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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
Enrollment Services

Department Name
Admissions

Division Name
Student Services

Name of Person responsible for the Program/Unit
Dr. Kendyl Magnuson

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

Webpage URL 1

Unit webpage
<https://www2.palomar.edu/pages/enrollmentservices/>

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

| Participant | Title |
|---------------------|--|
| Dr. Kendyl Magnuson | Sr. Director, Enrollment Services |
| Jamie Moss | Manager, Enrollment and Financial Aid Services |

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

18.00

Number of Classified Staff

14.00

Number of CAST Staff

1.00

Number of Administrators

2.00

Number of Full-time Faculty

Part-Time Staff

Total Number of Permanent Part-time Staff

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

FTEF of Part-time Faculty

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

We typically strive to have 2-3 FWS or short term employees each semester. These students and short term staff are often shared with Financial Aid.

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

We have lost 5 Enrollment/Financial Aid Specialists over the last year or so and none have been replaced. The Centers have been hit particularly hard. The Escondido Center has 2 vacant Enrollment/Financial Aid Specialists position and have only 1 remaining. The Fallbrook Education Center has 1 vacant Enrollment/Financial Aid Specialist position and have only 1 remaining. The Camp Pendleton Center Enrollment Services Supervisor has relocated to another portion of the state and will not be able to continue her employment with Palomar once we return to in-person work status. The San Marcos Campus has 2 vacant Enrollment/Financial Aid Specialist positions. Replacing the Center Enrollment/Financial Aid Specialists will likely come from within the San Marcos campus staff and potentially, the Camp Pendleton Center Enrollment Services Supervisor as well.

Because of the remote work environment, we have not been as impacted as we will be once we return to in-person services. With that being said, we have been impacted significantly. Due to all of the vacancies in the Records and Evaluations areas, Admissions has taken on the majority of COVID EW petition processing and has been backfilling and assisting Records with other Evaluations and Records related work. This will likely need to end once we return to in-person work as current Admissions staff will have to be relocated to fill vacancies at the Education Centers. Additionally, we have essentially lost the Supervisor, Enrollment Services of the Escondido Center and another main campus Admissions/Financial Aid Specialist to dual enrollment. The college continues to state that growing our dual enrollment program and middle college is a district priority, but the lack of action in creating an office says otherwise. Until a reorganization or commitment from the district comes to fruition, our office will continue to be significantly impacted by directing our resources to work on dual enrollment.

Due to the 5 Enrollment/Financial Aid Specialists vacancies, Admissions and Financial Aid processing has been slightly delayed. The vacancies, in addition to shifting some Specialists to Records/Evaluations work and Dual Enrollment, have greatly reduced the amount of time dedicated to quality control projects in preparation for our annual state audit. This could lead to audit findings. The vacancies have also forced us to shift away from internal SCFF enhancement campaigns. In past years, we dedicated time to call and contact students who had not submitted all documentation to complete their financial aid files and assist the Palomar Promise program by calling students enrolled in less than full time to add classes to maintain their eligibility, which helped with retention. Our staff had also previously helped the Outreach Office conduct prospective student tabling events at our Education Centers and tours, but we will no longer be able to do so.

Program/Unit Description

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

Like most offices, we were not prepared to launch into a remote work environment with COVID-19. Too many of our processes are manual and paper intensive. This situation where our processes are too manual is not from a lack of awareness or effort, instead it has been from a lack of investment into automation. We have consistently requested funds to utilize consulting to leverage PeopleSoft to it's fullest capability and to replace vacant positions through the PRP process and others. Recent requests for CARES funding to help operationalize and enhance the Admissions Office services due to the COVID necessitated remote work have been stymied, but we have remained persistent and continue to work with our VP to find solutions to this funding need. We are overall pleased with how the staff has helped overcome some of these challenges, but the vacancies have caught up to us and are negatively impacting the office's ability to handle the workload, maintain quality control and ensure compliance. We understand that resources are limited, but we believe that investments in technology and process automation is our path to success and to adequately serve our students.

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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](#)

| 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?

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

Enhance data accuracy and timely updates with the use of activity guides in PeopleSoft 9.2 to validate each semester student data. Data verification for majors, educational goal, address, phone number.

Assessment Status

Not assessed

Next planned assessment

In year one, establish baseline. in year two establish a growth goal. In year three, evaluate overall success. Goal- Students will be able to self-service major changes to keep academic advising and educational goal in sync. Students will provide updated contact information. Meth of Measurement- Check for accuracy of updated majors compared with academic advising and queries compared to courses enrolled in.

SAO 2

SAO Title

Reduce the steps and time to registration for students to add classes when a Permission Code is required. Also increasing ease of use and control over the process for faculty.

Assessment Status

Not assessed

Next planned assessment

This is a new SAO. Development of the processes is in the late phases or working directly with faculty on best practices, look and feel. Once funding and consulting work is done the assessment would be to look at permission code data and to survey students and faculty on the new process.

OTHER ASSESSMENT DATA

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below.
The COVID-19 remote work supports our ongoing requests to build out existing PeopleSoft functionality to its fullest.

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!

Implemented the use of OnBase to store documents.

Completed a Standard Operating Procedure (SOP). New work will center around maintaining and updating as needed.

Launched a joint Admissions and Financial Aid chat bot housed on the Admissions and Financial Aid websites.

Had an annual audit with no findings.

Provided support to the Vista Detention Facility enrollments and financial aid awarding.

Processed thousands of COVID related EW requests.

Launched remote work environment with little advanced notice.

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?

The flexibility the Chancellor's Office provided to our students to receive an EW grade has dramatically increased the amount of manual processing in Admissions, Records and Evaluations. PeopleSoft is not a flexible system when it comes to setting dates. Because of the extension in deadlines, staff has manually processed thousands of drops and grade changes.

Constant updates regarding legislative requirements. There are many legislative changes that impact the work we do. It is vital we stay up to date on the changes and implement them into our processes when the Chancellor's Office issues guidance. Some funding needs to be put aside to help incorporate these changes as they arise. This year, we did extensive work with the Instruction Office to implement Credit for Prior Learning. This project is a great example of a legislative requirements that impacted several departments and cost money to enhance PeopleSoft functionality in order to get in compliance.

Maximize 9.2 PeopleSoft functionality. We continue to work towards maximizing PeopleSoft functionality. Our work with PeopleSoft consultants has helped us to learn more about the functionality of PeopleSoft that we were unaware of as an institution. This can help us maintain compliance and leverage the technology in PeopleSoft to become more efficient and better serve students. We have been asking for a financial commitment for years to address this and have largely gone unsupported. It's our hope, that with the lessons learned the hard way by the district not investing resources in PeopleSoft in the Human Resources and the Fiscal Office (stated and verified by the FCMAT report), that equal attention will be given to the Student Services areas as many opportunities to improve our system centered around compliance remain.

We will need to continue to stay up to date with potential legislation or Chancellor Office guidelines as it relates to AB 705, Dual Enrollment and COVID guidance.

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

There is nothing imminent at this time as we did a comprehensive review of AP's and BP's last year. There are a few areas we will need to continue to monitor. These areas are AB 705 (English as a Second Language) and Credit for Prior Learning. One area we need to review in the AP's and BP's this upcoming year is in records destruction. We have many years files that should be destroyed where allowable by law to reduce the vulnerabilities for future state and federal audits in the Admissions and Financial Aid areas.

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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

Utilize OnBase for record retention and establish workflows to create efficient business practices.

Choice

Completed

Describe Progress

We have steadily been shifting to store all records in OnBase. Working remotely has sped this process up significantly. We were fortunate to have been moving in this direction so we were prepared when needed. We continue to refine processing and indexing methods. We will likely shift away from workflow in OnBase. The college has purchased Gideon Taylor Electronic forms (GTE) that will establish a cleaner workflow while being maintained in PeopleSoft.

Describe Challenges

Most of the challenges have been overcome. We would like to conduct more staff training in OnBase and build out the Gideon Taylor eForms.

Describe Outcomes (if any)

The most significant outcome is being able to more quickly find needed documents for students and audit purposes. This is a huge time saver and allows more staff to be able to work on projects. This will be of even more help once we return to in-person work. Projects that were normally housed at the main campus can now be worked on by staff at the Education Centers.

Goal 2

Goal

10% more students will participate in priority registration on their initial day of priority compared to the most recent equivalent term.

Choice

Completed

Describe Progress

The college will always emphasize the importance of using priority registration to more quickly lead to student success and program completion, but we are ready to sunset this goal.

Describe Challenges

New students will need to be made aware of the importance of utilizing the priority appointments they receive.

Describe Outcomes (if any)

Campus awareness of the importance in utilizing the priority appointments has been accomplished. A small sample of offices that help promote the usage of priority appointments include Admissions, Financial Aid, DRC, Veterans, EOPS, Palomar Promise, Counseling, Athletics, Grant Funded Student Programs (TRiO) and Outreach.

Goal 3

Goal

Maximize PeopleSoft functionality.

Choice

In progress

Describe Progress

We have done an excellent job in utilizing delivered PeopleSoft 9.2 processes and have more work to do.

Describe Challenges

We have more work to do, but need consultant help as the campus lacks PeopleSoft experts. We could use help in compliance such as priority appointment processes, K-12/dual enrollment processes and residency changes. In SCFF areas, we need assistance with major changes, Activity Guides and Comm Gen.

Describe Outcomes (if any)

We have built out the Degree Audit module in PeopleSoft and have made it available to students in a soft rollout. We automated the grade adjustment process which took a manual system where students either reported repeating a class or it was found by one of our staff to now it is fully automated. We processed over 50,000 automated grade adjustments going back to the implementation of PeopleSoft in 2000. We have made progress on the following projects, but each of them needs additional consulting assistance to finalize. There projects include optimization on the 1) Census Certification process, 2) Waitlists, 3) Permission Codes, 4) Residency, 5) Major change tracking, 6) building out ComGen (automated communications from PeopleSoft), 7) building out Gideon Taylor eForms, 8) EDI (Electronic Data Interchange for transcripts), and 9) continued work on Degree Audit and use of the Academic Advisement data tables.

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.

We continue to make significant strides in utilizing technology and implementing new business practices that will greatly benefit students and the College. Following Guided Pathways, we will help ensure that students have an easy to navigate process to choose and enter their pathway. This will aid students by successfully applying to the College and enrolling in the classes they need in order to complete their educational goal. The College will benefit by increasing our state funding by having more students successfully apply and enroll in classes. We will ensure compliance while better serving our students. We remain on track to support the Vision for Success in many specific areas. A few examples include:

Goal 1: STUDENTS: Increase student access, progress, and completion, while decreasing equity gaps

Objective 2: Streamline the onboarding process for students, removing barriers to registration and enrollment.

Objective 3: Per the College's VfS goals and Student Equity and Achievement Plan, implement strategies designed to increase persistence and completion while at the same time decreasing equity gaps by 40%. These strategies may include but not be limited to: • Redesigning the student support experience to align with the College's guided pathways work. • Implementing strategies to increase persistence of disproportionately impacted students as identified in the College's Student Equity and Achievement plan. • Increasing the number of students receiving financial aid. • Implementing strategies to address our students' basic needs (housing and food insecurities). • Increasing the number of students employed on campus.

Objective 5: Implement placement recommendations based on high school metrics and appropriate student support to maximize entry and completion of transfer-level English and math coursework in one year.

Objective 6: Operationalize Strategic Plan 2022 goals and objectives, in particular VfS goals, into the daily work of the college.

• VfS Goal 1: Completion 1A. Palomar College will increase among all students, the number who earned an associate degree or associate degree for transfer in the selected or subsequent year from 1,484 in 2016-17 to 1,806 in 2021-22.

• 1B. Palomar College will increase among all students, the number who earned a Chancellor's Office approved certificate in the selected or subsequent year from 1,463 in 2016-17 to 1,536 in 2021-22.

• 1C. Palomar College will increase among all students, the unduplicated count of students who earned one or more of the following: Chancellor's Office approved certificate or associate degree and had an enrollment in the selected or previous year from 1,976 in 2016-17 to 2,118 in 2021-22.

• VfS Goal 2: Transfer 2A. Palomar College will increase among all students the number who earned an associate degree for transfer in the selected or subsequent year from 304 in 2016-17 to 456 in 2021-22.

• 2B. Palomar College will increase among all students, the number who transferred to a four year institution (UC or CSU) from 1,629 in 2016-17 to 1,872 in 2021-22.

• VfS Goal 3: Unit Accumulation 3A. Palomar College will decrease among all students who earned an associate degree in the selected year and who were enrolled in the previous or selected year, the average number of units earned in the California community college system among students who had completed at least 60 units at any community college from 88 in 2016-17 to 82 in 2021-22.

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

Our overall goals remain the same from last year. The prioritization of goals will be exclusively determined based on staffing levels. Our preference would be to continue to develop more tools and business practices and leverage PeopleSoft functionality with the help of consultants to enhance the student experience while simultaneously enhancing the College's SCFF, but we need College support, both in staffing and resources, to make significant strides in this area.

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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?

Yes

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.

REQUEST FOR ADDITIONAL CLASSIFIED, CAST, AA

Staff, CAST, AA request 1

Title of position

Admissions/Financial Aid Specialist- (5 positions-all currently vacant)

Is this request for a full-time or part-time position?

Full Time

How does the position fill a critical need for current, future, or critical operations? e.g. accreditation, health and safety, regulatory, legal mandates, institutional priorities, program trend analyses of growth/stability.

These positions are needed to ensure compliance (state audit, residency changes, assist with FA work, FERPA), meet state and federal mandated deadlines (FA, MIS), assist with Guided Pathways, increase student success (SCFF-Apply and enroll in classes, Retention, Completion) to allow the college to maximize state funding while meeting student needs and their success. As previously stated, the Education Centers were hit particularly hard with vacancies. These positions are vital to the Center's success. Failure to provide adequate staffing and services at the Centers could prompt findings during accreditation as they did in our last accreditation visit at Camp Pendleton.

Does the position assist in establishing more efficient District Operations through either of the following: reorganization/restructuring OR use of technology?

No. Primary responsibility is to assist in state and federal compliance and SCFF.

Is there funding that can help support the position outside of general funds?

No

Describe how this position helps implement or support your three-year PRP plan.

These positions are needed to ensure compliance (state audit, residency changes, assist with FA work, FERPA), meet state and federal mandated deadlines (FA, MIS), assist with Guided Pathways, increase student success (SCFF-Apply and enroll in classes, Retention, Completion) and allowing the college to maximize state funding while meeting student needs and their success.

Strategic Plan 2022 Objective

1:1

1:2

1:3

1:4

1:5

2:1

If the position is not approved, what is your plan?

We will have significant challenges in meeting all required compliance resulting in state audit findings, work will be delayed significantly negatively impacting students who are trying to get enrolled, residency status's changed, awarded financial aid and could cause findings in an accreditation site visit.

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?

Yes

Requests

Request 1

What are you requesting?

We are requesting funds for PeopleSoft Consultant Help. With the recent upgrade to PeopleSoft 9.2, we need to leverage and used delivered functionality to better assist students, staff and faculty. There is a lot of functionality in PeopleSoft that isn't being fully utilized due to not having in-house expertise with PeopleSoft and limited PeopleSoft training. Consultants can assist in maximizing functionality and continue to help us identify delivered functionality and reduce customizations allowing for a more stable SIS environment and meet state compliance in our annual audit and enhance SCFF funding.

Estimated Amount of Request.

\$75,000.00

Will you accept partial funding?

Yes

Budget Category

Operating Expenses

What PRP plan goal/objective does this request align with?

It aligns with all of our goals.

What Strategic Plan 2022 Goal/Objective does this request align with?

1:1

1:2

1:3

1:4

1:5

2:1

Provide a detailed description of the item requested. What is it, and why do you need it? Please be as descriptive as possible. Include in your description how the requested item aligns with your discipline's PRP goals, analysis of PRP data, SLO/SAOs.

The funds requested are to utilize consultant help with a District approved consulting firm. The consultant help comes in the form of PeopleSoft expertise. Since PeopleSoft's implementation in 1999, Palomar has had a long history of not utilizing PeopleSoft's delivered functionality. PeopleSoft expertise does not reside on campus and identifying funds on a regular basis to get training on PeopleSoft is very difficult. We would use this money to maximize PeopleSoft's functionality.

Annual state audits and legislative changes continue to impact the Admissions Office. These changes have had significant impacts on processing deadlines and compliance related matters. In addition, the Student Centered Funding Formula (SCFF) has given us the opportunity to reprioritize our work, revamp our business practices and provided long sought after financial support to utilize technology and consulting assistance to help meet the needs of the College and student success. Work with consultants can increase our ability to strongly contribute to the Guided Pathways initiative of helping students get on and stay on track by enhancing application, enrollment and student portal efficiency and increase ease of use that will help students complete their program of study, get much needed financial aid and allow us to award more degrees and certificates to enhance the college's funding.

In order to meet the demands of the office, as well as keeping up to date with legislation, we are looking to automate our processes as much as possible. There is still much work to be done to make the work manageable, while continuing to provide excellent customer service to our students. With the college having such a large student population, maintaining staffing levels, utilizing technology and adjusting business practices when applicable will be essential moving forward as we maximize state funding and contribute to student success.

Over the past two years, we have made significant strides in utilizing technology and implementing business practices that will greatly benefit students and the College, but there is still a lot of work to do. Following Guided Pathways, we will help students better understand what they need to do to begin and complete their educational goal.

Please upload a copy of the quote, if available.

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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:
Vikash Lakhani

Date Reviewed
12/15/2020

FEEDBACK

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

Areas of Concern, if any:
See below

Recommendations for improvement:
See below

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

Enrollment Service met most of the goals that were laid out last year. The team has been handling the shift to virtual services quite well.

Areas of concern, if any:

There are a couple of areas not assessed and we need to ensure they are assessed

Recommendations for improvement:

We'll need to consider the position requests as an overall plan for the campus and Student Services. I understand the need for the PeopleSoft consulting and support that request. It will have to be considered as a part of the overall resource allocation for the campus

VP Name:

Vikash Lakhani

Signature Date:

12/15/2020