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2021-2022 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 review of and reflection on key program 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.

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.

The College also uses Program Review and Planning as the conduit to request resources (human, technology, facilities and funding) to further help improve and support programs.

BASIC UNIT INFORMATION

Program/Unit Name
President's Office

Department Name
President's Office

Division Name
President's Division

Name of Person responsible for the Program/Unit
Star Rivera Lacey, Ph.D.

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

Webpage URL 1

Unit webpage
https://www.palomar.edu/presidentsoffice/

Webpage URL 2

Unit webpage
https://www2.palomar.edu/pages/governingboard/

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

Participant	Title
Star Rivera-Lacey, Ph.D.	Superintendent/President
Debra Doerfler	Senior Executive Assistant
Michelle LaVigueur	Executive Assistant

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	**Part-Time Staff**
Total Number of Full-time Staff 3.00	**Total Number of Permanent Part-time Staff**
Number of Classified Staff	**FTE of Part-time Staff (2x19 hr/wk=.95)**
Number of CAST Staff 2.00	**FTEF of Part-time Faculty**
Number of Administrators 1.00	
Number of Full-time Faculty	

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

Have you experienced any changes in staff this past year? If so, please describe how the changes have impacted your operations.
This year, we hired a permanent Superintendent/President in Summer 2021 who replaced the previous Interim Superintendent/President who began serving in Spring 2020.

This year, we hired an Executive Assistant in Spring 2021 to replace the one who retired in Spring 2020.

Program/Unit Description

Have the services your unit performs changed in any way over the past year?
There were changes in leadership, continued changes due to the COVID-19 Pandemic, and remote working environment.

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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 (SAOs).

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 doing the following:

> 1) Log in 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**. SAOs should be assessed at least once every three years. **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, if appropriate.

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

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

SAOs Summaries / Reflection

If you have completed any SAO assessments over the past year, summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments. If you have not completed SAO assessments, document why (e.g., SAO was assessed last year).

SAOs

SAO 1

SAO Title
Generate feedback from constituent group members to establish baseline data pertaining to the efficiency and organization the College Council. This baseline will assist in determining areas of improvement.

Assessment Status
Assessed

SAO Summary and Reflection
The College Council established a workgroup to assess and evaluate the College's Councils and Committees.

SAO 2

SAO Title
District faculty and staff will receive an updated 4-year planning calendar for Policies and Procedures to ensure the timely review of each chapter.

Assessment Status
Assessed

SAO Summary and Reflection
A 4-year planning calendar was created for Policies and Procedures to ensure the timely review of each chapter. This calendar can be found HERE. (Will be inserted)

SAO 3

SAO Title
District community members will report being satisfied with the efficiency and organization of the Governing Board meetings and meeting materials.

Assessment Status
Assessed

SAO Summary and Reflection
A survey will be created and sent out to community members by IRP in Spring 2022.

SAO 4

SAO Title
Generate feedback from constituent group members to establish baseline data pertaining to the efficiency and organization of the governing board materials and meetings.

Assessment Status
Assessed

SAO Summary and Reflection
A survey will be created and sent out to community members by IRP in Spring 2022.

OTHER ASSESSMENT DATA

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

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!
Contributed to the COVID-19 response, aided in keeping students enrolled and focused on educational attainment.

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?
All COVID-19 related legislative changes including, but not limited to, Brown Act and CARES Act.
Remote work environment, Zoom software (including ASL interpreting and transcription services).

In addition to (or in response to) the changes listed above, what board policies, procedures, and processes need to be updated, created, or deleted?
Assessment of policies and procedures in progress to align with changes associated w/ COVID-19.

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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	**Choice**
Generate feedback from constituent group members to establish baseline data pertaining to the efficiency and organization of the College Council. This baseline will assist in determining areas of improvement.	In progress

Describe Progress
The College Council established a workgroup to assess and evaluate the College's Councils and Committees.

Describe Challenges

Describe Outcomes (if any)

Goal 2

Goal	**Choice**
District faculty and staff will receive an updated 4-year planning calendar for Policies and Procedures to ensure the timely review of each chapter.	Completed

Describe Progress
A 4-year planning calendar was created for Policies and Procedures to ensure the timely review of each chapter. This calendar can be found here: https://www2.palomar.edu/pages/accreditation/files/2021/08/I.B-94-Snapshot-in-time-7-27-21-Board-Policies.pdf.

Describe Challenges

Describe Outcomes (if any)

Goal 3

Goal	**Choice**
District community members will report being satisfied with the efficiency and organization of the Governing Board meetings and meeting materials.	Not Started

Describe Progress

Describe Challenges

Describe Outcomes (if any)

Goal 4

Goal
Generate feedback from constituent group members to
establish baseline data pertaining to the efficiency and
organization of the governing board materials and
meetings.

Choice
Not Started

Describe Progress

Describe Challenges

Describe Outcomes (if any)

**The Strategic Plan 2022 includes the College's Vision for Success (VfS) outcomes. Review the VfS goals and reflect on how your unit
supports these outcomes. Identify one strategy your unit will implement to help the college meet these outcomes.**
Improvements to our overall practices will support other departments that are more closely aligned with the VfS.

Describe any changes to your goals or three-year plan as a result of this annual update.
No changes.

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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, and 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 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 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?
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

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

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: **Date Reviewed**

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 of the discipline as evidenced by the data and analysis:

Areas of concern, if any:

Recommendations for improvement:

VP Name: **Signature Date:**