

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 period

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

## B. STAFFING PROFILE

1. In the table indicate the number in terms of FTE. For instance, 1 full-time staff person is 1.0, and a half-time person is .5 .

Positions	2011-12	2012-13	2013-2014
Management, Supervisors			
Classified Staff			
Classified Staff- Part-time			
Faculty Staff			
Faculty Part-time			

Student Workers 12 5.04.552.24 m 3355530..2.72 m 5.04. 21

## 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.

A new mission and vision is currently before the board for approval in February. In considering your services/ offices/ programs future goals, please review the proposed new mission and vision statements.

### VISION STATEMENT

Hartnell College will be nationally recognized for the success of our students by developing leaders who will contribute to the social, cultural, and economic vitality of our region and the global community.

### MISSION STATEMENT

Focusing on the needs of the Salinas Valley, Hartnell College provides educational opportunities for students to reach academic goals in an environment committed to student learning, achievement and success.

[List and describe service/ office/ program goals here]

1)

2)

3)

4)

5)

This section must be completed for ALL services/offices/non-instructional programs, including those scheduled for a comprehensive review in spring 2014.

## A. DATA & TRENDS

1. Provide available data and information that define target recipients

processes that we will improve through technology that we recently purchased. Without this new software, our office staff resources have been stretched thin.

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.

The District as a whole has embarked on an effort to improve our practices around, and skill in, using our database of record. Through our work with our Ellucian consultant, we have uncovered several areas where the HR Office's use of this system fell short of best practices, or where our colleges ad hoc, self-designed solutions have made it difficult to adopt system improvements to perform some of our most basic functions--like assigning positions to personnel, processing adjunct faculty contracts and pay, calculating leave accruals, and establishing correct budgets and pay for employees--without dismantling much of our previous system. The effort of working through these processes with the consultant and attempting to put in new, improved processes has taken time for the entire staff on a nearly weekly basis. We are hopeful that, when we have instituted all of these improvements, our work will be more efficient, and we can be more thoughtful in accomplishing our work with greater attention to the satisfaction of our customers, our employees.

As a District, we also have

## B. SERVICE/PROGRAM MODALITY

1. Describe the different physical locations (campuses, sites, etc.) at which, the various delivery vehicles (phone, online, face-to-face, etc.) through which, and the times (of day, evening, week, etc.) at which the service/program is provided to intended recipients. Consider staffing and other resources available to serve user needs for each location, vehicle, and time

## C. OUTCOMES

### SERVICE AREA OUTCOMES

Each service unit/office/non -instructional progr



2. Describe how service area outcomes were specifically addressed by the service/office/program during the past year.

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 ?

HR staff reviewed and analyzed data at staff meetings, and discussed the results. Most of the staff fully engaged in the search for a vendor to help address issues related to recruitment and training issues identified. Staff also developed targeted trainings in response to those data.

3. Describe assessment activities that need to be strengthened or improved . What are the challenges to achieving these improvements?

Because we have spent a lot of our time addressing challenges with Colleague this year (below), we haven't found the time to consistently request feedback about our services. We are still challenged as to how to insert assessment activities into our regular processes. This year's assessment activities around benefits and leaves will be challenging, because we need to take

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?*
1. Update processes and use of Ellucian Colleague, especially				

not yet begun (and is listed in next year s new activities section). Activity 3 s success can be measured by the number of policies and procedures completed, which is 3 in the Human Resources section, one (Safety) in the business and fiscal affairs section) and 2 in the general institution section (nondiscrimination, EEO)

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

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opportunitie  
s

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orienting , training . On the performance management side, we expect a higher percentage of

6. Assisting supervisors in transitioning to online evaluation and performance management processes and to regular performance of evaluations.

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

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

Following the implementation activity identified above, our staff will begin training supervisory employees in how to conduct evaluations using the new tools, and how to manage their staff development. Then, we also will train all employees on how they manage their own professional development using the new feature.

g) Describe how this activity supports any of the following:

- 6) Service Area Outcome
- 7) Program level Outcome
- 8) Course level Outcome
- 9) Service/Program Goal  
Strategic Priority Goal

This activity supports strategic goals 3B and 4A by making professional development opportunities more accessible, more easily identified, and more easily tracked . This will result in a more effective use of our human resources.

h) Does this activity span multiple years?  YES  NO

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

We will need to wait for activity 1 to be mostly finished before we begin this project, which will involve training of supervisors , followed by training of staff. We will look into developing online tools and presentations so that people can learn how to use this product on their own.

i) What measureable outcomes are expected from this activity



j) What are the barriers to achieving success in this activity?

Time and money resources (If we're successful, this should lead to an increased demand for training opportunities, that we will need to fund.)

7. Work with Professional Development Committee to create and maintain new systems of professional development opportunities

4. 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
-

Employees should feel increased satisfaction that they enjoy meaningful and valuable opportunities for professional growth.

o) What are the barriers to achieving success in this activity?

Time, and the continued availability of at least \$100,000 per year for professional development activities .



Fewer discrimination issues and complaints, higher success in attracting and retaining faculty of color, and increased job satisfaction.

t) What are the barriers to achieving success in this activity?

Attitudes and cultural practices are notoriously resistant to change, and this activity is trying to do just that. We would need to have wide-scale participation in these activities to make a difference,

Improve benefits and leave tracking and employee access to all information about their benefits and leaves through creation of online training modules and improved web access

6. 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
-

Our employees will be more informed about their benefits and leaves, which should lead to higher job satisfaction, higher satisfaction with HR services, and lower absenteeism.

y) What are the barriers to achieving success in this activity?









## 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.