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:	10/21/19
Unit Name:	Rancho Bernardo Center.
Department Name:	Rancho Bernardo Center
Division Name:	Instruction
Name of person responsible for the Program/Unit:	Tom Medel
Website address for your unit:	https://www2.palomar.edu/pages/ranchobernardo

Please list all participants in this Program Review:

Name	Position
Tom Medel	Director, Education Centers
Miguel Dumbrique	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	2	Total Number of Permanent Part-time Staff	1
Number of Classified Staff	1	FTE of Part-time Staff (2X19 hr/wk = .95)	
Number of CAST Staff		FTEF of Part-time Faculty	
Number of Administrators	1		
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)
One hourly employee at Rancho Bernardo

Program/Unit Description

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

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 XX	NO

If NO, describe why and identify a data by which they will be entered.

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) To provide outstanding customer service to faculty and students. We accomplish this by providing faculty with comparable services to the San Marcos Campus and Escondido Center. Students should benefit from all support services and instructional services as they would at the San Marcos and Escondido Campus. The center prides itself in providing excellent customer service to the students and faculty. The welcoming environment is not just a brand new building with new furniture, it is the services and experience that we have asked employees to enact. RB was set up to follow Escondido as a model. At that center, we provide an experience that contributes to the students overall success at Palomar.

2) Enhancing the student experience at Rancho Bernardo. This is done by further promoting the services we offer. The Rancho Bernardo Center has enhanced the student experience by partnering with student affairs to offer a farmer's market, student activities, food bank, health services. Our library and TLC provide numerous seminars for our students. All events have been well attended by students and staff. We have learned that providing comparable services to our students has enhanced the experience at Rancho Bernardo. We've also learned that the services cannot just come from our Student Affairs office. We have asked that a variety of instructional and student service areas provide more of an experience at the Rancho Bernardo Center.
Embedded in our mission statement is to provide aesthetic and cultural enrichment, by providing our students with these services and events we are helping accomplish that goal.[KS1]

3)

4)

SECTION 2: Other Assessment Data

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

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!

Our greatest achievement has been opening the center in June of 2018. After years of planning and construction, we are moving towards a self-sufficient center. The building hosts 33 lecture rooms, 4 science labs, a library, TLC, and numerous gathering areas.

We are slowly laying the groundwork for a University Center. We have met with Arizona State, SDSU, Brandman, National University, and CSU San Marcos. We are committed to partnering with four-year institutions. We will accomplish this by offering classroom and office space to potential partners. The University center will allow us to supplement what we already are offer at the Rancho Bernardo Center. By providing matriculation options, students will be able to fulfill degree requirements from a university of their choice.

To strengthen our community ties, we have formed partnerships with local businesses. We do this by the utilization of our community room and working to outreach the mission of Palomar College. We have worked with Northrop Grumman, Teradata, North County Business Chamber, and many other organizations. The goal of our community room and center is to be inviting to the community we serve and to contribute to local businesses.

 The Rancho Bernardo Center has utilized social media to further our programs and services. In December 2018, we began an intensive marketing campaign on Facebook and Instagram. The goal is to boost our outreach to the community. While we don't have direct data that supports the correlation of increased enrollments and social media, we can add that our enrollments have increased by 30%

While still in progress, we are proud of the partnership we have created with Poway USD. Most importantly, we are creating the middle college high school program. The program will serve as a pipeline for students to Palomar College.[KS2]

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?

AB 705, Ad Astra, and Facilitron. 1) AB 705 has impacted our classes at the Escondido Center. We have lost remedial English and math classes which will affect our FTE and challenge our support services to provide tutoring for students placed in the wrong level. 2) The district will move over to Ad Astra for class scheduling. While the current scheduling process has been doing the job, we are hoping the new software will assist us with classroom utilization. As a district, we are not fully utilizing our classrooms in the most effective way. We are hoping that it also assist us with classroom allocations. Scheduling classrooms and giving priority to other departments has been an issue. 3) The district will move to Facilitron for events scheduling. Our current process is obsolete. The new process will streamline billing, scheduling, and the approval process for Palomar College.[KS3]

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

In regards to class scheduling, we need to hand over that responsibility to the Instruction Office instead of Marketing.

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	Enhance our partnerships with business and educational institutions.

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

Describe Progress	The Rancho Bernardo Center has been able to create partnerships with several business organizations in our area. Whether it's usage of our community room, internship opportunities, or joint seminars/conferences, we are continuing to immerse ourselves within the community. Also, we are working with the Poway Unified School District to create a Middle College High School. We are looking at a tentative start date of Fall 2020. Communication has been transparent. Over the summer we had a workshop with both entities attending. Operations, planning, budgeting, and personnel were discussed. [KS4]
Describe Barriers to implementation	Will Poway Unified have the financial resources to sustain this program? Will Palomar be able to offer afternoon classes as the program grows?
Describe Outcomes (if any)	Students will matriculate to Palomar College on a FT basis.

Goal #2	
Goal from Comprehensive Review	Build our student pipeline with Poway USD

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

Describe Progress	We have continued to build a strong pipeline with Poway USD. Through outreach, marketing, and communication we are seeing an increase in enrollments. In fall 2019, our enrollments increased by 30% Our colleagues at Poway USD have welcomed us by providing access to college fairs, counseling offices, and posting on Peachjar. The Middle College High School will solidify our pipeline and partnership.
Describe Barriers to implementation	No foreseeable barriers
Describe Outcomes (if any)	Increased enrollments that further gravitate us to the 1000 FTE mark.

Goal #3	
Goal from Comprehensive Review	Increase center enrollments and enhance our outreach efforts

Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress XX	Completed
Describe Progress	We are making steady progress on this goal. Our enrollments have increased each semester since last fall. We have continued to solidify our working relationships with the business community and the high schools. We have also been using social media to our advantage. We have reached over 12,000 accounts in the RB vicinity.		
Describe Barriers to implementation	A reduction in class offerings		
Describe Outcomes (if any)	We will accomplish this goal but visiting at least 2-3 businesses a semester. We will also take advantage of social media and continue to market our center classes. We will measure this by how many accounts we can reach each semester. The Administration Office will also continue to produce outreach and marketing material that strategically targets high school students.		

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Goal #4

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Goal from Comprehensive Review	[KS5]We will use this year to evaluate/observe best practices across the center

Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress XX	Completed
Describe Progress	Over the summer, the centers, along with numerous other departments met on the matter of functional supervision. We have had numerous meetings to discuss protocols, set up calendars, and the creation of a functional vs actual supervision document.		
Describe Barriers to implementation	Union concerns and lack of communication by supervisors		
Describe Outcomes (if any)	We will create a functional supervision "road map" that shows the differences between actual vs functional supervision. We will create an outlook calendar that shows time in and time off for all departments. We will strengthen communication between center administration and other departments by meeting monthly on a variety of issues.		

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 unit supports Goals 1, 2, and 4. The center provides classes that help students earn an associate degree. While our focus is on GE, students can enroll in classes that satisfy IGETC and CSU requirements. Our centers also have begun offering ADT is specific subjects. While the center is new, the college has committed to increasing class offerings. We support goal 4 by housing our deputy sector navigators at the RB Center. These employees collaborate with businesses and workforce entities. We also collaborate with businesses that provide internship and training to Palomar students. The center is committed to diversity. We offer programs, classes, and services to a variety of students. We provide instructional and student support services that enable students to meet their academic and career goals. A strategy that we will implement to further assist students in their academic goals will to be to further analyze our class scheduling. We want to make sure that classes offered align with associate degree requirements. We will do this by assuring a proper rotation of classes that meet degree requirements.

Describe any changes to your goals or three year plan as a result of this annual update.
There are no changes

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.

The college needs to rethink the amount of hiring we did at Rancho Bernardo. The amount of hiring that was done was for a center that generates a minimum of 1000 FTE's, not 650. Our center is brand new and should have strategically hired an efficient amount of employees. We have positions that are 12 month positions and should be 10 month. We have positions that are not utilized correctly and in some cases don't belong at the center. An evaluation should be done to see what positions are necessary as we move forward.

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) Manager, Education Center	3		New	As part of the college's strategic plan, substantive change proposal to ACCJC, and the HR staffing plan, the college has stated that a Manager of the RB Center become a permanent position. The position will become a vital piece of the overall college's success and planning for the southern portion of our district. The position will oversee day to day operations of the center, planning, personnel, and most importantly solidifying the college's commitment within the local school and business realm. A manager at RB would allow the director to return to Escondido FT . We would not need to hire a manager at Escondido. The manager at RB would run the operations, budget, personnel, and facilities. The director would work with the manager on items such as scheduling, budgeting, and planning. A manager would allow us to accomplish goals that the district has set. Community engagement, working with businesses, increasing enrollments, and establishing stronger ties with the Poway USD. Our biggest challenge as a district are enrollments and outreach to the community. A manager could be immersed into the community and work with the Poway USD and service organizations.
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	[KS6]Jack S. Kahn, Ph.D.
Date	12/17/2019

Feedback
1. Progress on Goals.
This is a great first PRP for the center. Thank you for amending goals.
2. Areas of Concern, if any:
One area we can discuss is the measurement aspect- perhaps we can discuss that as a team (how we will begin measuring our goals.
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)					