

# Program Review & Planning (PRP)

## COMPREHENSIVE

### PART 1: BASIC UNIT 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. With that in mind, please answer the following questions:

Date:	10/11/19
Unit Name:	
Department Name:	Pride Center
Division Name:	
Name of person responsible for the Program/Unit:	Susan Miller, Ph.D.
Website address for your unit:	

Please list all participants in this Program Review:

Name	Position
Susan Miller	Faculty Behavioral Sciences

**SECTION 1: Program/Unit Mission Statement**

What is your Program/Unit's mission statement (click here for [how to create a mission statement](#)):

Palomar College's Pride Center exists to provide a safe space for our LGBTQ+ students on campus. The Palomar College Pride Center serves students with a variety of educational and social support services to further their educational goals while attending Palomar College. Primarily the Center provides a safe space for students to meet, do school work, and build community with other students and staff as well as obtaining information about educational opportunities for transfer and for successful completion of coursework at Palomar College.

Describe how your mission aligns with and contributes to the College's Vision and Mission.

The Pride Center values and promotes diversity, student success and inclusion.

**SECTION 2: Program/Unit Description****Staffing**

<u>Full-time Staff</u>		<u>Part-time Staff</u>	
Total Number of Full-time Staff	0	Total Number of Permanent Part-time Staff	1
Number of Classified Staff	0	FTE of Part-time Staff (2X19 hr/wk = .95)	0
Number of CAST Staff	0	FTEF of Part-time Faculty	0
Number of Administrators	0		0
Number of Full-time Faculty	20% Release		

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

As part of this PRP cycle, Human Resource Services has sent organizational charts to all non-instructional units. Please review the charts and make any needed changes. Attach a copy of the chart when you are submitting your review or provide the link to your organizational chart if it is online.

OR

If you cannot create an organizational chart, or did not receive one from Human Resource Services, list the positions in your unit showing reporting relationships (e.g., Manager Facilities with the following direct reports, Supervisor Position A, Supervisor Position B, Supervisor Position C; Supervisor Position A with direct reports, Position A, Position B, Position C)

How will you submit your organizational chart?

☐ Upload document    ☐ Provide web link    ☒ Describe organizational structure

**Program/Unit Description****Who utilizes your services?**

Services are utilized by students from every discipline and major on campus. Most students identify as LGBTQ+ but we do not limit our space to those who self-identify in any sexual orientation or gender. All are welcome

**What services does your program/unit provide (Describe your program/unit)?**

The Pride Center is open Monday through Thursday from 10 a.m. until 6 p.m. There is a classified staff director who manages the day to day activities of the Center. Sign in sheets are used to keep track of students who attend. We provide a wide array of resources to students. These include computers and a printer for homework, a refrigerator stocked with food from the Palomar Food Bank, a library and study areas for students to complete homework, resources posted on a bulletin board and an array of handouts related to health and volunteer opportunities for the community. Pride students are active in ASG events, tabling with information about the Center and with local community organization that serve as resources for health and various other social services. The Pride Center works in close collaboration with Palomar's PC3H (Palomar Community College Committee Against Hate) to work on both academic and social issues related to LGBTQ+ youth. For example, we have worked for several semesters on ensuring that students can apply or change their legal name to preferred names if they are in sexual identity transition. We also collaborate with other student groups to organize events and activities to promote our visibility and to ensure that students have a voice at the table in ASG.

## COMPREHENSIVE PART 2: PROGRAM/UNIT ASSESSMENT

### SECTION 1: Service Area Outcomes and Assessment

#### 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 is your login.
- 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](mailto: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](mailto: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. They will be entered Spring 20		

**For each SAO in TracDat, summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments.**

1) For our SAO on student contact, attendance in the Pride Center has increased in 2019. The Pride Center's student contact numbers have been trending up for the past 5 years. Staffing has been consistent in Fall 19 and we have served an average of \_\_\_\_\_ students per week. On some days, there are over 80 contacts.

2)

3)

4)

## SECTION 2: Other Assessment Data

**List all other quantitative and/or qualitative measures you use to track, monitor, and/or evaluate the effectiveness of your program/Unit:**

### **Quantitative Data**

	Values				
Measure	2015-16	2016-17	2017-18	2018-19	Definition/Description of Measure
Student Contact	90/week	100/week	60/week		Average number of students served per week as tracked by sign-in sheets over 16 week semesters. Attendance at Pride Center is up.
Safe Zone Training				30 participants	We did a plenary training at the beginning of Fall semester 19 to educate our faculty and staff about safe zones and gender. Activities were conducted to understand non-binary identities, pronouns and other issues related to our LGBTQ+ students. This event was well attended by many faculty and staff.
Pride by The Beach					Palomar participated in this event by securing a table and canopy and spending the entire event networking with the LGBTQ+ community in Oceanside. We handed out stickers, flyer, condoms, candy and information about all Palomar programs. We also

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					advertised the Pride Center and were quite successful at getting the word out about our amazing Center on the San Marcos campus.
Diversity Day					.We have made plans to table this event in collaboration with ASG. Diversity Day is in November and we plan to have a lively table with flyers, buttons, t shirts and activities.
Asexuality Awareness Event					.In collaboration with Gender and Women's Studies student club, we will do a workshop presentation on Asexuality on October 24, 2019 in one of our MD classrooms.
					.

## Reflect on your quantitative data and summarize your findings or interpretations.

Our quantitative data essentially consists of student contact hours at the Pride Center in addition to attendance at various events.

## Qualitative Data

### Describe any qualitative measures you use and summarize the results.

In addition to the above mentioned activities, Pride Center participated in San Diego Pride over the summer of 2019. Students and faculty met and made flags and ribbons to have on our float at the San Diego LGBTQ+ parade and festival in June. We had a contingent of students, faculty and staff participate in the parade. Although this event was not during the school semester, it is an important celebration that brings our community of students, faculty and staff together.

Plans are in place to celebrate the 10<sup>th</sup> Anniversary of the Pride Center in Spring 20. These plans include a gallery exhibit in the Center, weekly movies, activities with local LGBTQ luminaries. We are planning a series of talks and student centered events for Spring 20. These plans include a gallery exhibit in the Center, weekly movies, activities with local LGBTQ luminaries. We are planning a series of talks and student centered events for Spring 20 and are still in the planning stages for Spring 20.

We service lots of youth in our Center and it is difficult to measure the impact of our efforts. We keep the Center open Monday through Thursday and give students as much educational support as possible to ensure that they have a safe space to pursue their educational journeys.

### What improvements have you implemented or plan to implement as a result of your assessment of quantitative and/or qualitative data described above.

We have established weekly planning sessions with Palomar's student outreach coordinator, the director of the Pride Center and the faculty advisor who oversees the Pride Center. During these sessions we discussed the following:

1. How to improve the Pride Center in terms of appearance and cleanliness. We set aside a day to clean and spruce things up in October.

2. Ideas for how to celebrate the upcoming Diversity Day on Nov 13
3. Posting and connecting to ASG events by getting the full calendar in our office
4. Work on a better system of data entry to track students
5. Follow up with IT on "preferred names" in e-services rosters and in Canvas
6. Review LGBTQ+ holidays and plan accordingly
7. Look at possible leadership conferences and opportunities for training for our staff
8. Increase the availability of services such as deliveries from the Food Bank, fixing technology such as the printer in the Center and so forth
9. Plans to replace the broken Canopy with one that is smaller and easier to manage.
10. Creating new Flyers and a special Logo for the 10<sup>th</sup> Anniversary celebration of Palomar's Pride Center
11. Have a Spring voter registration drive.

### 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!**

This past year, the Pride Center had been very active in promoting the LGBTQ+ community on the Palomar campus. We have made great progress with getting e-services to accept preferred names. We have added a new refrigerator to our Center and are making efforts to stock it from the food bank. We are tabling at ASG events and promoting the Center. We have also begun collaborating with other student groups to put on events, such as the Asexuality Event, Pride by the Beach, the Asexuality workshop and other activities. We feel that we are raising the visibility of our center to serve students and to educate faculty and staff through our Safe Zone trainings.

**Describe any 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?**

We have wrestled with technology on several levels. First, the preferred name issue is a thorny one because there are many systems at Palomar that use legal (as opposed to preferred) names. We have discussed having an information sheet to let students know that they can re-apply to Palomar and insert their preferred names. If they are a new student, the preferred name option is now available. We also are working on having a data change form made available so that continuing students will not have to re-apply but can simply change to a preferred name. We expect that change in Spring 20.

The second issue concerns the technology at the Center. Some of our equipment is very old (mouses, keyboards, etc.). We are working with Academic Technology to resolve these problems and to replace out dated equipment on a case by case basis.

We also would very much like to have a student contact sign up system automated. Discussion are in place to upgrade beyond the paper/clipboard method to ensure that we are accurately counting students who visit the Center.

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

See above.

**COMPREHENSIVE****PART 3: PROGRAM/UNIT EVALUATION AND THREE-YEAR PLANNING**

**Program Evaluation and Planning is completed in two steps.**

**Section 1: Overall Evaluation of Program**

Reflect on your program/unit, the results of your assessments in Part 2 above, and your vision for the future. Then, working together answer the following questions. Summarize your answers in the grid below.

1. What are our greatest strengths?
2. What are our best opportunities?
3. What is our preferred future, what do we aspire to do?
4. What are the measurable results that will tell us we've achieved that vision of the future?

**Section 2: Establish Goals and Strategies for the Next Three Years**

Once you have completed your overall evaluation, identify a set of goals and strategies for accomplishing your goals for this upcoming three-year planning cycle. Use the template in Section 2 below to document your goals, strategies, and timelines for completion. Goals should be Specific, Measurable, Attainable, Relevant, and Time –Specific (SMART). Following the goal template below will help you create SMART goals!

**SECTION 1: Overall Evaluation of Program****1. Discuss your Program's/Unit's Strengths, Opportunities, Aspirations, and Results (SOAR) and summarize your discussion below.**

<b>Strengths:</b>	Pride Center is a safe place for students from all backgrounds, ethnicities, sexual and gender orientation to gather for educational as well as emotional and social support. We are proud that we are one of the first community colleges in California to have a Pride Center. The Center is always busy with students coming and going. They have access to community, to computers, to a library and to educational and social resources (such as flyer and health information).
<b>Opportunities:</b>	We have huge opportunities to expand and strengthen the program. We have begun to collaborate across campus with other student groups on educational and social activities.
<b>Aspirations:</b>	We hope to become more involved with ASG and with having counselors and faculty interact with our students by coming to the Center to offer services, such as information on majors, on classes. We have developed an LGBTQ Intro Sociology class that we would like to offer in Spring 21. This course will be an opportunity for our community to learn more about the rich history and contributions of LGBTQ+ folks in the U.S. We also hope to provide more opportunities to interact with other groups on campus. We are well aware that LGBTQ+ people are in every organization on campus and we would like to raise our visibility and offer both educational and social support to these students.
<b>Results:</b>	We are always in the process of growing and expanding our program at Palomar. This is an ongoing effort that takes energy and enthusiasm from our students, staff and faculty. We are fortunate to have an excellent student outreach partner and several faculty on our PC3H committee that are devoted to issues relevant to our community.

**SECTION 2: Progress on Prior Goals**



List current or prior goals your program/unit has been working on and provide an update by placing an “X” in the appropriate status box.

Goal	Completed	Ongoing	No longer a goal
Preferred Names – this goal is coming together but still needs some refinement such as the development of a “data change” form in People Soft.		X	
Palomar 10 <sup>th</sup> Anniversary Celebration		x	
Computer and Software upgrades		X	
New Printer	X		
Obtain student activity card reader and laptop		X	
Full Time Pride Center Director		X	

Add any comments related to your work on prior goals, if needed (e.g., successes, challenges, reasons for eliminating a goal).

### SECTION 3: Establish Goals and Strategies for the Next Three Years

1. New Goals: Please list all goals for this three-year planning cycle:

Goal #1	
Goal	
Strategies for implementation	
Timeline for implementation	
Outcome(s) expected (qualitative/quantitative)	
How does this goal align with your unit's mission statement?	
How does this goals align with the College's <a href="#">Strategic Plan 2022</a> ?	
Goal #2	
Goal	
Strategies for implementation	
Timeline for implementation	
Outcome(s) expected	

(qualitative/quantitative)	
How does this goal align with your unit's mission statement?	
How does this goal align with the College's <a href="#">Strategic Plan</a> ?	
<b>Goal #3</b>	
Goal	
Strategies for implementation	
Timeline for implementation	
Outcome(s) expected (qualitative/quantitative)	
How does this goal align with your unit's mission statement?	
How does this goals align with the College's <a href="#">Strategic Plan 2022</a> ?	
<b>Goal #4</b>	
Goal	
Strategies for implementation	
Timeline for implementation	
Outcome(s) expected (qualitative/quantitative)	
How does this goal align with your unit's mission statement?	
How does this goals align with the College's <a href="#">Strategic Plan 2022</a> ?	

How do your goals align with the College's value of equity and diversity?

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 to access [Strategic Plan 2022](#).

## COMPREHENSIVE PART 4: RESOURCES

Reflect upon the three year plan you created above, 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 2022](#).

### SECTION 1: Reallocation or Reassignment of Resources

Summarize any reallocation/re-organization of resources you are making based upon your three-year plan, 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	<a href="#">Strategic Plan 2022 Goal/ Obj.</a>	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	<a href="#">Strategic Plan 2022 Goal/ Obj.</a>	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.

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<b>Resource</b>	<b>Three Year Plan Goal</b>	<b><a href="#">Strategic Plan 2022 Goal/ Obj.</a></b>	<b>Cost (\$\$\$)</b>	<b>Describe need:</b>	<b>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</b>
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!!!**

<b>Resource</b>	<b>Three Year Plan Goal</b>	<b><a href="#">Strategic Plan 2022 Goal/ Obj.</a></b>	<b>Cost (\$\$\$)</b>	<b>Describe need:</b>	<b>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</b>
1)					
2)					
3)					

**COMPREHENSIVE**  
**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. Strengths and successes of the program/unit as evidenced by the data, analysis, and assessments:**

**2. Areas of Concern, if any:**

**3. Recommendations for improvement:**

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)					