

# **Schools and Divisions Program Review 2019/20 UPDATE**

**Vice President of Instruction Office**

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# Table of Contents

<b>General Information</b>	<b>1</b>
<b>2019/20 Schools and Divisions Program Review</b>	<b>2</b>
Submission Information and Updates (REQUIRED)	2
Outcomes and Assessment (REQUIRED)	2
Program Analysis for Equity and Excellence (REQUIRED)	2
Program Goals (REQUIRED)	2
Action Plans for Goals (REQUIRED)	3
Goal Status Report (REQUIRED)	9
<b>Request Forms</b>	<b>19</b>
Classified Position, BARC and Faculty Position Request	19
<b>Reviewers</b>	<b>20</b>
Liaison's Review	20
Manager's Review	20
<b>Appendix</b>	<b>21</b>

## General Information (Schools and Divisions Program Review 2019/20 UPDATE)

## 2019/20 Schools and Divisions Program Review

### SUBMISSION INFORMATION AND UPDATES (REQUIRED)

- Name of Lead Writer: Isabel O'Connor
- Name of Liaison: Larry Maxey
- Name of Manager/Service Area Supervisor: Pamela Luster

### OUTCOMES AND ASSESSMENT (REQUIRED)

**Form:** 2019/20 Program Review Outcomes and Assessment Section (See appendix)

### PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

**Form:** 2019/20 Program Review Schools and Divisions Analysis Section (See appendix)

### PROGRAM GOALS (REQUIRED)

#### 2018-19 Goals/Office of Instruction

##### Enrollment Management

Provide support, data, and resources needed for instructional schools to meet campus goals

##### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.5,

**Institutional Learning Outcomes 2016/17:** Communication, Critical Thinking, Information Literacy, Professional & Ethical Behavior

##### Equity, Inclusion, and Excellence

Promote the values of equity, inclusion, and excellence through practice and across campus.

##### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.5, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.2,

**Institutional Learning Outcomes 2016/17:** Communication, Critical Thinking, Global Consciousness, Information Literacy, Professional & Ethical Behavior

##### Instructional Support

Identify and provide support to all programs within the instructional realm and ensure the successful implementation of statewide initiatives.

## Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.1, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.5, Strategic Goal 3.1, Strategic Goal 3.2, Strategic Goal 3.3, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.2, Strategic Goal 6.3,

**Institutional Learning Outcomes 2016/17:** Communication, Critical Thinking, Global Consciousness, Information Literacy, Professional & Ethical Behavior

## Customer Service

Create conditions for a high-level customer service environment with the Office of Instruction.

## Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 2.1, Strategic Goal 2.3, Strategic Goal 4.2, Strategic Goal 5.1,

**Institutional Learning Outcomes 2016/17:** Communication, Critical Thinking, Global Consciousness, Information Literacy, Professional & Ethical Behavior

## ACTION PLANS FOR GOALS (REQUIRED)

### Actions

#### 2018-19 Goals/Office of Instruction

##### Goal

#### Goal: Enrollment Management

Provide support, data, and resources needed for instructional schools to meet campus goals

**Action:** Create enrollment management targets for each instructional program.

#### Describe the actions needed to achieve this objective:

Work with data from IE/Dashboards and District enrollment targets to create FTES/FTEF targets for each instructional program. Work with Deans and chairs to develop and understand FTES and FTEF targets. Continuously analyze progress toward targets and provide additional training/support as needed.

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

VPI

#### Provide a timeline for the actions:

FTES targets for Mesa College will be provided by the District Office for every academic year in the prior Spring. Targets will be discussed with Deans and chairs, broken down by term, and used to determine FTEF allocations by school and program.

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

This goal will be assessed on an ongoing basis for schedule development and implementation.

**and effective:**

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

Mesa Dashboards  
EMS  
District Enrollment Reports and Targets  
Budget allocation and updates  
Collaboration with President Luster and VP Legaspi

**Action:** Provide opportunities for regular communication and assessment regarding targets

**Describe the actions needed to achieve this objective:**

Enrollment management will remain a standing topic at Deans meetings to determine needs, progress, and overall strategy. The VPI will discuss enrollment management at Chairs Council as needed. Individual meetings with Deans and chairs will be scheduled as needed.

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

VPI

**Provide a timeline for the actions:**

Ongoing for each term.

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

Deans will be informally assessed throughout year to make sure communication efforts are meeting needs and providing sufficient direction and support.

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

None at the moment. The VPI, Deans, and chairs are considering professional development options for enrollment management offered through IEPI or other venues.

**Goal: Equity, Inclusion, and Excellence**

Promote the values of equity, inclusion, and excellence through practice and across campus.

**Action:** Encourage focused worked within schools

**Describe the actions needed to achieve this objective:**

Continue to support and encourage deans and managers to promote engagement in related professional development opportunities, local and statewide, and efforts within schools. Share equity data with deans to confirm progress being made across campus to close gaps. Include the LOFT in Deans' Council meetings once a semester to review professional development needs and scheduled activities.

**Who will be responsible for overseeing the completion**

VPI

**of this objective:**

**Provide a timeline for the actions:**

Ongoing throughout year

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

Assess each school's individual needs for professional development and support in regards to equity, inclusion, and excellence. Survey the Deans to determine the effectiveness of the support from the VPI's Office.

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

Continued fiduciary budget to support professional development for deans/managers in this area.

**Action:** Ensure collaborative efforts within VPI, VPSS, VPA, and President

**Describe the actions needed to achieve this objective:**

This action will require a concentrated focus on communicating our equity efforts and work across campus, and sharing strategies for an integrated approach.

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

VPI, VPSS, VPA and President

**Provide a timeline for the actions:**

Ongoing throughout year

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

Regular communication within President's executive council will determine whether efforts are effective.

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

Resources for continued development (i.e. Tim Wise) will come from campus budgets and funding sources.

**Action:** Promote intentional hiring efforts to recruit diverse employees.

**Describe the actions needed to achieve this objective:**

Continue to work with other VPIs and VC Bulger to encourage support from District in recruitment efforts for diverse pools and to integrate more content on effective hiring practices and implicit bias into EEO training at the District level.

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

Mesa VPI, other college VPIs, VC Bulger

**Provide a timeline for the**

Ongoing

**actions:**

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

This action will be assessed through the observation of a change in practice regarding recruitment efforts and revisions to current EEO training workshop.

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

None

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**Goal: Support Instructional Programs**

Identify and provide support to all programs within the instructional realm.

**Action: Create and hire new Associate Dean for Athletics**

**Describe the actions needed to achieve this objective:**

Create position and hire an Associate Dean of Athletics to support the athletics program through administration of 21 sport coaches, 500 student-athletes, contest management, eligibility processes, as well as other duties and assignments.

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

VPI, President Luster, Dean Ryan Shumaker

**Provide a timeline for the actions:**

No specific timeline as the District is experiencing a hiring freeze.

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

Outcome will be assessed through the successful hiring and processing of position.

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

Salary costs, approximately \$137,200  
Admin/Faculty/Staff time for hiring process

**Action: New Centralized Scheduler Positions**

**Describe the actions needed to achieve this objective:**

Create and hire two new classified positions, with high levels of expertise in Campus Solutions, to do the scheduling for the entire campus. These positions will result in a higher accuracy for schedule development, input, and payroll. These centralized schedulers will provide data reports to the VPI, Deans and chairs to support



	enrollment management. Centralized scheduling would allow more time for secretaries to support deans and the work of their schools.
<b>Who will be responsible for overseeing the completion of this objective:</b>	VPI and Business Services
<b>Provide a timeline for the actions:</b>	No specific date as SDCCD is in a hiring freeze.
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	The action will be assessed as effective when the two new positions are hired.
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	Two Admin Tech positions, monthly salary range \$3,602 to \$5,751 without benefits.

**Action: Prioritize Deans Council**

<b>Describe the actions needed to achieve this objective:</b>	Continue to support deans and instructional programs through the prioritization and regular scheduling of the Deans' Council. Hold a retreat with the Deans prior to the start of the Fall and Spring semesters to establish goals, priorities, and needs for each term. Provide professional development opportunities for deans to help them carry out statewide initiatives, such as Guided Pathways, in their schools.
<b>Who will be responsible for overseeing the completion of this objective:</b>	VPI
<b>Provide a timeline for the actions:</b>	Ongoing.
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	Execution of regularly scheduled meetings will be assessed to determine whether regular meetings have occurred. Deans will also be asked on a regular basis if content and format are meeting needs.
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	None

**Goal: Enhance Customer Service**

Create conditions for a high-level customer service environment.

**Action:** Identify tasks to be completed, timeline, and assign them to classified staff in the Instruction Office

<b>Describe the actions needed to achieve this objective:</b>	Establish a list of monthly tasks to be completed in the Instruction Office, along with deadlines and classified staff member responsible for completion . Also, work with deans to identify areas that would benefit from additional support and assign VPI classified staff. Work with staff to match skills with tasks needed, and provide professional development as needed .
<b>Who will be responsible for overseeing the completion of this objective:</b>	VPI and Instructional Deans
<b>Provide a timeline for the actions:</b>	Ongoing
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	This action will be assessed by determining whether creating an Instruction Office month by month calendar of tasks, outcomes, and responsible parties results in timely completion of tasks and better service the campus. Also, whenever staff assigned to the Instruction Office are deployed to other areas on campus, the VPI will work with the area manager to assess the effectiveness of the additional support.
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	None

**Action:** Regular Staff Meetings

<b>Describe the actions needed to achieve this objective:</b>	Conduct regular staff meetings with classified staff in VPI office to discuss current projects, current levels of customer support and professionalism, professional development needs, and progress toward customer services goals in program review.
<b>Who will be responsible for overseeing the completion of this objective:</b>	VPI
<b>Provide a timeline for the actions:</b>	Ongoing
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	Outcome will be assessed by determining whether meetings have occurred on a regular basis and addressed the topics listed above.
<b>List resources needed to achieve this objective and associated costs (Supplies,</b>	None

Equipment, Computer  
Equipment, Travel &  
Conference, Software,  
Facilities, Classified Staff,  
Faculty, Other):

## GOAL STATUS REPORT (REQUIRED)

### Action Statuses

#### 2018-19 Goals/Office of Instruction

Goal

##### Goal: Enrollment Management

Provide support, data, and resources needed for instructional schools to meet campus goals

**Action:** Create enrollment management targets for each instructional program.

**Describe the actions needed to achieve this objective:**

Work with data from IE/Dashboards and District enrollment targets to create FTES/FTEF targets for each instructional program. Work with Deans and chairs to develop and understand FTES and FTEF targets. Continuously analyze progress toward targets and provide additional training/support as needed.

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

VPI

**Provide a timeline for the actions:**

FTES targets for Mesa College will be provided by the District Office for every academic year in the prior Spring. Targets will be discussed with Deans and chairs, broken down by term, and used to determine FTEF allocations by school and program.

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

This goal will be assessed on an ongoing basis for schedule development and implementation.

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

Mesa Dashboards  
EMS  
District Enrollment Reports and Targets  
Budget allocation and updates  
Collaboration with President Luster and VP Legaspi

Status for Create enrollment management targets for each instructional program.

**Current Status:** In Progress

**If the Current Status was marked Completed, what was the impact of the completed objective on your program:**

**If the Current Status was not marked Completed, what are the implications and next steps:**

Instruction has made great strides in enrollment management. The new VPI has introduced new enrollment management strategies to help the college reach its targets with 100% attainment for Summer and Fall 2019. The work focuses on two main pillars: establishing FTEF targets and making enrollment management decisions using criteria developed collaboratively by VPI, deans, and chairs.

Next steps: continue to educate deans and chairs about basic tenets of enrollment management, especially in light of the new funding formula, fine tune data reports to meet the needs of chairs and deans, and better assign and track FTEF per program based on enrollment demand.

**Action:** Provide opportunities for regular communication and assessment regarding targets

**Describe the actions needed to achieve this objective:**

Enrollment management will remain a standing topic at Deans meetings to determine needs, progress, and overall strategy. The VPI will discuss enrollment management at Chairs Council as needed. Individual meetings with Deans and chairs will be scheduled as needed.

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

VPI

**Provide a timeline for the actions:**

Ongoing for each term.

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

Deans will be informally assessed throughout year to make sure communication efforts are meeting needs and providing sufficient direction and support.

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

None at the moment. The VPI, Deans, and chairs are considering professional development options for enrollment management offered through IEPI or other venues.

Status for Provide opportunities for regular communication and assessment regarding targets

**Current Status:** In Progress

**If the Current Status was marked Completed, what was the impact of the**

**completed objective on your program:**

**If the Current Status was not marked Completed, what are the implications and next steps:**

Ongoing. We plan to continue to communicate and collaborate with Deans and chairs around enrollment management issues, targets, and strategy. A longer term goal would be to create an enrollment management plan that includes Instruction, Student Services, Administrative Services, the Institutional Effectiveness Office, and the PIO.

**Goal: Equity, Inclusion, and Excellence**

Promote the values of equity, inclusion, and excellence through practice and across campus.

**Action:** Encourage focused worked within schools

**Describe the actions needed to achieve this objective:**

Continue to support and encourage deans and managers to promote engagement in related professional development opportunities, local and statewide, and efforts within schools. Share equity data with deans to confirm progress being made across campus to close gaps. Include the LOFT in Deans' Council meetings once a semester to review professional development needs and scheduled activities.

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

VPI

**Provide a timeline for the actions:**

Ongoing throughout year

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

Assess each school's individual needs for professional development and support in regards to equity, inclusion, and excellence. Survey the Deans to determine the effectiveness of the support from the VPI's Office.

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

Continued fiduciary budget to support professional development for deans/managers in this area.

Status for Encourage focused worked within schools

**Current Status:**

In Progress

**If the Current Status was marked Completed, what was the impact of the completed objective on your program:**

**If the Current Status was**

Deans have engaged in discussion at Deans' Council about the equity work in

**not marked Completed, what are the implications and next steps:**

their respective schools, strategies to motivate those reluctant to join the conversation, as well as ideas to help move the discussion to a higher level for those who are ready to do so. As a result, deans met with Janue to identify and plan professional development activities around equity, inclusion, and excellence. We will continue these conversations.

**Action:** Ensure collaborative efforts within VPI, VPSS, VPA, and President

**Describe the actions needed to achieve this objective:**

This action will require a concentrated focus on communicating our equity efforts and work across campus, and sharing strategies for an integrated approach.

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

VPI, VPSS, VPA and President

**Provide a timeline for the actions:**

Ongoing throughout year

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

Regular communication within President's executive council will determine whether efforts are effective.

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

Resources for continued development (i.e. Tim Wise) will come from campus budgets and funding sources.

Status for Ensure collaborative efforts within VPI, VPSS, VPA, and President

**Current Status:**

In Progress

**If the Current Status was marked Completed, what was the impact of the completed objective on your program:**

**If the Current Status was not marked Completed, what are the implications and next steps:**

Ongoing

**Action:** Promote intentional hiring efforts to recruit diverse employees.

**Describe the actions needed to achieve this objective:**

Continue to work with other VPIs and VC Bulger to encourage support from District in recruitment efforts for diverse pools and to integrate more content on effective hiring practices and implicit bias into EEO training at the District level.

<b>Who will be responsible for overseeing the completion of this objective:</b>	Mesa VPI, other college VPIs, VC Bulger
<b>Provide a timeline for the actions:</b>	Ongoing
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	This action will be assessed through the observation of a change in practice regarding recruitment efforts and revisions to current EEO training workshop.
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	None

Status for Promote intentional hiring efforts to recruit diverse employees.

<b>Current Status:</b>	In Progress
<b>If the Current Status was marked Completed, what was the impact of the completed objective on your program:</b>	
<b>If the Current Status was not marked Completed, what are the implications and next steps:</b>	There have not been any coordinated efforts with VCI Bulger or other VPIs in the SDCCD in this area. However, the Office of Instruction is committed to ensuring the hiring and retention of diverse employees.

**Goal: Support Instructional Programs**

Identify and provide support to all programs within the instructional realm.

**Action:** Create and hire new Associate Dean for Athletics

<b>Describe the actions needed to achieve this objective:</b>	Create position and hire an Associate Dean of Athletics to support the athletics program through administration of 21 sport coaches, 500 student-athletes, contest management, eligibility processes, as well as other duties and assignments.
<b>Who will be responsible for overseeing the completion of this objective:</b>	VPI, President Luster, Dean Ryan Shumaker
<b>Provide a timeline for the actions:</b>	No specific timeline as the District is experiencing a hiring freeze.
<b>Describe the assessment</b>	Outcome will be assessed through the successful hiring and processing of position.

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

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

Salary costs, approximately \$137,200  
Admin/Faculty/Staff time for hiring process

Status for Create and hire new Associate Dean for Athletics

**Current Status:** Not started

**If the Current Status was marked Completed, what was the impact of the completed objective on your program:**

**If the Current Status was not marked Completed, what are the implications and next steps:**

SDCCD is under a hiring freeze, so we have not been able to hire for this position.

**Action:** New Centralized Scheduler Positions

**Describe the actions needed to achieve this objective:**

Create and hire two new classified positions, with high levels of expertise in Campus Solutions, to do the scheduling for the entire campus. These positions will result in a higher accuracy for schedule development, input, and payroll. These centralized schedulers will provide data reports to the VPI, Deans and chairs to support enrollment management. Centralized scheduling would allow more time for secretaries to support deans and the work of their schools.

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

VPI and Business Services

**Provide a timeline for the actions:**

No specific date as SDCCD is in a hiring freeze.

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

The action will be assessed as effective when the two new positions are hired.

**List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &**

Two Admin Tech positions, monthly salary range \$3,602 to \$5,751 without benefits.



**Conference, Software, Facilities, Classified Staff, Faculty, Other):**

Status for New Centralized Scheduler Positions

**Current Status:** Not started

**If the Current Status was marked Completed, what was the impact of the completed objective on your program:**

**If the Current Status was not marked Completed, what are the implications and next steps:**

SDCCD is under a hiring freeze. We will submit the requests in hopes of hiring the two centralized schedulers.

**Action:** Prioritize Deans Council

**Describe the actions needed to achieve this objective:**

Continue to support deans and instructional programs through the prioritization and regular scheduling of the Deans' Council. Hold a retreat with the Deans prior to the start of the Fall and Spring semesters to establish goals, priorities, and needs for each term. Provide professional development opportunities for deans to help them carry out statewide initiatives, such as Guided Pathways, in their schools.

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

VPI

**Provide a timeline for the actions:**

Ongoing.

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

Execution of regularly scheduled meetings will be assessed to determine whether regular meetings have occurred. Deans will also be asked on a regular basis if content and format are meeting needs.

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

None

Status for Prioritize Deans Council

**Current Status:** In Progress

**If the Current Status was**

marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

We have made great progress making Deans' Council a very effective operational meeting. We will continue to fine tune the meeting format as needed.

**Goal: Enhance Customer Service**

Create conditions for a high-level customer service environment.

**Action:** Identify tasks to be completed, timeline, and assign them to classified staff in the Instruction Office

**Describe the actions needed to achieve this objective:**

Establish a list of monthly tasks to be completed in the Instruction Office, along with deadlines and classified staff member responsible for completion . Also, work with deans to identify areas that would benefit from additional support and assign VPI classified staff. Work with staff to match skills with tasks needed, and provide professional development as needed .

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

VPI and Instructional Deans

**Provide a timeline for the actions:**

Ongoing

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

This action will be assessed by determining whether creating an Instruction Office month by month calendar of tasks, outcomes, and responsible parties results in timely completion of tasks and better service the campus. Also, whenever staff assigned to the Instruction Office are deployed to other areas on campus, the VPI will work with the area manager to assess the effectiveness of the additional support.

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

None

Status for Identify tasks to be completed, timeline, and assign them to classified staff in the Instruction Office

**Current Status:**

In Progress

If the Current Status was

**marked Completed, what was the impact of the completed objective on your program:**

**If the Current Status was not marked Completed, what are the implications and next steps:**

The VPI and the staff have developed processes for completion of routine tasks, such as building agendas and reports to support committees, Deans' Council, etc. The month by month calendar will be created in Spring 2020. At present, one of the classified staff is supporting office needs in the School of Math and Science and will continue to do so for Spring 2020.

**Action: Regular Staff Meetings**

**Describe the actions needed to achieve this objective:**

Conduct regular staff meetings with classified staff in VPI office to discuss current projects, current levels of customer support and professionalism, professional development needs, and progress toward customer services goals in program review.

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

VPI

**Provide a timeline for the actions:**

Ongoing

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

Outcome will be assessed by determining whether meetings have occurred on a regular basis and addressed the topics listed above.

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

None

**Status for Regular Staff Meetings**

**Current Status:**

In Progress

**If the Current Status was marked Completed, what was the impact of the completed objective on your program:**

**If the Current Status was not marked Completed, what are the implications and next steps:**

In the Spring 2019, we held weekly staff meetings. Starting in Summer 2019, the meetings have been held on as needed basis.

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## Request Forms

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### CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST

## Reviewers

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### LIAISON'S REVIEW

**Form:** Schools and Divisions Liaison's Review 2019/20 UPDATE

### MANAGER'S REVIEW

# Appendix

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- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
  - B. **2019/20 Program Review Schools and Divisions Analysis Section** (Form)
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# Form: "2019/20 Program Review Outcomes and Assessment Section"

**Created with :** Taskstream

**Participating Area:** Vice President of Instruction Office

## **(REQUIRED) Program name**

Vice President of Instruction Office

## **(REQUIRED) Are you on target with your assessment schedule?**

Yes. The Instruction Office has assessed its four AUOs through discussions at Deans' Council, Chairs' Council, the Office of Institutional Effectiveness, the LOFT, the executive team, and with the office staff.

## **(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?**

The assessments revealed that Deans and chairs would benefit from some professional development around enrollment management in order to shift the college's strategy from growth to efficiency. Specifically, the VPI is working with Deans to identify individual school FTEF needs and allocation to reach FTES targets. In the past, Deans based their scheduling mostly on FTES targets. As we move to increase efficiency, Deans and chairs have held several discussions about what data elements are needed and how to distribute them to Deans and chairs. Campus Solutions implementation has resulted in additional challenges, as well as an increased need for accuracy of data. Assessments also revealed that every school is at a different level in terms of equity, inclusion, and excellence. The discussions between the VPI, Deans and LOFT have revealed a need to provide individualized training to specific schools to either get the needle moving or take these efforts to the next level. Overall, these discussions have shown light on the role that the Office of Instruction plays on campus and how we can best support these efforts with data analysis and strategic planning.

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

Assessment revealed that there are two main types of resources that could help the Office of Instruction achieve its outcomes. First and foremost is the centralization of scheduling by hiring two Admin Tech staff who would work in the Instruction Office with schedulers, chairs, Deans, and the VPI to build, input, and track scheduling of courses. This would allow the campus to better assess needs and continue to work towards improved efficiency. The second is the development of professional development opportunities to support strategic enrollment management, as well as the advancement of equity, inclusion, and excellence efforts.

## **Please provide any other comments.**

*No answer specified*