Entry #: 39 - ---STAR Tutoring   **Status:** Incomplete   **Submitted:** 4/2/2024 3:55 PM

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	**Department Name**
Instruction	SBS

Program/Unit Name	**Name of Person responsible for the Program/Unit**
---STAR Tutoring	Ruth Barnaba

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

Webpage URL 1

Unit webpage

www.palomar.edu/tutoring

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

Participant	Title
Ruth Barnaba	Manager, Tutoring Services
Diego Lecca	Tutoring Coordinator
Mario Martinez	Tutoring Coordinator
Leticia Murillo	Tutoring Coordinator
Nicolas Quintana	Tutoring Coordinator
Calvin Lew	Admin Specialist I
Andrea Salvatierra	Admin Specialist I
Patricia Robinson	Tutor
Richard Sauerheber	Tutor

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
7.00

Number of Classified Staff
8.00

Number of CAST Staff
0.00

Number of Administrators
1.00

Number of Full-time Faculty
0.00

Part-Time Staff

Total Number of Permanent Part-time Staff
2.00

FTE of Part-time Staff (2x19 hr/wk=.95)
1.25

FTEF of Part-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)

35 Short-term or student workers/tutors

Program/Unit Description

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

Yes. As of 2022-2023, STAR Tutoring continues to offer non-STEM subjects to Palomar College students focusing on critical thinking, communication, and literacy skills. Changes in leaderships continue to be factors to stabilize STAR Tutoring as an entity as well as how the program plays key roles in student success and retention.

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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

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

If NO, describe why and identify a date by which they will be entered.
Currently, STAR Tutoring is working on (updating) the unit's SAOs to assess next academic year.

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

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".
STAR Tutoring will be working with Institutional research to determine student success based on hours of tutoring/services received. The data/report will be based on hour intervals and frequency of used. STAR Tutoring will also determine how the data outcomes support institutional goals such as Student Equity Plan, Student Educational Plans, Guided Pathways, etc.

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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!

Post-COVID indicates that more students are enrolling at Palomar College. This trend also reflects the frequency of use and access to STAR Tutoring. STAR Tutoring numbers continue to rise not only at the main campus but also at other sites such as Escondido, Rancho Bernardo, and Fallbrook centers. This is due to the tutoring staff continuous outreach to faculty to present during class times, offering optional services such as proctoring exams or missed exams, and academic assistance to help students succeed in their classes. The uniqueness of off-site tutoring is the offering of general tutoring (including STEM-related courses) helping students as a whole.

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?

Currently, there is none impacting STAR Tutoring. What is impacting the program is the lack of or limited funding preventing STAR Tutoring to expand or offer services to meet institutional initiatives and institutional learning outcomes.

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

Palomar College administrators need to discuss academic support (specifically tutoring) to make it a central hub for all students. This was initially discuss (through Guided Pathways) but discontinued due to changes in leadership.

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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

Rancho Bernardo TLC 1: Give students desktop computer access while in the TLC

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.

Funding allotted for 4 computers with cost estimated at $6,000.

Goal 2

Brief Description

Provide online tutoring for all Palomar College students.

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.

This goal is ongoing. Data indicates that (not) many students utilize online tutoring. STAR Tutoring continue to provide and support this goal to provide services to students who cannot come to the main campus or one of the sites.

Goal 3

Brief Description

Rancho Bernardo TLC 2: Money for supplies. We are requesting $500 for TLC Rancho Bernardo for suppplies per year. We Will need to replace many supplies that have expired since we have been away from the center. We will also need to replenish supplies each year for student use while in the TLC.

Choice

Completed

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.

Supplies line item has been instituted

Goal 4

Brief Description

Escondido TLC 1: Increase staffing of peer tutors for onsite tutoring while transitioning funding sources from soft to general funds.

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.

Continue to outreach to faculty to recruit potential students as tutors (in ESL, English, Math, etc.). STAR Tutoring will continue to seek other funding resources and departmental support to ensure staffing of peer tutors for student access during peak times. Training will also be provided on a semester basis to ensure tutors are trained to meet the diverse student interactions during tutoring sessions.

Goal 5

Brief Description

Escondido TLC 2: New furniture

Choice

Completed

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.

New furniture in place

Goal 6

Brief Description

Create spaces for students to study and get assistance with their courses in a collaborative environment.

Choice

Completed

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.

Goal 7

Brief Description

Fully implement and integrate WC Online as a tutoring database management tool.

Choice

Completed

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.

WC Online proved to be a software program that did not fully address the needs of our tutoring reporting requests. Further programming is being completed using the Peoplesoft program withing the PAT system framework already established and created for Palomar College.

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.

VP Goal 1.1: STAR Tutoring is ideally located in the library for students to access and utilize. Signs indicating its location are across campus, Palomar College website, and classroom presentations to inform students of its location and services offered. In addition, STAR Tutoring also offers online tutoring, tutoring to specific student population (in collaboration with EOPS, TRIO, and DRC), and TLC/Tutoring in off-site locations.

VP Goal 1.3: STAR Tutoring and its off-site locations offer a welcoming environment for students to feel comfortable utilizing and accessing STAR Tutoring services. Front line staff and tutors are trained to be receptive and respectful to students.

VP Goal 2.1: STAR Tutoring continues to collaborate with faculty to hire the best tutors not just academically but have sensitivity and awareness of the diverse student population at Palomar College. This, in turn, will help STAR Tutoring to train them to work with students needing academic support.

VP Goal 2.2: Ongoing meetings to identify issues and concerns regarding the program and students are documented to ensure that development of training are implemented for staff and tutors for professional development.

VP Goal 2.3: STAR Tutoring staff and tutors continue to support the students by knowing their names, understand their needs, and letting them know to return if they need more academic support.

VP Goal 3.1: STAR Tutoring staff and tutors continue to support students by reminding them to persist throughout the semester as well as informing them of upcoming registration for the following semester.

VP Goal 3.3: STAR Tutoring continues to perform classroom presentation as part of its in-reach support so students are aware of tutoring services and the importance of needing academic support.

VP Goal 5.1: STAR Tutoring continues to establish presence at educational centers to ensure students continue their educational journey and to meet their academic needs.

VP Goal 5.2: STAR Tutoring currently has full-time staff at educational centers to ensure permanency and autonomy to hire tutors and provide academic services based on courses offered.

VP Goal 5.3: TLC/Tutoring at educational centers have unique personalities based on how the leads provide services to students.

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

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

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

Yes

REQUEST FOR ADDITIONAL CLASSIFIED, CAST, AA

Staff, CAST, AA request 1

Title of position

Administrative Specialist I

Is the position request for AA, CAST, or Classified staff?

Classified

Is this request for a full-time or part-time position?

Full Time

How does the position fill a critical need for current, future, or critical operations? (e.g. accreditation, health and safety, regulatory, legal mandates, institutional priorities, program trend analyses of growth/stability.)

Future position at Fallbrook TLC.
Fallbrook TLC will undergo changes in the next few years. A new position will be need in 2025 to support tutoring services at the re-designed Fallbrook Education Center. This position was slated to begin when we opened the Fallbrook TLC in 2019. The position was put on hold because the shared space where the TLC is currently housed is too small. Once the Library staff and services are moved to the new building, Tutoring will not be able to grow in partnership with the Fallbrook Center without the additional position. The requested Teaching and Learning Center Assistant will assist addressing student needs in a timely manner - handle the daily calls and clerical support, provide more personalized attention to each student, improve student/staff experiences, increase student return rates. The Fallbrook TLC currently only has one coordinator assigned to the site. Taking this addition of staff into consideration is important because our Coordinator may experience challenges, like work fatigue. Which in turn may affect the quality of our service and the satisfaction of our students. I want to make sure the tutoring team has the resources they need to keep satisfaction at a high level.

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

No

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

No

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

Yes. The Teaching and Learning Center Assistant ill performs routine to moderately complex administrative support for the Teaching and Learning Center (TLC); will assist in coordinating program outreach, registration and delivery of services; advise students with applications and registration; assist with access to services including delivery of routine workshops and training on the use of program equipment; create and maintain department tracking systems, reports, records and files required for work processes.

Vision Plan 2035 Goals and Objectives

1:1	1:3	2:6
1:2	2:3	

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

Fallbrook TLC will only be open the number of days and hours that can be covered by current classified staff of 1 FTE.

Staff, CAST, AA request 2

Title of position

Test Proctor

Is the position request for AA, CAST, or Classified staff?

Classified

Is this request for a full-time or part-time position?

Full Time

How does the position fill a critical need for current, future, or critical operations? (e.g. accreditation, health and safety, regulatory, legal mandates, institutional priorities, program trend analyses of growth/stability.)

Third-party Online Proctoring service subscription was cancelled in Spring 2022. Online proctoring services are a key component of fully online learning. General Tutoring was tasked with the creation of a service to continue proctoring in an online format. General Tutoring has created an internal tool that now needs management for ongoing implementation, monitoring and scheduling. These services provide the means for verifying the identity of students at a distance before an assessment and a method for notifying students taking the assessment of the parameters and constraints of the exam. An Online proctoring system will do this by providing access to a proctor via a webcam or by using a combination of technological and scheduling means thus increasing academic integrity.

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

No

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

No

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

It supports three-year plans for instructional departments.

Vision Plan 2035 Goals and Objectives

2:3   2:4

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

Continued short-term staff or will required a reclassification of current staff.

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.

The budget for tutoring continues to decrease even with expansion to educational centers and increase student usage. Increase in funding to support student usage of tutoring services, replacing old/outdated equipment, and potential staff hiring will greatly improve service deliveries and increase staff training/professional development. Tutoring needs a budget line item to support staff development and attendance at the annual Association of Colleges for Tutoring and Learning Assistance.

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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 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.

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?

Yes

Requests

Request 1

What are you requesting?

Update of System Computer Switch at Rancho Bernardo campus that will allow the addition of more desk top computers a the facility. This request is outside of the realm of the Tutoring department but impacts all departments at Palomar.

Before any more computer stations requiring internet access can be added at the Rancho Bernardo Education Center, a new computer switch needs to be installed to handle the bandwidth load. We are requesting an addition of four hard-wired computer stations at the Rancho Bernardo TLC. Stations will be primarily used for exam proctoring for students to reduce dropped internet connections, loss of battery power, poor reception, weak WiFi - all of which pose a problem when using a laptop for exam administration and proctoring.
In addition, the stations will be accessible to students, and will have the necessary bandwidth, while working with a tutor on various classroom assignments

Provide a detailed description of the the request. Inlude in your response:ges here.

a. Description of the need? (e.g., SLO/SAO Assessment, PRP data analysis)

b. Who will be impacted by its implementation? (e.g., individual, groups, members of department)

All students, staff and members of the Palomar community.

c. What are the expected outcomes or impacts or implementation?

Successful completion of exams. More ergonomic than looking down at laptops for long tutoring sessions or students working independently. Student access to tutors in the TLC instead of students going to desktops in the library where there are no tutors.

d. Timeline of implementation

As soon as may be feasible

What is the anticipated cost for this request? If any, list ongoing costs for the request (additional equipment, support, maintenance, etc.).

Upwards of $30,000 - $50,000

Do you already have a budget for this request?

No

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

All

What Vision Plan 2035 Goal/Objective does this request align with?

1:1	1:7	4:6
1:2	2:7	5:2
1:4	3:5	5:4

If you have multiple requests and had to prioritize, what number would you give this? (1 = Highest)

1

What impacts will this request have on the facilities/institution (e.g.,water/electrical/ADA compliance, changes to a facility)?

Change to computer system infrastructure. The added Computer Switch will facilitate the addition of computer systems campus -wide at Rancho Bernardo not just in the TLC. The benefits will be far more widespread than just within our department.

Will you accept partial funding?

No

Budget Category

Please upload a copy of the quote, if available.

Request 2

What are you requesting?

Funding to enhance even further the Rancho Bernardo TLC learning spaces

Provide a detailed description of the the request. Inlude in your response:ges here.

a. Description of the need? (e.g., SLO/SAO Assessment, PRP data analysis)

Framed photographic prints to decorate the white walls/pillars that make up the RB TLC, add warmth to the space, make it more inviting to students to sit, study, and relax. The design of spaces fosters a collaboration to establish a sense of belonging in students. Students gain knowledge readily when the learning space room transmits warmth, beauty, and promotes harmony. Students learn best in environments permitting movement, giving accessibility to learning tools, and promoting student thinking and creativity.

b. Who will be impacted by its implementation? (e.g., individual, groups, members of department)

Students and staff

c. What are the expected outcomes or impacts or implementation?

Shedding of anxiety and stress as students work through assignments.
Students will feel welcomed and at home.
Prints will be reflective of student's culture and history.
It's a fundamental need of humans to be seen and acknowledged in their work and learning environment.
Students will feel validated.

d. Timeline of implementation

Very soon upon funding

What is the anticipated cost for this request? If any, list ongoing costs for the request (additional equipment, support, maintenance, etc.).

$600

Do you already have a budget for this request?

No

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

Goal 5

What Vision Plan 2035 Goal/Objective does this request align with?

1:1

If you have multiple requests and had to prioritize, what number would you give this? (1 = Highest)

3

What impacts will this request have on the facilities/institution (e.g.,water/electrical/ADA compliance, changes to a facility)?

Facilities will help put the pictures up. Very little impact.

Will you accept partial funding?

Yes

Budget Category

Supplies

Please upload a copy of the quote, if available.

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.

rbarnaba@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: