush Painting
- Beginning Watercolor
- Intermediate/Advanced Watercolor
- Watercolor Landscape Basics (Internet)

**Emeritus Art (Sculpture)**

Beginning Sculpture  
Intermediate Sculpture

**Emeritus Biology**

Birds of the World

**Emeritus Communication Arts**

Video Productions

**Emeritus Computer Information Management**

Computer Applications

**Emeritus English**

Introduction to Creative Writing  
Advanced Creative Writing  
Non-Fiction Writing  
Advanced Creative Writing (Internet)  
Non-Fiction Writing (Internet)  
Bible as Literature: Psalms to Gospels  
Film as Literature

**Emeritus Fashion**

Beginning Clothing Construction  
Intermediate Clothing Construction  
Advanced Clothing Construction  
Wearable Art  
Beginning Crocheting  
Beginning Knitting  
Intermediate Knitting  
Quilting and Patchwork

**Emeritus Gerontology**

Physical Fitness/Weight Control  
Physical Fitness Weight Maintenance

**Emeritus Health**

Nutrition and Wellness (Internet)

**Emeritus Health Sciences**

Consumer Health Issues

**Emeritus History**

Western Civilization Since 1648  
Russian History: Culture and Arts  
Contemporary Middle East

**Emeritus Humanities**

Modern World Culture: 1700 – Present

**Emeritus Kinesiology (Adaptive)**

Mild Water Exercise  
Physical Fitness Back

**Emeritus Kinesiology (Aquatics)**

Aquatic Fitness Training

**Emeritus Kinesiology (Fitness)**

Aerobic Fitness  
Personalized Aerobic Fitness  
Physical Fitness with Specialized Equipment  
Sequential Stretching and Relaxation

**Emeritus Kinesiology (Fitness) continued**

Physical Fitness  
Body Rhythmics  
Exercise to Music  
Beginning Tai Chi Ch'uan  
Advanced Tai Chi Ch'uan  
Beginning Chair Exercises  
Intermediate Chair Exercises  
Balance and Mobility Training  
Pilates Conditioning  
Physical Fitness Yoga

**Emeritus Music Appreciation/History**

Introduction to Opera

**Emeritus Music Lessons (Vocal)**

Voice and Rhythms

**Emeritus Music Performance**

Men's and Women's Choral: Barbershop  
Choral Ensemble

**Emeritus Music Lessons (Instrumental)**

Rehearsal and Performance Instrumental

**Emeritus Philosophy**

Introduction to Philosophy  
History of Freethought in Western World  
Philosophy of Science and Religion

**Emeritus Photography**

Beginning Digital Show Presentation  
Beginning Digital Photography  
Beginning Color Printing  
Advanced Color Printing

**Emeritus Political Science**

Current Issues in Government

**Emeritus Spanish**

Beginning Practical Spanish  
Intermediate Practical Spanish

**Emeritus Special Services**

Beginning Lipreading and Hearing Conversation

**Emeritus Theatre Arts**

Beginning Scene Study

## Survey and Results

### Satisfaction Survey for Emeritus Institute Staff

Please rate the following questions about the Emeritus Institute staff by circling the number that represents your perception. Please **immediately** return the survey in the enclosed envelope. The results will be used in the Administrative Program Review.

Thank You.

- 1. = strongly disagree
- 2. = disagree
- 3. = undecided
- 4. = agree
- 5. = strongly agree

Office hours on campus are convenient (8am-5pm,M-F)	1 2 3 4 5
Office hours at Club House 4 are convenient (8:30am-1:30pm, M-TH)	1 2 3 4 5
Office staff is Friendly and Courteous	1 2 3 4 5
Office staff returns Calls and Emails in a timely manner	1 2 3 4 5
Office staff is knowledgeable	1 2 3 4 5
Office staff provides quick response to issues & questions	1 2 3 4 5
Office staff keeps me informed	1 2 3 4 5
The Emeritus Institute information packet is useful	1 2 3 4 5
The Emeritus Institute website is useful	1 2 3 4 5

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Additional Comments

## Survey Results

Listed below are the average ratings and percentages on the following questions from the Satisfaction Survey given to all Emeritus Institute Faculty in Spring 2009.

1= strongly disagree, 2= disagree, 3= undecided, 4= agree, 5= strongly agree

Question	Wt. Aver. Score	Percentage
Office hours on campus are convenient (8am-5pm, M-F)	4.67	94.5%
Office hours at Club House 4 are convenient (8:30-1:30,M-TH)	3.95	67.3%
Office staff is friendly and courteous	4.77	98.3%
Office staff returns calls and emails in a timely manner	4.69	96.3%
Office staff is knowledgeable	4.63	91.2%
Office staff provides quick response to issues & questions	4.69	94.3%
Office staff keeps me informed	4.57	94.6%
The Emeritus Institute information packet is useful	4.49	98.1%
The Emeritus Institute website is useful	4.33	87.1%

### **Comments made by faculty:**

- Thank you for all your help
- Wonderful working community
- The staff does amazing work, hats off to all their efforts
- Office hours at CH 4 would be better if extended to 8-5pm M-F. We are in great need
- Longer Club House 4 hours would be nice
- Finding necessary forms is sometimes difficult. Can't find Syllabus form for Emeritus.
- Diann is the best. Helpful & friendly
- All of the staff is supportive, knowledgeable and quick to help
- Happy to be working with them
- Outstanding JOB!!! All five's
- Need additional staff!!
- The Emeritus Institute is luck to have Diann Shea on staff. She's super!
- They are always available to help students and faculty
- We have a real gem I Diann at clubhouse IV. She is great!
- Emeritus Institute staff does a great job. Keep up the good work!
- Second question does not apply to my schedule. But in my point of view, I believe it is better to be open from 8am-5pm M-F. Some senior citizens function better in the afternoon.
- Laguna Woods should be open 8am-5pm 5 days per week to accommodate all faculty & students
- Why aren't Emeritus classes listed in the basic SC Distance Ed Schedule?
- I love Sandy – She is so kind and nurturing to us all
- Outstanding support for faculty