

**ANNUAL PROGRAM REVIEW AND PLANNING: 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.*



**PART 1: 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.**

<b>Service Area:</b>	Division Office, Arts, Media, and Business Administration (AMBA)
<b>Department Name:</b>	
<b>Division Name:</b>	AMBA

**Please list all participants in this Program Review:**

Name	Position
Norma Miyamoto	Dean Emeritus (Acting)
Anne Delgado	Division Administrative Assistant

<b>Number of Full Time Staff</b>	2	<b>Number of Part Time Staff</b>	0
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**Please list the Classified positions (and their FTE) that support this discipline:**

Division Administrative Assistant, 100%

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

None

**PART 2: PROGRAM REFLECTION**

**Describe your proudest moments or achievements related to student success and outcomes.**

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The Dean attempts to attend many of the performances and exhibitions that occur in this division. Seeing student-produced works (visual and performing) brings the outcome of learning "front and center." Seeing students hone their skills and then perform in public, with great confidence and professionalism, is extremely rewarding. The many awards garnered by students of this division help validate the exceptional learning and teaching that is occurring.

**What areas or activities are you working on this year to improve your program/service area? Please respond to new data as well as feedback from last year's program review.**

Regular division meetings, monthly meetings with the ADAs, and monthly one-on-one meetings with all Department Chairs and managers will continue this year to ensure that District goals are being met and instructional programs are receiving the necessary support from the Division Office.

**Have there been any unanticipated factors that have affected the progress of your previous plan?**

This division has lacked permanent and consistent leadership since the retirement of Dean Miyamoto in June 2015.

**What are your Service Area Outcomes (SAO)?**

The Division Office has two Service Area Outcomes:

- 1) Work with department chairs to implement a four-semester course rotation for every program
- 2) Provide administrative support and advocacy for five academic departments (Performing Arts, Art, Media Studies, Graphic Communications, Business Administration) and the instructional support units (Telescope, KKSM, ETV, and Boehm Gallery).

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

- 1) Progress has been made; many disciplines have rotations in place. The new scheduling-team approach has improved the communication between Dean and Chair regarding scheduling, and many departments now see the value in having these rotations. Follow-up occurs regularly, with the development of each class schedule (summer, fall and spring).
- 2) While the administrative support for the Division has been constant, the leadership via the Dean has been intermittent since June 2015. Follow-up will include conversations and set meetings with faculty and staff regarding their expectations for effective and productive leadership.

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

The new dean should establish these activities. Recommendations:

- 1) Meet with the ADA and Chair of each department to review each program (certificate and degree) and look at course rotations that are being scheduled. Determine whether there is a four-semester rotation plan in place. This can be done by examining four previous semesters' schedules.
- 2) Work with at least two departments in their program reviews. Assist with marketing and outreach strategies.

**PART 3: PROGRAM GOALS**

**1. Progress on Previous Year's Goals: Please list discipline goals from the previous year's reviews and provide an update by placing an "X" the appropriate status box .**

Goal	Completed	Ongoing	No longer a goal
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Improve communication from the Division Office to the departments and instructional units.		X	
Produce a binder showing four-semester rotations of courses for the major programs in the division.			X

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

<b>Goal #1</b>	
<b>Goal</b>	Improve communication from the Division Office to the departments and instructional units.
<b>Strategies for implementation</b>	Hold regular monthly Division meetings with Chairs and ADAs; monthly one-on-one meetings with Chairs and administrators who are direct reports; and report out significant items of interest from Governing Board, IPC and Curriculum Committee meetings.
<b>Timeline for implementation</b>	Throughout the academic year, fall and spring semesters.
<b>Outcome(s) expected (qualitative/quantitative)</b>	When staff and faculty are better informed, they feel valued; they also have a mechanism for providing feedback since effective communication is a two-way process.
<b>Goal #2</b>	
<b>Goal</b>	Select two departments, and with the assistance of the department chair, complete the four-semester rotations. Create a template/flier so this information can be easily communicated to students.
<b>Strategies for implementation</b>	Identify the programs needing the greatest assistance with enrollment management; use the one-on-one meetings to develop these rotations. Then Dean carries that information forward to the scheduling team.
<b>Timeline for implementation</b>	When new dean is hired; Spring semester, this work should begin.
<b>Outcome(s) expected (qualitative/quantitative)</b>	
<b>Goal #3</b>	
<b>Goal</b>	To be determined by new dean.
<b>Strategies for implementation</b>	
<b>Timeline for implementation</b>	
<b>Outcome(s) expected (qualitative/quantitative)</b>	

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**This section is for confirming completing and providing feedback.**

**Confirmation of Completion by Department Chair**

<b>Department Chair</b>	Norma Miyamoto
<b>Date</b>	Nov 28, 2017

**\*Please email your Dean to inform them that the PRP has been completed and is ready for their review**

**Reviewed by Dean**

<b>Reviewer(s)</b>	Norma Miyamoto
<b>Date</b>	Nov. 28, 2017

**1. Strengths and successes of the discipline as evidenced by the data and analysis:**

**2. Areas of Concern, if any:**

**3. Recommendations for improvement:**

**\*Please email your VP to inform them that the PRP has been completed and is ready for their review**

**Reviewed by: Vice President**

<b>Reviewer(s)</b>	Jack S. Kahn, Ph.D.
<b>Date</b>	2/9/2018

**1. Strengths and successes of the discipline as evidenced by the data and analysis:**

This is a well done summary. The overall summary is a great overview of the division activities. I especially like the goals for the coming year which make good sense given where the division is and the mission and state of the college. Focusing on rotations will be helpful for students and overall efficiency and productivity. Well done.

**2. Areas of Concern, if any:**

Like many of our areas we need to turn service learning outcomes into more specific behaviors rather than goals- please have the new dean discuss with me this year.

**3. Recommendations for improvement:**

This division has made much progress this year and I look forward to continued progress.