

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:	10.29.19
Unit Name:	Instruction
Department Name:	Fitness Center
Division Name:	Social and Behavioral Services
Name of person responsible for the Program/Unit:	Michelle Fifield, Fitness Center Supervisor
Website address for your unit:	https://www2.palomar.edu/pages/fitnesscenter/

Please list all participants in this Program Review:

Name	Position
Michelle Fifield	Fitness Center Supervisor
Paul Boley	Fitness Center Specialist

SECTION 1: Program/Unit Mission Statement

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

Our mission is to provide and encourage "wellness", healthy lifestyles, and regular physical activity in an educational setting to the Community, staff, faculty and students of Palomar College District.

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

Our mission aligns and contributes to the College's Vision and Mission by providing a functional space for students, injured athletes and community members to reach their fitness goals, complete class requirements, and prepare for transfer degree credits. We service a dedicated community of members and a diverse student body. When utilized, our mission of "wellness" helps to prepare students for the next step in their educational careers. As the Instructional setting for Kinesiology 128 classes A-D, Adaptive 182 and 184, the entirety of our Health Lab. students and injured athletes to earn class credit, provide additional support for successful completion of transfer credits to our student body. The Fitness Center positively impacts and supports the new funding formula S.C.F.F. 'access, equity and success,' as well as our continued WSCH contribution. Which continues strong- as the main point of contact- for all Health, Kinesiology and Recreation Department students in the Fitness Center.

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

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

Temporary and Student Workers: CalWorks, Federal Work Study (Front Desk and support staff)

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)

COMPREHENSIVE PROGRAM REVIEW AND PLANNING: Non-Instructional Programs

How will you submit your organizational chart?

☒ Upload document ☐ Provide web link ☐ Describe organizational structure

Program/Unit Description

Who utilizes your services?

Palomar College Students, Faculty, and Staff in addition to community members, 18 years or older.

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

Our Facility provides the Instructional setting for KINE 128 and HE 100L classes, “wellness” center for our student body, community members, and a rehabilitation facility for injured PC athletes.

As the instructional setting for Kinesiology 128 classes A-D, 182, 184, Health 100 Lab. students, and injured athletes to earn credit and provide support for successful completion of transfer credits to the Palomar College student body.

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

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) Fitness Center SAO regarding membership is assessed monthly. We organize data based on monthly member counts, quarterly revenue, and member and student surveys. Enrollment and revenue data is utilized to gauge the efficiency of marketing campaigns and enrollment trends. Recent evaluation has shown an increase in revenue, with a slight decrease in total number of members, possibly indicating a preference for longer-term memberships. We will continue to monitor our marketing campaigns and promotional materials to target specific demographics.

2) Based on collected surveys, perceptions of the Fitness Center's services are extremely high. However, many of our population are unhappy about the duration of out of order and unavailable (overcrowded) equipment .amount of time that our equipment stays unusable due to breaking or regular maintenance. Equipment maintenance is solely reliant on allocated funds, so we must continue to work under constraints to deliver the highest quality experience possible.

3) Communication with Kinesiology department continues to be efficient, allowing for easy transitions for students each semester.

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
Revenue Totals			-27%	+16%	Percentage increase or decrease based on first-quarter records.
Member Counts (totals)			-17%	-7%	Percentage increase or decrease based on first-quarter records.
Satisfaction Surveys			95%+	95%+	Percentage of "satisfaction level" gleaned from various surveys.

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

Per quarter, we have seen a steady increase in our revenue, with peak revenue during the opening weeks of Fall and Spring semesters. However, member count totals have declined due to multiple factors. The Fitness Center's objectives have again been re-defined. Historically, our directive has switched from a Member generating primary objective to student centered goals. We have proven resilient, dedicated, and adaptable to all district changes and challenges, although multiple directional program changes add to the historical challenges we face. The already

compromised budget, adds additional strife to cost effectively regroup, recreate, maintain and grow. Participation is at its peak simultaneous with multiple scheduled PC classes, injured athletes, and community members: causing a priority-use challenge. During peak hours, we have an approximate ratio of 4:1 students to community members, causing a space and equipment challenge. Additionally, Kinesiology Instructors frequently push “classroom” limitations (no cell phone on the workout floor, not permitting use of our Member towel loan privilege, Member locker room use, etc.), inappropriately reprimanding Members. Conversations with some Instructors leave Members, as well as staff, feeling as though the Fitness Center is strictly considered a classroom. Members are an added benefit to the District, providing outreach, growth and supplemental revenue/ Members should also receive the extended courtesy also deserved as Community Members. Finally, the more recent members count variance are potentially due to the exorbitant amount of time that our aging machines remain broken, out of order and/or are occupied. Due to historical budgetary restrictions and limitations, we are only able to service machines on a quarterly cycle. The exercise equipment received desperately overdue refresh/replacement 2 out of the 20 years that I have worked in this Department. The district is in challenged times, our hope is due to our high use environment and unique structure, support based on WSCH, needs, historic oversight. The Fitness Center should be valued as the contribution to the District that we have worked so diligently over the years to accomplish and achieve- most times on a minuscule budget. The workout equipment and the Fitness Center must be prioritized to maintain a safe and quality exercise facility, classroom, and rehabilitation area for injured athletes. If not prioritized, our department’s ability to provide a high quality educational experience may be overshadowed by a sub-par environment. Despite these challenges, reported satisfaction level with Fitness Center customer service continues to be at, or above, 95% “satisfied”.

Qualitative Data

Describe any qualitative measures you use and summarize the results.

Our qualitative measures are mainly centered around Front Desk Staff feedback, along with our various membership surveys. Employees regularly report customer complaints and/or compliments, and record data from our “comment box” in our lobby. Lead Staff include a membership survey in monthly renewals, and these completed surveys are used to input data regarding attitudes toward our services and amenities.

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

During Spring Semester 2019, Lead Staff updated and clarified specific questions on our membership surveys to relate to satisfaction with Member Swim offerings, and attitudes toward potential extended-use interest. We also increased the frequency of Suggestion Box checks, in order to address comments and complaints in a timely manner

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!

During this past year, Fitness Center staff have worked diligently within our financial constraints to deliver the best possible quality control and customer service. Some of our proudest achievements include:

- Focus on our patrons’ satisfaction has increased our total yearly revenue by approximately 16% compared to previous year’s totals.
- Maintained a 95% “satisfied” customer service rating, according to our surveys.
- We continue to utilize Federal Work Study and CalWorks employees, with 80% of our staff coming from student workers.
- We continue to foster positive relationships with other departments on campus. Recently, we have been specifically working with Health Services to offer wellness-oriented promotions at campus events, including quarterly blood drives.
- We also display various departments’ promotional materials around the Facility, including blood drives, health events, low-enrollment classes, and health-oriented campus courses.

- In October of this year the Fitness Center was honored with 2019 Best of San Marcos Awards in the category of Gym.

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?

Ten year- long delayed, excessively used exercise equipment replacement 5 year cycle was cancelled on year 3 and lost funding. The Fitness Center attracts and recruits patrons that may otherwise not frequent a College campus. The Fitness Center was originally geared to be a community venue. Over the years, we have evolved into a classroom/exercise high-use facility. Students are tracked with PeopleSoft log in system, we have no Database/check in system, for community Members. A hard copy (QuickBooks) list with Member's brief information, Name, address, emergency contact, Membership type and expiration is used. Further challenges include:

- Parking permit price increase
- Member parking lot closed with minimal notice
- F.C. revenue and already frugal Membership offers and incentives: Three and 10 Day Membership pass sales, in addition to towel sales were removed in mid-2016. Towels were reasonably sold to Students that required them for class login, and since then we have lost the opportunity for approximately \$5000-\$6000 in potential revenue. 10 Day Memberships were sold to supplement our longer-term memberships, and this elimination has also cost us an *additional* \$6500-\$7500 per year in potential revenue.
- Inadequately defined priority of the Fitness Center from Palomar College administration.
- Inadequate budget to adequately staff the Facility.
- Inadequate supply budget to even cover necessary office supplies, not including Outreach materials to attract new members.

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

Policies, procedures, and processes to fund departments based on FTEF need, in addition to program quality and growth. Continued district support funding building maintenance, upkeep and conjoined Equipment, materials, supplies replacement cycle to the District which when they replace these department funds to maintain, strengthen and improve that department. Improving the quality, performance, and overall growth for our district.

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.

Strengths:	Resilient, determined, hardworking, and excellent customer service.
Opportunities:	Off-campus promotional partnerships, as well as on-campus departmental cooperation and events.
Aspirations:	Offer streamlined, safe, and productive workout atmosphere for patrons, and increase enrollment in PC classes which use the Fitness Center as a Classroom.
Results:	Diligent observation of budgetary limitations, along with analysis of membership revenue and survey data.

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
Member and student retention	X	X	
Member and student satisfaction	X	X	
Cut cost: Maximize program funded staff employment opportunities	X	X	

New workout floor-plan for ADA compliance		X	

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

We continue to strive for effective Member/Student retention and satisfaction, despite continued challenges. As stated above, we are proud of our efforts to keep our satisfaction rates at, or above, 95%, based on our surveys. However, many of the challenges stated above are never addressed properly. Over the years, many issues have been brought to the attention of Campus administrators, only to be “tabled” indefinitely. Our commitment to customer/student service can only increase our value for so long. Eventually, our efforts will be overshadowed by the perceptions of our outdated, sometimes unsafe equipment. Our satisfaction ratings will surely decrease after years of mediocre custodial work from outside vendors. Members and Students alike will find themselves dissatisfied with the constant capacity issues if we increase Membership and/or Student enrollment to a breaking point. Our mission is a source of pride to Fitness Center staff internally, but our *value* to the Campus frequently seems to be underestimated.

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	Exercise Equipment : Safety update and replacement
Strategies for implementation	Effective budgeting of available funds to maintain equipment for as long as possible. Follow-up with requests to increase budget funds because of high-use due to increased membership and student enrollment.
Timeline for implementation	Ongoing
Outcome(s) expected (qualitative/quantitative)	Increased safety and satisfaction rates of Students and Community members.
How does this goal align with your unit's mission statement?	Our continuing purpose is to provide and encourage “wellness” opportunities to our students and community. Updated and safe workout equipment is of vital importance to our mission.
How does this goals align with the College's Strategic Plan 2022?	Since the Fitness Center is available for use by the student population and the surrounding community, the safety and quality of the fitness equipment is important to the well-being of every patron. Since use of the Fitness Center is <i>necessary</i> for many students to graduate or transfer, the safety of this “classroom” should be of the utmost importance. Comparatively, the perception of the facility to outside community members matters greatly to the perception of the entire College.

Goal #2

Goal	Facility Aesthetics
Strategies for implementation	Continued communications with PC Facilities department to identify and clarify cleaning and Facility aesthetic items. There is continued

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	confusion as to which entity is completing the cleaning and/or maintenance between Facilities, FC Staff, and outside custodial vendor. FC management is urging a discussion about replacing the currently contracted custodial vendor.
Timeline for implementation	Ongoing / Current Fiscal Year
Outcome(s) expected (qualitative/quantitative)	Increase of quality of safety and cleanliness of Facility. Enhanced image and perception to potential Community Customers. Satisfaction of enrolled students in mandatory-credit classes that use the Facility.
How does this goal align with your unit's mission statement?	Safety is of utmost importance in our Fitness Facility. However, the <i>perception</i> of our Facility is also vitally important to create the type of atmosphere needed to encourage wellness. A positive, clean, and updated Facility is much more likely to encourage participation than one with a fading exterior, neglected custodial maintenance, and outdated equipment.
How does this goal align with the College's Strategic Plan?	The Fitness Center is available to a vast population: faculty, staff, student, injured athletes, in addition to, the surrounding community. The safety and quality of the Fitness Center equipment is important to the well-being of every patron. Since use of the Fitness Center is <i>necessary</i> for many students to graduate or transfer, safety must always remain the utmost importance. Comparatively, the perception of the facility to outside community members matters greatly to the perception of the entire College.
Goal #3	
Goal	Membership check-in and tracking system
Strategies for implementation	Continued communication of rationale for allotment of funds to procure necessary equipment and integration.
Timeline for implementation	Ongoing
Outcome(s) expected (qualitative/quantitative)	Increase in Community Membership due to attractive amenities and procedures, as well as effective marketing. Increased convenience for members as well as significantly reduced labor time involved with generating reports, tracking membership trends, and creating marketing materials.
How does this goal align with your unit's mission statement?	As with the necessity for updated fitness equipment, a streamlined check-in procedure is necessary in order to promote the perception of a modern Facility. In conjunction, a tracking system promotes liability coverage, along with employee convenience and accountability, making for a more productive and cost-effective work environment.
How does this goals align with the College's Strategic Plan 2022?	Making the Fitness Center more convenient aligns with the stated mission of marketing P.C. to the community. Since many of our members are previously unaffiliated with our campus, the appearance of neglect is obvious when students are able to sign-in to a tracking system, but members are limited to verbal check-in with their name on a hard copy list, held on a clipboard, at the front desk. The constant manual maintenance of a database and paper membership lists requires a significant amount of our already taxed staffing and supply budget. An inefficient and costly expense.

Goal #4	
Goal	Member and Student Satisfaction
Strategies for implementation	Continued analysis of survey data to identify areas of improvement.
Timeline for implementation	Ongoing
Outcome(s) expected (qualitative/quantitative)	Maintenance of 95% “satisfied” responses from survey data.
How does this goal align with your unit’s mission statement?	In our mission to encourage wellness we strive to provide our members and students with what they perceive as a “satisfactory” experience in our Facility.
How does this goals align with the College’s Strategic Plan 2022?	Member and Student Satisfaction aligns with the College’s Strategic Plan by presenting a positive and inviting image to our Community, while also creating an inviting fitness experience for students that are required to use our Facility to complete prerequisites.

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

The Fitness Center goals align with the College’s value of equity and diversity by making our Facility more accessible to anyone, regardless of personal factors. Our goals are designed to increase the convenience and safety of the user, and to afford employees more time to focus on customer service and quality control.

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](#).

The Fitness Center functions in support of multiple VfS goals. 1) We help to promote low-enrollment, intersession, and regular PC Fitness classes by posting materials throughout the facility. 2) Also, by staffing our front desk with 80% Work Study and CalWorks employees, we utilize a workforce that is highly knowledgeable regarding campus policies. Our diligence maximizing program: CalWorks and FWS employees, also directly supports the Guided Pathways program by offering convenient and flexible employment opportunities for motivated students. 3) Since we are open to the community, we are uniquely positioned to be a positive representative for our Campus Community, as well as an effective promotional tool for community outreach.

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	Strategic Plan 2022 Goal/Obj.	New / Vacant / Modified / Temporary	Describe Need:
1) Front Desk support staff	2,4	VfS: 1,4 GOAL: 1-5	Temporary (Student)	Use of FWS and CalWorks Student employees. Currently enrolled students are often uniquely knowledgeable regarding PC policies, suiting well for Front Desk Customer service. Because of our high-use and peak hour capacities, we require more employees to handle customer service, membership sales/inquires, student check-in, and various campus errands/marketing.
2) Quality Control support staff	2,4	VfS: 1,4 GOAL: 1-5	Temporary (Student)	Because of our ongoing custodial issues, along with increased use of the Fitness Center during class times, our Quality Control requires increased staff to adequately clean, sanitize, and maintain our Facility.
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	Strategic Plan 2022	Cost (\$\$\$)	Describe need and identify if the technology need will require: 1) extra wireless access,	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on)
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	Plan Goal	Goal/Obj.		2) integration with existing technology (hardware and software such as PeopleSoft), and/or 3) operational maintenance and support.	across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests.
1) Tracking Software	3	3,5	\$1000/yr	Database Management software and/or integration with PC network.	1
2) Tracking Software	3	3,5	I.S.	Membership (Database management) computer	2
3) Computer	3	3,5	I.S.	Support staff and Instructor computer	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 <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1) Updated Fitness Equipment	1,2,4	1,3,5	\$35,000	Updated Fitness Equipment/Machines to replace sorely outdated and soon to be- unsafe exercise equipment.	2
2) Equipment maintenance	1,2,4	1,3,5	\$20,000	Increased budget for timely maintenance and repair of aging/outdated and broken exercise equipment.	1
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 <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1) Laundry Soap	2,4	1,3,5	\$1,400	Laundry Soap (10 ct. 5 gal.)	1
2) Dryer Tools	2,4	1,3,5		Tools for dryer line (vent clearing)	2
3) Anti-Slip Mats	2,4	1,3,5	\$210.00	Mats –Lockeroom- anti-slip (4ct. -36" x 60)	3
3) Blinds	2,4	1,3,5	\$2,700	Blinds, 10 Windows, (Outdated Quote), Beautiful Blinds, Best Offer at Time Of Allotment	4
4) Window Tint	2,4	1,3,5	\$1,700	Tint, 6 Windows, (Outdated Quote), West Coast Custom Tint & Screens, Best Offer at Time Of Allotment	5

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5) Pressure Washer	2,4	1,3,5	\$1,200	Presser Washer (facility entrance and perimeter - DEWALT 3200 PSI 2.8 GPM Gas Pressure Washer Powered by HONDA	6
7) Stretch Mats	2,4	1,3,5	\$712.00	Stretch Mats (12 ct.)	7
8) Stability Balls	2,4	1,3,5	\$300.00	Stability Balls (4 ct.)	8
9) Power System	2,4	1,3,5	\$490.00	Power System Flat -Stretch Bands (12 ct.)	9
10) Staff Shirts	2,4	1,3,5	\$950.00	Staff Shirts W/Logo (50 ct) Collard, Cotton, Navy Blue,	10

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)					