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2021-2022 COMPREHENSIVE 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 and strategies necessary to improve the operation of your area. With that in mind, please answer the following questions.

Department Name

Julie Lanthier Bandy

Marketing and Communications

Name of Person responsible for the Program/Unit

BASIC UNIT INFORMATION

Program/Unit Name Creative Services

Division Name Office of the President

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

Webpage URL 1

Unit webpage

https://www2.palomar.edu/pages/bss/print-services-2/creative-services/

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

Participant	Title
Julie Lanthier Bandy	Director, Marketing, Communications and Public Affairs
Margie Adcock	Lead Graphics Specialist
Charles Mazarakes	Graphic Designer

PROGRAM/UNIT MISSION STATEMENT

1 of 17

What is you Program/Unit's mission statement?

Our mission is to support the educational objectives of the College and to enhance the institutional image through quality designs and projects. We strive for excellence in quality and service. We continually monitor our customers' needs and position ourselves to fulfill those needs.

Describe how your mission statement aligns with and contributes to the College's Vision and Mission.

Our mission attributes directly to both the vision and mission of Palomar College. Specifically, the quality projects designed and produced by our department are intended to impact students and their families as they pursue their education and embrace the best version of themselves.

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PROGRAM/UNIT DESCRIPTION

Staffing

Use the Permanent Staff Count link below to answer staffing questions.

Link: Permanent Employees Staff Counts

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

Full-Time Staff	Part-Time Staff
Total Number of Full-time Staff 3.00	Total Number of Permanent Part-time Staff
Number of Classified Staff 2.00	FTE of Part-time Staff (2x19 hr/wk=.95)
Number of CAST Staff 0.00	FTEF of Part-time Faculty

Number of Administrators 1.00

Number of Full-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) Not applicable

As part of the PRP cycle, Human Resource Services has provided organizational charts for all non-instructional

units. Please review the charts and answer the following questions:

In reviewing your organizational structure, what are the strengths and opportunities this structure brings to the department, division, and college?

The structure of creative services is sufficient to meet the current demand for design, consultation and production of projects requested by departments throughout the College.

In reviewing the organization structure, are there areas that could be improved if you were structured differently (i.e., efficiencies, communications/collaboration with the college, needs, etc.)

The structure is efficient as designed. If a higher demand is generated for quality design, consultation and production of projects, we may require additional staff.

Program/Unit Description

Who utilizes your services

Departments and divisions throughout the College.

What services does your program/unit provide (Describe your program/unit)?

We work with departments and divisions throughout the College to generate high quality projects designed to reach the desired target audience and produce the desired outcomes as per the use of the end product in the market place or at the college. We have industry-standard software for layout, design and illustration and the knowledge to use that software in conjunction with press and copy printing workflow and output. Because of this, we help our colleagues get a successful digital or print project in the shortest amount of time, while maintaining the graphic standards of the college to retain the approved Palomar College branding.

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PROGRAM/UNIT ASSESSMENT

SERVICE AREA OUTCOME ASSESSMENT

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://idmpg.palomar.edu/_layouts /PG/login.aspx?ReturnUrl=%2Fsso%2Fdefault.aspx.. Your Palomar username and password is your login.

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

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

NEED HELP?

Nuventive Improve:

1) If you need help with anything Nuventive Improve related such as login, unit identification, entering SAO info, contact Marti Snyder at msnyder2@palomar.edu.

2) Check out this video on how to enter SAOs in Nuventive Improve: https://youtu.be/b1sRa68wm4c

Defining and Assessing SAOs:

Not sure if your SAOs make the grade? Need some help writing an SAO? Not sure about how to assess your SAOs?

1) Hartnell's SAO Guide is a nice resource! Thank you Hartnell!

2) Contact Michelle Barton at mbarton@palomar.edu. We have a resource support team to help.

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

Date Identified or Last Reviewed	Description of SAO (What is your SAO?)	Assessment Method (How will/do you measure or assess it?)	Criterion (How willido you know if you met the outcome?)	Date of Assessment	Date of Next Assessment
1)	(2 A M	DIE		
2)	0	<u> DAIVI</u>	FLE		
3)					
4)					

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

SAOs SUMMARIES AND REFLECTIONS

For each SAO in Nuventive Improve summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments.

SAOs

SAO 1

SAO Title High Quality Design Consultation and Production

SAO Summary and Reflection

Creative Services provides design consultation and final project production (as relevant) and uses state-of-the-art equipment and software to do so. The Creative Services department is actively pursuing an improvement in reputation for providing high quality designs and end products for all requested projects. The team is utilizing the director of marketing, communications and public affairs to review all proofs prior to distribution to the requestor. This new process enables a creative discussion and appropriate revisions to achieve the end result.

Assessment Status

Assessment Status

Not assessed

Not assessed

Next planned assesment

 Design evaluation with every project and improved consistency of high quality design.
Participate in campus wide service survey

SAO 2

SAO Title Cost savings while achieving desired project result.

SAO Summary and Reflection

Due to the capability to print most projects in-house (onsite), the costs associated are typically lower than in the market place. The team is able to compare pricing when a project comes in with a price quote from an outside vendor. The team will continually analyze these price quotes and provide advisement to project owners.

Next planned assesment

Conduct two pricing audits each academic year.

OTHER ASSESSMENT DATA

Quantitative Data

List all other quantitative and/or qualitative measures you use to track, monitor, and/or evaluate the effectiveness of your program/Unit.

Measures, Descriptions, and Annual Values

Measure 1

Name of Measure Revenue per fiscal year

Description of Measure

The department charges for the production of print (hard copy) and promotional items

Year	Year	Year	Year
2017-18	2018-19	2019-20	2020-21
Value	Value	Value	Value
138,631	115802	71870	33839

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

Measure 2

Name of Measure

Jobs Processed in calendar year

Description of Measure

Number of jobs processed annually

Year	Year	Year	Year
2018	2019	2020	2021
Value	Value	Value	Value
884	944	313	291

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

Measure 3

Name of Measure

Customer Service Satisfaction Survey

Description of Measure

Results of a Creative Services user survey

Year	Year	Year	Year
2021-22	2022-23	2023-24	2024-25
Value	Value	Value	Value

List values for years listed immediately above. Select "+ Add Measure" below to insert all measures, values, and descriptions.

Reflect on your quantitative data and summarize your findings or interpretations.

There has been a significant shift in creative service needs of the College. For example, in 2017-18 and 2018-19 the department produced three class schedules per academic year, a comprehensive course catalog and addendums, annual reports and a comprehensive library of brochures for a variety of uses. In 2019-20, the trend shifted to have online or digital versions only of these items and in the case of the class schedule, it no longer exists in its previous form. The College has invested in technology and platforms that provide students with access to course availability and a digital catalog. In addition, in 2020-21 the department produced less hard copy and promotional products due to the pandemic. Thus the measured values associated with 2020-21 are reasonably lower than in previous years. In addition, the preference for digital products is gaining in popularity and thus in general the revenue produced through hard copy production are lower. Also of note, projects are only counted once, but some require extensive resources to complete. One example is the Institutional Self Evaluation Report (ISER), which took an extraordinary amount of time and talent, but is counted as one project.

Qualitative Data

Describe any qualitative measures you use and summarize the results.

We will be participating in the campus wide services survey and will keep track of positive feedback received via email.

What improvements have you implemented or plan to implement as a result of your assessment of quantitative and/or qualitative data described above?

Since November 2020, creative services changed the content of its webpage and instituted a few new processes to better serve our target audiences. The webpage was re-written to be more customer service centered, and helpful and friendly in tone. In addition, the creative services order form is now automated and when completed the requestor receives an automated email reply. Previous to this change, requestors did not receive a proactive response to their requests. Lastly, a quality design check and copy check are completed at each stage of design and approved by the Director of Marketing, Communications and Public Affairs, before the finished proof and final product is delivered to the requestor.

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ACHIEVEMENTS AND OTHER RELEVANT INFORMATION

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

The creative services team receives feedback via email. In 2020, prior to the end of service to the District, Trustee Nancy Ann Hensch sent an email to creative services acknowledging the high quality design of a recognition plaque. High quality work and recognition for said work brings a sense of collaboration and pride. The work of creative services contributes to the engagement of current and prospective students.

Describe any 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?

Hardware and substrates (print materials) are always changing and Creative Services will need to be able to continue to provide these services. An important example is the social distancing floor signage that was designed and printed by Creative Services to promote the health and safety of students and employees. The material used for this type of end product has changed frequently throughout 2020-21.

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

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PROGRAM/UNIT EVALUATION AND THREE-YEAR PLANNING

Program Evaluation and Planning is completed in two steps.

First, you will complete an overalll evaluation of your unit drawing from your unit assessment data.

Second, working from that evaluation, you will establish you goals for the upcoming three years.

Section 1: Overall Evaluation of Program

Reflect on your unit, the results of your assessments in Part 2 above, and your vision for the future. Then, working together answer the following questions. Summarize your answers in the grid below.

- 1. What are our greatest strengths?
- 2. What are our best opportunities?
- 3. What is our preferred future, what do we aspire to do?
- 4. What are the measurable results that will tell us we've achieved that vision of the future?

Section 2: Establish Goals and Strategies for the Next Three Years

Once you have completed your overall evaluation, identify a set of goals and strategies for accomplishing them for this upcoming three-year planning cycle. Use the template in Section 2 below to document your goals, strategies, and timelines for completion. Goals should be Specific, Measurable, Attainable, Relevant, and Time –Specific (SMART). Following the goal template below will help you create SMART goals!

OVERALL EVALUATION OF PROGRAM

Discuss your Program's/Unit's Strengths, Opportunities, Aspirations, and Results (SOAR) and summarize your discussion below.

Strengths:

Continually strive to produce high quality designs and finished products through continual learning and staying up to date on design techniques, industry improvements, and applications. Guarantee of proper branding is used for all jobs. Responsive design consultation and ability to collaborate with colleagues. Provide cost-effective print solutions resulting in saved resources.

Opportunities:

Gain an increased reputation for high quality designs and high quality finished products.

Aspirations:

To become known as a full-service design and production resource for the District.

Results:

Results will be measured in the coming months/years.

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PROGRESS ON PRIOR PRP GOALS

List current or prior PRP goals your unit has been working on and provide an update by placing an "X" in the appropriate status box.

Prior PRP Goals

Goal 1

Goal

Provide print foil and clear varnish services in-house. This capability was added to Creative Services. Completed in 2019.

Goal 2

Goal

Sublimation printing on thick media (sublimation printing machine purchased by Graphics academic program. This goal may no longer be needed if Creative Services is permitted to use the machine). Identify resolution by end of FY2021-22

Goal 3

Goal

Replace the industrial cutter that is 40 years old: research to determine the cutter needed; funding needs to be approved. Result: added safety features to meet current guidelines, updated functionality. Extend deadline to 2023 due to need for funding.

Choice Ongoing

Choice

Completed

Choice No longer a goal

Add any comments related to your work on prior goals, if needed (e.g., successes, challenges, reasons for eliminating a goal).

ESTABLISH GOALS AND STRATEGIES FOR THE NEXT THREE YEARS

New Goals: Please list all goals for this three-year planning cycle.

Goal 1

Description

Provide the best possible design consultation services to the campus/District to result in improved brand reputation and recognition for the College/District.

Strategies for implementation

Maintain up to date knowledge on graphic design trends, applications and software and have personnel attend professional development sessions in their fields.

Utilize word-of-mouth and plenary to update campus on services available and include examples of recent high quality designs.

Timeline for implementation

November 2020 - November 2022

Outcome(s) expected (qualitative/quantitative)

Increase number of collaborative discussions, institute project "kick-off" meetings for complex jobs, improved timelines of project initiation to completion, financial resource savings for college/district colleagues.

How does this goal align with your unit's mission statement?

This goal aligns directly with our mission statement to "support the educational objectives of the College and to enhance the institutional image through quality designs and projects".

How does this goals align with the College's Strategic Plan 2022?

This goal aligns with Strategic Plan Goal 1, 3 and 4. The work produced by Creative Services is used for both student recruitment and engagement, internal and external communications, marketing and partnerships and to aid in building the reputation and brand recognition for the college/district, which aids in the recruitment of high quality employees.

Expected Goal Completion Date

11/30/2022

Goal 2

Description Ensure high quality designs with every finished project

Strategies for implementation

Utilize quality control process with Director of Marketing, Communications and Public Affairs to evaluate submitted copy, initial designs, and coach designers to high quality designs. Utilize word-of-mouth and formal feedback provided by email submissions and campus services survey, to identify areas of improvement.

Timeline for implementation

November 2020 - November 2022

Outcome(s) expected (qualitative/quantitative)

Increased reputation for high quality designs and improved timelines for job initiation to job completion.

How does this goal align with your unit's mission statement?

This goal aligns directly with our mission statement to "support the educational objectives of the College and to enhance the institutional image through quality designs and projects".

How does this goals align with the College's Strategic Plan 2022?

This goal aligns with Strategic Plan Goal 1, 3 and 4. Improved quality work from Creative Services is used for both student recruitment and engagement, internal and external communications, marketing and partnerships and to aid in building the reputation and brand recognition for the college/district, which aids in the recruitment of high quality employees.

Expected Goal Completion Date

11/30/2022

Goal 3

Description

Purchase of new large format printer

Strategies for implementation

Gather research and capabilities of large format printers. Develop cost benefit analysis. Request one-time funding for the purcahse.

Timeline for implementation

November 30, 2022

Outcome(s) expected (qualitative/quantitative)

This purchase of a large format printer will contribute to high quality end products and increase speed of production.

How does this goal align with your unit's mission statement?

This goal aligns directly with our mission statement to "support the educational objectives of the College and to enhance the institutional image through quality designs and projects".

How does this goals align with the College's Strategic Plan 2022?

This goal aligns with Strategic Plan Goal 1, 3 and 4. Improved quality work from Creative Services is used for both student recruitment and engagement, internal and external communications, marketing and partnerships and to aid in building the reputation and brand recognition for the college/district, which aids in the recruitment of high quality employees.

Expected Goal Completion Date

11/30/2022

How do your goals align with the College's values of equity and inclusion?

We recognize and respect the diversity of our target audiences and align our designs to show the commitment of the college/district to diversity, equity and inclusion. We believe in the value of diverse opinions, the communication process to understand the foundation for this feedback, and are respectful of the cultural differences within the campus/district.

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. Click here to access Strategic Plan 2022.

The majority of the work designed by Creative Services is centered on the recruitment and engagement of students. Thus, the College's Vision for Success outcome associated with Completion is directly related to the work completed by Creative Services. Creative Services will continue to actively design and produce the internal and external visual communications that are central to increasing the number of students and keeping students on their path.

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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 2019, 2020, 2021. 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 review 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?

Two 16" Mac laptop computers with upgraded memory, one for graphics specialist and one for lead graphics specialist.

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.

*Note: revenue generated by creative services can be used for the purchases requested, if fiscal services agrees to do so.

Estimated Amount of Request.

\$5,000.00

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

One Time Request

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

Both employees are expected to continue to work remotely. They are currently using technology that is 5-9 years old. These are a reasonable upgrade given the age of the current equipment.

Better equipment, technology always equates to better efficiency given the machine increased capability of things like speed of processing, reliability and storage.

What Strategic Plan 2022 Goal:Objective does this request align with?			
3:1	3:2	3:3	3:4
3:5			

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 11/19/2021.
 - 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? $\ensuremath{\mathsf{Yes}}$

Facilities Requests

Facility Request 1

What are you requesting?

Shared space with the Marketing, Communications, Public Affairs employees, inclusive of creative services.

What discipline PRP plan goal/objective does this request align with? $\ensuremath{\text{n/a}}$

What Strategic Plan 2022 Goal:Objective does this request align with?			
3:1	3:2	3:3	3:4

3:5

Provide a detailed description of the facilities item or space 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.

Currently, the PAO office employees are "housed" in the LRC. The Graphics Specialist and Graphic Designer have office space in the MD Building. Ideally, the PAO office employees and creative services should be housed in the same building. The feasibility of this can be determined by a space evaluation survey for the MD building and the LRC.

Is there an associated cost with this request? Yes

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

What impacts will this request have on the facilities/institution (e.g.,water/electrical/ADA compliance)? None

One Time Needs

Requests

Request 1

What are you requesting?

Large Format Printer: https://www.imagingspectrum.com/epson-surecolor-s60600-solvent-production-printer-64.html

Estimated Amount of Request. \$14,000.00	Will you accept partial funding? No
Budget Category Non-technology Equipment (acct 600010 and per unit cost is >\$500)	
What PRP plan goal/objective does this request align with?	

Creative Services goal #2.

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

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

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. This large format printer has 64-inch SureColor S60600 features newly-developed Epson UltraChrome® GS3 4-color solvent ink for outstanding print quality, durability, and media compatibility. The printer replaces the existing equipment that is aged out of efficient print production.

This large format printer is a printer that has the capability of printing a range of material from 24" to 100" wide. It is capable of printing a variety of substrates like banner, polypropylene, canvas, photo gloss, vinyl, etc.

The printer allows us to produce, posters, banners, stickers and other pieces that are used for informational and directional signage, promotions for departments, their classes or services, and many other uses.

Please upload a copy of the quote, if available.



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

Enter your email address to receive a copy of the PRP to keep for your records. jlanthierbandy@palomar.edu

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

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Page 5 will show for reviewers (VP and/or Planning Councils) upon submission of the form.

FEEDBACK AND FOLLOW-UP

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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: Sign Date

FEEDBACK

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

Areas of Concern, if any:

Recommendations for improvement:

Vice President Review

Strengths and successes of the discipline as evidenced by the data and analysis: Excellent progress despite the challenges COVID has presented. Well thought out plan and approach.

Areas of concern, if any:

Resources will be something to track in order to meet noted goals.

Recommendations for improvement:

None noted at this time.

VP Name: Star Rivera Lacey **Signature Date:** 1/24/2022