

Status: **Incomplete**

Entry #: 23

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

2020-2021 ANNUAL REVIEW

OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON- INSTRUCTIONAL PROGRAMS

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, program review and planning identifies program strengths as well as strategies necessary to improve the operation of your area. With that in mind, please answer the following questions.

The Annual Update is designed to help you track progress on your three-year plan. It allows for updates to your plan based on:

- 1) Updates to Service Area Outcomes assessment cycle or unit data;
- 2) new events, legislation, or processes that affect your unit's ability to meet your mission; and
- 3) a review of progress on your three-year plan's goals.

BASIC UNIT INFORMATION

Program/Unit Name
Enrollment Services

Department Name
Records and Evaluations

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/evaluationsandrecords/>

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
Rick Herren	Lead Academic Records Analyst
Polly Shafer	Lead Academic Records Analyst

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
7.00

Number of Classified Staff
5.00

Number of CAST Staff
0.00

Number of Administrators
2.00

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)

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)

Depending on the semester, we have average 2-4 FWS student workers.

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

Records and Evaluations has been decimated by vacancies due to retirements. Discussions about impending retirements went unheard by Executive Administration for a few years. We currently have 3 vacant Records Analyst positions (1 by promotion-Polly Shafer and 2 by retirement-Val Smith and Cheryl Takala) and 2 vacant Records Specialist positions (both by retirement-Paulette Seeley and Cindy Shand).

Negative impacts in Evaluations will include not meeting this upcoming year's MIS submission or at the very least, we will greatly underreport our graduation numbers due to delayed processing times. A follow up submission will need to occur. This will also make planning for SCFF funding hard to forecast as well. We will likely not make next year's ADT deadline. The amount of work will quickly outpace the ability of the office to overcome the vacancies. I anticipate complaints from students to increase due to not getting diplomas or having their work evaluated in a timely manner, causing problems with their potential employment or admission into other institutions.

In Records, the negative impact will include delayed transcript data entry which will make awarding financial aid a challenge and will cause delays in disbursements, delayed transcript processing which could cause students issues with employment and getting into other schools of higher education, delayed EW processing due to the COVID legislation broadening the timeline to apply and flexibility and delayed Academic Renewals and subpoena processing.

We are using some Admissions/Financial Aid Specialists to help with some of the vacated duties (cross training), but this is taking time away from admissions and financial aid processing in Admissions and Financial Aid.

Our concerns are not only for our office, but for the District as well. With Degree Audit now onboard, retention issues that we can help with, if supported, Financial Aid evaluations (TCE's), Counselor questions and CER's, and our role in the SCFF funding, the college will lose more money by not filling these essential positions than it would cost.

Program/Unit Description

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

Academic Advising (AAR) has been made available to students. The AAR will allow students to explore potential major changes to see what coursework would apply to a program of study. We continue to look for business practices and technology upgrades to improve processing time.

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

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?

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

Increase usage of the Academic Advisement Report (AAR) in PeopleSoft Degree Audit.

Assessment Status

Assessed

SAO Summary and Reflection

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!

Rolled out AAR to students

Met District and state mandated deadlines

Manually processed thousands EW COVID petitions

Helped implement prerequisite enforcement to 96%

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?

California legislative changes and federal government regulations continue to impact the Evaluations and Records areas. These changes have had significant impacts on processing deadlines (MIS, ADT) and compliance related matters (Financial Aid awarding, Veterans evaluations, SCFF). The Student Centered Funding Formula (SCFF) has given us the opportunity to reprioritize our work and revamp our business practices. We continue to seek resource allocation and the filling of staff vacancies to meet state and federal mandated deadlines. We feel our area can strongly contribute to the Guided Pathways initiative of helping students stay on track by monitoring student progress towards the completion of their program of study, track educational goal progress and awarding of degrees and certificates to enhance the college's funding. In order to keep up to date with compliance related matters, meet mandated deadlines and maximize the College's funding, staffing levels will need to be restored and a financial commitment will be needed to utilize technology with consulting assistance.

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

We are working with the Instruction Office to implement Credit for Prior Learning. We have dedicated a lot of staff and time to get CPL launched, tracked in PeopleSoft, developing business practices and creating a non-credit transcript to show the CPL work completed.

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

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

Implement Electronic Document Imaging (EDI). EDI allows for incoming electronic transcripts and test scores to be automatically uploaded into PeopleSoft.

Choice

In progress

Describe Progress

Late last year, a PeopleSoft bolt-on was purchased from VB Consulting. The Records and Evaluations Business Systems Analyst was hired in January 2020 after being vacant for more than 2 years. Work on implementing the EDI began in late spring. We are in the testing phase now and hope to have EDI working by the end of the fall semester.

Describe Challenges

Most of the last year, Evaluations has been focusing on rolling out Academic Advising (AAR) for student use to maximize SCFF opportunities related to completion and enhancing Financial Aid compliance and SCFF funding. There are several other competing projects such as Credit for Prior Learning, updating the College's school transcript to include non-credit work, creating an on-line graduating application and increasing/implementing prerequisite enforcement. As previously mentioned, the Records and Evaluations Office has been decimated by vacant positions that continues to be not be funded. Work has slowed on projects to handle the day to day needs of the office caused by the many vacant positions.

Describe Outcomes (if any)

Expected outcomes: Removing a large amount of manual work will reduce data entry error, provide more time to work directly with students and allow us more flexibility in prioritizing our work during peak times. Manual, time consuming processes limit flexibility in shifting work to meet other needs of the office. Additionally, we will be able to accurately track the number of incoming transcripts and validate what institutions they are coming from based on reports.

Transfer credit work will be automatically entered into PeopleSoft through the use of EDI technology, entering transfer coursework much faster and eliminates data entry errors. Students will be able to have a better understanding of where they are in the completion of their educational goals and make educated decisions that can impact their financial aid and GI benefits eligibility. The time saved from manual processing can be used to better serve students and reduce reliance on short-term hourly staff and the time required to constantly train new short-term staff.

Goal 2

Goal

Generate reports off of Academic Advising data to share with the Instruction Office to help them efficiently schedule classes based on known student need.

Choice

In progress

Describe Progress

A project was done with the CTE area to provide data on students who might be a few classes or units short of completing a certificate of completion. Expansion of "data mining" to other disciplines or student groups is desired. Based on the outcomes of the reports, the College can work to inform students of their outstanding requirements to complete their program of study. These reports could lead to stronger retention and completion of their program of study, both factors in helping SCFF funding.

Describe Challenges

Currently, the reports are very large and hard to filter through. We also need to get to a place where we can enter transfer credit work and evaluate it at the time a transcript is received to get accurate information. Several unfunded vacant positions will prevent this from happening.

Describe Outcomes (if any)

Knowing what classes will be in high demand based on Academic Advising reports and queries, Instruction can schedule classes more efficiently leading to student success and completion. The college would be able to directly measure if the classes being offered are leading to higher rates of program of study completion.

Goal 3**Goal**

Move transcript processing from the campus to Credentials.

Choice

Not Started

Describe Progress

We still have significant work to do to make this happen. Faculty grade submission across the campus would need to be done so on time. Some faculty submit grades several days or weeks after the completion of the semester. Consistent, timelier grade submission is needed so students can get accurate transcripts sent out. The processing of transcripts on campus is extremely time consuming. With more and more legislation impacting our operations and shrinking federal and state mandated deadlines for degree awarding and evaluations, staff time can be better spent to meet these mandates. Another benefit is when students request transcripts through a third party vendor such as Credentials, the vendor will take student calls and on-line transcript requests, again saving staff time and better spending it to handle new demands. An additional benefit Credentials has that we are not able to currently do is they can track the transcript that was mailed or electronically delivered. Our work in automating grade posting, which is now complete, was a precursor to transcripts being processed off campus being an option.

Describe Challenges

In addition to what was previously stated, 2 Academic Records Analyst positions are funded with transcript fees. Revenue to support these positions would be greatly reduced, leading to further decrease in staffing. The College will need to identify a replacement of the lost revenue to keep our remaining positions filled before we would support moving transcript processing to Credentials. Another possibility is to raise the transcript fee to off-set the loss of revenue.

Describe Outcomes (if any)

Removing a large amount of manual work will reduce data entry errors, provide more time to work directly with students and allow us to be more flexibility in prioritizing our work during peak times. Manual, time consuming processes limit flexibility in shifting of work to meet the needs of the office and college.

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.

Records and Evaluations supports the Strategic Plan 2022 and Vision for Success set forth by Chancellor's Office. We support both by informing students where they are in their progress towards completing their program of study, working to develop methods of awarding more certificates and associate degrees, associate degrees for transfer and increasing the number of students transferring to a four year institutions. With Academic Advising, we also support the goals of Vision for Success by decreasing 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 which helps students stay qualified for financial aid and veteran's benefits. In reviewing our comprehensive PRP from last year and updating our annual PRP, it's clear we remain on track and continue to adjust business practices to align with the Strategic Plan 2022 and Vision for Success. A few specific 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.

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

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

Academic Records Specialist (2 positions-currently both positions are 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 needed to ensure compliance, meet state and federal mandated deadlines (Vets, FA, MIS, ADT, NURS), increase student success (SCFF, Retention, Completion) and allowing the college to maximize state funding while meeting student needs and their success.

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 vital as it relates to ensure compliance, meet state and federal mandated deadlines (Vets, FA, MIS, ADT, NURS), increase student success (SCFF, 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	2:2	

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

We will miss deadlines (state/federal, MIS, ADT), likely fall out of compliance (state, federal, FA, Vets), and work will be delayed significantly negatively impacting students who are trying to get employment or transfer to other institutions.

Staff, CAST, AA request 2

Title of position

Academic Records Analyst (3 positions-currently all 3 are 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 position are needed to ensure compliance, meet state and federal mandated deadlines (Vets, FA, MIS, ADT, NURS), increase student success (SCFF, Retention, Completion) and allowing the college to maximize state funding while meeting student needs and their success.

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.

Filling staff vacancies remains a priority. We are down three Academic Records Analysts and two Academic Records Specialists. The positions are needed to ensure compliance, meet state and federal mandated deadlines, increase student success (retention, completion, maximize financial aid and veterans benefits eligibility) and allow the College to maximize SCFF funding (completion, retention, FA eligibility, MIS).

Strategic Plan 2022 Objective

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

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

We will miss deadlines (state/federal, MIS, ADT), likely fall out of compliance (state, federal, FA, Vets), and work will be delayed significantly negatively impacting students who are trying to get employment or transfer to other institutions.

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.

2 of our 5 Academic Records Analyst positions are funded by categorically funded transcript fees. The cost of the employees is outpacing the collection of transcript fees. Due to compliance mandates and SCFF funding, the District should consider the funding these positions to District funding to ensure compliance.

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

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 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 3 of our stated goals and many more future goals such as use of a graduations application, activity guide, PeopleSoft fluid, student self-service major changes, maximizing delivered process in PeopleSoft and much more.

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	

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.

California legislative changes and federal government regulations continue to impact the Evaluations and Records areas. 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 stay on track by monitoring student progress towards the completion of their program of study, educational goal and awarding of degrees and certificates to enhance the college's funding.

The Records and Evaluations Offices have a tremendous amount of work to do. In order to meet the demands of the office, as well as updated legislation and mandated deadlines imposed, 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 and having approximately 200 degree and certificate programs, 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 where they are in completing their educational goal. A better understanding of this will allow students to complete their program of study quicker by identifying courses that will apply to their program of study, maximize financial aid eligibility and maximize GI benefits. The College will benefit by increased state funding as students complete their program of study more efficiently and by sharing Academic Advising data with the Instruction Office to help them efficiently schedule classes based on known student need.

Please upload a copy of the quote, if available.

Reminder: Data does not autosave. Save this content before moving to the next section or closing form.

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.

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

No

Vice President Review

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

There are a lot of critical project in progress within Records/Enrollment Services. Looking forward to outcomes and progress

Areas of concern, if any:**Recommendations for improvement:**

As per the other Enrollment Services PRP, I support the investment in PeopleSoft consulting help

VP Name:

Vikash Lakhani

Signature Date:

12/15/2020