

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.

How Service Area:	Instruction
Department Name:	Escondido Center
Division Name:	Extended Education

Please list all participants in this Program Review:

Name	Position
Thomas Medel	Manager, Education Center
Nicole Puccio	Senior Education Center Coordinator
Pam Dratler	Senior Education Center Coordinator

Number of Full Time Staff	3	Number of Part Time Staff	4
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Please list the Classified positions (and their FTE) that support this discipline:

Senior Education Center Coordinator (2.0 FTE's) Education Center Specialists .45 FTE's

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

Jody Hall, Bobbie Cox, LeighAnne Kerchner

PART 2: PROGRAM REFLECTION

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

Our best moment this past year has been the increase in FTE's from 1398 to 1605. We have embarked on a scheduling process that is more strategic than year's past. We have scheduled classes that meet IGETC requirements, have traditional strong enrollments, and allow students to choose from classes without competition from other transfer requirements. This is the third semester we have done this and have had great success. Academic departments and deans have bought into the process and the model has had tremendous success.

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.

We are working on two matters 1) Creating an HVAC program at the Escondido Center, and 2) Enhancing our Ramona Campus. Since the dismantling of the upholstery program ESC 505 has been empty. The Dean of CTE has been evaluating the feasibility of an HVAC Program. The program will be the only program of its kind in the Western United States. Students in this program will be able to receive certification. Once construction begins we will evaluate our classroom options. The program will take up three classrooms. One of the rooms that will be removed is a computer lab. ESL will need to coordinate a new lab. 2) In effort to increase our visibility in Ramona the college is making a commitment to offer more classes in the eastern portion of our district. We have set up a partnership with Ramona USD. The commitment is to offer classes, both, credit and non credit.. In the past year we have set up an office, computer lab, and utilized classrooms at the RCC. Our marketing and outreach campaign will begin in November. We are hoping that it takes off and all classes fill.

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

The HVAC program has been delayed by a year. As a result, classrooms are sitting empty. We are optimistic the program will pick up by 2018. Until then ESC 505 is being used as storage.

What are your Service Area Outcomes (SAO)?

- 1) Provide quality customer service to faculty/students, 2) enhance the student experience at the Escondido Center. 3) Continue to provide a safe work environment for students/staff

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

The center has been successful over this past year with class scheduling. We have assured that scheduling is done in a way that meets students needs for IGETC, all the while, being strategic on what types of classes are offered and at specific days and times. Since we have developed a schedule rotation our FTE's have increased by 209. We are still in the process of evaluating our public safety classes. A push has been made to add AJ classes at Escondido, but the current batch of classes has had low enrollments. We will also explore offerings in the HVAC area. Currently plans are being developed to enroll 25-30 students in the program. Classes will be offered in combined lecture/lab component at the Escondido Center. We want to solidify our pipeline with local high schools. Whether it's outreach or dual enrollment we want to create a conduit from the local high schools to the Escondido Center. We will work with our facilities department to create a green friendly facility. This summer we created solar panels in one of our parking lots. The project will come complete with electric charging stations. Each semester we will evaluate all safety measures that have been put in place and along with Campus Police. We will also work monthly on our schedule planning. The North and South Centers will make us evaluate how we offer classes.

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

- 1) Provide quality service to faculty. We will continue to provide service to faculty that enhances their experience at the Escondido Center. That includes a workroom that meets all their needs, working with academic departments to

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minimize the amount of time spent at the San Marcos Campus, and providing service in the classroom that enhances their technology capabilities, 2) Enhance the student experience at the Escondido Center. We have undertaken several initiatives at the center that help students. We have partnered with student success to install SIO ipads, a pepper AI robot, and now have a lactation pod. We are also providing marketing and outreach tools to assist them in the registration process. This includes Facebook, marketing around the center, and outreach efforts by our TLC staff. We also provide student workshops, partnered with student affairs and health services so that students receive comparable services. Facilities has made adjustments to our outside lighting. Students feel safer as a result of better lighting. We have added solar panels in our parking lot and plan to have electric charging stations in the near future.

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
Develop HVAC Program		X	
Increasing FTE's at the Escondido Center		X	
Increase offerings for our Public Safety Program		X	

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

Goal #1	
Goal	Plan out a schedule of classes for the Escondido Campus while transitioning some classes to the North and South Center.
Strategies for implementation	Work with deans/academic departments to ensure a proper schedule rotation. Work with counselors to ensure IGETC requirements are being met. Utilize scheduling tool. Only schedule classes with a high fill rates.
Timeline for implementation	This is a continuous goal.
Outcome(s) expected (qualitative/quantitative)	FTE's are increasing at an adequate level and we are offering classes with strong enrollments. Preference is 85% fill rates.
Goal #2	
Goal	Continue to enhance our Public Safety Programs
Strategies for implementation	Develop an emergency operations center, offer AJ classes that meet degree requirements, work with local public safety agencies to offer classes or seminars on our campus.
Timeline for implementation	Fall 2018
Outcome(s) expected (qualitative/quantitative)	Develop a full service AJ, EME, and FT program that meets the needs of the public.
Goal #3	

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Goal	Enhance our Technology/Classroom Capabilities
Strategies for implementation	Work with ATC to explore technology, work with IS to upgrade hardware/software classrooms, solicit funds for student success, streamline how students receive registration information, and re-evaluate our student service capabilities, such as personnel.
Timeline for implementation	Fall 2018
Outcome(s) expected (qualitative/quantitative)	All classrooms have enhanced software. Comparable to San Marcos Campus.

PART 4: FEEDBACK AND FOLLOW-UP

This section is for confirming completing and providing feedback.

Confirmation of Completion by Department Chair

Department Chair	Tom Medel
Date	11/8/17

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

Reviewed by Dean

Reviewer(s)	n/a
Date	

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

Reviewer(s)	Jack S. Kahn, Ph.D.
Date	1/22/18

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

1. Excellent info in the achievements section- I think breaking main ideas into paragraphs would improve (one paragraph

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on HVAC, then ESL etc.)

2. SAOS make good sense- as a next step we should frame them in more measurable terms and set goals etc.
3. Goals are great and fit well given our current plans-Id like to potentially add more of your goals we have discussed prior listed here (i.e on increasing advertising in the community, making Escondido more known for programs etc.)
4. Overall well done here- good summary and logical goals for progress.

2. Areas of Concern, if any:

3. Recommendations for improvement: