



# Non-Instructional Program Review and Planning

## OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON-INSTRUCTIONAL AREAS

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, program review and planning identifies program strengths as well as strategies necessary to improve the operation of your area. With that in mind, please answer the following questions:

[We are using the Strengths, Opportunities, Aspirations, Results \(SOAR\) strategic planning technique to help us focus on our current strengths and opportunities, create a vision of future aspirations, and consider the results of this approach.](#)

### BASIC UNIT INFORMATION

**Academic Year**  
2018-2019

**Division Name**  
Arts, Media and Business Administration

**Unit Name**  
Arts Media Lab

**Name Person Responsible for the Program/Unit**  
Karen Warner

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

Name	Position
Karen Warner	Instructional Support Assistant II
Keri McNamara	Instructional Support Assistant II

**Website address for your program or unit**  
<https://www.facebook.com/ArtsMediaLab/>

### Program/Unit Mission Statement

[\(click here for information on how to create a mission statement\)](#)

#### What is your Program/Unit's mission statement?

The mission of the Arts Media Lab is to collect, organize, and make available arts related content in a variety of formats that supports students academically, as well as encourages intellectual curiosity, aesthetic sensibilities, technical skills, and reiterates historical context and significance.

The AML strives to support full time and part time faculty by having resources available that support their curriculum within the 2/D and 3/D disciplines as well as facilitate classroom learning activities and provide opportunities for additional student engagement.

The AML is a welcoming, inclusive, and supporting environment available for students and faculty members to engage with materials which support their studies/teaching or to utilize technology. We provide additional resources necessary for students to achieve their goals.

**Describe how your mission aligns with and contributes to the College's Vision and Mission.**

The Arts Media Lab contributes to setting students up for success by providing access to equipment and resources needed outside of the classroom and helping coordinate services needed with the classroom by acting as a liaison for faculty. The AML is a welcoming environment for all students and the staff (Karen and Keri) are relied upon to provide individual supplemental assistance to students. Without this additional access to computers and resources (books, A/V and online) outside of classroom hours some students may have difficulty achieving learning outcomes for particular courses/assignments. The AML provides computers for students to use and staff is often called upon to help students complete their art assignments. Students are always so grateful that this room is open and accommodating. The Art Department is very diverse in our student body and some students are not familiar with navigating online environments or utilizing hardware or specific software.

The AML supports aesthetic and cultural enrichment by collecting and sharing information about art processes, techniques, and events to students, faculty, and the community.

## **Program/Unit Description**

### **Staffing**

**Total Number of Full-time Staff**

1

**Total Number of Permanent Part-time Staff**

1

**Number of Classified Staff**

2

**FTE of Permanent Part-time Staff**

40

**Number of CAST Staff**

**FTEF of Part-time Faculty**

**Number of Administrators**

**Number of Full-time Faculty**

**What additional temporary hourly or contract staff support this unit and/or department?**

N/A

As part of this PRP cycle, Human Resource Services has sent organizational charts to all non-instructional units. Please review the charts and make any needed changes. You have three options to submit your organizational chart:

1. Upload the document (under 5 MB)
2. Provide URL to document.
3. If you cannot create an organizational chart, or did not receive one from Human Resource Services, list the positions in your unit showing reporting relationships (e.g., Manager Facilities with the following direct reports, Supervisor Position A, Supervisor Position B, Supervisor Position C;

Supervisor Position A with direct reports, Position A, Position B, Position C)

**How will you submit your organizational chart?**

Describe Organizational Structure

**Describe your organizational structure**

N/A

## **Program/Unit Description**

**Who utilizes your services?**

Art students, Music students, Art Faculty and students and faculty from other disciplines on campus

**What services does your program/unit provide (Describe your program/unit)?**

Access to computer, printer, internet

Access to books, DVD's shown in class

Study space

Make up test space

Newsletter, Facebook page, blog, curated YouTube playlists

Local art info

Adjunct faculty use the AML for office hour space

## **PROGRAM/UNIT ASSESSMENT**

### **Service Area Outcomes**

#### **Service Area Outcome 1**

**Describe this Service Area Outcome**

To have a convenient, comfortable space with useful print and electronic resources and equipment for all students and faculty.

**When was this SAO last assessed?**

This is the first program review for the AML.

**What did you learn from the last assessment?**

There was no prior assessment

**Are there improvements you have implemented or plan to implement as a result of this SAO Assessment? If so, please describe.**

We have made space for two music stations to better serve the needs of students and the college and we are weeding outdated materials such as slides. We are trying to provide resources in digital formats as well. Some materials cannot be upgraded to newer technology--in many cases due to cost--so we are also striving to be sure that there is access to these materials as well.

### **Other Assessment Data**

List all other quantitative and/or qualitative measures you use to track, monitor, and/or evaluate the effectiveness of your program/Unit:

### **Quantitative Data**

Measure	2015	2016	2017	2018	Definition/Description of Measure
Sign in logs	3,383	3,496	3,133	2,654	Students sign in to the AML, yearly totals
Social Media analytics				500 page views in May on blog	Blog post views, Facebook engagement

#### **Are there any comments or notes about this quantitative data?**

Students do not always sign in.

Students sometimes enter and exit multiple times in a day but only sign in once.

AML closed days due to illness Fall 2018 semester.

## **Qualitative Data**

**Describe any qualitative measures you use and summarize the results.**

#### **What improvements have you implemented or plan to implement as a result of your assessment of quantitative and/or qualitative data described above.**

I have begun a visual hourly count to better keep track of attendance during the evenings. The AML is compiling a simple wish list of non technology items that will better aid students in achieving success in their courses and i have begun the process of moving the Arts Media Lab blog ([www.artsmedialab.blogspot.com](http://www.artsmedialab.blogspot.com)) to the Wordpress platform.

## **Achievements and Other Relevant Information**

### **Achievements**

#### **Describe Achievement**

Repurposed/weeded slides

"archived" newsletters put together by AML staff and emailed to full and part time faculty. Collection is stored and contains emailed newsletters from Sept. 2016-present

#### **Describe any recent changes in legislation, policies, procedures, processes, and/or technology (software and hardware) that have impacted or will impact your program/unit? What effect will these changes have on your program/unit?**

Slides eliminated, digital imagery is used instead.

VHS tapes and DVD's are still used but becoming more obsolete.

Newer Mac computers don't have a DVD drive so students are no longer able to watch the DVD's.

With the pay to print technology faculty cannot print...no generic log in or printer account set up which is frustrating for faculty members who sometimes come in between classes to accomplish a quick task.

#### **In addition to (or in response to) the changes listed above, what in-house policies, procedures, and processes need to be updated, created, or deleted?**

Two computer stations have been designated for music and we are waiting for software and tools to be added

Need to get external DVD drive so students can watch DVD's from our collection

Students continue to ask for a scanner/color printer

The process of ingesting new slides into the collection, tracking used slides, and reshelving are no longer applicable

## **PROGRAM/UNIT EVALUATION AND THREE YEAR PLANNING**

**Program Evaluation and Planning is completed in two steps.**

### **Section 1: Overall Evaluation of Program**

Reflect on your program/unit, the results of your assessments in Part 2 above, and your vision for the future. Then, working together answer the following questions. Summarize your answers in the grid below.

1. What are our greatest strengths?
2. What are our best opportunities?
3. What is our preferred future, what do we aspire to do?
4. What are the measurable results that will tell us we've achieved that vision of the future?

### **Section 2: Establish Goals and Strategies for the Next Three Years**

Once you have completed your overall evaluation, identify a set of goals and strategies for accomplishing your goals for this upcoming three year planning cycle. Use the template in Section 2 below to document your goals, strategies, and timelines for completion.

## **Overall Evaluation of Program**

Discuss your Program's/Unit's Strengths, Opportunities, Aspirations, and Results ([SOAR](#)) and summarize your discussion below.

### **Strengths**

Students are always thrilled that the AML exists and is an available resource for them. Many times they can be heard saying something like "this place is great" or "i wish i knew about this sooner" as they are walking out the door. The AML does have resources in a variety of formats and faculty seem to appreciate the space as well. We have Mac computers as well as PC's and students and faculty members can be seen using the computers throughout the day. Students also make use of the tables and chairs for group study.

The staff of the AML are knowledgeable about computers, art, artistic technique, critique, asset management and digital preservation which is an asset to the space and our users.

The AML is open for students to use during class and can provide extra space for students to work comfortably particularly by using the light tables and computers.

Instructors use the AML so their students can take make up tests.

### **Opportunities**

Many instructors bring their classes in for an orientation at the beginning of the semester but there is an opportunity to encourage more to do so. Some instructors hold class demo's in the AML...particularly when the assignment requires a computer component...it is beneficial that all instructors are aware that this is an option. The custodial services could be improved...students sometimes mention the floor is dirty..students sometimes request equipment that we do not have--like chargers or t squares or the ability to watch dvd's on a mac (if the PC's are in use).

If students had the ability to print in color and scan that would be wonderful and would make the space more appealing as a place to complete assignments.

Our digital collection of images has been uploaded to the server and hosts downloadable images however it is a team effort to make the database fully functional, searchable, and aesthetically pleasing and requires support and coordination from additional departments.

### **Aspirations**

To continue to be viewed as a space to come do research, work on projects, print, and study.

To grow the collection of digital materials to support students classwork.

### **Results**

The measurable result will be that the attendance as shown in records will grow and more instructors will bring their classes in for orientation and encourage students to use the space during class time when appropriate

## **Program Goals**

In the previous sections, you identified opportunities for improvement. Using these opportunities, develop 3-year [SMART goals](#) for your department. Goals should be Specific, Measurable, Attainable, Relevant, Time-Specific. Ensure your goals align with the mission of your department and/or [the College's strategic plan](#).

Please list all discipline goals for this three-year planning cycle. [Click here for previous PRPs and goal information](#).

## **Goals**

### **Goal 1**

#### **Brief Description**

Provide additional space for students to work using area vacated by slide collection

#### **Is this a new or existing goal?**

New

#### **How will you complete this goal?**

Provide students with additional space and tools for assignments. Small items are needed like T squares, paper cutter, cutting board, rulers.

Continue to weed unused or outdated technology items to make space useable.

#### **Timeline for Implementation**

#### **Outcome(s) expected (qualitative/quantitative)**

Attendance increase

Seeing students working with tools and being able to fully complete assignments in the AML.

#### **Describe the resources (human, technology, equipment, etc) you will need or will assign to implement this goal.**

Move a few chairs to create a welcoming space

Acquire T squares, cutting boards, wacom tablets

#### **Of the resources described above, which ones are reallocated and which ones are new or needed?**

Need t squares and cutting boards

**How does this goal align with your department mission statement, the college strategic plan, and Guided Pathways?**

Since classrooms are sometimes in use or locked this provides an additional environment for students to complete projects, do homework, study for tests

**Expected Goal Completion Date**

8/30/2019

## Goal 2

**Brief Description**

Color printing/scanning capabilities

**Is this a new or existing goal?**

New

Existing

**Goal Status**

Ongoing

**How will you complete this goal?**

Get a color printer and a scanner

**Timeline for Implementation**

Unsure...this depends on availability of such equipment or ability to secure funding.

**Outcome(s) expected (qualitative/quantitative)**

Increased attendance and increased student satisfaction. Potentially increased student achievement because if students can print in color on campus they will be able to refine assignments easier and print reference pieces other types of assignments.

**Describe the resources (human, technology, equipment, etc) you will need or will assign to implement this goal.**

Printer with color capabilities and scanner.

**Of the resources described above, which ones are reallocated and which ones are new or needed?**

Either one could work.

**How does this goal align with your department mission statement, the college strategic plan, and Guided Pathways?**

Color printers are needed for students to complete assignments. Particularly in the art and design curriculum.

**Expected Goal Completion Date**

12/20/2019

**How do your goals align with the College's value of diversity?**

The Arts Media Lab strives to be a welcoming inclusive environment. By providing access to materials that are needed for students to be successful in their studies we are helping students overcome some of the barriers they face when attempting to complete coursework and attain a degree or certificate we are supporting the College and it's value of diversity.

# RESOURCES

## Staffing Needs

If you have a staffing need, Identify if the staffing need is to replace a position or if the need represents a new position. Further explanation /prioritize. How does it align with North and South Centers/ Define what it is you need staff to do.

**Are you requesting additional personnel?**

No

## Technology, Equipment and Other Needs

**Do you have funding requests?**

Yes

## Requests

### Item 1

**Name of Item Requested**

color printer

**Amount of funding requested**

2,000.00

**Will you accept partial funding?**

Yes

**Detailed description of item requested**

A color printer capable of printing in color and scanning that can be hooked up to the pay to print. Students can print in color for their art and design projects

**Please upload a copy of the quote, if available.**

**Which goal/strategy in your three-year plan does this resource request support?**

This additional equipment supports the goal of supporting students in the completion of their assignments. Students sometimes have to go to FedEx for certain printing needs

**Budget Category**

Equipment (acct 600010 and per unit cost is >\$500)

**Strategic Plan 2019 Objective**

2.4: Implement user-friendly technology tools

1.2: Encourage and promote innovative instructional and student support practices and strategies focused on strengthening teaching and learning.

**Will this possibly impact our technology infrastructure in any of the following ways? (impacts network, other technology products, Peoplesoft, cabling, needs physical space)**

Yes

**Please describe potential technology impacts**

It would need to be hooked up...but this would not be a significant impact on technology infrastructure

**Will this possibly impact Facilities? (For example: Is more space needed? More storage? Need water/electrical?)**



No