

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.

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?
- What is working well in service/program provision ?
- Have state and/or federal mandates/rules/certifications particular to the service/program been met?

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 of the service/office/non-instructional program, including numbers /size, types and characteristics/needs of current and potential users, students, clients, and/or other relevant populations. List the sources of this data and information.

The Office of the Vice President of Administrative Services oversees Human Resources, Business Services, Facilities and Grounds management and Cafeteria Services of the District, and in doing so relies on the advice and guidance of the management team providing the services noted, Administrative Council and Facilities Council and other governance councils. Committees, as well as board policy and administrative procedures. The Office oversees all long range financial and facilities planning for the District. The organizational structure of Administrative Services can be found on the college website as presented through organizational charts, council and committee webpages for access by college commuof6()-85.r no977(m

on services provided to the campus community. Annually, managers set goals for the following year. These goals tie to the District Strategic Priorities & Goals. Priority 4; Effective Utilization of Resources. This is the primary focus of Administrative Services. Part or all of management's goals reflect the statement of this Priority.

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 identified several areas where Administrative Services 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 designing appropriate report writing that would save staff time by reducing the amount of manu(ff ti)-3.4072 90 707.52 Tm [(Uf64(a)8.125(i)-7.9253869(,)8.63539(o)-6.

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 specified.

C. OUTCOMES

SERVICE AREA OUTCOMES

Each service unit/office/non -instructional program develops its own Service Area Outcomes (SAOs). The

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 CBO meets monthly with the Administrative and Facilities Councils which are made up of staff and faculty representing management, faculty and classified unions and confidential staff. Members were selected by each group. A recent survey was provided to all council members requesting input on effectiveness of council activity. The results of the survey were provided to the councils for assessment of comments made on effectiveness of each council. There were many positive comments made as well as one major concern. Attendances by some members were infrequent which has impacted the ability of the councils to take action on agenda items. When council meetings begin again in the fall of 2014, every effort will be made to communicate the importance of attending council meeting to each representative assigning staff to council meetings.

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

The initial assessment still needs to complete its first cycle on its effectiveness in improving council attendance. We will have an opportunity to review assessment activities at the end of fall 2014 on its effectiveness in improving council member attendance.

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. Attendance of community events that can have an impact on Hartnell College	<p>The CBO has attended 3 City of Salinas master plan meetings. CBO has participated in group sessions that provided input to City leaders.</p> <p>Attended all Successor Agency/Oversight board meeting related to closeout of RDA activity</p>	No challenges currently exist.	Yes	<p>Most likely for City of Salinas master plan.</p> <p>Various Oversight board groups for RDA closeout will end. All Oversight boards will close activity at end of 2016 and will be consolidated into one agency.</p>
2. Scheduled meetings with management/supervisor staff	CBO meets regularly with management/supervisor staff. The only scheduled meetings are with the Controller. The other			

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

A. NEW

*** Please complete this page for each new activity.
Administrative staff professional development

1. 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 -

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

There are no barriers that cannot be managed over the next year. The delay in completion of claims in a timely manner would be delay in submission of injury report to Administrative Services or a delay in a provider's claim submission. Delays at the various stages of moving documents can be a barrier. This can be managed by creating an expected claims process time-line when a claim is first made and including a follow -

Website access of Administrative Services Documents

2. 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.

The website improvement plan is a continuous program in making easy access to Administrative Services documents by all those that access website

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

The website will provide all available documents of Administrative Services to include Business

RESOURCE REQUESTS

If new/additional resources are needed for your service/office/program , it is important that you identify them and project their cost , and that these resources and costs be considered through the Colleges integrated planning (governance, budget development, funding decision making, and resource allocation) processes. A resource is likely to be something needed to support an activity that you have identified in IIIA. above, in which case you must link the resource with a specific activity number (first column below). All resource requests completed in the various columns of

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.