PALOMAR COLLEGE® Learning for Success
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 <u>Annual Update</u> 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:	01/29/20
Unit Name:	
Department Name:	Telecommunications-Grants
Division Name:	Instruction
Name of person responsible for the Program/Unit:	Director Rico Bianchi
Website address for your unit:	www.ccctechconnect.org

Please list all participants in this Program Review:

Name	Position
Rico Bianchi	Director

SECTION 1: Staffing Updates and Services Updates

Staffing

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

Full-time Staff		Part-time Staff	
Total Number of Full-time Staff	13	Total Number of Permanent Part-time Staff	
Number of Classified Staff	10	FTE of Part-time Staff (2X19 hr/wk = .95)	
Number of CAST Staff		FTEF of Part-time Faculty	
Number of Administrators	3		
Number of Full-time Faculty			

Describe additional temporary hourly or contract staff support this unit and/or department? (Include FWS/District Student Worker/Veteran Student Worker)
We contract with 4 full-time contractors and 2 part-time contractors.

Program/Unit Description

Has the services your unit performs changed in any way over the past year?
No

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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	NO

If NO, describe why and identify a data by which they will be entered. I entered 3 SAOs but as a system-wide grant, TechConnect creates a workplan every year which includes objectives, deliverables and outcomes. This is then submitted to the Chancellor's Office for approval. I will attach the FY 19-20 workplan here.

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) Faculty, staff and students are able to succeed in achieving learning outcomes through the use of educational technology tools.
2) CCC TechConnect is a grant funded initiative which provides educational technology resources to all 114 California Community Colleges to help insure student success.
3) The Online Teaching Conference had record attendance of almost 1000 attendees. We evaluate the conference every year and distribute surveys to attendees which we use to plan the following year conference. I can submit a detailed report on the conference if you would like to see it.
4)

SECTION 2: Other Assessment Data

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below.
The TechConnect grant creates yearly workplans based on requirements from the Chancellor's Offce. TechConnect provides the CO with a six month progress report and yearly final report. We use Asana and Smartsheet track progress on goals, objectives and outcomes.

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!
As a system-wide grant, TechConnect impacts all students in the CCC system as well as those at Palomar College. The achievements for our project are listed in the workplan outcomes which is attached.

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?
n/a

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

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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	Provide system-wide digital storage product for videos and files, on-demand video streaming channels, video conferencing services, production, post-production, and event capture services. This supports students in online, on ground and hybrid classes.		

Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress X	Completed

Describe Progress	Products are continually updated with new features according to the workplan. Video interactivity is the latest tool that is currently being deployed to the system.		
Describe Barriers to implementation	The system is so large that it's difficult to reach all 115 colleges.		
Describe Outcomes (if any)	• Faculty and staff of the CCC system are provided with a video and audio file storage solution to deliver content to students in support of their learning success. • Options for implementing chaptering, assessment, and commenting are explored. • API enhancements allow interoperability between TechConnect services and exploration of functionalities system-wide. • Access to and sharing of 3C Media Solutions video content is available to the user from within the Canvas LMS. • If proven beneficial, access to and sharing of 3C Media Solutions hosted non-video files is an option to the user from within the Canvas LMS. • Secure, reliable, scalable infrastructure is continued to support increased faculty and staff uploads.		

Goal #2

Goal from Comprehensive Review	Provide unlimited system-wide e-conferencing and video conferencing services. Faculty and staff are able to obtain online classrooms and meeting rooms to better serve students. Colleges can save money by meeting with their staff at other locations virtually.		

Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress X	Completed

Describe Progress	Product is continually updated to provide more features and benefits such as HIPAA compliant rooms which Palomar is now using in the Health Department, Zoom Rooms (video conferencing) and Office Hours.		
Describe Barriers to implementation	The system is so large that it's difficult to reach all 115 colleges.		
Describe Outcomes (if any)	• TechConnect Zoom video conferencing used in a classroom environment connects the instructor with both on-campus and online		

	students in the same course, allowing more students to join a class, enhancing the learning experience and support learning with intentional outcomes. • H.323 Room Connectors leverage existing investments by enabling current systems used for multi-point video conferencing systems in classroom or conference rooms to connect to a Confer meeting; students can join from desktop and mobile devices.

Goal #3

Goal from Comprehensive Review	Produce and manage the CCC System-focused annual Online Teaching Conference (OTC). OTC 2019 is entering its 18th year. An event for faculty, staff, and administrators who are engaged or interested in online education, including delivery of online services, emerging technologies, student success, library and technical support. An inter-segmental conference focused on curriculum, pedagogy, and technology to better online instruction, learning and improving student success.		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started**	**In Progress** **X**	**Completed**
Describe Progress	Preparing for this conference is a year-long project requiring various levels of resources culminating in the day of the conference. Everything is tracked using Smartsheet and Asana project management systems.		
Describe Barriers to implementation	At 1000 attendees, we've reach the limit of size that we want the conference to be. Finding venues for this size a conference for a reasonable price in souther California is the biggest challenge.		
Describe Outcomes (if any)	• Conferences deploy integrated technology components that support pre-, live, and post-conference efforts to equitably reach the audience. • A full-featured, scalable, online registration system is built into the website to process payments, refunds, provide receipts, invoices, and reports. • A responsive website that is data-driven, reusable, scalable, and compatible with mobile devices is developed. • Backend databases are utilized to present front-facing information in clear, concise, and consistent displays. • Mobile app implemented. • Production services essential to successfully webcast, record, and archive, (audio/video, comprehensive internet access, staging, camera and equipment setup, caption services) are provided. • A multi-screen social media wall is developed and prepared for on-site display, fostering interaction. • Track session attendance by attendees.		

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](#).

Our products and services will help Palomar College achieve Goal 2.

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

Video on Demand/Streaming Video, Event Coverage, and Video Conferencing - CCC TechConnect / 3C
Media Solutions: Provide unlimited system-wide digital storage of videos and files, on-demand video
streaming channels, video conferencing services, production, post-production, and event capture
Services. (No changes anticipated.)

Provide and maintain system-wide audio
and internet-based e-Conferencing for all California Community Colleges' faculty, staff and
Administrators. (No changes anticipated.)

Produce and manage faculty and System-wide focused
Online Teaching Conference. (Venue will change from Anaheim Hilton to Pasadena Convention Center.)

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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.

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)				

TECHNLOGY

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 ALL 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 ALL 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 ALL of your Technology, Equipment, or Other Resource Requests
1)					

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)					