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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

Human Resource Services

Department Name

Human Resource Services

Division Name

Human Resource Services

Name of Person responsible for the Program/Unit

Linda Beam

Website address(es) for your program(s)/unit(s)**Webpage URL 1****Unit webpage**<https://www2.palomar.edu/pages/hr/>**Please list all participants and their respective titles in this Program Review**

Participant	Title
Linda Beam	Acting Vice President, Human Resource Services
Christine Winterle	Director, Human Resource Services
Monique Dumbrique	Supervisor, Human Resource Services
Shawna Cohen	Manager, EEO and Compliance

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**

14.00

Number of Classified Staff

8.00

Number of CAST Staff

3.00

Number of Administrators

3.00

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)

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

We had two short-term workers assisting our department and lost both positions. One was specifically assisting with our Administrative Specialist II vacancy. This has caused the work to have to be divided among the rest of the department, which has caused delays in the processing of some forms/requests. We also lost our short-term who was assisting with recruitments and Compliance Officer duties. This has also caused delays at times with our recruitment processes.

Program/Unit Description

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

The EEO/Title IX area has been impacted by changes to Title IX and Title 5 that will deeply impact the reporting, investigation, and resolution of unlawful discrimination, sexual harassment, and sexual violence complaints.

There have been significant changes due to FCMAT recommendations, there is an increased workload to address reorganization, reclassification, benefits, and collective bargaining.

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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

Enhance recruitment efforts to diversify our workforce

Assessment Status

Assessed

SAO Summary and Reflection

HRS now hosts our Selection Committee Training in-house. Multiple sessions of the training are offered monthly. The training has been revised to include detailed information about how implicit bias impacts the hiring process, student and employee demographic data, and other diversity/equity-related items. In addition, HRS now requires an antiracism supplemental question to be answered during the application process. We are working on updating the training to also give more guidance to committees on how to use the supplemental questions/answers and strengthen their diversity/equity related interview questions. Sample materials given to hiring committees have been updated to reflect these changes, but committees will still need more training and assistance to ensure thorough consideration is given to these important aspects. Furthermore, HRS is working on the District's antiracism workgroup to improve our hiring processes. The workgroup is focusing on a few special projects such as surveying the District's employees and students to see what antiracism related efforts are best for the campus; creating lists of job fairs and listservs to better serve our underrepresented groups; creating workshops to assist our applicants with the hiring process (applying and interviewing); creating partnerships with diverse organizations to increase our application pools; and creating "why work at Palomar" videos to be used to highlight the positive aspects of working for the District such as our diversity and our wide range of programs and services. We also implemented job alerts in our online application system so applicants can select the types of positions they are interested in and be notified as soon as an applicable job is posted.

SAO 2

SAO Title

Enhance health and welfare offerings and ease of plan use for covered employees

Assessment Status

Assessed

SAO Summary and Reflection

The District underwent a complete redesign of it's benefit offerings for all district employees. Enhancements included addressing part-time faculty benefit packages (medical co-pay plan, participation in dental and vision); increased PPO offerings, continuing to fund the HSA (Health Savings Accounts). Continued to education employees on plan offerings, in preparation for the 2020-2021 plan year the district educated approximatley 400 employees regarding district benefit packages. Facilitated an online enrollment for the 2020-2021 benefits enrollment. Created a benefit sub-committee. Successfully completed a dependent benefits audit. Savings of one million. Retiree benefits were restructured for district cost savings in order to minimize the districts OPEB liability.

SAO 3

SAO Title

Offer more onboarding, professional development, and training opportunities for all employee groups

Assessment Status

Assessed

SAO Summary and Reflection

The District is now mandating that permanent and temporary employees undergo sexual harassment training to meet A.B. 1825, S.B. 1343, and Title IX requirements. HRS has updated its Selection Committee Training to educate committee members on implicit bias and other areas relating to diversity. HRS will soon offer an updated District Compliance Officer training and mandated reporter training.

HRS has implemented a new employee orientation for all groups. This orientation occurs the second Wednesday of every month. The training is to provide an overview of benefits, bargaining unit agreements, contracts, and the District as a whole. New full-time faculty receive a more detailed orientation and the college also provides Plenary for all employees. The amount of training opportunities and professional development are wide and vast with the implementation of the 3PD portal. Future goals include developing a more comprehensive onboarding program that takes an employee through their first year and develops curriculum based on their job role. This will assist greatly with ensure consistency of performance and training to support employees as they progress in their career.

SAO 4**SAO Title**

Fully utilize HRIS systems to enhance HR business processes.

Assessment Status

Assessed

SAO Summary and Reflection

This is an ongoing area that continues to have potential for improvement of business processes. We are currently engaged in Position Control to align position data with budget development. We have been working to integrate our performance evaluations with Cornerstone to do online evaluations and tracking. PeopleSoft data has also been cleaned up to ensure accurate reporting relationships. Over the next year, we are going to be evaluating if PeopleSoft can be utilized instead of some of our third party integrated systems. The areas of evaluation will be Benefits Enrollment, Recruitment and Onboarding, and Time and Labor. If we can utilize PeopleSoft as one system, it could result in less time and resources spent on integrating these systems. Additionally, will allow us to better utilize data integration to reduce hours manually updating and imputing data which is not fully integrated with PeopleSoft.

SAO 5**SAO Title**

Continue to develop and improve classification and reclassification processes

Assessment Status

Assessed

SAO Summary and Reflection

The reclassification process for classified employees is clearly delineated in Article 10 of the CCE/District Agreement. The District and CCE now need to negotiate how job descriptions are developed and reviewed for a clearer process in Article 10. A more formal process for reclassification and classification development of classified, CAST, and administrative positions is necessary to ensure requested classifications are budgeted, proper information about each desired classification is provided to HRS, and reasonable timelines for completion are provided (only one employee is assigned to classification and compensation). These processes need to be updated and utilized in concert with the District's current reorganization processes. HRS has designed forms to use for these processes, but they have not been implemented.

SAO 6**SAO Title**

Increase compliancy support and services

Assessment Status

Assessed

SAO Summary and Reflection

HRS will continue to provide guidance to college constituents in the evolving changes in laws, rules, and regulations. The use of the College's online portal for required trainings allows more flexibility in assigning and tracking compliance (Prevention of Sexual Harassment, Title IX, Mandated Reporting, etc.). The continual need for legal and contractual updates will include expansion of compliance, contractual and best practices as part of the College's regular professional development.

SAO 7

SAO Title

Provide exceptional service and support for employees and campus community as District continues to grow

Assessment Status

Assessed

SAO Summary and Reflection

HRS underwent a reorganization in 2019, providing a more generalized, cross-trained support structure. Continued internal review of processes and areas of improvement were initiated. With the transition in March 2020 to a remote work environment, HRS responded to this COVID transition by retooling nearly all services and information to an online format. Recruitment, training, benefits enrollment, onboarding, and separation have become redesigned to provide an enriched/alternative method for supporting the College's constituents.

OTHER ASSESSMENT DATA

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

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!

HRS was required to take a leadership role in the transition of our operations to an remote work environment. With a lot of work, creativity, and collaboration, the vast majority of the efforts were successful. We learned a lot about ourselves, our colleagues, and our strengths. Notwithstanding a few bumps in the road, Palomar College employees have been outstanding in continuing to provide our students with sustained exceptional learning. We are proud to have been part of this extraordinary effort.

HRS has issued a number of mandated trainings to all employees to fully comply with federal and state law and to prevent and clarify requirements for reporting unlawful discrimination and sexual harassment. These trainings will help employees to provide appropriate referrals and support to students encountering difficult incidents.

Improved HRS website accessibility. Recruitments, onboarding, and benefits went fully online due to the remote environment. Upgrades to data management which resulted in the improvement of reporting and data entry, and commitment accounting enhancement. Most staff have participated in Sexual Harassment training.

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?

Recent major revisions to Title IX and Title 5, Sections 59300 et seq. are impacting all stages of Title IX and District discrimination, sexual harassment, and sexual violence complaint reporting, investigations, and resolution. These changes are requiring HRS to produce new and revised BPs, APs, and quick reference guides for students and employees relating to these areas. Title IX also has new requirements for sexual harassment/violence outreach, which will require HRS to interface with Student Services areas to ensure that outreach, guidance, and training is provided to students. HRS and the Office of Student Affairs are working together to ensure that the new hearing process and other requirements of Title IX are followed by both offices.

The College and its unions have worked collaboratively in modifying work requirements and expectations in light of the existing remote work environment. Through dialogue and memorandums of understanding, various modifications affecting employee work environment have been codified. As the district returns to an onsite presence, careful consideration of the permanent impact of the workplace will need to be determined.

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

Title IX/Title 5 BPs and APs:

AP 3420 Equal Employment Opportunity (new)

BP/AP 3430 Prohibition of Harassment (revised)

BP/AP 3433 Prohibition of Sexual Harassment Under Title IX (new)

AP 3434 Responding to Harassment Based On Sex Under Title IX (new)

AP 3435 Discrimination and Harassment Complaints and Investigations (new)

AP 7120 Recruitment and Hiring (needs to be updated)

BP 7380 Retiree Benefits (needs to be updated)

New processes and outreach guidance documents will need to be developed to educate students and employees of the new requirements in these 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

Provide support to new and existing employees throughout the employment life cycle.

Choice

In progress

Describe Progress

Trainings were implemented covering a wide variety of topics. New employee orientation was implemented and has transitioned to an online remote format. The Professional Development Committee continues to offer professional development opportunities. Title IX and Title 5 trainings have been implemented. Open enrollment workshops were transitioned to an online format. Team Life has been offering weekly physical and mental health workshops.

Describe Challenges

The District's and HRS financial priorities transitioned to FCMAT identified requirements. The transition to a COVID remote environment required a reshifting of priorities and support capabilities.

Describe Outcomes (if any)

HRS is still supporting employees through the full employment cycle.

Goal 2

Goal

Coordinate fair, equitable employment processes for District applicants, employees, and hiring committees to meet their needs

Choice

In progress

Describe Progress

HRS has revised its Selection Committee Training to include detailed information about how implicit bias impacts the hiring process, student and employee demographic data, and other diversity/equity-related items. HRS is also in the process of updating its District Compliance Officer Training, which is expected to launch in Spring 2021. The District is also in the process of self-reflection regarding anti-racist improvements as part of its operations. Final recommendations will be incorporated into improved trainings and procedures.

Describe Challenges

The District's AP that guides our recruitment and hiring process is outdated. This needs to be addressed and updated. Discussions about revising AP 7120 have been started in EEOAC and HRSPC, but the actual work has not been begun. As the District incorporates its anti-racist and inclusiveness goals, these improvements will need to be incorporated into the updated hiring guidelines with intentional self reflection of existing systemic barriers.

Describe Outcomes (if any)

Goal 3

Goal

Strengthen HRS capacity and capabilities.

Choice

In progress

Describe Progress

HRS reorganized in 2019, to provide better service and breadth of knowledge to employees and departments that we support. Additionally, we have implemented virtual trainings such as New Hire Orientation and Benefits Open Enrollment which was a great success and allowed everyone's questions to be answered. Additionally, we are looking to streamline processing where possible.

Describe Challenges

HRS has fewer staff than HR departments at comparably sized institutions.

Classification and Compensation: Due to no dedicated classification and compensation position we do not have the ability to quickly work on new classifications, updated job descriptions, reclassification, and reorganization. We have had to rely on third party vendors for reclassification and compensation studies in the past.

EEO/Title IX functions and several other compliance-related areas are assigned to a single position (Manager, Equal Employment Opportunity and Compliance) that has no supporting position assigned to it or backup when emergencies occur.

The HRS Department would benefit with the addition of an administrative support position. This position would streamline business processes to allow higher level classified positions to become more efficient by utilizing one position for processing of daily tasks, entry of data, returning of paperwork, responding to requests, and assisting HR Visitors. Without this position, the department has had to reassign and disseminate tasks which slowed down productivity, created confusion, and doesn't allow for efficient use of staff time.

Describe Outcomes (if any)

With the current fiscal situation, we recognize that additional staffing is difficult. However, the HRS department does believe additional personnel will improve operational efficiencies and provide more responsive services to college needs.

Goal 4**Goal**

Enhance technological systems by streamlining and digitize HR processes and tasks.

Choice

In progress

Describe Progress

Due to the current remote work environment, HRS now hosts interviews via Zoom; this includes campus forums when required. HRS is also serving in the escort/proctor role for interviews, emailing materials out for the any applicable tests and the question review. In addition, to keep recruitments moving forward without delays, HR has been serving as the Compliance Officer for almost all hiring committees. PDF forms were also converted to allow for electronic signatures or put into Adobe Sign to allow for a smooth transition from paper copies to electronic forms due to COVID and working remotely.

Describe Challenges

The transition to a remote work environment has required a retooling of human resource services. It has been a learning opportunity for both department employees and the campus community. Overall, we have provided exceptional modifications to otherwise difficult situations. Improved technology and related support requirements will be ongoing.

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.

Strategic Plan Goal #4 specifically addresses the Human Resource function. The department will continue to address all three objectives to attract, support, and engage a workforce to meet the needs of the College's diverse student body. The department has already begun the baseline recommendations and trainings to address improved recruitments by initiating a review of the existing procedure and recommending flexible streamlining of processes.

Objective 1: Per the College's EEO plan, identify and improve recruitment and hiring strategies to support the College's diverse student body.

Objective 2: Provide professional development and training opportunities focused on facilitating practices to improve equity and the student experience.

Objective 3: Provide professional development and training opportunities to strengthen employee skills in utilizing technology and enterprise system functionality and reports.

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

No specific changes are recommended, as the overall goals continue to be valid. However, the recent remote work environment and impending introduction of a new Vice President of HRS will provide a fresh leadership perspective and prioritization of the department's future.

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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

EEO and Compliance Analyst OR Classification and Compensation Analyst

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.

This position will assist the district in reorganizations, job description updates, classification determination, and compensation analysis. The position will also be the back-up to Title IX investigations and complaints. It would be a confidential position to assist with these functions.

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

Yes, this position will assist the entire District in evaluating organizational structures, existing classifications, and ongoing reclassifications. Often these functions have been outsourced in the past at an additional cost.

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.

This position will fulfill: SAO #3 regarding mandated training by assisting in developing and implementing EEO and Title IX training programs. SAO #5 will be fulfilled by adding a position to conduct class and compensation analysis and assist with reorganizations. SAO #6, increasing compliance support, will be fulfilled through assistance with EEO and Title IX complaint handling and investigations, and will provide greater support District-wide to respond to incidents and serve students and employees in need of assistance. Finally, the position will support SAO #7 by supporting the District's efforts to expand awareness, guidance, and outreach regarding EEO and Title IX programs.

Strategic Plan 2022 Objective

4:1

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

HRS will need to continue with its current staffing level in the EEO/Title IX and classification/compensation areas. Compliance with new and revised regulations may be delayed, as will EEO and Title IX program implementation as required by law. Classification and compensation processes will also be delayed, along with any new work assigned regarding other legal compliance issues.

Staff, CAST, AA request 2

Title of position

Administrative Specialist II

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.

This position is essential for streamlining the daily operations of HRS. This position will perform more routine tasks that carry a high incoming volume (data entry into Peoplesoft, department email, mail, accepting/screening paperwork, assist with scheduling, assist areas in busy times such as recruitment, benefits, etc.) and provide administrative assistance to Supervisors and Administrators in the department. Without this position, other staff have had to redirect existing duties, resulting in slowed processing times.

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

This position will perform more routine tasks that carry a high volume (data entry into Peoplesoft, department email, mail, accepting/screening paperwork, assist with scheduling, assist areas in busy times such as recruitment, benefits, etc.) and provide administrative assistance to Supervisors and Administrators in the department. Without this position other areas have had to take on these duties and it slows our processing times and higher level positions would be able to focus more on higher level tasks.

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.

We would like to have our organizational structure as efficient as possible and provide us with the staffing that allows us to support the ongoing District needs.

Strategic Plan 2022 Objective

4:1

4:3

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

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:

Linda Beam

Date Reviewed

1/6/2021

FEEDBACK

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

Extremely well done - SAO's and goals are terrific.

Areas of Concern, if any:

Recommendations for improvement:

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

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:

The Human Resource Services division continues to provide outstanding service to both internal and external constituents, in spite of the challenges encountered in the last year. The goals of HRS continue to be upheld, modified, and improved in response to the remote work environment and in spite of the fiscal constraints. The commitment of the HRS staff to providing sustained exceptional service is noted and notable.

Areas of concern, if any:

The impact of leadership changes within HRS affects the long-term planning and implementation of organizational improvements. With the impending new VP of HRS, a period of transition will be required to provide clarification and methods of achieving established goals. The continuation of a remote work environment creates both opportunities and challenges for collaboration. Assuring HRS technology needs are met (hardware and software) will be crucial. The need for integrating PeopleSoft modules (and minimizing third-party modules) is labor intensive and requires dedicated fiscal/personnel resources.

Recommendations for improvement:

The College and HRS must commit required resources in support the leveraging improvements in PeopleSoft integration. Continued evaluation of internal processes and procedures to encourage efficiencies, while maintaining compliance must continue. Updating policies and procedures to integrate updated best-practices in recruitment and retention will be ongoing. Additional staffing would allow better alignment of priorities and increase efficiencies.

VP Name:

Linda Beam

Signature Date:

1/6/2021