

Status: **Read** Status: **Submitted**

Entry #: 6

Date Submitted: 11/24/2021 4:04 PM

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

Pride Center

Department Name

Pride Center

Division Name

Student Services

Name of Person responsible for the Program/Unit

Abbie Cory

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

Participant	Title
Abbie Cory	Pride Center Director
Dylan Davison	Pride Center Assistant
Madelyn Byrne	Member, Pride Center Committee to Combat Hate (PC3H)
Lisette Lasater	Member, PC3H

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)

Abbie Cory is a full time faculty member with 20% assigned time to direct the Pride Center. There is also one temporary part time Pride Center Assistant.

Have you experienced any changes in staff this past year? If so, please describe how the changes have impacted your operations.
no

Program/Unit Description

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

Yes. Although we are still continuing to deliver most of our services/programming online, the Center is physically open to limited numbers of students two days a week. Though we are largely online, we continue to be an essential presence for our campus community.

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 (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=%2Fssso%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](#)

Date Identified or Last Reviewed	Description of SAO (What is your SAO?)	Assessment Method (How will/do you measure or assess it?)	Criteria (How will/do you know if you met the outcome?)	Date of Assessment	Date of Next Assessment
1)					
2)					
3)					
4)					

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

SAOs Summaries / Reflection

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

SAOs

SAO 1

SAO Title

Student Contact

Assessment Status

Assessed

SAO Summary and Reflection

All programming was again online in Spring 2021 so we were unable to track physical attendance. However, bi-weekly online discussion groups had an average attendance of 15.

We will start tracking physical attendance this semester as we are open two days a week and continue to track attendance at discussion groups and other events.

(10/07/2021)

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!

We have had great success with an ongoing program to educate staff and faculty about using preferred/chosen pronouns.

We are making progress on the issue of students using preferred names in eServices.

We are moving toward the Governing Board issuing a decree of June as Pride Month and the flying of the Progress Pride flag during that month.

The Pride Center Director joined a local subgroup of the CCC LGBTQ caucus, SDIQuA (San Diego and Imperial County Community College Queer Alliance).

The Pride Center Assistant researched and created a map of all gender-neutral bathrooms on campus that is posted on our website.

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?

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

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

Preferred Names in e-services

Choice

In progress

Describe Progress

We have started a working group on this matter with representatives from Enrollment Services, IS, ATRC, and others. This group meets twice a month. We are creating a policy for use of preferred names and discussing the technical aspects required. We will work with Enrollment Services to track the number of users of preferred names, both as a baseline and once it's fully in place.

Describe Challenges

The technical aspects of allowing students to use a preferred name in eServices appear to be quite difficult. The team is currently focused on working these out.

Describe Outcomes (if any)

This goal has moved from simply a discussion about doing it to an actual work group taking action.

Goal 2

Goal

computer and software upgrades

Choice

In progress

Describe Progress

A new printer was delivered to the Pride Center. Other computer and technology issues are ongoing. They will need to be assessed when the Pride Center is once again operating fully face to face and the PC Assistant is back to regular hours.

Describe Challenges

We would like to purchase two all-new computers for use in the Pride Center and in the PC Assistant's office, rather than having IS continue to give us used computers.

Describe Outcomes (if any)

Two new computers, one for students and one for the Pride Center Assistant.

Goal 3

Goal

Student activity card reader and laptop

Choice

In progress

Describe Progress

This goal will need to be reassessed when the college is again open face to face full time, as the technology for student identification may have changed.

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

Goal 4

Goal

Full Time Center Director

Choice

Not Started

Describe Progress

This is a goal for the future, when the current system of having a faculty member with release time is no longer feasible.

Describe Challenges

Budgetary issues will probably be the largest challenge.

Describe Outcomes (if any)**Goal 5****Goal**

Full Time Pride Center Assistant

Choice

In progress

Describe Progress

Currently the PC Assistant works 28 hours/week during fall and spring semesters and is classified as a Part Time Temporary employee. In order to better serve our students, the Assistant position should be a full time permanent one.

Describe Challenges

Financial issues will certainly be a concern, as will the fact that the PC Director, as a faculty member, is off contract over the summer and therefore unavailable for supervision.

Describe Outcomes (if any)**Goal 6****Goal**

Pride Center relocation/expansion.

Choice

Not Started

Describe Progress

This is a goal for the future. The current space is too small to accommodate full student usage (in Fall '18 we averaged 22 attendees a week, and in 2019 those numbers jumped to 30 and 31 in Spring and Fall. We anticipate rising numbers again as campus returns to normal after the pandemic).. It also is in great need of expanded storage space and a conference room. Finally, the space is not accessible to those in wheelchairs and other such devices. One possibility is to relocate when the LL building is remodeled.

Describe Challenges

Budgetary concerns will be primary. Privacy will also be an issue, depending on how the space is configured. There may need to be a secondary or back door into a new space to provide for privacy for those people who are not fully out or who have other privacy concerns.

Pride Center staff and PC3H members will need to be involved in planning the space.

Describe Outcomes (if any)

A new, enlarged Pride Center that can accommodate all students, staff, and faculty who want to use it. The space should be accessible, have a large open area for student activities, a conference room for meetings, enlarged storage space, an enlarged library, a private work space with computers for student usage, an office for the Pride Center Assistant and one for the Pride Center director, and be able to accommodate privacy concerns.

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.

A number of studies, including the biannual ones by the Gay, Lesbian, Straight Education Network (GLSEN), show that LGBTQ students often do poorly in school due to bullying and a lack of support. Fortunately these studies also indicate that school attendance and GPAs improve greatly when these students are supported. The Pride Center provides this support through the services we provide. Even just knowing that the Center exists can boost students' feelings of acceptance and therefore of success.

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

no changes.

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

Pride Center Assistant

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.

The current Pride Center Assistant position is part time and temporary, 28 hours/week during Fall and Spring semesters. As the Pride Center continues to grow, the position should become full time and permanent. This is important for the success of our LGBTQIA students and also reflects the District's commitment to diversity, equity, and inclusion.

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

The position does not require reorganizing or increased use of technology.

Is there funding that can help support the position outside of general funds?

No

Describe how this position helps implement or support your three-year PRP plan.

This is a position that we have been asking for for a number of years, including in the three-year PRP. It will allow us to much better serve our LGBTQ students as well as staff and faculty. It will allow for increased student contact and an increase in programming.

Strategic Plan 2022 Objective

1:3

1:5

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

Continue to provide what services we can on a part-time basis.

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?

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.

If the request for the full time permanent Assistant position is granted, the budget will need to expand in order to accommodate the increased salary and benefits. We will also need funding for two new (not used) computers.

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?

Yes

Technology Request

Technology Request 1

What are you requesting?

2 brand new (not used) desktop computers, one for use by the Pride Center Assistant and one for use by students in the Center.

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.

2 new desktop computers, as described above. Currently, when a "new" computer is requested, we are given one from IS that has already been used and quickly breaks down. The Pride Center assistant needs one to complete their daily work - updating our website, creating flyers, tracking attendance numbers, etc. Students who attend the Pride Center need a functioning computer to be able to do schoolwork, watch videos as a group, etc. These are all related to our SAO of student contact.

Estimated Amount of Request.

\$1,800.00

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

One Time Request

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

#2 - Computer and software updates

#5 - Full Time Pride Center Assistant

SAO - Student Contact

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

1:3

1:5

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?

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.

acory@palomar.edu

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

Yes

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

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:

Leslie Salas, Dean Student Success, Equity and Counseling

Date Reviewed

11/24/2021

FEEDBACK

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

This review demonstrate a forward motion in addressing the needs of our LGBTQIA students.

Areas of Concern, if any:

n/a

Recommendations for improvement:

Related to the SAO, it would be good to see once the preferred name is up and running how many student utilize the tool but also get a baseline of how it is currently being utilized. Additionally, data related to the utilization of the center in the current space outside of covid to provide a baseline and support a larger space.

Suggested additions made by Abbie Cory, 12-8-2021.

Vice President Review

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

The Pride Center has made significant progress despite the challenges around the pandemic.

Areas of concern, if any:

Recommendations for improvement:

I look forward to supporting the numerous initiative in place as well as future initiatives from the Pride Center

VP Name:

Dr. Vikash Lakhani

Signature Date:

2/1/2022