2014-15 Service Area Program Review

DEPARTMENT/PROGRAM	President's Office
DESCRIPTION/PURPOSE	To provide leadership, vision, advocacy, strong community partnerships, and collaborations with local and national businesses that will empower our students and community.
SUBMITTED BY:	Vikki Carr
AREA DEAN/DIRECTOR	N/A
AREA VICE PRESIDENT	N/A

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
INSTITUTIONAL MISSION AND EFFECTIVENESS – The College will maintain programs and services that focus on the mission of the College supported by data-driven assessments to measure student learning and student success. **1.1** Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making. **1.2** Develop an institutional score card to assess student learning that drives integrated planning and resource allocation. **1.3** Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness. **1.4** Develop systems that are inclusive, cyclical, and understood by all stakeholders.	**STUDENT LEARNING PROGRAMS AND SERVICES** – The College will maintain instructional programs and services which support student success and the attainment of student educational goals. **2.1** Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students. **2.2** Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates. **2.3** Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students. **2.4** Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, and annual Program Review. **2.5** Ensure that the Library meets as closely as possible that "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges. **2.6** Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.	**RESOURCES** – The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment. **3.1** Develop and implement a resource allocation plan that leads to fiscal stability. **3.2** Implement a robust technological infrastructure and the enterprise software to support the college process. **3.3** Build new facilities and modernize existing ones as prioritized in the facility master plan. **3.4** Design and commit to a long-term professional development plan. 3.5 Raise the health awareness of faculty, staff, and students.	**LEADERSHIP AND GOVERNANCE** – The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution. **4.1** Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution. **4.2** Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior. **4.3** Ensure that the Board of Trustees is informed and involved in the accreditation process. **4.4** Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized. **4.5** Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.

II. PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

1	**PAST PROGRAM GOAL #1**	**INSTITUTIONAL GOAL(S)** (Select one primary goal.)
Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): Determine whether an Information Booth is necessary.		☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4
☒ Met ☐ Partially Met ☐ Not Met **Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:** There were meetings and discussions between President's Cabinet and Admissions and Records Director and staff along with President's Staff which determined that the Information Booth mainly provided answers to questions related to Admissions and Records.		☒ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 ☒ 2.3 ☐ 2.6 ☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3 ☐ **4 Leadership & Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3

2	**PAST PROGRAM GOAL #2**	**INSTITUTIONAL GOAL(S)** (Select one primary goal.)

Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C):
Determine whether the main phone should be housed in the President's Office.

☒ Met	☐ Partially Met	☐ Not Met

Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:
There were meetings and discussions between President's Cabinet and Admissions and Records Director and staff along with President's Staff which determined that the Main Switch Board was to be housed in Admissions and Records. The job descriptions of the Technicians reflected the duty of the main switchboard as well. The previous three student workers in the President's Office were reduced to one student worker since the need was no longer there to have someone answer the main switchboard during business hours.

Institutional Goal(s):

☐ **1 Mission & Effectiveness**
  ☐ 1.1 ☐ 1.3
  ☐ 1.2 ☐ 1.4

☒ **2 Student Learning Outcomes**
  ☐ 2.1 ☐ 2.4
  ☐ 2.2 ☐ 2.5
  ☒ 2.3 ☐ 2.6

☐ **3 Resources**
  ☐ 3.1 ☐ 3.4
  ☐ 3.2 ☐ 3.5
  ☐ 3.3

☐ **4 Leadership & Governance**
  ☐ 4.1 ☐ 4.4
  ☐ 4.2 ☐ 4.5
  ☐ 4.3

3	**PAST PROGRAM GOAL #3**	**INSTITUTIONAL GOAL(S)** (Select one primary goal.)

Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C):
Provide President's Signature Routing Form Online

☐ Met ☒ Partially Met ☐ Not Met

Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:
A new form was provided to staff; however, some staff are still using the old forms and some staff are unaware of the form.

INSTITUTIONAL GOAL(S)

☐ **1 Mission & Effectiveness**
  ☐ 1.1 ☐ 1.3
  ☐ 1.2 ☐ 1.4

☐ **2 Student Learning Outcomes**
  ☐ 2.1 ☐ 2.4
  ☐ 2.2 ☐ 2.5
  ☐ 2.3 ☐ 2.6

☐ **3 Resources**
  ☐ 3.1 ☐ 3.4
  ☐ 3.2 ☐ 3.5
  ☐ 3.3

☒ **4 Leadership & Governance**
  ☐ 4.1 ☐ 4.4
  ☐ 4.2 ☒ 4.5
  ☐ 4.3

B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data.   Narrative only. ***Attach electronic excel file with graphs or trend data, do not include them in the narrative below***.

   a. **Strengths**

   Discuss what you do well in your program/department.
   - **Organize, develop policies and procedures, and direct staff.**
   - **Work closely with Board to ensure proper policies.**
   - **Represent IVC within Imperial Valley and San Diego communities.**

   b. **Weaknesses**

   Discuss areas in your program/department that need improvement.
   Following up/revising outdated material.

   c. **Opportunities**

   Discuss opportunities for program improvement.
   Continue to obtain suggestions and evaluate opportunities and seek efficiencies.

   d. **Challenges**

   Discuss obstacles/barriers that may influence program improvement.
   Lack of appropriate revenues to achieve goals will continue to be a barrier.

   e. **Program changes**

   What program changes, if any, do you expect to have a positive effect on students?
   No changes are needed at this time.

2. Summarize revisions, additions, deletions, and alternate delivery methods to your program based on the last program review.
   The last program review allowed the department to assess processes and interaction with other departments. We were able to save money on student employment and assist students more directly by providing direct access to appropriate staff.

C. FUTURE – LIST OF "SMART" (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. <u>ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS</u>.

FUTURE PROGRAM GOALS		INSTITUTIONAL GOAL(S)
(Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles. Objectives should either: 1. Increase work efficiency; 2. Reduce costs; or 3. Contribute to student enrollment and/or success.		(Select one primary institutional goal)
1	**2015-2016 PROGRAM GOAL #1** Budget Priority #1	**INSTITUTIONAL GOAL(S)**
Identify Future Global Goal: Hire new Chief Student Services Officer (CSSO)		☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4
Objective: Advertise, Recruit, Hire, Orienting new CSSO, Bring up to speed		☒ **2 Student Learning Outcomes** ☐ 2.1 ☒ 2.4 ☐ 2.2 ☐ 2.5 ☒ 2.3 ☐ 2.6
RESOURCE PLAN (Check all that apply.)		
Task(s)		
A. Describe task and select the resource committee that will review your enhanced budget request (if applicable) **Advertise & Recruit** ☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☒ Staffing		☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3 ☒ **4 Leadership & Governance** ☒ 4.1 ☐ 4.4 ☒ 4.2 ☒ 4.5 ☒ 4.3
Timeline: July 1, 2015		

Expense Type	Funding Type	Budget Request
☒ One-Time ☐ Recurring	☒ General District ☐ Categorical (Specify)	**$5,000** **($5,000 advertising)**

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)
Select & Hire

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☒ Staffing

Timeline: July 1, 2015

Expense Type	Funding Type	Budget Request
☐ One-Time ☒ Recurring	☒ General District ☐ Categorical (Specify)	**$166,058** **($141,058 + $5,000 – Dr.)** **($20,000 benefits)**

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)
Orienting and bringing CSSO up to speed

☐ Facilities   ☐ Marketing   ☐ Technology   ☒ Professional Development   ☐ Staffing

Timeline: December 1, 2015

Expense Type	Funding Type	Budget Request
☒ One-Time ☐ Recurring	☒ General District ☐ Categorical (Specify)	**$10,000** **(conferences)**

How will this objective be measured? **Hiring process, selection of a candidate, appointment by Board of Trustees, attendance of conferences**

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? **Once the CSSO is hired, student success plan and costs will be re-evaluated to find efficiencies and find where, if any, costs may be reduced.**

Who are the responsible party(ies) and assigned user(s)? **Dr. Victor M. Jaime**

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.		INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
2	**2015-2016 PROGRAM GOAL #2** Budget Priority #1	**INSTITUTIONAL GOAL(S)**

Identify Future Global Goal: Reorganize Information Technology structure and leadership with current resources. **Objective: Address the need for a CTO using current resources.**	☒ **1 Mission & Effectiveness** ☒ 1.1　☒ 1.3 ☐ 1.2　☒ 1.4 ☐ **2 Student Learning Outcomes** ☐ 2.1　☐ 2.4 ☐ 2.2　☐ 2.5 ☐ 2.3　☐ 2.6 ☒ **3 Resources** ☐ 3.1　☐ 3.4 ☒ 3.2　☐ 3.5 ☐ 3.3 ☐ **4 Leadership & Governance** ☐ 4.1　☐ 4.4 ☐ 4.2　☐ 4.5 ☐ 4.3
RESOURCE PLAN (Check all that apply.) ☐ Facilities　　☐ Marketing　　☒ Technology　　☐ Professional Development　　☒ Staffing	
Task(s)	
A. Describe task and select the resource committee that will review your enhanced budget request (if applicable) **Internal interviews and approval of a current manager of IT assuming CTO duties and compensated through a stipend.** ☐ Facilities　　☐ Marketing　　☒ Technology　　☐ Professional Development　　☐ Staffing	
Timeline: December 1, 2015	

Expense Type	Funding Type	Budget Request
☐ One-Time ☒ Recurring	☒ General District ☐ Categorical (Specify)	**$12,000**

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable) **Setup interviews of existing IT Managers.** ☐ Facilities　　☐ Marketing　　☒ Technology　　☐ Professional Development　　☒ Staffing

Timeline: **December 1, 2014**		
Expense Type	**Funding Type**	**Budget Request**
☐ One-Time ☐ Recurring **N/A**	☐ General District ☐ Categorical (Specify) **N/A**	**$0**

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

    N/A

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline: **December 1, 2016**

Expense Type	**Funding Type**	**Budget Request**
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

How will this objective be measured? **Through budget analysis and oversight and structure evaluation.**

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? **Technology Plan will address the new structure efficiencies and cost improvement, if applicable and will be evaluated in two years.**

Who are the responsible party(ies) and assigned user(s)? **Dr. Victor M. Jaime**

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.	**INSTITUTIONAL GOAL(S)** (Select one primary institutional goal)
3 **2015-2016 PROGRAM GOAL #3** Budget Priority #1	**INSTITUTIONAL GOAL(S)**
Identify Future Global Goal:	☐ **1 Mission & Effectiveness**
Objective:	☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4

RESOURCE PLAN
(Check all that apply.)

☐ Facilities　　☐ Marketing　　☐ Technology　　☐ Professional Development　　☐ Staffing

Task(s)

A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities　　☐ Marketing　　☐ Technology　　☐ Professional Development　　☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

　　Advertise, Student Forums

☐ Facilities　　☐ Marketing　　☐ Technology　　☐ Professional Development　　☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities　　☐ Marketing　　☐ Technology　　☐ Professional Development　　☐ Staffing

Timeline: February 1, 2015

Expense Type	Funding Type	Budget Request

☐ **2 Student Learning Outcomes**
　☐ 2.1　☐ 2.4
　☐ 2.2　☐ 2.5
　☐ 2.3　☐ 2.6

☐ **3 Resources**
　☐ 3.1　☐ 3.4
　☐ 3.2　☐ 3.5
　☐ 3.3

☐ **4 Leadership & Governance**
　☐ 4.1　☐ 4.4
　☐ 4.2　☐ 4.5
　☐ 4.3

☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$	
How will this objective be measured?			
How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success?			
Who are the responsible party(ies) and assigned user(s)?			