

The purpose of Program Planning and Assessment at Hartnell College is to obtain an honest and authentic view of a service/office/program and to assess its strengths, opportunities, needs, and connection to the mission and goals of the college. The process is based on the premise that each area reviews assessment data and uses these data to plan for improvement. The results of these annual cycles provide data for a periodic (every five years) comprehensive review that shows evidence of improvement and outlines long-range goals.

The Program Planning and Assessment process will improve and increase the flow of information and data at Hartnell College. The result of the process will also improve institutional effectiveness.

Service/ Office/
Non -

Please complete this section for services/offices/non -instructional programs scheduled for comprehensive review in spring 2014. Go to Section II for services/offices/non -instructional programs scheduled for annual review in spring 2014.

A. OVERALL SERVICE/ OFFICE/ PROGRAM EFFECTIVENESS

1. Describe your service/office/non -instructional program in terms of its overall effectiveness over the past several years .

Please consider the questions below in describing your area.

- What are your area's primary functions?
- How are students/employees served by the service/office/program ?
- What are the unique aspects of the service/office/program ?
- How does the service/office/program relate to the needs of the community?
- How does the service/office/program interface/collaborate with other areas on campus?

C. SERVICE / OFFICE / PROGRAM GOALS

1. List and describe service/ office/ program goals for the next comprehensive review cycle Fall 2014 through Fall 2018 . Be sure to highlight innovative, unique, or other especially noteworthy aspects.

This s

semester. Once again, the staff work to help people as they come in with questions when we do not have our student worker scheduled.

3. Provide any other relevant data and describe any other relevant qualitative factors that affect service/program provision, office functioning, and the evaluation of the service/office/non-instructional program. List the sources of this data and information.

Through our work with our Ellucian consultant, we have identified several areas where the Business Office use of the Colleague ERP system fell short of best practices. The effort of working through these processes with the consultant and attempting to put in new, improved processes has taken time from the entire staff on a nearly weekly basis. We are hopeful that, when we have instituted a number of improvements, our work will be more efficient, and we can be more thoughtful in accomplishing our work with greater attention to the satisfaction of the campus community.

B. SERVICE/PROGRAM MODALITY

1. Describe the different physical locations

C. OUTCOMES

SERVICE AREA OUTCOMES

Each service unit/office/non-instructional program develops its own Service Area Outcomes (SAOs). The outcomes should be directly related to the work of the service unit/office/non-instructional program, challenging but attainable, and measurable. SAOs should articulate what specifically is to be achieved; their measurement should assess how well the service unit/office/non-instructional program is performing.

1. Please complete the following tables.

List Service Area Outcome(s) scheduled for assessment as previously specified	What changes have occurred in the service/office/program as a result of dialogue?	Was a Service Area Outcome Assessment Summary completed (if expected)?
Campus constituents will be satisfied with information provided on Business Office web page.	Survey results were compiled this week. We are already identifying improvements we plan to make.	No, will be completed 6/30/14
Budget Managers and Board of Trustees will be satisfied with the annual budget creation process.	Provided templates to budget managers for budget creation process for 2014-2015. Distributed annual budget creation calendar to Board of Trustees.	No. Plan for survey to be sent out the week of 7/7/2014

Was there review and analysis of the data? How did the staff engage in discussion? Were any interventions conducted? Are there any plans to make changes/improvements in the service/office/program ?

The Business Office moved forms from the R drive onto the Administrative Services website. A survey was sent out to ask the Hartnell community for feedback regarding the departmental website. The review of the data has been completed. The analysis will be documented on the outcome forms on June 30, 2014. Changes have already been discussed. The quickest change

PREVIOUSLY SCHEDULED ACTIVITIES

This subsection focuses on activities that were previously scheduled. An activity can address many different aspects of your service/office/ program, and ultimately is undertaken to improve or enhance your service/office/program, and keep it current.

Activity scheduled	What success has been achieved to date on this activity?	What challenges existed or continue to exist?	Will activity continue into AY 14-15?	Will activity continue into AY 15-16?*
--------------------	--	---	---------------------------------------	--

		forward at this time.		
--	--	-----------------------	--	--

* For each activity that will continue into AY 2015-16 and that requires resources, submit a separate resource request in Section III .

1. Evaluate the success of each activity scheduled, including activities completed and those in progress . What measurable outcomes were achieved ? Did the activities and subsequent dialogue lead to significant change in service or program success?

Moving all Business Office forms to the Administrative Services website was successful. In the Business Office survey there were comments made which indicated satisfaction with the accessibility of the forms. The cashiers have commented on their satisfaction with their remodeled work area.

The Chart of Accounts (COA) redesign is still in progress. At this time its success cannot be evaluated. The COA crosswalk has been completed and sent forward to the Ellucian consultant in preparation for conversion testing. The redesign process has led to a cleanup of many accounts.

The conversion of Datatel query builder reports into COGNOS reports started with a May 6 meeting with the COGNOS report writer. The success of this project cannot be evaluated at this time since no reports have been completed yet.

This section must be completed for ALL services/offices/non-instructional programs, whether scheduled for annual or comprehensive review in spring 2014.

A. NEW ACTIVITIES

This subsection addresses new activities for, and continuing new activities into, AY 2015 -16. An activity can address many different aspects of your service/office/ program, and ultimately is undertaken to improve, enhance, and or keep your service/office/program current. A new activity may or may not require additional resources.

1. List information concerning new projects or activities planned. Please keep in mind that resources needed, if funded, would not be approved until spring 2015 and provided until FY 2015 -16. Ongoing activities involving resources that will no longer be available from grant funds starting FY 2015 -16 must be planned for appropriately.

Activity	Strategic Plan Goal(s) No. & Letter (e.g., 5A)*	Related SAOs, SLOs, PLOs, or goals	Desired Outcome(s)	Resources Needed	Person Responsible	Estimated Date of Completion (can be more than one year in length)	Comments

The possible barrier s to success are time and a delay in the implementation of Colleagues
Commu

Implement use of Colleagues Budget Management Module

3. This item is used to describe how the new activity, or continuing new activity, will support the service/office/program .

Consider:

- Faculty
- Other staffing
- Facilities
- Equipment (non -expendable, greater than \$5,000), supplies (expendable, valued at less than \$5,000),
- Software
- Hardware
- Outside services
- Training
- Travel
- Library materials
- Science laboratory materials

- a) Describe the new activity or follow -on activity that this resource will support.

This activity will support the efficient and effective use of the colleges financial resources.

- b) Describe how this activity supports any of the following:

- 1) Service Area Outcome
- 2) Program level Outcome
- 3) Course level Outcome
- 4) Service/Program Goal
- 5) Strategic Priority Goal

This activity will help us in our ongoing efforts towards efficiently tracking the use of the college s financial resources. It will create greater efficiency with the creation of the annual budget . The increased use of Colleagues software aligns with the campus goal of maximizing technological infrastructure. These align with Strategic Priorities a nd goals (4A, 4C, 4D).

- c) Does this activity span multiple years? YES X NO

If yes, describe the action plan for completion of this activity. N/A

Implementati on should be accomplished this year however the software will have ongoing use.

- d) What measureable outcomes are expected from this activi ty? List indicators of success.

A beneficial outcome will include a decrease in the amount of time spent on the creation of the annual budget. A second outcome will be an

Time is the biggest obstacle. With the Business Office Team and IT staff involved in multiple projects, scheduling implementation may be a challenge. Also the scope of the capabilities of the

** S for Supplies, E for Equipment . If additional supplies, for example, are needed for ongoing activities, this should be requested through the budget rollover process.

*** H for Hardware, S

APPENDIX A . Strategic Priorities & Goals (from Hartnell College Strategic Plan 2013 -2018)

Priority 1: Student Access

Goal 1A: Hartnell College will provide higher education, workforce development, and lifelong learning opportunities with seamless pathways to all of the college's present and prospective constituent individuals and groups.

Priority 2: Student Success

Goal 2A: Hartnell College will provide a supportive, innovative, and collaborative learning environment to help students pursue and achieve educational success.

Goal 2B: Hartnell College will provide a supportive, innovative, and collaborative learning environment that addresses and meets the diverse learning needs of students.

Priority 3: Employee Diversity and Development

Goal 3A: Hartnell College is committed to 1) increasing diversity among its employees; 2) providing an environment that is safe for and inviting to diverse persons, groups, and communities; and 3) becoming a model institution of higher education whose respect for diversity is easily seen and is fully integrated throughout its policies, practices, facilities, signage, curricula, and other reflections of life at the college.

Goal 3B: To attract and retain highly qualified employees, Hartnell College is committed to providing and supporting relevant, substantial professional development opportunities.

Priority 4 : Effective Utilization of Resources

Goal 4A: To support its mission, Hartnell College is committed to the effective utilization of its human resources.

Goal 4B: Hartnell College is committed to having its physical plant, furnishings, and grounds maintained and replaced in a planned and scheduled way to support learning, safety, security, and access.

Goal 4C: Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

Goal 4D: Hartnell College is committed to maximizing the use and value of capital assets, managing financial resources, minimizing costs, and engaging in fiscally sound planning for future maintenance, space, and technology needs.

Priority 5 : Innovation and Relevance for Programs and Services

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

Priority 6: **Partnership with Industry, Business Agencies and Education**

Goal 6A: Hartnell College is committed to strengthening and furthering its current partnerships, in order to secure lasting, mutually beneficial relationships between the college and the community that the college serves.