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 22, 2019
Unit Name:	Fallbrook Education Center
Department Name:	Instruction
Division Name:	
Name of person responsible for the Program/Unit:	Ryan Williams
Website address for your unit:	https://www2.palomar.edu/pages/fallbrook/

Please list all participants in this Program Review:

Name	Position
Ryan Williams	Education Center Director
Yvette Maynard	Education Center Coordinator

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	20	Total Number of Permanent Part-time Staff	2
Number of Classified Staff	17	FTE of Part-time Staff (2X19 hr/wk = .95)	1.35
Number of CAST Staff	2	FTEF of Part-time Faculty	0
Number of Administrators	1		
Number of Full-time Faculty	3 Non-instructional: 1 FT Counselor 1 FT Librarian) Instructional: 1 CHEM FT teaching full load at FEC		

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

Program/Unit Description

Has the services your unit performs changed in any way over the past year?
Added student support services: Behavioral Health Center Services (Summer 2019); Disability Resource Center counseling (Spring 2019); Extended Opportunity Programs and Services counseling (Fall 2019), food vending machines (Fall 2019)

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 assessed last year).
1) Student will have access to comprehensive student support services commensurate to the main campus. SAO not complete - The Fallbrook Education Center is using the Main Campus as a model for student support services offered. While the Center is utilizing the Interim Village with limited space, student support services need to be offered in a creative and space-efficient manner. The SAO is to replicate as many necessary services as possible in order for students to access them conveniently. Completed since previous PRP: • Added EOPS counseling one day per week beginning in Fall 2019 • Added Behavioral Health Counseling Services one day per week beginning in Spring 2019 • Added Disability Resource Center Counseling services one day per month beginning in Summer 2019 • Added Transfer Center workshops beginning in Fall 2019 • Partnered with Food and Nutrition Center to add a food pantry to the center beginning in Spring 2019 • Partnered with Outreach Services to host Information Sessions and campus tours beginning Summer 2019 Plan: • Continue to evaluate student needs and creatively bring any necessary new support services to the Fallbrook Center. • When the new building opens in 2022, we plan to have a much more comprehensive approach to student services.
2) Students will experience greater academic success through the evaluation and development of strategies to address low performance. SAO not complete – The Fallbrook Education Center recognizes a need to intrinsically measure the academic success of its students through a diagnostic approach. Currently, we are holistically measuring student success qualitatively. By simply inquiring with students and faculty about their experiences at the center, we learn how their programs are going, how they feel they did in their classes, etc. From a qualitative approach, this is informative on the surface, but a more quantitative outcome is necessary to measure success metrics. Additionally, it is evident that AB 705 statistics need to be measured over a period of time to accurately evaluate students' success. The center would like to begin measuring this data as soon as possible to begin initiating corrective action where deficiencies are found. Plan: • Develop evaluation metrics such as: retention, grade point averages, and course and program completion. • Faculty's preliminary input is being gathered during the Fall 2019 term regarding Math and English courses. • Work with academic departments, Institutional Research and Planning, and Enrollment Services to develop the necessary metrics to evaluate student success. • Identify deficiencies and develop corrective strategies with the appropriate departments. Work explicitly with (but not exclusively) Math, English, TLC departments to develop corrective strategies at the Fallbrook Center. • Continue to measure and evaluate these metrics to determine if the strategies are improving student success in these classes.

3) Students will benefit from Guided Pathway principles at the Fallbrook Education Center.

SAO not complete – As a new center, the Fallbrook Education Center has a great opportunity to carefully construct programs, procedures, and processes that adhere to the Four Pillars of Guided Pathways. This will be an ongoing process.

Completed since previous PRP:
- Centers Academic Programs were determined through Instruction Services and this courses was offered at the centers.
- New web pages were developed for each center called "Center Academic Programs" outlining the program courses and schedule that students can expect these to be offered at the center and online. Course pathways are clearly outlined with requirements for completion, when and how they are offered each semester for strategic student planning, and what stated prerequisites are needed for enrollment. Additional features also include Steps to Enroll, Gainful Employment, Counseling, and Department information.
- Tutoring is offered through the center's TLC in Math, English/Writing, and ESL
- Offering additional student support services in order to assist students "Stay on the Path": Behavioral Health Counseling, EOP&S counseling, DRC counseling, and developed a Food Pantry.
- Began offering Transfer Center Workshops in order to assist students "Complete the Path"

Plan:
- The center will begin to gather data and measure and evaluate student persistence, retention, and sucess in Center Academic Programs.

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 (students who attended) increased from an average of 85 appointments per mo to 122 appointments per mo from last PRP.
Totals:
- 875 appointments offered
- 733 shows
- 147 no-shows
- 5 students were added to compensate for no-shows.
- We lost 140 appointment due to Counselors out sick, personal leave, etc.
- No 15 minute "Quick Questions" appointments offered

Class Sections:
From Summer 2018 to 2019 we decreased sections offered from 29 to 27, and increased FTES from 60.13 to 74.02.
From Fall 2018 to Fall 2019 we decreased sections offered from 74 to 68, and increased FTES from 238.15 to 268.32.
In Spring 2019, the FEC offered 81 sections and had a total of 204.70 FTES.

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!

- Successfully moved all of the English As a Second Language Department at Fallbrook High School site to the Fallbrook Education Center. This enabled the District to cancel the Use of Facilities contract with the high school, resulting in a reduction of capital outlay. Additionally, the ESL faculty staff, and students are now better served at our comprehensive center.
- Coordinated the second-annual Discover Palomar event on site.
- We saw a 30% increase in enrollment Summer 2018 to Summer 2019 and 12% increase Fall 2018 to Fall 2019.
- We increased social media presence and integrated the "Makes it Possible" campaign strategically at our center through various marketing mixes.
- Increased community engagement through various events; Fallbrook Avocado Festival, 2019 Chamber of Commerce Business Expo; Fallbrook Chamber of Commerce Award's Luncheon (received 30 year service award); partnered with Outreach for Temecula College Fair; guest speaker for Fallbrook Rotary Club; participated in the Fallbrook Veterans Day parade; participated in the 19th Annual Women in Business Expo; participated in Tarde de Familia; participated in Undocumented Week of Action
- Developed/strengthened strategic partnerships with University of Redlands Temecula campus; CSU San Marcos Temecula campus; Vallecitos Elementary School; Bonsall High School; and Fallbrook High School; Fallbrook Chamber of Commerce; Fallbrook School of Art
- Formalized emergency reaction plans, conducted evacuation drill; all emergency response team members were certified in CPR, First Aid, and AED

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?

- AB705 is affecting the entire District regarding student placement in Math and English. Depending on the evaluation these changes have on student success, the centers may need to deploy enhanced student support services.
- Guided Pathways has encouraged deliberate Instructional planning in order for a student to complete their program. At the centers, we have instituted Center Academic Programs and engaged in intentional class scheduling.
- Effective Summer 2019 we transitioned from free parking at the Fallbrook Education Center to paid, digital parking passes. This has put a slight strain on student services employees, however the new parking pass policies are now well-known and non-intrusive to our service staff.

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

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	Develop and execute a strategic marketing plan for the Fallbrook Education Center (FY 2019/2020).		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started**	**In Progress** **X**	**Completed**
Describe Progress	Marketing activities utilized since previous PRP: • Feather flags • Light pole banners • Palomar "Makes it Possible" posters • Social media ads (paid and organic) • Freeway and center entrance signs • Email marketing • Material distribution • Outreach events • Redesigned fact sheet to include bilingual component • Fallbrook billboard on I-15 • Strategic placement of advertisements throughout the campus In progress: • Large digital billboard is in the process of being developed at the center adjacent to I-15 where we will have free advertising available.		
Describe Barriers to implementation	• Limited funding		
Describe Outcomes (if any)	• Increased visibility of Fallbrook Education Center in the community • Increased breadth of marketing reach to prospective students		
Goal #2			
Goal from Comprehensive Review	Complete Phase 1 of the Permanent Building		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started**	**In Progress** **X**	**Completed**
Describe Progress	In November 2019 construction documents will be submitted to DSA. The target for groundbreaking is July 2020 and completion target is Summer 2022.		
Describe Barriers to implementation	• Construction timelines		

Describe Outcomes (if any)	The permanent building is fully designed.

Goal #3			
Goal from Comprehensive Review	Expand K-12, community, government, and industry partnerships		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started**	**In Progress** **X**	**Completed**
Describe Progress	- Held joint Governing Board meeting to discuss co-locating Bonsall High School - Met collectively with Bonsall High School and Fallbrook High School to discuss logistics of new partnership activities. - Conducted exploratory session with our K-12 partners and the Center of Excellence for Labor Market Research for Agriculture program feasibility on April 10, 2019. - Seeking funding for a shuttle bus to transport students to and from Fallbrook and Bonsall. Jim Desmond's office has committed the first $15,000		
Describe Barriers to implementation	- Co-location of Bonsall H.S. will need to be reevaluated after Phase I of the building is complete due to space limitations. - Agriculture program: labor statistics indicate there is very limited market demand for jobs in these areas. More exploration and innovation is necessary.		
Describe Outcomes (if any)	Increased visibility of Palomar College with our partners. These partnerships are strengthening and will open new doors for the district and our center.		

Goal #4			
Goal from Comprehensive Review	Measure and implement initiatives to increase student success at the center		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	**Not Started**	**In Progress** **X**	**Completed**
Describe Progress	This goal was moved to support a SAO		
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](#).

The mission of the Fallbrook Education Center is to serve the northern areas of the Palomar Community College District by providing quality instruction and student support services that are relevant to these communities and our student population. We strive for our students to develop strong academic skills, intellectual growth, personal enrichment, and workforce readiness. We are proud and committed to serve a diverse population by providing a safe, inclusive, and innovative learning environment where students, staff, faculty, and the community are welcomed and engaged.

- **VfS Goal 1 Completion:** The Fallbrook Education Center offers the full CSU GE and IGETC GE breadths of classes as well as all of the program requirements for the Center Academic Programs.
- **VfS Goal 2 Transfer:** The Fallbrook Education Center offers a variety of academic programs in areas targeting focused transfer options, such as the Associate Degree for Transfer (AD-T) in Business Administration and in Sociology.
- **VfS Goal 4 Workforce:** The Fallbrook Education Center offers Certificate of Proficiency in Bookkeeping/Accounting Clerk, Alcohol and Other Drugs Studies, and Gig Economy.
- Students at our center will be able to complete 100% of the classes associated with these AD-T's and certificates through a combination of face-to-face and online offerings which will prepare them for transfer and workforce readiness. By scheduling nearly all classes at the center according to consistent blocks of time, the Fallbrook Education Center hopes to make it easier for busy students to take a number of courses on a Monday/Wednesday OR a Tuesday/Thursday schedule.

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

Goal #4 pertaining to measuring and implementing initiatives to increase student success at the center has been moved to support SAO #2.

Now that 1 year has surpassed since the opening of the center, we will now begin collecting the necessary data through Institutional Research and Planning in order to make progress on many of our goals. The goals have not changed however.

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.

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)					

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)					