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 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:	October 23, 2019 to November 6, 2019
Unit Name:	Camp Pendleton Site
Department Name:	
Division Name:	Instruction Services
Name of person responsible for the Program/Unit:	Ryan Williams
Website address for your unit:	www.palomar.edu/camppendleton

Please list all participants in this Program Review:

Name	Position
Ryan Williams	Education Center Director
Victoria Haynes	Supervisor, Enrollment Services (Camp Pendleton)

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	3	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	1	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)
VA Student Workers: 4 (funded by the Department of Veterans Affairs)

Program/Unit Description

Has the services your unit performs changed in any way over the past year?
Not significantly

ANNUAL UPDATE
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 X

If NO, describe why and identify a data by which they will be entered.
We were not aware SAO's needed to be inputted into TracDat. We will enter them in by Dec. 1, 2019.

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) Student will have access to comprehensive student support services commensurate to the main campus.

SAO not complete - This SAO is ongoing in order to remain current with changes to student support services or through new initiatives to increase student success.

Completed since previous PRP:
- Added writing tutoring services beginning Fall 2019 to assist with potentially underperforming students enrolled in higher level English courses. Students enrolled in other classes are also able to take advantage of this new service.

Plan:
- Develop a cross departmental training plan for staff to better assist our students and make student services such as Financial Aid more efficient for students accessing the services at the base center.

2) Students will experience a center that is complimentary to the main campus through facilities and technology.

SAO not complete – On Camp Pendleton, the facilities are not owned by Palomar College which poses significant challenges logistically in order to provide quality instruction comparable to the main campus and other locations. The renovation to the site offices was a major upgrade and brought our primary location on the base up to date. We will have some ongoing technology improvements that are necessary in the classrooms to help faculty provide quality instruction.

Completed since previous PRP:
- The site offices and small classroom located at the Base Education Center have been completely renovated to include new FF&E, network server and Wi-fi, 32 new laptops with cart, paint, and carpet.

Plan:
- Replace old faculty laptops that are used in various classrooms across the base.
- Identify which cellular company's signal works best in each classroom around the base and fund the appropriate hotspots in order to optimize internet usage during instruction.

3) Students will experience greater academic success through the evaluation and development of strategies to address low performance.

SAO not complete - The Camp Pendleton Center needs to use quantitative analysis of success metrics in order to determine students' academic deficiencies and implement methods to address these overarching underperformance. Additionally, it is evident that AB 705 statistics need to be measured over a period of time to accurately evaluate students' success.

Completed since previous PRP:
- Writing center tutoring began Fall 2019.
- Purchased a class set of EMT-Basic textbooks so students do not have to purchase them. These are on loan for the term. Funded by the Foundation Office.
- $100 scholarship is now available through the Foundation office for active duty and veteran students.
- Graphing calculators are now available for check-out. Made available through the Math Center and funded by Student Equity.
- Gas Cards are now available for students who qualify. Funded by Student Equity.
- School supplies (i.e backpacks, notebooks, pens, pencils, etc..) are now available to students for free. Funded by Student Equity.

Plan:
- Develop evaluation metrics such as: retention, grade point averages (class averages), and course and program completion.
- Begin gathering and evaluating data
- Identify deficiencies and develop corrective strategies with the appropriate departments

4) Students will have access to degree and certificate programs at the Camp Pendleton site that are highly demanded by the base population and in-line with their academic and career objectives.

SAO not complete - We have tested a couple of classes for new degree programs and they have not performed well. We will continue inquiring with the Base Education Center and Palomar Counselors to gain feedback on student interests and educational objectives. During the current financial downturn at the district, class efficiency is imperative. Therefore, we will focus the class schedule on high demand classes.

Completed since previous PRP:
- Many students have requested Fire Technology classes, so we will be testing a Fire 100 class in Fall 2020 and developing strategies to ensure its success.
- Tested a Cyber Security class and it cancelled due to low enrollment.

Plan:
- ENGR 100 will be offered in the Spring for the first time.

SECTION 2: Other Assessment Data

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

Counseling Appointments:
In 2018, we had a total of 1,125 counseling appointments.
From Spring 2019 to current, we have had 991 counseling appointments to include walk-ins and group counseling sessions for new students, which was integrated into our schedule last spring.

Foot Traffic:
Since 1/22/19 we have had ~4,300 check-ins to the center office. We have been able to track this data by utilizing a new check-in process through Google Forms. The form asks a series of questions to include student status (i.e. active duty, dependent, veteran, etc..), reason for visit, and contact information. This data is comparable to our PRP report from April 2019 of around 4,600 check-ins during 2018.

Phone Correspondence:
(since 4/2019): 2,162 inbound calls and 1,298 outbound calls. This data is compared to our 2018 to April 2019 data of 2,854 inbound calls and 2,333 outbound calls.

Enrollment:
The Camp Pendleton Site has experienced an unforeseen fluctuation in enrollment. This is most likely due to 2 factors: marketing and military operations. 2 years ago, Strong Workforce and Student Equity authorized a combined nearly $100,000 in advertising funding. These funds were not available this year. Additionally, military operations (new deployments to the southern border and overseas) have inhibited many of our students from being able to take classes, especially face-to-face classes. Some have shifted to online though. The below FTES numbers show an increase in term 2017 to 2018 (due to marketing) and then a dramatic decrease in 2019 (due to marketing reductions and military deployments).

FTES
Spring 2017: 134.43

Spring 2018: 178.12
Spring 2019: 127.52

Summer 2017: 59.94
Summer 2018: 62.57
Summer 2019: 46.37

Fall 2017: 140.91
Fall 2018: 136.44
Fall 2019: 110.70

With the decline in FTES, we have trimmed the schedule and offered less classes, yet increasing class fill-rates in order to be in line with the college's fiscal goals.

- From Summer 2018 to 2019, we decreased sections offered from 22 to 16 (includes EME labs and ASP), and FTES decreased from 62.57 to 46.37.
- From Fall 2018 to 2019, we decreased sections offered from 49 to 42 (includes EME labs and ASP), and FTES decreased from 136.44 to 110.70.
- In Spring 2019, CPPEN offered 46 sections (includes EME labs and ASP), and had a total of 127.52 FTES which was a decrease from 178.12.

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!

1. 1st valedictorian in the history of Palomar College in 2019 was an Active Duty service member from Camp Pendleton.
2. Military Leadership Apprenticeship grant awarded ($500,000).
3. Credit for Prior Learning grant awarded for military training.
4. Completed center remodel with the help of the Foundation Office and volunteers from Kitchell to repaint our main office, counseling room, and computer lab.
5. With the help of the Foundation Office and the County of San Diego, we were able to purchase a cargo van that will help our site transfer instructional materials and equipment around base. The van wrapped to promote Palomar College on Camp Pendleton and CTE programs as a moving marketing piece. The wrap was paid for by the CTE Department.
6. As changes began this Fall with AB 705 coming into effect, we determined the need for Writing Center Tutors on base to help our English students successfully complete their courses.

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. The district is actively engaged in developing new policies and articulations for Credit for Prior Learning, specifically for military training.
2. AB 705 has impacted much of the district with regards to Math and English. At Camp Pendleton, we recognize the potential growth in need for Math and English/Writing support services to assist students who may be struggling in 8-week classes.
3. Through the Veterans Accountability and Choice Act, we are now able to retroactively change a Veteran student using VA education benefits to the initial term they began using benefits. This new policy prevents qualifying students from paying non-resident tuition.

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. A BP regarding credit for prior learning will need to be developed.
2. New processes have been implemented regarding the new VACA policy change.

ANNUAL UPDATE
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	Implement faculty support program		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started**	**In Progress** **X**	**Completed**
Describe Progress	- Working on developing a new faculty handbook. - We are scheduled to offer orientation for Spring 2020 faculty on base. - We are looking to offer a Plenary session regarding Military Affiliated Students. - Military Ally workshop was offered in Fall 2019		
Describe Barriers to implementation	Time constraints due to limited center staffing has inhibited the progress of these initiatives.		
Describe Outcomes (if any)	N/A		

Goal #2

Goal from Comprehensive Review	Increase enrollment at site through marketing and outreach campaigns		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started**	**In Progress** **X**	**Completed**
Describe Progress	We are currently focusing on outreach more so than marketing on base due to limited funding. We have been able to establish a presence in the North Base Education Center. We are continuing our outreach efforts by visiting various units to give presentation on Palomar College to include what we offer, financial assistance, and how to get started. We have attended 2 on base Education Fairs since Spring 2019.		
Describe Barriers to implementation	We lack funding for outreach materials and marketing.		
Describe Outcomes (if any)	The new outreach opportunities have enabled us to reach new prospective students on Camp Pendleton		

Goal #3

Goal from Comprehensive Review	Increase number of classrooms on base		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started**	**In Progress** **X**	**Completed**
Describe Progress	We have been able to establish one new classroom on base serving an area in which Active Duty students have limited access to transportation to other classroom locations on base.		
Describe Barriers to implementation	There is not a centralized point of contact or database of classroom facilities on base. This makes it very difficult and time consuming to		

	search for new classrooms. New contacts and relationships must be developed in order to be successful.
Describe Outcomes (if any)	Added 1 new classroom thus far. We have increased from 11 to 12 classrooms with the goal to have a total of 15 classrooms.

Goal #4		
Goal from Comprehensive Review	Increase awareness of Palomar College and our services offered throughout Camp Pendleton base.	
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started**	**In Progress** **X**	**Completed**

Describe Progress	Starting this Fall, we are now serving at the North Base Education Center once a week to meet with students. We are working individually with military units for outreach opportunities across base. Finally, we are continuing to participate in education fairs on base.
Describe Barriers to implementation	Due to staffing limitations, our bandwidth is not where we would like it to be to conduct more outreach on base. It is very time consuming but should be made a priority to continue building our student population, especially with limited advertising funds available.
Describe Outcomes (if any)	As mentioned above, we have begun working with the North BEC to serve students closer to the San Clemente area. Every Thursday from 8:00 am to 12:30 pm we are available to meet with students for Enrollment Services needs and general information. As we continue to serve the BEC, we are hoping to gather a following and add more hours. This new option gives students in the North areas of the base access to our staff to get started with Palomar, answer questions, and enroll in classes.

Goal #5			
Goal from Comprehensive Review	Increase enrollment in classes held at Camp Pendleton		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started**	**In Progress** **X**	**Completed**
Describe Progress	Increased enrollment has been somewhat of a challenge since April 2019 due to a range of barriers. In comparison to last year, we have decreased the number of course offerings and the fill rate of those classes have been higher, yet our overall enrollment has been low. We are continuing to evaluate course offerings each semester to better serve our students and increase enrollment.		
Describe Barriers to implementation	As always, military obligations (trainings and deployments) affect our enrollment numbers and can vary from semester to semester. This year, we've experienced more students in military units deploying around the world severely impacting our enrollment. We have also see an increase of students wanting to take online classes or night classes at the Fallbrook Education Center, as it is more convenient geographically to take classes there. Course evaluation between CPPEN and FEC should be evaluated to limit competition between the centers. Lastly, advertising funds that were available last year were not available this year impacting our marketing efforts and inevitably our enrollment at the center.		
Describe Outcomes (if any)	Fewer classes offered in recent terms have increased fill-rates, however, in comparison to last year, FTES is lower because we have fewer overall seats filled. As class offerings are planned and scheduling continues, we will be able determine a better way to increase enrollments.		
Goal #6			
Goal from Comprehensive Review	Design a Military Deployment Program		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started** **X**	**In Progress**	**Completed**
Describe Progress	We have not made a large amount of progress on this goal as it has been more of a discussion. We have shifted our focus primarily on the Credit for Prior Learning and the Military Integration Initiative this year.		
Describe Barriers to implementation	As mentioned above, the focus had shifted toward the Credit for Prior Learning and Military Integration Initiatives this past year. Creating another program like the Deployment Program, would require a support team and a lead to drive this initiative forward.		
Describe Outcomes (if any)	None at this time		

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](.).

The mission of Palomar College's Camp Pendleton Site is to serve the Camp Pendleton Marine Corps Base by delivering quality instruction and student support services. We are committed to supporting our students so they are effective and empowered learners prepared for the workforce by enabling them to succeed in basic skills, general education, transfer-readiness, and career and technical training. We strive to provide equitable educational opportunities to our diverse student population comprised of active duty military personnel, veterans, their families, and other members of the base community.

- **VfS Goal 1- Completion:** The Camp Pendleton Site offers full CSU GE, IGETC GE, and AA/AS GE breadths of classes as well as the program requirements for the Center Academic Programs: Administration of Justice-Homeland Security and Law Enforcement, Business Administration, and EMT-Basic.

- **VfS Goal 2- Transfer:** The Camp Pendleton Site offers a variety of general education courses that can be used for transferability, which is a common trend for our active duty and dependent students.

- **VfS Goal 4- Workforce:** The Camp Pendleton Site offers a Certificate of Proficiency in EMT-Basic and Associates Degrees in Administration of Justice – Law Enforcement and Administration of Justice – Homeland Security which helps our transitioning service members seek job opportunities in the Public Service field after their end of service in the military.
    - Additionally, students are able to complete their courses after working hours on Monday/Wednesday or Tuesday/Thursday nights in an 8-week format. This schedule provides flexibility for course completion and/or transferability while serving in an active duty status.

- **VfS Goal 5- Equity:** The Camp Pendleton Site has a commitment to serve disproportionately impacted students by creating experiences that will increase academic success through the evaluation and development strategies that address access and low performance. Veterans (and Active Duty) are identified in the District's Student Equity Plan as a Disproportionately Impacted Population with regards to Access. Our site works with Student Success and Equity to deploy methods to achieve our equity goals.

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

As a result of this annual update, we have found that some of our SAO's should actually be goals. The following SAO's were made into goals during the update:
1. Increase awareness of Palomar College and our services offered throughout Camp Pendleton base.
2. Increase enrollment in classes held at Camp Pendleton.
3. Design a military deployment program.
The remaining SAO's were reworded to fit the model of this report.

A focus this next year will be to determine metrics to gather data in order to better understand and assess our students and their success, and then implement initiatives to assist underperforming students as outlined in multiple areas 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.
We have limited supply and other unrestricted spending in order to use the funds toward marketing activities to help increase enrollment on Camp Pendleton.

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) Camp Pendleton Site Coordinator	1 2 4	Goal 1/Obj 1 Goal 1/Obj 2	Vacant	The center is currently staffed with minimal staff members and student workers. The bandwidth and capacities of the Supervisor and Specialist employees are dramatically limited due to the short staffing. The site's enrollment numbers have declined and we are in need of a more robust outreach plan, however this is not possible with the current number of staff members we currently have on site. Additionally, we are asking the 2 current employees to conduct the work outside of the scope of their positions.
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) Hotspots	1, 4	Goal 1/Obj 3	$3,000 total for the year.	Need:These hotspots would enable extra wireless access but would not need any new wireless infrastructure. We currently utilize Sprint Hotspots provided by the PCTV Department for most of our classes. We have 2 issues: 1) Sprint service does not work in many of our classrooms 2) PCTV cannot provide enough Sprint hot spots for all the classes who need them. This includes EME who needs 5 to support their EME 106 testing. We have verified T-Mobile's service works well and need to purchase 6 new hot spots to support classes in these other areas.	1
2) Faculty laptops	1	Goal 2	$2,100 each	Need: We have 4 laptops that are approximately 10 years old and in need of being replaced. These laptops are checked out to faculty for the term	2

			$8,400 total	in order for them to teach their classes on base. We need to replace these laptops with new and updated models.	

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)					

ANNUAL UPDATE
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)					