

Entry #: 46 - ---Camp Pendleton **Status:** Incomplete **Submitted:** 7/22/2024 11:13 AM

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?

Annual

Division Name

Instruction

Department Name

INSTR Sites and Centers

Program/Unit Name

---Camp Pendleton

Name of Person responsible for the Program/Unit

Ryan Williams

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

Webpage URL 1

Unit webpage

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

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

Participant	Title
Ryan Williams	Education Center Director
Mandi Horn	Camp Pendleton Site Manager
Yvette Maynard	Senior Education Center Coordinator

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

2.00

Number of Full-time Faculty

1.00

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

2 Short-term hourly who are 100% funded through Continuing Education CAEP Grant

Program/Unit Description

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

0.00

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

To address staffing depletions due to attrition, the Camp Pendleton Site has made several improvements to address staffing demands. Collaborating with Continuing Education, Camp Pendleton was able to authorize two additional Short-Term Hourly positions and hired Megan Brown in May 2024 and David Martinez in July 2024. In September 2023, Mandi Horn joined the team in September 2023 as Manager of the Camp Pendleton Site. Yvette Maynard continues to support Camp Pendleton in her role as Senior Education Center Coordinator with oversight for both Camp Pendleton and Fallbrook campuses. A Camp Pendleton Site Specialist Position has also been hired and is anticipated to be approved at the April Governing Board meeting. This means our office is fully staffed for the first time in 6 years.

The Base Education Center will be moving in 2025 to a new building and Palomar College Camp Pendleton Site will be relocating.

Our staff is actively working with our military partners to forecast what implications this might have on our unit, including the potential reduction of space for employees, potential queuing systems for students, loss of personalization in office aesthetics, shared building infrastructure for network systems, etc.

Changes from the Chancellor's office have had a significant impact on the Camp Pendleton site related to Enrollment Services and Financial Aid. With the addition of fraud-prevention measures and significant financial aid changes, CPPEN students have been significantly impacted during the onboarding process, resulting in more staff assistance to individual students. We are currently working on remedies for many of the issues these changes have caused.

Online classes are no longer attributed to Camp Pendleton FTEF/FTES, which counts for loss of enrollment. A large portion of CPPEN students prefer fully online classes to in-person or hybrid courses due to their flexibility and ability for activity-duty students to complete classes with military obligations. The vast majority of these students continue to be supported from the Camp Pendleton site, especially with the onboarding processes.

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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](#)

Date Identified or Last Reviewed	Description of SAO (What is your SAO?)	Assessment Method (How will/ido you measure or assess it?)	Criterion (How will/ido 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. 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**

Commensurate support services to the main campus.

Assessment Status

Assessed

SAO Summary and Reflection

Camp Pendleton's support services have vastly improved since summer 2023 with the addition of short-term hourly staff members. As a site whose interactions are primarily face-to-face, we are now able to provide quality customer service to all stakeholders who enter the campus. The addition of a manager to oversee the site, in combination to a Senior Education Center Coordinator and an Education Center Director, provides the necessary human capital to fully address all business processes that come with operating a site to ensure that all areas of support are thoroughly being measured and addressed. Additionally, a second, full-time Site Specialist was hired and will be onboarded in April, which will allow the site to run at full staff. These combined measures will help us expand our bandwidth and allow us to perform more outreach events, Tuition Assistance Briefs, and procure classrooms through military unit visits. We also plan to assign an employee for monthly posting to our North Base Education Center to offer enrollment services help, provide counseling appointment assistance, and answer general questions about Palomar College Camp Pendleton. To help provide perspective on why our support services are constrained, Camp Pendleton, in whole, supports over 80,000 active-duty service members who reside on base, their families, and contractors. Camp Pendleton Marine Corps base covers approximately 200 square miles.

During the low staffing since the pandemic, we relied heavily on other departments to provide ancillary services to support Camp Pendleton's needs. Now that we are at full staff, we are actively working on performing more services in-house, making it a one-stop shop for students.

We are now working with North County Educational Opportunity Center to present a series of informative, hands-on application workshops on a monthly basis. These provide one-on-one support, simplified application process assistance with CCCApply, ID.me, & more, show students how to maximize FAFSA and Tuition Assistance, and register for classes.

Students will receive a streamlined onboarding experience.

Camp Pendleton continues to survey students via a check-in process. From November 1, 2022 - March 21, 2024, 2,771 have visited the CPPEN site through walk-in services. The following are the most common student aid requests:

1,048 = Enrolling into Courses

871 = General Information/Applying to Palomar/Financial Aid/Counseling Appointment/Enrolling into Courses

465 = Applying for Admissions/Applying to Palomar/Enrolling into Courses

418 = Financial Aid

350 = Counseling Appointment

From this query, there are areas of improvement the center should focus on for marketing and outreach strategies, including campaigns on how to apply and enroll in classes and financial aid opportunities. Additionally, the data shows over 126 Residency issues that students resolved in person. These holds continue to be a pain point for students due to their military status and may be an area for improvement within District business processes.

The staff at the Camp Pendleton spend a great deal of time onboarding students. The onboarding process often includes first generation students who are unsure if college is right for them. We explain Palomar College in detail. We set up a Palomar laptop to assist the student in the application process. We assist students with the CCCApply application, including the new process of enrolling into ID.me to verify the student's identity. The ID.me process can take up to 45 minutes if the student is selected to conduct a video chat. We assist the student in answering any questions that may arise during the application. We help the students apply for Financial Aid. Depending on the time of year, we could be assisting with completing two FAFSA applications, one for the current year and one for the prior year. We assist with answering basic financial aid questions as well as assist with Tuition Assistance questions. After the student's application is processed, we help with completing the Residency Petition. We also assist with choosing classes and enrolling into the classes, all while assisting with the navigation of MyPalomar. We show students how to check their student email. After the student

enrolls into classes, we assist with finding textbook information. We also show the student how to locate their classes if they are taking classes on base, and we show online students how to access their online classes via Canvas. For students who do not have base access, we submit the base access request to Marine Corp Base Camp Pendleton via the Base Education Center processes. Additionally, we reach out to financial aid students to pick up their disbursed financial aid checks.

SAO 2

SAO Title

Students will persist through support systems.

Assessment Status

Assessed

SAO Summary and Reflection

The following data reflects historical student enrollment at Camp Pendleton.

Completed since last PRP:

Based on IRP Data Dashboards

Student Headcount:

Fall 2018 = 1101

Fall 2019 = 874

Fall 2020 = None - COVID

Fall 2021 = None - COVID

Fall 2022 = 262

Summer 2023 = 269

Fall 2023 = 625

Spring 2024 = 573

FTES:

2021 = 6.03

2022 = 33.50

2023 = 33.88

ENROLLMENT:

2021 = Credit 0 COVID/ 0 COVID

2022 = Credit 204/ Noncredit 58

2023 = Credit 222/ Noncredit 103

Academic Skills Program:

The Camp Pendleton Base Education Center and Palomar College partner to offer a 30-day noncredit Academic Skills Program to prepare students for college-level English and Mathematics. After a difficult return from COVID-19, Academic Skills Program enrollment has finally begun to climb. In July 2023, the number of sections offered was reduced from eight to six to help bolster enrollment. This strategy has worked, and the classes have managed to run at full capacity, without cancelation, since this decision was implemented. The site will continue to monitor the efficiency of this strategy and assess the need to expand to eight sessions. Additionally, the Site has formed a stronger partnership with the Base Education Center to align policies, procedures, and protocols to ensure a seamless transition for our military students through the Academic Skills Program. We have streamlined procedures to cap enrollment and are working on better communication strategies to avoid any last-minute hiccups in enrollment that may create issues for students.

We require an evaluation of faculty and N READ 950 and N MATH 915 after each Academic Skills Program course. Overall, students strongly agree the course is useful and has helped them reach their educational goals. Many students who enroll in the ASP program also enroll in courses offered by Palomar College Camp Pendleton Site.

Working with Occupational and Noncredit Programs, we have implemented CASAS testing due to the discontinuation of TABE tests and monitor student's math and reading aptitudes through pre-and-post testing in 2023. Through student, faculty, and department feedback, we are evaluating the efficacy of CASAS testing and are considering moving to the Locator-version tests in Summer 2024 to individualize the testing for students to better fit their testing needs.

Camp Pendleton will be offering English as a Second Language courses beginning in Fall 2024.

Tutoring:

In-person Tutoring services continue to gain momentum at the campus. After resuming in Fall 2022 (starting in October), the number of visits has doubled:

Semester # of Visits # of Unique Students Total Time (in hours)

Fall 2022 11 6 14.25

Spring 2023 23 9 34.75

Fall 2023 23 4 36

Spring 2024 18 3 20.5

It is noteworthy that the spring numbers are cumulative through March and are still climbing. We are currently working with the Math Tutoring Center to develop a strategy for improved marketing and outreach.

In the absence of a Teaching and Learning Center, Camp Pendleton staff support students through onsite test proctoring. Testing requests are communicated to CPPEN by faculty and are administered by staff in-house.

Class Scheduling/Availability:

To aid in student completion, the following Center Academic Program requirements are offered at CPPEN:

Administration of Justice:

AJ 100 (2217, 2227, 2237); AJ 101 (2213, 2217, 2223, 2227, 2237); AJ 103 (2215, 2225, 2235); AJ 104 (2233); AJ 106 (2233); AJ 110 (2223, 2233, 2237); AJ 141 (2213, 2223)

Business Administration:

ACCT 201 (2233); ACCT 202 (BUS 100 (2217); BUS 117 (2217, 2223, 2227, 2233, 2237); BUS 204 (2215, 2225, 2235, 2237); BUS 205 (2235); ECON 101 (2227, 2237); ECON 102 (2237); MATH 120 (2217; 2223; 2233; 2227; 2237)

Emergency Medical Education:

EME 100 (2223); EME 105 (2225, 2227, 2233, 2235, 2237); EME 106 (2213, 2223, 2227, 2233, 2237); EME 106L 2213, 2223, 2227, 2233, 2237)

Center Academic Program Administration of Justice declared major (CPPEN only):

Fall 2020 = 3

Fall 2021 = 28

Fall 2022 = 29

Fall 2023 = 28

Center Academic Program Business Administration declared major (CPPEN only):

Fall 2020 = 34

Fall 2021 = 54

Fall 2022 = 54

Fall 2023 = 57

Center Academic Program EME declared major (CPPEN only):

Fall 2020 = 28

Fall 2021 = 7

Fall 2022 = 22

Fall 2023 = 32

Student Success Teams:

The Camp Pendleton Site plans to work more collaboratively with Student Success teams in 2024-2025 for intervention through Academic Performance check in's and provide resources for students (not assessed).

Counseling:

Counseling services are essential at CPPEN, as Tuition Assistance requires students to have an Education Plan on file.

Number of Counseling Appointments: 619

Number of Students attending Counseling Appointments: 617

Number of Counseling Appointment No Shows: 134

Number of Counseling Appointments Cancelations: 210

Reason for Counseling Appointments: Ed Plan, 388

The following is an informal note/observation impacting persistence with Camp Pendleton students:

Continuity of education with state agreements is frustrating and there is no clear coordination between departments for a smooth transition for 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".

Declared Major data from 2022-2023 through 2023-2024 illustrates student interest continues to remain high in Public Safety, Business, and STEAM related programs on base.

Note: 2237 work was conducted by the District to ensure students are in accurate degree programs which explains some of the increases in majors listed below.

2227 Fire Technology/EME 81

2237 Fire Technology/EME 85

2227 Business 54

2237 Business 91

2227 STEAM 95

2237 STEAM 136

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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!

- Each semester, Camp Pendleton requests feedback from our faculty to share their experience on base, student perspectives, and any additional details they are willing to share to help us improve our collaborative efforts and the overall student/faculty experience. Our EME faculty shared in Fall 2023 that they have now approved Tactical Combat Casualty Care Tier 2 and 3 Credit for Prior Learning for EME-105. Additionally, their students had a 100% pass rate in the NREMT skills exams. This is a huge accomplishment for students, and a great recruiting tactic for our Center Academic Programs.

- Successfully reclassified the Enrollment Services Supervisor on base to the Camp Pendleton Site Manager as well as reclassified the Camp Pendleton Site Specialist to a salary grade 23. The manager position was hired in addition to a second specialist position.
- The Counseling department worked with counseling faculty to dedicate a full-time counselor to the CPPEN office.
- Worked with the Base Education Center to revamp the onboarding process for the Academic Skills Program.
- The TABE test that was previously utilized in the Academic Skills Program for pre and post testing. The TABE test (a military based test) was discontinued in 2023. We worked with the Continuing Education Office to implement CASAS testing to replace the TABE test which not only functions as a pre and posttest, but also a new funding mechanism through the Continuing Education Office to support the ASP program financially.
- Students who complete the 2 course Academic Student Program qualify to graduate with a Certificate of Completion which was widely underutilized. A process was developed to auto-award these certificates to all of these students.
- The primary classroom Palomar uses in the Base Education Center for the ASP program and evening classes had furniture that was broken and dangerous to students. The Continuing Education Office funded new furniture for this classroom making it more modern, easier viewpoint for students, and safe.
- The process for base access for students attending classes on base was overhauled. Instead of this process being very manual and student initiated leaving room for confusion, now students who enroll in any class on base and do not have the proper military student coding on their account, they are automatically communicated to via their MyPalomar account to initiate the process.
- Classroom facilities on base are located around the base which causes a lot of confusion to students and faculty where classrooms are located. Through the High Point implementation, maps for each classroom were included in order for students to easily locate their classrooms. These maps use Google Maps that include driving directions.
- Active-duty students have a high likelihood of being flagged for potential fraud through the application process. A lot of progress has been made to make the process to remedy this issue, however we are still working to formalize more improvements.

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?

- Fraud prevention measures, while necessary, have created undue hardships and delays for student. The implementation of stringent verification processes from CCCApply and ID.me prolong the onboarding process by days, and often require students to return to the Camp Pendleton site multiple times to complete the application. The effect this has on the unit is that our staff are often spending extensive time with one student going through basic steps. Some students get overwhelmed with the process and essentially "give up," which ultimately diminishes our enrollment FTES.
- The Academic Skills Program will be shifting from manual CASAS test proctoring to E-testing. This will require adequate laptops and technology to be used for the testing.

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

- Active-duty students often face residency issues that require them to return to the office multiple times to submit documentation to update their residency and qualify for resident tuition. All active-duty students qualify for CA residency for college purposes. We are working with enrollment services to modify the policies and processes to efficiently change these students' residency automatically.

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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

Goal 1

Brief Description

Implement faculty support program

- Faculty handbook
- Plenary session (Military Affiliated students)
- Faculty Orientations on base
- Increase communication about base specific details

Choice

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.

Supporting faculty teaching on Camp Pendleton is a constant priority and will continue to be an ongoing goal.

However, qualitative data shared by faculty has determined most CPPEN faculty to be part-time and working at multiple institutions outside of Palomar College. Previous procedures of offering an in-person orientation has since been assessed as "inconvenient" given restrictive schedules and classes spread out throughout the base.

To address faculty needs, the Camp Pendleton website has since been updated with a password protected "Faculty Information" webpage. This is equipped with the faculty handbook, classroom MOU's, Google navigation to classes, and CPPEN specific forms and base protocol. This creates immediate site-specific access for all faculty and their respective ADAs and Chairs.

We have increased our communication to faculty at multiple points throughout the semester, including welcome information emails, classroom information and to-do's, base specific protocol, and various other CPPEN specific messaging. Through creative messaging and check-in points with faculty, it is our goal to foster a warm, supportive instruction site despite the formal base environment.

Goal 2

Brief Description

Efficiently utilize diverse marketing efforts towards our target markets to meet enrollment goals.

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.

SP Goal 1: Increase student access, progress, and completion, while decreasing equity gaps. (Guided Pathways: Get on the Path, Stay on the Path)

Objective 1: Implement an integrated and comprehensive outreach strategy which includes targeting student enrollment groups from the College's SEM and Master Plans 2022.

SP Goal 3: Strengthen internal and external communications, marketing, and partnerships.

Objective 3: Implement an integrated and comprehensive approach to marketing that is simple, direct, ensures consistency of brand, and allows the College to target specific markets (targeted student groups) and programs.

In 2022 the Camp Pendleton Site began collaborating with the Public Affairs Office to roll out a series of advertising strategies. Face-to-face enrollment has been in a steady decline at Camp Pendleton since the campus' reopening in Spring 2022. Classes that have historically been filled are now being canceled due to low enrollment. The over-arching sentiment is that students who were previously enrolled in Palomar prior to the pandemic have since deployed or relocated.

Prospective students are generally transplants from other states and are not aware of the Palomar College brand name.

According to Marine Corps Community Services 2022 Advertising and Event Guide, there is an estimated daily population of 85,000, which includes 43,000 active-duty, 26,000 reserve personnel, and over 4,000 civilians

employed on base. Timing is critical when marketing to this special population of prospective students

as they can easily become deployed. A well-timed marketing plan, which incorporates short burst campaigns and steady paid media advertising on Camp Pendleton, will help procure prospective students.

2023-2024 data reflects enrollment continues to slowly climb at Camp Pendleton, attributed largely to post-pandemic attrition and a base demographic of revolving students who are unaware of the Palomar College brand. In the 2023-24 FY, Camp Pendleton deployed advertisement strategies timed around 4-week/8-week courses, Nov 6 Open Reg/Spring 2024 Registration (with continued 4-week/8-week fall course promo), Spring 4-week/8-week courses, and May 13 Open Reg/Summer/Fall Registration.

We continue to work with the Public Affairs Office, Outreach and Onboarding Services, and other departments to develop and apply diversified marketing and outreach efforts with the goal to increase awareness and drive enrollment of in-person classes at the Camp Pendleton Site. This is also in partnership with a variety of community organizations.

2023/2024 Marketing activities:

- Since last PRP, and in collaboration with the Public Affairs Office, \$16,500 has been allocated towards a targeted and timely advertising campaign on base. Strategically placed and well-timed advertisements include roadside gate marquees, large format billboards, advertising on Leatherneck Lanes video monitors, and insider emails.
- Purchased paid social media ads for site's anchor programs, class schedules, and registration promotion.
- Developed and displayed class schedule posters and flyers around the site.

Currently developing center's website to include ESL landing page

- Palomar's home page on the website was modified to include all centers and sites
- burst campaigns to our marketing strategy, which include paid advertisements through

2023/2024 Outreach events:

1-Mar-23 Marine Corps Trials

7-Mar-23 Headquarters Company, 1st Marines Pre-Deployment Brief

23-Apr-23 Fallbrook Avocado Festival

18-May-23 Wounded Warrior Battalion West presentation

18-May-23 Wounded Warrior Battalion West presentation

15-Jun-23 Juneteenth Resource Fair

2-Aug-23 Wounded Warrior Battalion West Hiring Fair / Back to School Event

13-Oct-23 MCCS College Fair

Outreach materials and swag were purchased to support tabling events.

Goal 3

Brief Description

Improve student onboarding processes

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.

The onboarding process has been cumbersome and complicated for military affiliated students. Students have had to return to our office several times before completing the onboarding process. The CCCApply process has been complicated with the addition of ID.me verification process. Due to this new implementation, military affiliated students have had an increased application time, as they are frequently flagged to complete a video verification. Military affiliated students are often classified as out of state residents, so they must complete a Request for Review of Residence Status Form. This form requires a student ID number, so students cannot complete the CCCApply application and the residency form at the same time. When completing CCCApply, military affiliated students will often put their domicile address rather than their current address. This causes an address hold. Students return to our office to update their address. Further, students received little notification of the base access process.

We have and will continue to participate in trainings to help simplify navigating the onboarding process. We will continue to participate in trainings for the ID.me process for students. Additionally, we are working to simplify the residency process for military affiliated students. In order to address the base access issue, students are notified repeatedly of the base access requirements and the need to request base access via email and within their MyPalomar account.

Goal 4

Brief Description

Support staff development and alignment

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.

The Camp Pendleton Site Manager, Amanda Horn, was hired in 2023 as well as a second Camp Pendleton Site Specialist, Frances Cruz, was hired in March 2024. Additionally, we hired 2 hourly employees that support the Academic Skills Program. Now that we are operating at full staff, we will clearly define duties and responsibilities of all employees.

While the site was operating with several vacancies, other Student Services departments were leveraged to assist with many of the onboarding processes for students due to bandwidth constraints. The office will be resuming these duties since sufficient staff is now available to assist. This will ensure students are served more efficiently.

Due to the significant number of changes that have occurred recently and will be occurring in the future, it will be vital to ensure regular training takes place. This also includes trainings that are offered through applicable Student Services departments such as Enrollment Services, Counseling, etc. Job aids will be compiled into a Standard Operating Procedures manual that each staff member will have regular access to.

Furthermore, we will begin supporting students at the North Base Education Center located on the North end of Camp Pendleton. A staff member will provide support services monthly at this location enabling students to be advised on processes and procedures without needing to travel to the main Base Education Center. Staff members will need to be knowledgeable in all areas of the onboarding processes.

Goal 5

Brief Description

Plan and execute the move to the new Base Education Center

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.

Camp Pendleton is in the process of remodeling an existing building for the new Base Education Center. We have been told this move will take place in the beginning of 2025.

We have worked with Information Services and the base IT division to plan for the technology needs for the new building.

The space Palomar will be provided in the new building will be quite a bit less square footage than our current office. This means we will need to be very creative and efficient when it comes to space utilization and office operations.

We will work with facilities on using a moving company vendor to assist with the move.

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 1. Reimagine and redesign instruction and student services to increase student success.

Objectives:

1.Ensure academic support services, such as tutoring and career support, are easy to find, easy to access, and available in multiple modalities to meet student needs.

Tutoring services at CPPEN are available 4 days per week in Math. Students can also access virtual tutoring services from the center.

2. Ensure students experience timely, welcoming, and barrier-free support services aligned with their career and transfer pathways.
3. Ensure student service spaces are warm, welcoming, and organized to facilitate student ease of access and use.

The CPPEN front desk staff are extremely friendly, bilingual, and accessible Monday-Friday during normal business hours. The site also has 1 full-time general counselor.

8. Develop schedules that facilitate completion and are data-informed, offering classes when, where, and how students need them. CPPEN's schedules are developed through a rigorous research and evaluation process. Course recommendations are done so after the evaluation of enrollment patterns and District-wide offerings. Anchor program requirements are rotated in order to increase the ability for students to complete within a reasonable time.

Goal 4. Strengthen external partnerships and community relationships.

Objectives:

4. Optimize outreach to community organizations to maximize opportunities for students and programs.

We have strengthened our partnership with the Base Education Center, independent military units, and other entities on base in order to communicate to prospective students, create awareness, and partnerships to include classroom facilities, outreach opportunities, and communication channels.

6. Structure strategic opportunities to bring communities to campus.

Military affiliated students who take college courses at Palomar through the base and remain local have a direct pathway to continue their education at any of our other District locations.

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

No changes to three-year plan.

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.

Camp Pendelton will be moving on base from building 1331 to Building 1106 in early 2025. This will support Capital Outlay for moving expenses, infrastructure costs for IS, and various other associated expenses. This figure was suggested by Carole Meagher based on our previous experience moving out of the Pauma site.

Budget requested for this is \$25,000 and was included in the budget development process.

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 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.

rwilliams@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:

Areas of concern, if any:

Recommendations for improvement:

VP Name:

Signature Date: