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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**

Pride Center

**Department Name****Division Name**

Student Services

**Name of Person responsible for the Program/Unit**

Abbie Cory (Director)

**Website address(es) for your program(s)/unit(s)****Webpage URL 1****Unit webpage**

www2.palomar.edu/pages/pridecenter

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

Participant	Title
Abbie Cory	Director
Madelyn Byrne	PC3H member and Professor of Music
Christian "Tony" Quiroz	PC3H member and Outreach Specialist
Mark Anthony Raymundo	PC3H member and Professor of Chemistry
Jessica Horn	PC3H member and Director of Veterans' 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****Number of Classified Staff****Number of CAST Staff****Number of Administrators****Number of Full-time Faculty**

1.00

**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)**

For Fall 2020, we have no other staff. For Spring 2021 (and in the past) we will have a part-time temporary worker for 28 hours/week.

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

Yes. When Campus closed in Spring 2020, the Pride Center lost its part-time temporary worker. This has severely impacted our ability to deliver services to our students.

## Program/Unit Description

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

Yes, in having to go fully online. We are unable to provide support for students other than through online means.

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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](mailto: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](mailto: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?

No

If **NO**, describe why and identify a date by which they will be entered.

The SAOs will be entered by December 18.

## 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**

Daily attendance; student contact in Pride Center.

**Assessment Status**

Assessed

**SAO Summary and Reflection**

Until Spring 2020, the number of students utilizing our services had steadily increased since 2014, when we first started tracking attendance. Since then, numbers have fallen off sharply, due to the difficulty of reaching students online. This is understandable due to the advent of COVID 19 and the limited online modality. We are looking forward to increasing our numbers again once we are back to face-to-face.

### SAO 2

**SAO Title**

Student attendance at discussion groups and other special events.

**Assessment Status**

Not assessed

**Next planned assessment**

We were not able to come up with a system to count attendance due to the online format. This will be assessed in our next PRP.

## OTHER ASSESSMENT DATA

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

Student contact is down, as noted above. Safe Zone Trainings continue . . . This year's Pride by the Beach was cancelled. This semester we are attempting to reach students, staff/faculty, and allies through a number of online discussion groups and presentations, with varying levels of participation.

## 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!**

We held a well-attended online presentation on voting/LGBTQ-friendly candidates, the video of which is posted on the college website. We also held a discussion on QTPOC (Queer Trans People of Color) that also was well attended. We held a safe-zone training that reached twenty-four students.

Dr. Cory worked with folks on the LGBTQIA Team to come up with two documents addressing the proper ways to use gender pronouns. These two documents are posted on the Equity, Diversity, and Inclusion website. There continues to be a discussion on how to share this information about pronouns more widely on campus in order to assist our transgender and non-binary students to feel safe. Dr. Cory will co-lead a Professional Development workshop on this matter on November 4. We also worked with Academic Technology to activate the feature in Canvas where students and faculty can indicate their chosen pronouns.

Additionally, folks from the Center worked with librarian Natalie Lopez to create a "Pride Guide," a resource on the library webpage for LGBTQ students, staff, and faculty.

And we continue to work with Enrollment Services on enabling students to use their preferred name in all places where a legal name is not required.

We look forward to collaborating with our colleagues in the coming years.

**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?**

As discussed above, the need to move all services online has deeply impacted the Center. We continue to look for ways to reach out to our students and others in this online environment.

When the campus opens up again, we would like to improve the ways in which we track attendance at the Center by purchasing a laptop and card reader that students can use, rather than the paper method we have been using.

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

None.

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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**

Preferred Names

**Choice**

In progress

**Describe Progress**

The goal of enabling all students to use their preferred name in all online formats that don't require a legal name is ongoing. Students can now use the preferred name when they register, but Enrollment services is still working on it in other formats/places (PeopleSoft, Financial Aid, etc.).

**Describe Challenges**

The problem here is that the various online systems don't "speak" to each other. Enrollment Services continues to work on this.

**Describe Outcomes (if any)**

Eventually students will be able to use their chosen name in all systems where a legal name is not required.

#### Goal 2

**Goal**

Pride Center 10th anniversary celebration, Spring 2020

**Choice**

Not Started

**Describe Progress**

This goal was in progress, with several events planned, but had to be canceled when the campus shut down.

**Describe Challenges**

Unable to hold face to face events.

**Describe Outcomes (if any)**

#### Goal 3

**Goal**

Computer and software upgrades

**Choice**

In progress

**Describe Progress**

In the past we've had difficulties with the computers and printers in the Pride Center not functioning. When the campus opens up again, we will do an assessment to see what new equipment we need.

**Describe Challenges****Describe Outcomes (if any)**

In Fall 2021 (hopefully) we will assess our computer needs.

#### Goal 4

**Goal**

Obtain a computer for student sign-in.

**Choice**

In progress

**Describe Progress**

We have been discussing what kind of system we should use, where it would be located, etc.

**Describe Challenges****Describe Outcomes (if any)**

A request for funds for this will be included in this PRP. We also plan to coordinate with Information Services.

We hope to install such a system when we return to campus in fall 2021.

**Goal 5****Goal**

Work with campus leaders of color and others to ensure that campus is a safe place for students of color, formerly incarcerated students, and undocumented students as well as for LGBTQ students.

**Choice**

In progress

**Describe Progress**

The Pride Center's work has always been intersectional. However, the need to pick up the pace of this work has become much more apparent with the advent of this past summer's Black Lives Matter and other protest movements, and with the resulting increased attention to racial equity on campus. We are holding frequent Queer/Trans/People of Color discussion groups and will continue to support changes on campus as well as groups like Umoja and Puente.

**Describe Challenges**

There is often resistance to change. Another challenge will be keeping the momentum going.

**Describe Outcomes (if any)**

A safe campus for all the groups mentioned above.

**Goal 6****Goal**

A dedicated, purpose-built Pride Center, in a larger space, with meeting rooms, a larger study space, more storage area, etc.  
Please see the attached proposal.

**Choice**

Not Started

**Describe Progress**

Almost since our inception in 2010, the Pride Center and PC3H have been pushing for a space developed and built just for us, rather than a space in former offices. Such a space would much better serve the LGBTQ students, staff, and faculty on campus than the current space. Please see the attached proposal.

Progress on this has not started yet. Since the campus is currently taking steps to advocate for changes along the lines of Black Lives Matter and other social justice programs, this would be a perfect time to begin planning. We advocate for such planning to begin as soon as possible.

**Describe Challenges**

Finding space on campus; funding.

**Describe Outcomes (if any)**

A purpose-built Pride Center as described above and in the attached Proposal.



**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.**

The Pride Center supports VfS Goals Completion and Transfer by allowing students a place to study (when the campus is open) and by supporting them in their identity development. Studies by the Gay/Lesbian/Straight Education Network (GLSEN) and others repeatedly show that when LGBTQ students have a safe place to go and supportive people around them, they are more likely to complete their education.

We also support the Goal of Equity, by supporting our Disproportionately Impacted Students.

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

Goals 5 and 6 were not described in our three-year plan, so adding them is an important update to the plan.

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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?

Yes

What budget considerations would you like your dean/supervisor to be aware of or to consider? Please be as specific as possible. For example, if you need an increase in the 40000 account and a decrease in the 23000 account, describe what increase your department needs, how much, and a description of why the department needs the adjustment.

The Pride Center would like our supervisor/dean to keep in mind the long-term goal of a purpose-built Center, described above in Goal #6. The funding for this would probably come out of the larger campus budget rather than out of the Pride Center's budget.

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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?

Yes

### Technology Request

#### Technology Request 1

What are you requesting?

A computer for purposes of tracking students.

Provide a detailed description of the technology 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.

This request aligns with SAO #1, Student Contact.

We currently (when campus is open) track student contact via paper sign-in sheets. This is not the most accurate way of tracking data, and the requested technology would be much more accurate.

Estimated Amount of Request.

\$3,000.00

Will you fund the request through your budget or other sources?

Existing Budget

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

Goals 3 and 4.

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

1:1	1:2	1:3	1:4
1:5	2:1	2:2	2:3
2:4	3:1	3:2	3:3
3:4	3:5	5:1	5:2

If you have multiple requests for technology and had to prioritize, what number would give this? (1 = Highest)

Do you think that your request for technology will require changes to a facility?

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:**

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.**

acory@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:**

Well thought out PRP.

**Areas of concern, if any:**

**Recommendations for improvement:**

Need to assess goals such as student participation rates, student satisfaction rates, etc

**VP Name:**

Vikash Lakhani

**Signature Date:**

12/15/2020