PALOMAR COLLEGE®
Learning for Success

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:	4/30/2020
Unit Name:	President's Office
Department Name:	
Division Name:	
Name of person responsible for the Program/Unit:	Jack S. Kahn Ph.D.
Website address for your unit:	https://www2.palomar.edu/pages/presidentsoffice/presidents-office-at-palomar-college/contact-information/

Please list all participants in this Program Review:

Name	Position
Jack S. Kahn Ph.D.	Acting Superintendent President
Debra Doerfler	Senior Executive Assistant

SECTION 1: Program/Unit Mission Statement

What is your Program/Unit's mission statement (click here for [how to create a mission statement)](): The mission of the President's Office is to support the District's initiatives and to assist the college in fulfilling its overall mission. The staff of the President's Office strive to maintain open lines of communication by responding to the inquires of the students, employees, and members of the public.

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

By supporting the initiatives of the college we ensure an engaging learning environment for a diverse student body which supports student equity and inclusion.

SECTION 2: Program/Unit Description

Staffing

Full-time Staff		Part-time Staff	
Total Number of Full-time Staff	3	**Total Number of Permanent Part-time Staff**	
Number of Classified Staff		**FTE of Part-time Staff (2X19 hr/wk = .95)**	
Number of CAST Staff	2	**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)

Hourly worker as needed.

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   __X_ Provide web link   ___ Describe organizational structure

Program/Unit Description

Who utilizes your services?

The entire District.

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

Supporting the District and Governing Board initiatives.

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	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) Generate feedback from constituent group members to establish baseline data pertaining to the efficiency and organization of the Policies and Procedures committee and Strategic Planning Council. This baseline will assist in determining areas of improvement.
2) Generate feedback from constituent group members to establish baseline data pertaining to the efficiency and organization of the governing board materials and meetings.
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

Measure	Values				Definition/Description of Measure
	2015-16	2016-17	2017-18	2018-19	

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

Qualitative Data

Describe any qualitative measures you use and summarize the results.

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

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!

Contributed to the COVID-19 response, aided in keeping students enrolled and focused on educational attainment.

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?

All COVID-19 related legislative changes including Brown Act, ...
Remote work environment, software Zoom

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

Assessment of P & P in progress to align with changes associated w/ COVID-19.

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:	Collaborative work environment conducive to quality work product and support of District/staff/students/etc.
Opportunities:	Hire a new Executive Assistant, on-board a new trustee, improve knowledge of technology solutions
Aspirations:	Utilize technological solutions in an effective and logical way to improve service
Results:	

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**

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	Generate feedback from constituent group members to establish baseline data pertaining to the efficiency and organization of the Policies and Procedures committee and Strategic Planning Council. This baseline will assist in determining areas of improvement.
Strategies for implementation	Create and disseminate feedback form.
Timeline for implementation	Create in summer 2020, distribute in Fall 2020
Outcome(s) expected (qualitative/quantitative)	We will have established baselines on people's perceptions from P&P & SPC
How does this goal align with your unit's mission statement?	Using feedback to improve these processes by supporting the initiatives of the college we ensure an engaging learning environment for a diverse student body which supports student equity and inclusion.
How does this goals align with the College's Strategic Plan 2022?	
Goal #2	
Goal	Generate feedback from constituent group members to establish baseline data pertaining to the efficiency and organization of the governing board materials and meetings.
Strategies for implementation	Create and disseminate feedback form.
Timeline for implementation	Create in summer 2020, distribute in Fall 2020
Outcome(s) expected (qualitative/quantitative)	We will have established baselines on people's perceptions from P&P & SPC

How does this goal align with your unit's mission statement?	
How does this goal align with the College's Strategic Plan?	By supporting the initiatives of the college we ensure an engaging learning environment for a diverse student body which supports student equity and inclusion.
Goal #3	
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 Strategic Plan 2022?	
Goal #4	
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 Strategic Plan 2022?	

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	**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)					

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)					