

Status: **Reviewed**

Entry #: 57

Date Submitted: 11/2/2020 9:16 AM

2020-2021 ANNUAL REVIEW

OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON-INSTRUCTIONAL PROGRAMS

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.

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.

BASIC UNIT INFORMATION

Program/Unit Name

Arts, Media and Business Administration

Department Name

AMBA Division Office

Division Name

Arts, Media and Business Administration

Name of Person responsible for the Program/Unit

Justin Smiley, Dean

Website address(es) for your program(s)/unit(s)

Webpage URL 1**Unit webpage**<https://www2.palomar.edu/pages/ambadivision/>

Please list all participants and their respective titles in this Program Review

Participant	Title
Justin Smiley	Dean
Anne Delgado	Division Administrative Assistant

STAFFING AND SERVICE UPDATES

Staffing

Use the link provided to help answer the staffing questions below.

Link: [Permanent Employees Staff Count](#)

This form requires a login and password to access. Please use your Palomar email and password to log in.

Full-Time Staff

Total Number of Full-time Staff

2.00

Number of Classified Staff

1.00

Number of CAST Staff

0.00

Number of Administrators

1.00

Number of Full-time Faculty

0.00

Part-Time Staff

Total Number of Permanent Part-time Staff

0.00

FTE of Part-time Staff (2x19 hr/wk=.95)

0.00

FTEF of Part-time Faculty

0.00

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

16 hr/wk hourly support for Dual Enrollment (funded with categorical funds)

Have you experienced any changes in staff this past year? If so, please describe how the changes have impacted your operations.

No.

Program/Unit Description

Have the services your unit performs change in any way over the past year?

No.

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PROGRAM/UNIT ASSESSMENT

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 Nuventive Improve (previously named 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 Nuventive Improve by:

1) Login to Nuventive Improve (previously TracDat) <https://www2.palomar.edu/pages/sloresources/2015/08/10/tracdat/>. Your Palomar username and password is your login.

2) Check your SAOs for **currency** and **sunset** any SAOs if you no longer plan to assess them.

3) Revise or edit your current SAOs by revising their wording and/or updating the assessment and assessment results.

NEED HELP?

Nuventive Improve:

1) If you need help with anything Nuventive Improve 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 Nuventive Improve: <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.

A template for entering SAOs can be found on the [IR&Ps Non-instructional Program Review and Planning website](#)

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)					

Are all of your unit's SAOs and assessment plans **UPDATED** and **ENTERED** in Nuventive Improve?

Yes

SAOs Summaries / Reflection

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 assessments, document why (e.g., SAO was assessed last year).

SAOs

SAO 1

SAO Title

Four-semester course rotations

Assessment Status

Assessed

SAO Summary and Reflection

(1) Work with department chairs to implement a four-semester course rotation for every program. Significant progress has been made. The college has mapped nearly all of our academic programs. These academic maps will be extremely helpful for students and counselors, but in addition will be used to inform scheduling and course rotation. Work is ongoing to get course rotations on a predictable cycle, and as the program maps are approved and in use, we will schedule course rotations to support the maps. Scheduling courses and advising students using the program maps will lead to a significant increase in degree and certificate completions. Many initiatives from the Chancellor's office have contributed to increasing our progress on course rotation plans, including Guided Pathways and the Student Centered Funding Formula. We are working closely with department chairs on scheduling and enrollment management, while focusing on providing opportunities for students to complete their academic plans.

SAO 2

SAO Title

Administrative support and advocacy

Assessment Status

Assessed

SAO Summary and Reflection

2) Provide administrative support and advocacy for five academic departments (Performing Arts, Art, Media Studies, Graphic Communications, Business Administration) and the instructional support units (Telescope, KKSM, ETV, and Boehm Gallery).

Moving forward, we would like to create more access and opportunities to showcase the excellent work done in this division to the community.

OTHER ASSESSMENT DATA

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

We continue to refine our enrollment management strategies by allocating FTEF to areas with the highest demand, while communicating with faculty to ensure that we are supporting programs to improve completion rates. We have regular communication with ADAs, faculty and staff to seek improvements in processes. We are utilizing electronic signatures to reduce paper waste, shorten approval times for documents, and track documents.

ACHIEVEMENTS AND OTHER RELEVANT INFORMATION

Describe your program's achievements this past year. Where possible, describe how these achievements are related to our students and their success!

The division continued to implement an electronic signature system to improve and accelerate approval workflows. AMBA moved from HelloSign to the more powerful and cost-effective Adobe Sign. When the college pivoted to teleworking during the COVID-19 pandemic, AMBA transitioned to 100% electronic signatures nearly seamlessly due to early implementation. Staff were able to assist employees in other divisions to become more comfortable with Adobe Sign.

Division budgets were further realigned to better support academic departments.

AMBA faculty successfully mapped A.A./A.S. Degrees and Certificates of Achievement in the Palomar Pathways Mapper.

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?

- 1) AB705 will continue to have an impact on BUS 204 and quantitative reasoning courses
- 2) Guided Pathways and Vision for Success will continue to make us examine our meta-majors, overlapping curriculum, and increasing program completions and career readiness
- 3) The impact of COVID-19 has prompted a deep dive into online education and expanded the possibilities of virtual learning

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

- 1) Provide enhanced tutoring and support to students taking Business classes with Math and English prerequisites.
- 2) Evaluate policy for new program approvals, communication regarding potential curriculum overlaps, scheduling and enrollment management strategies to increase completions. Examples include more classes in fast-track format, enhanced offerings in distance education, block scheduling.
- 3) Additional modes of instruction developed due to COVID-19 need to be added to the Class Scheduling Handbook as time permits.

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PROGRESS ON GOALS

Review the goals listed on your comprehensive review and summarize progress you have made on the strategies for implementation. If your unit has experienced challenges implementing the goals, describe those challenges.

Click on "+Add Goal" below for each additional goal.

Goals

Goal 1

Goal

Improve communication from the AMBA office to the departments and instructional units

Choice

In progress

Describe Progress

Holding regular monthly division meetings with Chairs and ADAs; monthly one-on-one meetings with Chairs and administrators who are direct reports, and one-on-one meetings with staff. Reporting out significant items of interest from Governing Board, IPC and Curriculum Committee meetings.

Describe Challenges

The COVID-19 pandemic and subsequent telework have brought obstacles to communication, but the division's use of applications like Microsoft Teams (posts, chats, and video conferencing with screen sharing), OneDrive, and Adobe Sign have eased the transition and made connecting with colleagues easier than before.

Describe Outcomes (if any)

Staff and faculty are better informed; they also have a mechanism for providing feedback since effective communication is a two-way process. Microsoft Teams meetings and group chats allow everyone working on a project to stay informed and to quickly resolve issues. This was especially helpful when the ADAs transformed the summer and fall class schedules to fully online within a very short timeframe.

Goal 2

Goal

Select two departments, and with the assistance of the department chair, complete the four-semester rotations. Create a template/flier so this information can be easily communicated to students.

Choice

In progress

Describe Progress

Identified the programs needing the greatest assistance with enrollment management; used the one-on-one meetings to develop these rotations. The Dean carried that information forward to the scheduling team.

Describe Challenges

None.

Describe Outcomes (if any)

Refining program scheduling and rotations has aligned with our guided pathways plan and allowed students to create a predictable academic plan, while supporting our enrollment management goals. Creating these course rotations has helped students earn their certificates and degrees in a timely manner.

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.

Refining program scheduling and rotations has aligned with our guided pathways plan and allowed students to create a predictable academic plan, while supporting our enrollment management goals. Creating these course rotations has helped students earn their certificates and degrees in a timely manner.

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

None.

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RESOURCES

Congratulations! You are nearing completion. In this section, you will consider the resources you need to implement your three-year program review plan and/or address any findings from your assessment of your discipline.

The section is organized into the following four parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology and Facilities Needs

PART 4: One Time Request for Other Needs (NonTechnology Equipment, Supplies, Operating Expenses, Travel)

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) that will impact your unit. 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.**

Summarize any reallocation/re-organization of resources you are making based upon your three-year plan, your current operations, and any other factors (e.g., legislation). Describe the impact of the reallocation of resources to your unit.

PART 1: STAFFING NEEDS

Are you requesting new Classified, CAST, or AA positions?

No

If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section. Click "+Add Staff, CAST, AA request" below for each additional request.

When considering the funds required for a position, consult the HR website for position salary schedule and the **Benefits Worksheet for additional costs related to benefits for the position.**

PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2018, 2019, 2020. Consider your three-year PRP plan.

Click on the link below to access directions to the *Available Budget Report* to complete this section.

How to Request the Available Budget Report

Reflecting on your three-year PRP plan, are there any budget considerations you would like your dean/supervisor to be aware of for the upcoming year?

No

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NOTE: PARTS 3 and 4 – TECHNOLOGY, FACILITIES AND OTHER NEEDS

This year the College is implementing two new processes related to resource needs coming from the PRP process.

1. One-Time Fund Requests. The college is implementing a process for prioritizing and allocating funds for one-time needs/requests tied to Program Review and Planning. Prioritization will take place through participatory governance in planning councils and the Budget Committee. Then, a recommendation will be made to Exec for funding of request utilizing various funding sources.

For more information about funding sources available, see [IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES](#) (on the left menu of the web page).

Consider submitting one-time requests only if you have verified that you cannot fund the request using your general discretionary funds or other funds.

2. Technology and Facilities Review. From now on, ALL requests for technology will go through an institutional process. If you request technology here, you will see a description of the process below.

PART 3: TECHNOLOGY

Will you be requesting any technology (hardware/software) this upcoming year?

No

Note about technology requests:

All technology requests will now go through a review process before prioritization.

- *Your director will send you a Technology Request Checklist (aka Technology Proposal Analysis Checklist).*
 - *You must complete this checklist and return it to your director no later than 10/30/2020.*
 - *Once the director approves the form and the request, the director will send the document to the Technology Review Committee to determine IS resources needed, any integration issues, and/or potential overlap with existing technology.*
 - *The results of the review will be sent to the director with feedback.*
 - *The director will determine whether or not the request moves forward for prioritization and/or implementation.*
 - *Requests for one-time funding will move forward for prioritization.*
 - *Requests that use funding from your department budget may move forward for purchase.*

PART 3: FACILITIES NEEDS

Do you have resource needs that require physical space or modification to physical space?

No

PART 4: ONE TIME NEEDS

For more information about funding sources available, see [IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES](#) (on the left menu of the web page under "Instructional Funding Sources").

Do you have one-time requests for other items (e.g., Non-Technology Equipment, Supplies, Operating Expenses, Travel) that your budget or other funding sources will NOT cover?

No

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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:
Shayla Sivert

Date Reviewed
11/14/2020

FEEDBACK

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

Despite the challenges presented by having to operate fully online, the departments within AMBA have worked to re-create the ways in which they offer classes and performances. The division office continues to work to support its disciplines and the college by doing everything possible to streamline and improve processes and advocate area needs to the VPI.

Areas of Concern, if any:

1. Media Studies and the Performing Arts areas have been significantly impacted by the constraints of the COVID environment.

Recommendations for improvement:

1. Continue to reach out to other CCC's for ways to continue to innovate in online learning.
2. Continue to look for ways to strengthen open, flexible, and consistently respectful collaboration between faculty and dean, particularly in areas hardest hit by COVID, declining enrollments, etc. in order to strengthen program offerings to serve the needs of our students in the best ways possible.

Enter your email address to receive a copy of the PRP to keep for your records.

adelgado@palomar.edu

I confirm that the Program Review is complete and ready to be submitted.

Yes

Vice President Review

Strengths and successes of of the discipline as evidenced by the data and analysis:

See above.

Areas of concern, if any:

Recommendations for improvement:

VP Name:
Shayla Sivert

Signature Date:
12/29/2020