

2022-23 Non-Instructional Program Review and Planning

2022-2023 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.

BASIC UNIT INFORMATION

Academic Year	Are you completing a Comprehensive or Annual PRP?	
2022-23		
	Annual	
Division Name	Department Name	
Instruction	INSTR Sites and Centers	
	Choose your department. If you don't see it, you may add it by typing it in the box.	
Program/Unit Name	Name of Person responsible for the	
Rancho Bernardo	Program/Unit	
Programs/units are listed by division in alphabetical	Tom Medel	
order (FAS, HRS, INSTR, PRES, SS). If you don't		

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

Units need not include each webpages within the main site. However, if your unit oversees multiple areas, please list the sites for each area reviewed in this PRP form.

Click "+Add Webpage URL" to include additional web pages

see your unit, you may add it by typing it in the box.

Webpage URL 1 Unit webpage https://www2.palomar.edu/pages/ranchobernardo

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

Click on "+Add Participant" below to include additional participants.

Participant	Title
Tom Medel	Director, Education Centers

PROGRAM/UNIT DESCRIPTION Staffing

In this section, you will identify how many faculty and staff support your program. This information is considered when you request permanent staff and faculty hires. It is also useful as you evaluate your program and the human resources and talent you have to support our students.

To help you answer questions in this section, you will need the link shown in red below. This form required a login and password to access. Please use your Palomar email and password to log in.

Link: Permanent Faculty and Staff Count

Full-Time Staff	Part-Time Staff
Total Number of Full-time Staff	Total Number of Permanent Part-time Staff
1.00	1.00
Number of Classified Staff	FTE of Part-time Staff (2x19 hr/wk=.95)
0.00	0.45
Number of CAST Staff	FTEF of Part-time Faculty
0.00	
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 Workers/Veteran Student Workers)

We have one temporary hourly employee who covers the morning shift.

Program/Unit Description

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

We lack a center coordinator position at RB. As a result our office is not open daily from 12pm to 5pm. We have had to adjust how we serve the public and faculty.

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

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 uses Nuventive Improve 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) Login to Nuventive Improve through the Palomar College Single Sign-on.
- 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 method and/or 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 <u>IR&Ps Non-instructional Program Review and Planning</u> website



Are all of your unit's SAOs and assessment plans UPDATED and ENTERED in Nuventive Improve? ⊙ Yes ○ No

SAOs SUMMARIES AND REFLECTIONS

Each of your program/unit SAOs should be assessed at least once every three years. 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

Click "+Add SAO" below to include additional requests.

SAO 1

SAO Title Assessment Status

Providing Quality Customer Service

AssessedNot assessed

SAO Summary and Reflection

To provide outstanding customer service to faculty and students. We accomplish this by providing faculty

with comparable services to the San Marcos Campus and Escondido Center. Students should benefit from all support services and instructional services as they would at the San Marcos and Escondido Campus. The center prides itself in providing excellent customer service to the students and faculty. The welcoming environment is not just a brand new building with new furniture, it is the services and experience that we have asked employees to enact. RB was set up to follow Escondido as a model. At that center, we provide an experience that contributes to the students overall success at Palomar. What we will do is reflect and assess how we served students and the community before/after COVID. My office staff has served the community well. The community room served over 20 different organizations before the pandemic. We provide support to those organizations whether it was logistical or operational and this left

organizations with a positive image of Palomar. We have also used the community room to market our programs and services.

Reflections: This SAO has been difficult to achieve with the remote work directive barely ending in the spring. In spring 2023, we will develop a survey for staff and students. In order to assess our customer service and how we can improve as a unit. We will conduct a survey to students and staff that will focus on customer service satisfaction, room for improvement, and where we can excel. We will use results from the survey to make the changes in our customer service areas.

SAO 2

SAO Title	Assessment Status	
Student Experience	● Assessed ○ Not assessed	

SAO Summary and Reflection

Enhancing the student experience at Rancho Bernardo.

Embedded in our mission statement is to provide aesthetic and cultural enrichment, by providing our students with

these services and events.

This is accomplished by offering an array of services. The Rancho Bernardo Center has enhanced the student

experience by partnering with student affairs in offering a farmer's market, student activities, food bank, and health services. In addition, our library and TLC provide numerous seminars for our students to attend.

In the 19/20 academic year, our TLC offered 20 workshops and they were attended by 48 students. Our library offered 13 sessions and were attended by 305 students.

Reflection: After returning to on campus work in the spring, we have enhanced the student experience at RB. Student Affairs has come down bi-monthly for food bank events, handed out student ID cards, and conducted classroom visits.

Our TLC conducts monthly workshops in test taking, tutoring skills, and personal enrichment workshops. Our library holds bi-monthly workshops for English classes. We will measure the effectiveness of the

workshops by setting a goal for increased participation. Our goal for the TLC workshops will be 40% increased

participation. Our goal for the library is an increase participation by 8%.

While the Escondido Center will evaluate services they may be lacking, such as EOPS and DRC, Rancho Bernardo will focus on services such as DRC. DRC has committed to have an employee at RB two days a week to serve students. We will work with the dean of counseling to determine what programs would be

effective at RB. The Middle College and University Center began this past year. We will evaluate what programs would benefit our students in those programs. For example, we will look at four year programs via National and specific pathways for the middle college students.

OTHER ASSESSMENT DATA

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below. Completed comprehensive reviews can be found on the IRP website - "Completed PRPs".

No updates at this time

Link: IRP website - "Completed PRPs".

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

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 are slowly laying the groundwork for a University Center at the Rancho Bernardo Center. National University has partnered with Palomar College to offer two exciting programs. RN to BSN and Cybersecurity. We are committed to

partnering with these four-year institutions by offering classrooms and office space to our university partners.

This University Center will allow us to supplement lower division coursework on top what we are already offering at the Rancho Bernardo Center. Furthermore, students will be able to fulfill their upper division degree requirements from a University of their choice while we provide matriculation options and opportunities.

Currently, the RN to BSN program will begin online and slowly transition to on campus classes. We will also look at developing a Cybersecurity program in spring 2023. Our goal is to serve as a hub for the Northern San Diego County. These programs are highly impacted and we are looking into other programs to serve our students' needs and provide them with multiple opportunities. In addition, our ultimate goal is to create a holistic University Center that will also meet the needs of our diverse student population and community.

We are endeavored to strengthen our community ties and form partnerships with the local businesses. We

will do this by utilizing our community room and by marketing the mission and goals of Palomar College. We have

worked in the past with Northrop Grumman, Sony, Teradata, North County Business Chamber and many other

organizations. The goal of our Community room and the RB Center is to invite the community in and to serve and

contribute to the local businesses.

We have also created an advisory council that will further our community engagement. This recently formed advisory

council has provided us with what the community desires and provides the needed feedback and direction as to which

programs will be successful. In collaboration with our foundation, we have created a group of K-12 and business

associates that can assist with our University Center's direction.

The Rancho Bernardo Center has also utilized social media to further our programs and services. In December 2021, we

began an intensive marketing campaign on Facebook and Instagram. The goal is to boost our outreach into the

community, however we currently do not have direct data that supports the correlation of increased enrollments. These

type of social media connections are looking to expand our footprint into the community and we are confident that it will

translate to increased enrollments.

We are proud of the partnerships that we have created with Poway USD, especially with the middle college high school program. The middle college started this fall. It encompasses and occupies two classrooms/two offices and we are hoping that this will solidify our pipeline to the students of Poway USD.

We are encouraged and want this program to grow into a model program

PROGRESS ON PRIOR PRP 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.

Click here for previous PRPs with goal information.

Prior PRP Goals

Click "+Add Goal" below to include additional goals.

Goal 1

Brief Description

Rancho Bernardo Advisory Group

Last year, we created a Rancho Bernardo Center Advisory Council. The council is comprised of K-12, business, and government representatives. The advisory council also provides direct input to district leaders about the local Palomar College education center. Its purpose is to advise, advocate, offer guidance, and champion Palomar College in these areas. The advisory council may help identify needs and shape the development of programs and services mutually beneficial to the College and the community in service to students.

Select "+ Add Item" to include additional measures.

Choice

Completed O Ongoing O No longer a goal

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

The council has provided the college with a way to build community engagement and provide feedback. We use the feedback to improve our class offerings, support programs, and middle college high school. This has been accomplished by working with K12 leaders and our counseling department chair on what classes could enhance enrollments. We will work with city and business leaders to determine what programs would benefit the southern portion of our district. We will also host events such as chamber mixers to further advance our footprint in the business community.

Outcomes:

We will look at our CTE programs and what areas city and business leaders need assistance or feel the direction our businesses are going in. We will also use the feedback to align our class schedule with the needs of the schools and city partners.

Goal 2

Brief Description

Expand our K12, community, and business partnerships

Select "+ Add Item" to include additional measures.

Choice

O Completed O Ongoing O No longer a goal

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

Implementation:

1. Research strategic partnerships to enhance K-12 pathways and work closely with industry experts for academic

and non-academic purposes.

- 2. Establish and maintain regular communication with community organizations
- 4. Utilize our RB Advisory Council to serve as a bridge between business industry and community partners.

Outcomes:

- 1. Increased FTES through middle college high school and concurrent enrollment from students at Poway USD.
- 2. Increased community partnerships through usage of our community room.
- 3. Increased revenue opportunities through leasing agreements and on site events.
- 4. Development of workforce in the labor market
- 5. Adding new or enhancing existing academic programs through forged industry relationships.

Goal 3

Brief Description

University Center Expansion. One of our goals for the last few years has been to establish a University Center. We have signed an MOU with National University to offer 4 year degrees. Currently they have an office at the RB Center and will begin offering on-campus classes in spring 2023. The program aligns itself with our mission statement as well as strategic plan goals. Ultimately we will explore opportunities with other colleges as we deem fit.

Select "+ Add Item" to include additional measures.

Choice

O Completed O Ongoing O No longer a goal

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

Our goals are the following:

Working with universities that share our vision.

Working with Palomar departments to establish programs.

Identifying majors that meet industry needs or the needs of the students.

Outcomes:

Our University Center will offer 4 year degree programs to current/former Palomar students. We will use the center to further evaluate course offerings and programs. For example, with the RN to BSN program coming in spring 2023, we will restructure some of our class offerings to line up with that program. Our expected outcome is to make sure we align our lower division requirements with those of upper division requirements. Also, we have added a Cybersecurity program in 2023.

These two outcomes will bring new programs and classes to our center. The goal will be to increase enrollments and participation.

Goal 4

Brief Description

Implement Middle College High School. We have continued this goal by creating a middle college high school. The program began in August 2022.

Our goals for the following year will include adding more college classes that will supplement the program. Currently we are offering COUN 110 classes. We will work with the MCHS coordinator and our counseling department chair to look at what classes would benefit middle college students. Our second goal is to work with our dean of counseling to better prepare support services for students. We will focus on services that move students through the program and into Palomar FT. The services that we will look at includes counseling, tutoring, and EOPS.

Select "+ Add Item" to include additional measures.

Choice

Completed O Ongoing O No longer a goal

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

Implementation:

- 1. Palomar has been meeting with Poway USD to develop best practices for the middle college program.
- 2. Space has been allocated and design to meet the needs of the MCHS.
- 3. The college's dual enrollment team will continue strengthening dual and concurrent enrollment with Poway USD.
- 4. Planning meetings will be set up to discuss topics such as logistics, operations, and personnel.

Outcomes:

- 1. Increase concurrent enrollment offerings at the center.
- 2. Increase number of students utilizing concurrent enrollment from these high schools
- 3. Stronger K-12 Guided Pathways
- 4. Establishing stronger relationship with the high schools.

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.

Our unit supports Goals 1, 2, and 4. The center provides classes that help students earn an associate degree. While our

focus is on GE, students can enroll in classes that satisfy IGETC and CSU requirements. We will satisfy Goal 2 by

offering a University Center to our community. Palomar students will be able to take classes via National University and other potential partners. The college has committed to increasing class offerings. We have partnered with our CTE programs to offer classes at RB. We are expanding our partnerships with business associates by working with the chamber of commerce's, our advisory council, and ARCH/ID. The communication and strategic steps taken will be with business partners and hopefully translate to increase enrollments with a more robust program and class offerings.

We provide instructional and student support services that enable students to meet their academic and career goals. Our support staff works with our diverse students to provide services that are tailored towards the student population. A strategy that we will implement to further assist students in their academic goals will be to further analyze our class scheduling. We want to make sure that classes offered align with associate degree requirements. We will do this by assuring a proper rotation of classes that meet degree requirements. We also support Goal 5 Equity, by adding diverse programs and services that address access, retention, and assist disproportionately impacted students. Our goal is to provide a campus where students experience inclusion.

Click here to access the Strategic Plan 2022.

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

No changes.

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 five parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology Needs

PART 4: Facilities Needs

PART 5: 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 <u>Strategic Plan</u> 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.

NOTE: All requests listed in the PRP will be reviewed by deans and supervisors, then forwarded to the appropriate review group for prioritization. A resource requests approved to move forward in the review process does NOT quarantee a position or funding.

PART 1: STAFFING NEEDS

This year, units are asked to identify <u>new positions only</u> as part of the PRP process. Vacant positions will be addressed outside of the PRP process.

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 <u>Benefits Worksheet</u> for additional costs related to benefits for the position.

Are you requesting new Classified, CAST, or AA positions? ⊙ Yes ○ No

REQUEST FOR ADDITIONAL CLASSIFIED, CAST, AA

Staff, CAST, AA request 1

Title of position

Manager, Rancho Bernardo Center

Is the position request for AA, CAST, or Classified staff?	Is this request for a full-time or part-time position?
AA	⊙ Full Time O Part Time
	0

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.)

As part of the college's strategic plan, substantive change proposal to ACCJC, and the HR staffing plan, the college

has stated that a Manager of the RB Center become a permanent position. This position will become a vital piece of

the overall college's success and planning for the southern portion of our district. The position will oversee day to day

operations of the center, planning, personnel, and most importantly solidifying the college's commitment within the

local school and business realm. A manager at RB would allow the director to return to Escondido FT . We would not

need to hire a manager at Escondido. The manager at RB would run the operations, budget, personnel, and facilities.

The director would work with the manager on items such as scheduling, budgeting, and planning. A manager would

allow us to accomplish goals that the district has set. Community engagement, working with businesses, increasing

enrollments, and establishing stronger ties with the Poway USD. Our biggest challenge as a district are enrollments

and outreach to the community. A manager could be immersed into the community and work with the Poway USD and

service organizations.

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

The manager position would be part of a restructure. It would allow the center to become more efficient based on the position being dedicated 100% at RB. Currently, the center director, splits time between two education centers. This is

concerning, in terms of, operations, liability to the district, emergency situations, working with the community, and personnel matters. As part of a restructure, the Manager position would report to the Center Director.

Is there funding that can help support the position outside of general funds? ○ Yes ⊙ No

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

The manager position would support our goals by providing the center and community with a dedicated manager, while the college is focusing on efficiency and cost saving matters. This position is focused on effectiveness and gives 100% of their time to this center which will help the college grow FTE, immerse itself into the community, and have a dedicated administrator on site in case there are emergencies, personnel matters, or events that need oversight. It also helps the college fulfill the substantive change proposal that was submitted to ACCJC.

Strategic Plan 2022 Objective				
□ 1:1	□ 1:2	□ 1:3	□ 1:4	
□ 1:5	□ 2:1	□ 2:2	□ 2:3	
□ 2:4	□ 3:1	□ 3:2	□ 3:3	
☑ 3:4	□ 3:5	☑ 4:1	□ 4:2	
□ 4:3	□ 5:1	□ 5:2		
Refer to the Palomar College Strategic Plan 2022				

Refer to the Palomar College Strategic Plan 2022

If the position is not moved forward for prioritization, how will you address this need?

We will continue to manage two centers with one administrator.

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? O Yes ⊙ No

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

PARTS 3, 4 and 5 – TECHNOLOGY, FACILITIES AND OTHER NEEDS

1. One-Time Fund Requests. Through the PRP process the college implements an approach for prioritizing ad allocating one-time needs/requests. Prioritization takes place through the appropriate groups, leadership, and the Budget Committee. The executive team and Resource Allocation Committee consider various sources for funding PRP requests. Resource requests also inform the larger planning process like Scheduled Maintenance Plans, Staffing Plans, and institutional strategic planning.

For more information about funding sources available, see IELM BLOCK GRANT, LOTTERY, PERKINS

AND STRONG WORKFORCE GUIDELINES (on the left menu of the webpage).

If you are a CTE program and think you may qualify for CTE funds for your PRP request(s), you are STRONGLY encouraged to answer the call for Perkins/Strong Workforce grant applications in February. Contact the Dean of CTEE for additional information.

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. Requests for technology and facilities are assessed by the Deans and then, if appropriate forwarded to the proper institutional group (e.g., technology review committee, or facilities) for review and feedback.

PART 3: TECHNOLOGY NEEDS

Will you be requesting any technology (hardware/software) this upcoming year? ○ Yes ⊙ No

PART 4: FACILITIES REQUESTS

Do you have resource needs that require physical space or modification to physical space? \bigcirc Yes \bigcirc No

Please include only those facilities requests that could be accomplished within a one-year time frame and/or under a \$75,000 estimated amount. Other facilities needs, such as buildings or remodels, should come through the long-range facilities planning process.

PART 5: OTHER ONE-TIME NEEDS

For more information about funding sources available, see <u>IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES</u> (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 ⊙ No

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

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

tmedel@palomar.edu

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 Immediate Supervisor. Immediate supervisor who reviewed PRP: Sign Date If you are both the immediate supervisor and the VP for this area, please skip to the VIce President (or President) Review below. **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 (or President) Review

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

Areas of concern, if any:	
Recommendations for improvement:	
Necommendations for improvement.	
VP Name:	Signature Date: