

Entry #: 6 - ---Communications Systems & Technology

Status: Submitted

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2023-2024 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

Are you completing a Comprehensive or Annual PRP?

Comprehensive

Division Name

Student Services

Department Name

SS Communications Systems & Technology

Program/Unit Name

---Communications Systems & Technology

Name of Person responsible for the Program/Unit

Joseph Allen

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

Webpage URL 1

Unit webpage

<https://www.palomar.edu/studentservices/>

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

| Participant | Title |
|-------------------|---|
| Joseph Allen | Manager: Student Services Communications, Systems, & Technology |
| Shanon Beach | Student Services Business Systems Analyst (BSA) |
| Bethany Contrares | Student Services Business Systems Analyst (BSA) |
| Ricardo Romero | Student Services Business Systems Analyst (BSA) |

PROGRAM/UNIT MISSION STATEMENT

What is your Program's/Unit's Mission Statement?

The Mission of Student Services Communication Systems & Technology is to support all student services programs and services by providing technology solutions and functional support to our diverse Student Services programs and areas data system needs.

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

Our SSCS&T mission statement aligns and support's Palomar College's mission and vision by providing functional technology support across Student Services focused on excellence, integrity, access, equity, diversity, and inclusivness through the technology solutions we support.

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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

Total Number of Full-time Staff

4.00

Number of Classified Staff

3.00

Number of CAST Staff

0.00

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 Workers/Veteran Student Workers)

N/A

Part-Time Staff

Total Number of Permanent Part-time Staff

0.00

FTE of Part-time Staff (2x19 hr/wk=.95)

0.00

FTEF of Part-time Faculty

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

Within student services, the Enrollment & Records BSA who reports to Kendyl Magnuson (senior director of enrollment) transitioned out of that role this past October. This is a critical position for the operations and effectiveness of the Enrollment, Records, and Matriculation processes and procedures. In order to continue to expand and support innovative technology solutions, this role is required to functionally test, validate, and support technology applications, operations, and needs around records, evaluations, and enrollment. With the 1 remaining enrollment BSA scheduled to retire on January 2nd, 2025, area processes could have a negative impact on (Student) service levels, normal operations, technology testing, and enhancement validations. Beyond technology efficiencies, this role is critical for operational integrity and compliance within the enrollment and records area.

As part of the PRP cycle, Human Resource Services will provide Organizational Charts for all non-instructional units. Review the following organizational charts to answer the questions below.

- [Finance and Administrative Services](#)
- [Human Resource Services](#)
- [Instructional Services](#)
- [President's Office](#)
- [Student Services](#)

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

A strength of SSCS&T is our reporting structure to the VPSS and the executive cabinet colleagues to support and execute the division's technology priorities to support counseling and the many student services programs across our student services division (EOPS, GEAR UP, TRIO, Promise, International, Student Life & Leadership, Outreach, Student Success, Athletics, ASG, Behavior Health Counseling, CalWORKS, CARE, Career Center, Carino Dream Village, FYRST, DRC, Pride Center, PUente, Student Health, Gear Up, etc)

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 Manager of SSCS&T works closely with all stakeholders from IS, BSA's, Program managers, and operations. The area structure allows the team to work closely with the various Student Services Program managers so we can properly execute the requirements of our support for data, technology, and functional improvements. The area would benefit from a Task/Ticketing system. A ticketing system would allow for communication, collaboration, and timelines to be more closely managed and prioritized for requests within the department. There are many projects and tasks going on simultaneously, any effort to standardize communication, collaboration, and documentation is beneficial to ensure tasks are moving forward for the end users and workload distribution. If a physical location was identified where IS and my BSA's could work in close physical proximity that may increase awareness and collaboration of projects, in absence of a ticketing system.

Program/Unit Description

Who utilizes your services?

This team supports our front-line student services program areas which are comprised of approx 50 unique programs and services . For a full list of Student Services program areas, visit www.palomar.edu/studentservices . All students also utilize our services. From Peoplesoft and Highpoint support for class searches and registering for classes to ESARS for scheduling counseling appointments to Comevo for our online orientation, to Mainstay for our text and chatbot systems. Our technology and services support both staff and their particular program needs as well as students engaging with the technology this team supports. Our student services BSA's also provide data queries and reports to the vested stakeholders managing their programs for continual improvements.

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

- ClockWorks - Disability Resource Center (DRC) Accommodation processing system
- COMEVO - Virtual Orientation and training platform
- Data Requests - Running Queries or reports for program participation/Management Information Systems (MIS) Reporting
- Highpoint - Student Center migration
- Mainstay - Chatbot / Texting campaigns
- OnBase - Electronic Document upload and management system
- PeopleSoft Applications tracking student information for attendance, Aid-In-Kind, tables, student groups, or dashboards for program management
- PeopleSoft Communication Generation (Comm Gen)
- SARS /eSARS - Scheduling appointment system
- Gravity Forms / GT forms: Digital forms
- WordPress - Website / Event Calendar content management

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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 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 [IR&Ps Non-instructional Program Review and Planning website](#)

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

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

Yes

SAOs SUMMARIES AND REFLECTIONS

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

Student Services Communication, Systems, and Technology Support and Services:

Assessment Status

Not assessed

The District's student services program managers will receive timely and accurate support for their operations through functional technology assistance designed to support and contribute to continued program enhancements.

Measured Through:

- satisfaction with timely and responsive program support and assistance
- satisfaction with quality problem-solving and technology support solutions and implementation
- Providing consistent availability of supported technology striving for the highest possibility of uptime and software availability.

If you have not completed SAO assessments, document why (e.g., SAO was assessed last year).

This is the first submission of PRP for this area. We just identified the SAOs

Next planned assesment

December 2024 https://docs.google.com/forms/d/1w_-Q8BNGzkfvYjs6ijcHcxbYR9Qta3n7tXaVQuR1TFc/edit?pli=1

SAO 2**SAO Title**

Student Services Data Reporting services:

Assessment Status

Not assessed

Program Managers will have access to their desired student population and programmatic data for strategic program management.

Measured through:

- Timely and accurate query and report development.
- Collaborative development of forward-looking reports, dashboards, and data-tracking solutions.

If you have not completed SAO assessments, document why (e.g., SAO was assessed last year).

This is the first submission of PRP for this area. We just identified the SAOs

Next planned assesment

December 2024

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

(Survey)Technology Support Assessment (Customer Service/Feedback Request): Student Services

Description of Measure

Measured 1 time per year using a survey to collect feedback form student services managers to improve satisfaction.

| Year | Year | Year | Year |
|-----------|-----------|-----------|-----------|
| 2024-2025 | 2025-2026 | 2026-2027 | 2027-2028 |
| Value | Value | Value | Value |

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

Measure 2

Name of Measure

Data Request tracking system measuring time (days) to completion.

Description of Measure

Annually Quantifying the time to completion for data requests with the goal of reducing time to completion through self run reports, queries, and data setup efficiencies..

| Year | Year | Year | Year |
|-----------|-----------|-----------|-----------|
| 2024-2025 | 2025-2026 | 2026-2027 | 2027-2028 |
| 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.

Reflection upon data collection.

Qualitative Data

Describe any qualitative measures you use and summarize the results.

Description upon data collection

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

TBD.

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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 Student Services Manager has created a standardized weekly report in the absence of a ticketing system for his BSA's. This allows for task tracking, project management, and transparency for tasks and related IT project functional improvements. This has improved timely updates, and forward momentum for the volume of tasks/projects asked of this team. This has mirrored and been leveraged for the ongoing Highpoint Project (outstanding tasks) tracking through migrations, issues, and continued modifications. All of this workaround structure and documentation is supportive of the student experience with the institution's technology and the departments we serve. Student Services has also established a priritztaiton list for IT Project requests. Ongoing discussion is scheduled for continual assessment, prioritization, and resource allocation.

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?

The recent launch in Oct 2023 of the "New" MyPalomar Student Center, has had a significant impact on the student experience. This rollout of the HighPoint product has added additional complexity to the technology management for both the IS/IT team as well as the Business System Analysts for quarterly PUM updates, systems testing, and migrations as we continually support keeping the lights on while also rollout out systemic improvements to our systems. With the transition of a BSA in records/enrollment and the experienced delay in backfilling of that critical role, there are many competing priorities to balance and situationally prioritize for technology testing, current business processes, and process enhancements.

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 overall evaluation of your unit drawing from your unit assessment data.

Second, working from that evaluation, you will establish your 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:

The strength of this team is the overall diverse knowledge, experience, and perspectives we bring to support the functional needs of Student Services business processes. This team is capable of jumping in and resolving complex issues and challenges presented by various student services program managers and areas. A data request process was created and deployed allowing for tracking of approvals, and query / report solutions to be archived for future requests.

Opportunities:

Improve task/project tracking for knowledge base documentation archiving and task tracking through a ticketing system for both requestor visibility to task status and work load distribution for management. IS is exploring improved task ticketing systems and we hope to explore a solution for all BSA project task tracking in the future.

Aspirations:

I aspire to expand the knowledge base and cross-training amongst BSA team members for project/task redundancy and coverage. I aspire to partner with IS to secure a robust ticketing system to assist with keeping track of tasks/work orders from the team. I aspire to leverage the functionality of Peoplesoft for more robust data tracking for our student services program managers to meet Vision Align Reporting needs. Additionally, I aspire to establish self-service data reports for program managers and reduce the volume of data requests each year.

Results:

Programs will be able to have the technology and business system support to meet all their programmatic needs for continual program improvements and great student experiences. This includes the data associated with their program for reporting and program success and continual improvement. Each Student Services Program Manager should have the technology support for quantifying their impact, tracking their student participation, and reporting on their impacts on student success.

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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.

Click on "+Add Goal" below for each additional goal.

[Click here for previous PRPs with goal information.](#)

Prior PRP Goals

Goal 1

Brief Description

N/A - new PRP creation (first year 3/2024)

Choice

Ongoing

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.

ESTABLISH GOALS AND STRATEGIES FOR THE NEXT THREE YEARS

In the previous sections of this PRP, you identified opportunities for improvement. Using these opportunities, develop 3-year [SMART goals](#) for your department. Goals should be Specific, Measurable, Attainable, Relevant, Time-Specific. Ensure your goals align with the mission of your department and/or [the College's Vision Plan 2035](#).

Please list all discipline goals for this three-year planning cycle.

If you require any additional resources beyond your exiting budget, please be sure to request those resources in the next section titled "Resources".

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

Goal 1

Description

Continual improvement to BSA support service for all Student Services Programs and program managers

How will you complete this goal? Include strategies and a timeline for implementation.

annually assess program manager's satisfaction with timely and quality service to support their program's functional technology needs for student participation, student experience, and student outcomes of various programs.

Outcome(s) expected (qualitative/quantitative)

To annually increase satisfaction ratings in annual surveys for all areas of services as it relates to their functional and technical support to meet their programmatic needs.

How does this goal align with your department mission statement, the College's Vision Plan 2035, Equity Plan, and/or Guided Pathways?

The Mission of Student Services Communication Systems & Technology is to support all student services programs and services by providing technology solutions and functional support to our diverse Student Services programs and areas needs.

VP2035:

Goal 1:

Obj 3. Ensure student service spaces are warm, welcoming, and organized to facilitate student ease of access and use.

Obj 5. Provide faculty and staff with focused professional development and resources to support innovative student-centered services.

Obj 9. Implement and support a comprehensive and equitable distance education program.

Goal 2:

Obj 5. Embrace a culture of improvement through innovation and creative problem-solving to support an inclusive, student-centered culture.

Obj 7. Invest in resources and infrastructure to optimize enrollment.

Expected goal completion date

12/31/2024

Goal 2**Description**

Provide program managers with timely and accurate data for program management, student engagement, and continual program improvements.

How will you complete this goal? Include strategies and a timeline for implementation.

Implement and leverage the data request process, tracking time to completion for data requests, and developing reporting solutions for program managers to pull data for their particular program as needed.

Outcome(s) expected (qualitative/quantitative)

Reduced time to completion for data requests by 20% year over year.

How does this goal align with your department mission statement, the College's Vision Plan 2035, Equity Plan, and/or Guided Pathways?

The Mission of Student Services Communication Systems & Technology is to support all student services programs and services by providing technology solutions and functional support to our diverse Student Services programs and areas needs.

VP2035:

Goal 1:

Obj 5. Provide faculty and staff with focused professional development and resources to support innovative student-centered services.

Goal 2:

Obj 4.Reimagine, improve, and implement uniform, streamlined, well-documented systems, and processes.

Obj 5. Embrace a culture of improvement through innovation and creative problem-solving to support an inclusive, student-centered culture.

Expected goal completion date

12/31/2024

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

Through functional technology support and assistance as well as access to data for program managers we support, this will allow program managers to disaggregate student data, and ensure targeted efforts to ensure equity and inclusion.

The Vision Plan 2035 includes the College's Educational Vision Plan. Review the goals and objectives in the plan and identify 1-3 objectives that your unit supports. Describe how your unit helps to support those objectives.

Goal

Obj 4.Reimagine, improve, and implement uniform, streamlined, well-documented systems, and processes.

Obj 5. Embrace a culture of improvement through innovation and creative problem-solving to support an inclusive, student-centered culture

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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 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 [Vision Plan 2035](#)

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 guarantee a position or funding.

PART 1: STAFFING NEEDS

This year, units are asked to identify new positions only 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 [Benefits Worksheet](#) for additional costs related to benefits for the position.

Are you requesting new Classified, CAST, or AA positions?

No

PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2021, 2022, 2023. 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.

I'm hoping to instituationalize funding sources for the technology softawares and systems Palomar College has implimented to ensure ongoing funding. This includes (Chatbot, Texting, Highpoint, SARS/ counseling appointment system, Comevo/Online orientation system). There should be a discussion with IS leadership to institutionalize our funding for the technology we rely on for our business processes. Joseph has submitted this list with funding requests in his Discretionary Budget account proposal provided to Jill.

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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 and 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 CTE 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.

1. 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?

No

PART 4: FACILITIES REQUESTS

Do you have resource needs that require physical space or modification to physical space?

No

PART 5: OTHER 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

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

Yes

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

jallen1@palomar.edu

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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 Immediate Supervisor.

Immediate supervisor 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 (or President) Review

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

Manager has created an operational process to track the work that comes out of the department and monitor work that is being requested and completed.

Team is very knowledgeable and can assess and resolve issues quickly.

Strong goals identified to review for the upcoming year

Areas of concern, if any:

Recommendations for improvement:

Department needs its own budget for 4000, 5000 and 6000 object codes to support supplies, software/hardware, and professional development opportunities for staff.

VP Name:

Nick Mata

Signature Date:

9/8/2024