

Program Review & Planning (PRP)

ANNUAL UPDATE

Part 1: General Information

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.

The Annual Update is designed to help you track progress on your three-year plan. It allows for updates to your plan based on:

- 1) updates to Service Area Outcomes assessment cycle or unit data;
- 2) new events, legislation, or processes that affect your unit's ability to meet your mission; and
- 3) a review of progress on your three-year plan's goals.

Date:	11/6/19
Unit Name:	Arts, Media and Business Administration
Department Name:	AMBA Division Office
Division Name:	Arts, Media and Business Administration
Name of person responsible for the Program/Unit:	Justin Smiley, Dean
Website address for your unit:	https://www2.palomar.edu/pages/ambadivision/

Please list all participants in this Program Review:

Name	Position
Justin Smiley	Dean
Anne Delgado	Division Administrative Assistant

SECTION 1: Staffing Updates and Services Updates**Staffing**

Using the table below, describe any changes you have experienced in staff in the past year.

<u>Full-time Staff</u>		<u>Part-time Staff</u>	
Total Number of Full-time Staff	2	Total Number of Permanent Part-time Staff	0
Number of Classified Staff	1	FTE of Part-time Staff (2X19 hr/wk = .95)	0
Number of CAST Staff	0	FTEF of Part-time Faculty	0
Number of Administrators	1		
Number of Full-time Faculty	0		

Describe additional temporary hourly or contract staff support this unit and/or department? (Include FWS/District Student Worker/Veteran Student Worker)

16 hr/wk hourly support for Dual Enrollment (funded with categorical funds)

Program/Unit Description

Has the services your unit performs changed in any way over the past year?

The AMBA Division has been playing a large role representing Instruction to increase Dual Enrollment, K-12 partnerships and Middle Colleges.

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PART 2: PROGRAM/UNIT ASSESSMENT

SECTION 1: Service Area Outcomes Update

GOT SERVICE AREA OUTCOMES?

Outcomes are statements written in support of student learning to show direct support (instruction) or indirect support (services) provided on campus. Assessment is the way we measure how well we are achieving our outcomes.

For non-instructional areas, outcomes are called Service Area Outcomes (SAO).

So what is an SAO?

A Service Area Outcome (SAO) is a statement about what a client will experience, receive, or know as a result of a given service. Clients can be students, faculty, staff, or community members.

As part of our three year planning and review cycles, all non-instructional units are asked to:

- identify at least two SAOs,
- develop a plan and assess their SAOs,
- reflect on the results,
- and take action, as necessary.

Palomar has adopted TracDat as our official repository for SLO and SAO Assessment information.

Review and/or define your SAOs and assessment plans and ensure they are entered in TracDat by:

- 1) Login to Nuventive Improve (TracDat): <https://www2.palomar.edu/pages/sloresources/2015/08/10/tracdat/>. Your Palomar username and password will get you in.
- 2) Update or add your SAOs and assessment plans.

NEED HELP?

TracDat:

- 1) If you need help with anything TracDat related such as login, unit identification, entering SAO info, contact Marti Snyder at msnyder2@palomar.edu.
- 2) Check out this video on how to enter SAOs in TracDat: <https://youtu.be/b1sRa68wm4c>

Defining and Assessing SAOs:

Not sure if your SAOs make the grade? Need some help writing an SAO? Not sure about how to assess your SAOs?

1. [Hartnell's SAO Guide](#) is a nice resource! Thank you Hartnell!
2. Contact Michelle Barton at mbarton@palomar.edu. We have a resource support team to help.
3. The SAO template at the end of this document is a useful template for defining an SAO and assessment plan. It is modeled off what we enter in TracDat.

Are all of your unit's SAOs and assessment plans entered in TracDat?	YES X	NO
If NO, describe why and identify a data by which they will be entered.		

If you have completed any SAO assessments over the past year, summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments. If you have not completed SAO assessment's document why (e.g., SAO was assess last year).

1) Work with department chairs to implement a four-semester course rotation for every program. Significant progress has been made. Since last year, the college has mapped almost all of our academic programs. These academic maps will be extremely helpful for students and counselors, but in addition will be used to inform scheduling and course rotation. Work is ongoing to get course rotations on a predictable cycle, and once the program maps are approved and in use, we will schedule course rotations to support the maps. Scheduling courses and advising students using the program maps will lead to a significant increase in degree and certificate completions.

Many initiatives from the Chancellor's office have contributed to increasing our progress on course rotation plans, including Guided Pathways and the Student Centered Funding Formula. We are working closely with department chairs on scheduling and enrollment management, while focusing on providing opportunities for students to complete their academic plans.

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).

The leadership from the dean position was intermittent since 2015. This changeover in leadership created challenges in providing consistent advocacy for departments within the division.

In January 2018, a permanent Dean was placed, and over the course of the last year, having a consistent, full-time Dean has improved communication and the opportunities for advocacy. Moving forward, we would like to create more access and opportunities to showcase the excellent work done in this division to the community.

3)

4)

SECTION 2: Other Assessment Data

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below.

Regular communication with ADAs, faculty and staff to seek improvements in processes. We are utilizing a electronic signatures, to reduce paper waste, increase approval times for documents, and tracking Documents.

We are refining our enrollment management strategies by allocating FTEF to areas with the highest demand, while communicating with faculty to ensure that we are supporting programs to improve completion rates.

SECTION 3: Achievements and Other Relevant Information

Describe your program's achievements or this past year. Where possible, describe how these achievements are related to our students and their success!

Last year, the division implemented an electronic signature system to improve and accelerate approval workflows.

Realigned division budgets to better support academic departments.

Permanent Dean was hired in the Division to provide much-needed consistency and full-time advocacy.

Dean Pearl Ly and Dean Justin Smiley co-led the development of the Multi-Disciplinary (MD) Building Emergency Plan and formation of an emergency response team. Successful building evacuation drills were held in Fall 2018 and Spring 2019.

Describe provide an update on 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?

1) AB705 will have an impact on BUS 204 and quantitative reasoning courses

2) Guided Pathways and vision for success will make us examine our meta-majors, overlapping curriculum, and increasing program completions and career readiness.

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

1) Provide enhanced tutoring and support to students taking Business classes with Math and English prerequisites.

2) Evaluate policy for new program approvals, communication regarding potential curriculum overlaps, scheduling and enrollment management strategies to increase completions. Examples include more classes in fast-track format, enhanced offerings in distance education, block scheduling

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PART 3: Progress on Goals

Review the goals listed on your comprehensive review and summarize progress you have made on the strategies for implementation. If the unit has experience barriers for impel in implementing the goals, describe those challenge

Goal #1

Goal from Comprehensive Review	Improve communication from the Division Office to the departments and instructional units.		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress	Completed X
Describe Progress	Holding regular monthly Division meetings with Chairs and ADAs; monthly one-on-one meetings with Chairs and administrators who are direct reports; and reporting out significant items of interest from Governing Board, IPC and Curriculum Committee meetings.		
Describe Barriers to implementation			
Describe Outcomes (if any)	Staff and faculty are better informed; they also have a mechanism for providing feedback since effective communication is a two-way process.		

Goal #2

Goal from Comprehensive Review	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.		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress	Completed X
Describe Progress	Identified the programs needing the greatest assistance with enrollment management; used the one-on-one meetings to develop these rotations. The Dean carried that information forward to the scheduling team.		
Describe Barriers to implementation			
Describe Outcomes (if any)	Refining program scheduling and rotations has aligned with our guided pathways plan and allowed students to create a predictable academic plan, while supporting our enrollment management goals. Creating these course rotations has helped students earn their certificates and degrees in a timely manner.		

Goal #3

Goal from Comprehensive Review			
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress	Completed
Describe Progress			
Describe Barriers to implementation			
Describe Outcomes (if any)			

Goal #4			
Goal from Comprehensive Review			
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress	Completed
Describe Progress			
Describe Barriers to implementation			
Describe Outcomes (if any)			

The Strategic Plan 2022 includes the College's Vision for Success (VfS) outcomes. Review the VfS goals and reflect on how your unit supports these outcomes. Identify one strategy your unit will implement to help the college meet these outcomes. Click here access [Strategic Plan 2022](#).

Refining program scheduling and rotations has aligned with our guided pathways plan and allowed students to create a predictable academic plan, while supporting our enrollment management goals. Creating these course rotations has helped students earn their certificates and degrees in a timely manner.

Describe any changes to your goals or three year plan as a result of this annual update.

ANNUAL UPDATE PART 4: RESOURCES

Reflect upon the three year plan you created as part of your comprehensive review, your annual update, your current operations, and any upcoming factors (retirements, changes in legislation, and changes in policies or procedures). How will you allocate resources to implement your plan? Describe additional resources needed to improve the effectiveness of your unit/program. All resource requests must be aligned with the College's Strategic Plan. Click here to access the [Strategic Plan 2022](#).

SECTION 1: Reallocation or Reassignment of Resources

Summarize any reallocation/re-organization of resources you are making based upon your three-year plan or your annual update, your current operations, and any upcoming factors in legislation. Describe the impact of the reallocation of resources to your unit.

Realigned division budgets to better support academic departments.

SECTION 2: Need for Additional Resources

STAFFING

If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section.

Title	Three Year Plan Goal	Strategic Plan 2022 Goal/Obj.	New / Vacant / Modified / Temporary	Describe Need:
1)				
2)				
3)				

TECHNOLOGY

If you are requesting TECHNOLOGY, please fully complete this section. If not, skip to the next resource section.

Resource	Unit's Three Year Plan Goal	Strategic Plan 2022 Goal/ Obj.	Cost (\$\$\$)	Describe need and identify if the technology need will require: 1) extra wireless access, 2) integration with existing technology (hardware and software such as PeopleSoft), and/or 3) operational maintenance and support.	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests.
1)					
2)					
3)					

EQUIPMENT (Other than technology)

If you are requesting EQUIPMENT, please fully complete this section. If not, skip to the next section.

Resource	Three Year Plan Goal	Strategic Plan 2022 Goal/ Obj.	Cost (\$\$\$)	Describe need:	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1)					
2)					
3)					

OTHER RESOURCES

If you are requesting OTHER RESOURCES not described above, please fully complete this section. If not, CHEERS!!! You are DONE!!!

Resource	Three Year Plan Goal	Strategic Plan 2022 Goal/ Obj.	Cost (\$\$\$)	Describe need:	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1)					

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2)					
3)					

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PART 5: FEEDBACK AND FOLLOW-UP

Once your Program/Unit PRP is completed, your division or planning council should review and discuss based on your Vice President's planning process. This area is intended for summary feedback and recommendations from the divisional review.

Confirmation of Review by Division / Planning Council

Person/Group/Council Who Reviewed PRP	
Date	

Feedback

1. Progress on Goals.

2. Areas of Concern, if any:

3. Assistance/Guidance for addressing barriers for goal completion.

SERVICE AREA OUTCOMES TEMPLATE

Date Identified or Last Reviewed	Description of SAO (What is your SAO?)	Assessment Method (How will/do you measure or assess it?)	Criterion (How will/do you know if you met the outcome?)	Date of Assessment	Date of Next Assessment
1)					
2)					
3)					
4)					