ANNUAL PROGRAM REVIEW TEMPLATE for 2016-2017
Instructional Support and Other Units

BASIC PROGRAM INFORMATION

Program Review and Planning is the means by which faculty, staff, and/or administrators complete a self-evaluation of an academic discipline, program, or service. The self-evaluation includes an analysis of both quantitative and qualitative data on how the academic discipline, program, or service is supporting the mission and strategic planning of Palomar College in meeting the educational and career interests of students.

Service Area: Camp Pendleton Site

Department Name: CTEE

Division Name: Instruction

Please list all participants in this Program Review :

Name	Position
Ryan Williams	Enrollment Services Supervisor
Victoria Haynes	Camp Pendleton Site Coordinator
James Pinckney	Student Support Assistant

Number of Full Time Staff: 3 **Number of Part Time Staff:** 0

Please list the Classified positions (and their FTE) that support this discipline:

Camp Pendleton Site Coordinator (100%)
Student Support Assistant (100%)

What additional hourly staff support this discipline and/or department:

What are your Service Area Outcomes (SAO)?

1. Increase awareness of Palomar College and our services offered throughout Camp Pendleton base.
2. Increase Student Services offered at the Camp Pendleton Center.
3. Continue with our efforts to increase enrollment numbers.
4. Continue with cross departmental staff training to better assist our students.
5. Continue with our physical improvements of the center.

Summarize your Service Area Outcomes (SAO) results from last year and your implemented or planned follow-up:

1. Student Equity and Strong Workforce funds have allowed us to execute advertising campaigns for Palomar College and participate in approximately 20 outreach events on the base. These funds will continue to be available so we are developing a robust annual advertising campaign and outreach program. We are working with Palomar's PAO and base advertising agency.

ANNUAL PROGRAM REVIEW TEMPLATE for 2016-2017
Instructional Support and Other Units

Includes: Instructional Services Office, Division Dean's Offices, Occupational & Noncredit Administrative Office, Workforce and Community Development and Extended Education (Centers and Site Operations), KKSM, PCTV, Library, Telescope, Boehm Gallery, Academic Technology, Tutoring, Planetarium, Service Learning, Wellness Center, Women's Studies, STEM Center, Teaching & Learning Center, etc.

2. The college's Accreditation report recommended an increase in student services and an added availability of tutoring offered at the Camp Pendleton site. This year we worked cross departmentally to strengthen or integrate the following services on site: Financial Aid, Admissions, Records & Evaluations, Veterans Services, Counseling, in-person Math tutoring, bookstore delivery, and reserve textbooks in the base library. While several of these services are now implemented and available to students, we will continue working closely with these departments on the main campus to improve.

3. The advertising campaigns and base outreach coupled with strategic course offerings have increased the demand of classes and increased overall enrollment. This will be an ongoing high priority for the center.
The base also approved to add Fire Technology to the list of base degree programs and we began offering Fire classes Fall 2016. Enrollment in these classes has increased with each class.

4. Staff members continue to receive training from various departments, especially with the addition of new services, to ensure the staff fully understands all of the services offered on site. The primary area where additional training is necessary is Financial Aid. We are working to gain one-on-one training from Financial Aid Advisors and will continue attending their department meetings to remain current.

5. We have continued to improve the physical appearance of the center the best we can for now. The Base Education Center is moving in the near future (appx 1 year) so we have decided to wait until the move to replace any furniture. In the meantime, all unnecessary equipment, files, and furniture have been discarded or surplussed to make the move easier. We will work on branding the current center with carefully designed posters and banners communicating the value of Palomar on base and the programs we offer.

Summarize your planned Service Area Outcomes (SAO) assessment activities for the current academic year:

1. Develop a foundation to support growth: With advertising and outreach causing the demand for Palomar classes on base to rise, staffing levels, course offerings, number of classrooms, and efficient processes must all be managed effectively in order to increase the capacity levels. We hope to fill the vacant Student Support Assistant position to alleviate some of the strain of added traffic in the center. A goal is to increase the number of available classrooms which would enable us to offer more class sections to keep up with demand. Lastly, we'll be analyzing each process we have internally and determine methods to increase efficiency. This would allow us to have a higher frequency of student contact without increasing wait times or diminishing the quality of service they receive.

2. Identify strategies to enhance student success: This year we will begin working with Institutional Research and Planning to gather and analyzing data with respect to Camp Pendleton classes (success, completion, graduation, etc.). The next year, we will work with Instruction and Student Services to implement methods, programs, and initiatives to increase the success rates for students on base.

3. Add base programs: We will work with the base to identify potential new degree programs to offer on base. We will then work with the appropriate Deans, Department Chairs, and Faculty to develop a plan to add the classes and submit the formal request(s) to the base Education Services Officer for approval. If the above capacity levels enable growth, new programs will better assist students and grow the site's FTES.

4. Faculty support: We will develop methods to better support teaching Faculty at Camp Pendleton. This year we have upgraded much of the equipment faculty check out for classroom use. We are starting to offer Faculty orientations beginning Spring 2017 Fast Track 2. We are also currently developing a page on the Palomar - Camp Pendleton website as a resource for faculty. This site will have information regarding base access, classroom logistics, common military situations, etc. Next we will offer a variety of workshops specific to the Camp Pendleton population (ex: Military Ally cultural awareness). Lastly, we will develop a light Camp Pendleton Faculty Handbook that incorporates a plethora of useful information for those who will teach on base.

5. Deployment programs/packages: We will work with Student Services and Instruction to develop a set of practices for both Faculty and students if they will be taking classes online while on a deployment. This may include things such as informing the faculty member about the student's deployment (what that means, how to communicate, best practices to support the student, etc.), how the student can succeed while overseas (online tutoring options, video capable support services available, contact information, and best practices for students on deployments). When a student identifies they will be on deployment, we can ensure the student and faculty member receive the packages and are ready when the deployment and class begins.

ANNUAL PROGRAM REVIEW TEMPLATE for 2016-2017
Instructional Support and Other Units

Includes: Instructional Services Office, Division Dean's Offices, Occupational & Noncredit Administrative Office, Workforce and Community Development and Extended Education (Centers and Site Operations), KKSM, PCTV, Library, Telescope, Boehm Gallery, Academic Technology, Tutoring, Planetarium, Service Learning, Wellness Center, Women's Studies, STEM Center, Teaching & Learning Center, etc.

SECTION 2: PROGRAM GOALS

2A. Progress on Previous Year's Goals: Please list goals from the previous year's reviews and provide an update by checking the appropriate status box .

Goal	Completed	Ongoing	No Longer a Goal
Increase awareness of Palomar on base	○	◉	○
Increase student services offered at site	◉	○	○
Increase enrollment at site	○	◉	○
Continue cross departmental training of staff	○	◉	○
Physical improvements in center	○	◉	○

2B. New Goals: Please list all goals for this three-year planning cycle (including those continued from previous planning cycle):

GOAL #1	
Goal	Implement Faculty support program
Strategies for implementation	1 - Faculty Orientations 2 - Faculty Resource Page on Website 3 - Faculty Handbook for CPPEN site 4- Workshops (Ex: Military Ally - military cultural awareness)
Timeline for Implementation	1: Q1 2: Q1 3: Q4 4: Ongoing
Outcome(s) expected (qualitative/quantitative)	More prepared and informed on base faculty to minimize frustrations and to

GOAL #2	
Goal	Increase Enrollment at site through marketing and outreach campaign at Camp Pendleton
Strategies for implementation	1-Marketing/Advertisting campaign 2-Develop thorough Outreach program to base community around Camp Pendleton 3-Center Branding - posters & signage of programs and services 4-Base Ed Center - utilize base staff to communicate Palomar program offerings and services
Timeline for Implementation	1: Q1-Q4 2: Ongoing 3: Q2 4: Ongoing
Outcome(s) expected (qualitative/quantitative)	Increase total FTES and class fill rates for classes on base

GOAL #3	
Goal	Increase number of available classrooms on base
Strategies for implementation	Develop new relationships with base units to locate new classrooms
Timeline for Implementation	5 new rooms by Q3 ready to use for Fall 2017
Outcome(s) expected (qualitative/quantitative)	Add 5 new potential classrooms

ANNUAL PROGRAM REVIEW TEMPLATE for 2016-2017
Instructional Support and Other Units

**Department Chair/
Designee Signature:** _____   **Date:** _____

Division Dean Signature: _____   **Date:** _____

Vice President Signature: _____   **Date:** _____