

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:	November 5, 2019
Unit Name:	Instructional Services
Department Name:	
Division Name:	Career Technical and Extended Education Division Office only
Name of person responsible for the Program/Unit:	Margie Fritch
Website address for your unit:	www2.palomar.edu/pages/CTEE/

Please list all participants in this Program Review:

Name	Position
Margie Fritch	Dean
Melissa Adan	Division Administrative Assistant
Susan Garland	Senior Grants Administrative Specialist

SECTION 1: Staffing Updates and Services Updates**Staffing**

Using the table below, describe any changes you have experienced in staff in the past year.

<u>Full-time Staff</u>		<u>Part-time Staff</u>	
Total Number of Full-time Staff	5	Total Number of Permanent Part-time Staff	0
Number of Classified Staff	2	FTE of Part-time Staff (2X19 hr/wk = .95)	0
Number of CAST Staff		FTEF of Part-time Faculty	0
Number of Administrators	3		
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)

none

Program/Unit Description

Has the services your unit performs changed in any way over the past year?

The division took on the responsibility of hosting two (2) of the Regional Directors for Employer Engagement in the industry sectors of Advanced Manufacturing and ICT.

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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
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)
2)
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 over this past year. Where possible, describe how these achievements are related to our students and their success!
<p>Completed the ACR remodel and began offering classes fall 2019. New program that prepares students as HVAC technicians early well above the livable wage in San Diego.</p> <p>Completed the Trade & Industry storage buildings. This will allow for better lab space in all programs as well as a mini expansion of the welding program.</p> <p>Implemented Adobe online signature process to allow for quicker processing of paperwork.</p> <p>Implemented a Cal Card process for purchasing using our office Cal Card.</p>

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?
<p>Implemented Adobe online signature process to allow for quicker processing of paperwork.</p> <p>Implemented a Cal Card process for purchasing using our office CalCard.</p>

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

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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	Identify a space on campus for all staff and administrators of the division office to be co-located with the appropriate technology systems.		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started X	In Progress	Completed
Describe Progress	Proposal has been drafted to convert the second floor of the library into a student support space to include a career center and the CTEE division staff designed around the guided pathways at the college.		
Describe Barriers to implementation	Utilization of the L building and buy-in from executive team		
Describe Outcomes (if any)	This does not seem to be a possibility anymore so it is no longer a goal of the division.		

Goal #2

Goal from Comprehensive Review	Identify a conference room equivalent to what other division offices have.		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started X	In Progress	Completed
Describe Progress	We were told the foundation would be moving out so the plan was to have the entire wing of the AA building but this didn't happen.		
Describe Barriers to implementation	No open spaces on campus for this.		
Describe Outcomes (if any)	This does not seem to be a possibility anymore so it is no longer a goal of the division.		

Goal #3

Goal from Comprehensive Review	Identify an appropriate meeting space for students with the needed support staff and technology (apprenticeship, NC, and incarcerated/formerly incarcerated).		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started X	In Progress	Completed
Describe Progress	We were told the foundation would be moving out so the plan was to have the entire wing of the AA building but this didn't happen.		
Describe Barriers to implementation	No open spaces on campus for this.		
Describe Outcomes (if any)	This does not seem to be a possibility anymore so it is no longer a goal of the division.		

Goal #4

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Goal from Comprehensive Review			
Goal Status (insert an “X” in box most closely aligned with the status of this goal).	Not Started	In Progress	Completed
Describe Progress			
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](#).

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

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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)				

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	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 <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.

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)					
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 <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1)					

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2)					
3)					

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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)					