

Program Planning and Assessment (PPA)  
for Services, Offices & Non-Instructional Programs  
Comprehensive Review, Annual Review & Action Plan  
Spring 2015

This PPA report is organized in 3 sections and 9 subsections as follows:

- I. Comprehensive Review – a. Overall Service/Office/Program Effectiveness, b. Staffing Profile, and c. Service/Office/Program Goals.
- II. Annual Review – a. Data & Trends, b. Service/Program Modality, c. Outcomes,

## B. STAFFING PROFILE

1. In the table indicate the number in terms of FTE. For instance, 1 full -

### C. SERVICE /OFFICE /PROGRAM GOALS

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

In considering your service's/office's/program's future goals, please review Hartnell's vision and mission 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)

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.

Surveys are in the process of being finalized and disseminated to students during the month of April 2015.

2. Analyze and report on salient patterns and trends in this data. Given these patterns and trends in users, needs, usage and/or other key factors, identify particularly challenging issues in service/program provision, office fp1.913Atedogm 11(t) idc 0.c o-t/7.11(p1c 0.c)3(c)tial -6 0 Tde ad/e1.13 T -ins uction



## 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)? |
|---|--|--|
| 1. Customer satisfaction training to improve public and student relations     |  |  |

|  |  |  |
|--|--|--|
|  |  | - Survey of student communication method preferences to be conducted in April 2015 |
| 7. More efficient use of time and resources by increase effectiveness and timeliness |  | For 2016   |

| List Service Area Outcome(s) scheduled for assessment in AY 15 16                    | How will the Outcome(s) be assessed? |
|--|--------------------------------------|
| 1. Customer satisfaction training to improve public and student relations            | Surveys and training                 |
| 2. A&R/IT cross training (Colleague, ADA STRA, Etudes, PAWS, etc.)                   |                                      |
| 7. More efficient use of time and resources by increase effectiveness and timeliness | Training                             |
|  |                                      |
|  |                                      |
|  |                                      |



- 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?

Information from surveys were used to inform discussions among staff about improving services for faculty. We have started with reminders and calendar of dates and requirements for full- time and part- time faculty. This is currently being augmented with the creation of a faculty handbook, which will be updated every semester, and will include step -by-step information on use of technology, deadlines, classroom information, student support information, and other relevant materials.

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

[Begin response here]

#### D. 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 15-16? | Will activity continue into AY 16-17?* |
|--------------------|--|---|---------------------------------------|--|
| 1.                 |  |   |                                       |  |
| 2.                 |  |   |                                       |  |

3.



1. List information concerning new projects or activities planned. The first activity listed should be the most important; the second activity listed the second most important, etc. Please keep in mind that resources needed, if funded, would not be approved until spring 2016 and provided until FY 2016 -17. Ongoing activities involving resources that will no longer be available from grant funds starting FY 2016 -17 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 |
|----------|---|------------------------------------|--------------------|------------------|--------------------|
|----------|---|------------------------------------|--------------------|------------------|--------------------|

\*\*\* Please complete items 2a -e immediately below  
for EACH new activity. \*\*\*

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

1. Describe the new activity or follow -on activity that this resource will support.
1. Collaboration and participation in regional, state and national conferences, workshops, trainings, webinars, etc.
  - Travel funds
  - Support for events that include middle and high school partners for counselors and teachers
2. Student learning and study center
  - Furniture
  - 5 Laptop carts
  - Tutors
  -

5)

4. What measureable outcomes are expected from this activity? List indicators of success.
1. Collaboration and participation in regional, state and national conferences, workshops, trainings, webinars, etc.
  - Increased student enrollment
  - Increase in collaborative grants
  - Increase in collaborative activities
  - Increased awareness of Hartnell brand name
  - Expanded growth and knowledge of Hartnell faculty and staff
  - Program alignments
  - Increased and improved articulations
2. Student learning and study center
  - Improved student success and course completion
  - Increased presence at campus
  - Improved student persistence
3. Student bulletin board; and improved faculty awareness
  - Increased awareness of deadlines, services, and opportunities
  - Improved retention of faculty (predominantly adjuncts)
  - Improved communication and satisfaction with outcome
  - Increased student placement in scholarships, jobs, internships, etc.
4. Improving customer and student support services
  - Increased awareness of deadlines, services, and opportunities
  - Improved retention of faculty (predominantly adjuncts)
  - Improved communication and satisfaction with outcome
5. Increase K-12 involvement in AT programs
  - Increased enrollment in AT programs
  - Increased interest in careers taught in AT
  - Increased community awareness of AT programs (parents, employers, trade organizations, etc.)
6. What are the barriers to achieving success in this activity?  
Primarily financial difficulties. And availability of full-time staff dedicated to achieving goals.

## B. 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 College's integrated planning (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





**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 Service**