Administrative Services Program Review 2018/19 (Comprehensive)

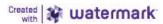
The LOFT

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General Information (Administrative Services Program Review 2018/19 (Comprehensive))



2018/19 Administrative Services Program Review

Program Review Data and Resources

Submission Information (REQUIRED)

Lead Writer for LRAS Department: Sean Flores

Lead Witers for LOFT: Janue Johnson, Eva Parrill, Katie Palacios, and Todd Williamson

Liaison: Madeleine Hinkes Supervisor: Dr. Andy MacNeill

Faculty/staff (REQUIRED)

- Number of Full-Time Classified Professionals
 - Todd Williamson,
 - Eva Parrill, Senior Clerical Assistant
- · Number of Full-Time Faculty
 - Katie Palacios, Instructional Designer
 - Janue Johnson, Professional Learning Coordinator
- Administrator
 - Dr. Andrew MacNeill, Learning Resources and Academic Support

Service Area Mission (REQUIRED)

The mission of the Learning Opportunities for Transformation (LOFT) is to create the space and conditions for community-building that consists of inclusive teaching and learning environments, innovation, equity-minded practices, and personal growth that supports students success by providing professional learning to Mesa College employees.

Service Area Overview (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Program Overview Section (See appendix)

Outcomes and Assessment (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section (See appendix)

Service Area Analysis (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Program Analysis Section (See appendix)

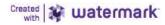


♦ Service Area Goals (REQUIRED)

LOFT Goals

Goal

Goal	Mapping
Goal 1.1 Inform and Engage Establish a communication plan for marketing and promoting events and activities to increase employee participation in professional learning.	CA- Mesa College Strategic Directions and Goals: Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 5.1, Strategic Goal 5.2
Goal 1.2 Modeling Model good practices through a variety of professional learning activities.	CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4, Strategic Goal 2.1, Strategic Goal 5.1
Goal 1.3 PL Programming Provide relevant professional learning programming for the campus.	CA- Mesa College Strategic Directions and Goals: Strategic Goal 2.3, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 5.1, Strategic Goal 5.2
Goal 1.4 Coordinate PL for the Campus Coordinate professional learning that are aligned to the institutional goals for the campus employees throughout the year.	CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4, Strategic Goal 5.1, Strategic Goal 5.2
Goal 1.5 Instructional Design Support Provide Instructional Design resources to the campus.	CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 5.2
Goal 1.6 Assessment and Evaluation Collaborate with the Office of Institutional Effectiveness to measure the impact of professional learning on student	CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.5



success.

Action Plans (REQUIRED)

Actions

LOFT Goals 2016-2017

Outcome

Goal: 1.1 Establish departmental Goals, Outcomes, Assessment

▼ Action: Revise Goals

Describe the actions needed to achieve this objective:

Who will be responsible for overseeing the completion of this

objective:

Provide a timeline for

the actions:

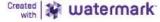
Describe the assessment plan you will use to know if the objective was achieved

and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, During the LOFT retreat on January 16, 2019, the LOFT team will finalize the goals and create a logic model.

The LOFT Team

The LOFT goals were added to program review.



Classified Staff, Faculty, Other):

Goal: 1.2 Establish departmental budget and request process

▼ Action: Revise budget process

Describe the actions needed to achieve this

objective:

Who will be responsible

for overseeing the completion of this

objective:

Provide a timeline for

the actions:

Describe the

assessment plan you will use to know if the objective was achieved

and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Collaborate with CEL and CAT committee on the

budget checklist.

Janue Johnson & Eva Parrill

May 2019 -The forms should be implemented

by the projected timeline.

We have drafted a checklist for CEL and an

internal timeline for CAT.

Input from the committee members.



Other):

Goal: 1.3 Provide relevant professional learning program for the campus

▼ Action: Create outcomes with the Kirkpatrick Evaluation

Describe the actions needed to achieve this objective:

We need to create a working document, review, and finalize outcomes for PL.

Who will be responsible for overseeing the completion of this objective:

The LOFT Team

Provide a timeline for the actions:

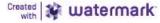
We have provided data to the Office of IE to conduct an analysis on participants that participated in the Course Redesign Institute. We hope to have a review of data in May 2019.

Describe the assessment plan you will use to know if the objective was achieved and effective:

We have established objectives to measure student engagement and student outcomes in cohort style PL using the Kirkpatrick and Kirkpatrick model.

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

The Office of IE review of the outcomes/objectives.



Goal: 1.4 Coordination of Campus Professional Learning

No actions specified

Goal: 1.5 Campus Instructional Design plan

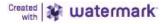
No actions specified

⋄ Closing the Loop (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Closing the Loop (See appendix)

Request Forms

- **BARC & Facilities Requests**
- Classified Position Request
- Faculty Position Request



Reviewers

Liaison's Review

Form: Administrative Unit Program Liaison's Review 2018/19 (Comprehensive)

Manager's Review

Form: Administrative Unit Program Manager's Review 2018/19 (Comprehensive)



Appendix

- A. 2018/19 Comprehensive Program Review Administrative Services Program Overview Section (Form)
- B. 2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section (Form)
- C. 2018/19 Comprehensive Program Review Administrative Services Program Analysis Section (Form)
- D. 2018/19 Comprehensive Program Review Administrative Services Closing the Loop (Form)

Form: "2018/19 Comprehensive Program Review Administrative Services Program Overview Section"

Created with : Taskstream **Participating Area:** The LOFT

(REQUIRED) Service Area Name

The Learning Opportunities for Transformation

(REQUIRED) Service Area Strengths

Discuss strengths of the service area.

The following is a list of strengths provided by the LOFT team and professional learning committees.

Dedicated Space and staff
Positive Environment
Clarify our role in planning/implementing PL
Customer Service
Innovative
Support from Administration
Model for Region
Collaborative
Flexibility of space/Adaptability
Accessibility to users
Positive Environment
Grant Support (Equity/Title V)

(REQUIRED) Service Area Challenges

Discuss challenges to the service area.

Please review a list of service area challenges:

Lack of funds/Budget
Measuring program effectiveness
Overlapping Goals/difficulty aligning to objectives
Culture Shift
Primary offerings are face-to-face
Scheduling Constraints
Competing commitments
Communication/Advertising

(REQUIRED) External Influences

Discuss external influences (Collegewide and beyond).

The following is a list of external influences:

Mesa College Campus Departments

The Administrative Office
Campus Committees
Campus Employees (Faculty, Classified Professionals, & Administrators)
District Office
District College Employees

(REQUIRED) Areas of Focus

Describe one or more areas that your department is focusing on. You will refer to this response in the Program Analysis Section.

The LOFT would like to increase our yearly budget and establish a robust research strategy to measure Program Effectiveness. We have implemented <u>Kirkpatrick's evaluation model and will</u> use this as a lens to design PL programming for cohort models.

Form: "2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section"

Created with : Taskstream **Participating Area:** The LOFT

(REQUIRED) Service Area Name

Learning Opportunities for Transformation

(REQUIRED) We are halfway through our 6-year cycle. Is your area on target to complete assessment by Spring 2022? Please attach your schedule for assessment, with explanations as needed.

Refer back to Direction #3 on how to attach documents.

The survey assessments listed below were developed to explore the needs of the campus employees to support student success. Between April 2018 and May 2018, all employees were invited to respond to the Flex survey to inform PL planning for 2018-19. All faculty was asked to respond to the FPLC needs survey, and all Classified Professionals were invited to respond to the Classicon survey.

Classicon (Classified Only)

FPLC Needs Assessment (Faculty Only)

FLEX Survey (Includes Faculty, Staff, & Administrators)

The LOFT Created the following to capture information about LOFT daily usage.

The LOFT has a standard evaluation survey for PL events.

The results of each of the surveys have informed the current program, and the survey will continue to go out in Spring of the academic year.

(REQUIRED) Please list your AUOs.

The following are AUOs for the LOFT:

- 1. Establish a communication plan for marketing and promoting events and activities to increase employee participation in professional learning.
- 2. Model good practices through a variety of professional learning activities.
- 3. Provide relevant professional learning programming for the campus.
- 4. Coordinate professional learning for the campus employees throughout the year.
- 5. Provide Instructional Design resources to the campus.

6. Collaborate with the Office of Institutional Effectiveness to measure the impact of professional learning on student success.

(REQUIRED) What have your completed assessments revealed about your area?

Professional Learning (Flex) Survey, and Faculty Professional Learning Survey

The assessment was administered via email and with an online link to Faculty, Classified Professionals, and Administrators.

The digital link was also advertised and available for anyone to visit the LOFT and participate.

We learned that faculty are interested in programming focused on teaching and learning. There is a problem with scheduling events in time slots that a majority of interested participants are able to attend.

We created a calendar in advance for participants to plan, and we want to limit programming at certain times during the semester.

Classified Professionals are unable to attend because of their daily schedule.

(REQUIRED) If issues or problems were identified, what is your plan for implementing change?

We created a list of events and registration opportunities before the new semester. We contact supervisors and administrators to bring awareness to the PL opportunities for each department. We will refine our schedule, promotion, and programing based on what we learn from our next assessment in Spring 2019. We will use this information to modify the schedule and programming for the Fall 2019 semester.

(REQUIRED) Based on your assessments, have you identified resource needs?

Budget

Please provide any other comments.

No answer specified

Form: "2018/19 Comprehensive Program Review Administrative Services Program Analysis Section"

Created with : Taskstream **Participating Area:** The LOFT

(REQUIRED) Service Area Name

Learning Opportunities for Transformation

(REQUIRED) Given your stated area(s) of focus in Part 4, has your service area introduced new or different actions that have changed how you do your work? Please describe.

The LOFT introduced <u>AMPLIFY learning module</u> and AMPLIFY request form to assist with the design, delivery, and implemenation of PL workshops around campus.

(REQUIRED) How do you create an environment that fosters equity, diversity, and inclusion?

The LOFT collaborates with campus departments to provide PL focused on equity, diversity, and inclusion. Please see a list of Equity events in 2017-18. Please access the link to access additional information.

Equity Events

2017 (Spring, Summer, Fall)

Black Minds Matter: The course addresses the experiences and realities of Black males in education.

Bringing NCORE to Mesa

Cesar Lopez Speaker Event (LRC-435)

Chicano/Latino Heritage Celebration: Muralist Carlos Callejo: Carlos Callejo has more than thirty years of experience in coordinating, directing and executing public art projects.

Community Student Living

Connecting with the Local Latino Community

Course Re-Design Institute: The Course Redesign Institute is an interactive event for faculty to revise their courses and address the needs of disproportionately impacted students.

Cultural Competency Series: This course will present a historical overview of the oppression experienced by each of the four major U.S. minority groups, to demonstrate the connection between historical oppression and current experiences of inequity and injustice.

Ensuring Equitable Outcomes for Community College Student-Athletes: An Institutional Responsibility Perspective In this workshop the presenters will highlight equity gaps in community college athletics. The presenters will also propose high impact practices to foster student equity in athletics.

Equity 101 & 102 Workshop

Explore OER: Open Educational Resources (OER) are openly licensed educational materials that can be adapted to meet the needs of your students without infringing on copyright.

Managing Multiple Priorities: A workshop for Classified Professionals focusing on challenges providing services to customers.

Mesa Reads Book Club: Foster community discussion of one selected book per semester. Offer a collaborative format with all campus employees (faculty, staff, administrators) welcome. Inquire how we can help our students succeed through discussions on diverse topics such as equity, critical thinking and writing, and leadership.

Teaching Men of Color Brown Bag Discussion

Teaching Men of Color Creating Conditions that Foster Engagement Among College Men of Color: Student "engagement" is a common concept often used among educators in conversations on student success in college. However, rarely is a more fundamental question posed: Have we, as educators, made our students feel $\hat{a} \in \mathbb{Z}$ to engage? Based on the concept of $\hat{a} \in \mathbb{Z}$ Welcomeness to Engage, $\hat{a} \in \mathbb{Z}$ the presenters will discuss strategies to enhance men of color $\hat{a} \in \mathbb{Z}$ authentic engagement in class.

WOC Workshop: What do I do with it once I have it?

Women's History Month Lecture: A series of events celebrating Womens' History Month.

Teaching Men of Color Equity Root Cause Analysis: An Innovative Approach to Advancing Student Success for Men Of Color:In this workshop the presenters will guide participants through equity root cause analysis, a collective sense-making process that can be employed by educators to identify salient (or root) causes of equity gaps within institutional units.

Unconscious Bias and Men of Color: Implications for Teaching and Serving: In this workshop the presenters will discuss the concept of unconscious bias and the role that it plays in producing and sustaining disparities in student success outcomes for men of color in community colleges.

(REQUIRED) Do you see trends in access to your services? What changes might you foresee in the next 2-3 years?

We would like to adopt Cornerstone learning management system to centralize Professional Learning at Mesa and across the district. We hope to have this tool in place to centralize the process, planning, and promotion of PL events.

The District IT Director approved a work order for us to move forward with Cornerstone implementation. The implementation timeline is approximately 12 weeks. Our goal is to implement Cornerstone by Fall 2019.

(REQUIRED) Do you have a vision for your area's future? Do you have ideas for changes to services or procedures? Please explain.

The vision is to be the model of PL for California community colleges.

(REQUIRED) Describe how your area interacts and collaborates with other College areas/programs and the effects of that interaction

The LOFT is able to inform the PL programming through the interactions with other departments.

We will continue to survey the campus community to identify their satisfaction and preferences. The annual assessments will inform our programming and provide insight on how to improve,

add, or remove current programs. Professional Learning activities include but are not limited to workshops, presentations, panels, guided discussions, active sessions, and webinars.

The significant organizers of campus-wide professional learning activities are the LOFT, FPLC, CPLC, and CEL. Training activities are subsidized through Equity and the Title V grants. Other departments and groups offer professional learning independently or in collaboration with the LOFT. For events that are orchestrated by the LOFT or one of the committees, the LOFT coordinates inviting facilitators/presenters, logistics, promotion, and evaluation. The LOFT conducts faculty training and coordinates the flex calendar during the academic year.

Form: "2018/19 Comprehensive Program Review Administrative Services Closing the Loop"

Created with : Taskstream **Participating Area:** The LOFT

(REQUIRED) Service Area Name

Learning Opportunities for Transformation (LOFT)

(REQUIRED) Which one(s) of the following were received in past year?

None

(REQUIRED) How have these resources benefited your service area? N/A