Program Planning and Assessment (PPA)
for Services, Offices & Non-Instructional Programs

Comprehensive Review, Annual Review & Action Plan

Spring 2015

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 comprehensive review that shows evidence of improvement and outlines long -range goals.

The Program Planning and Assessment process improves and increases the flow of information and data at Hartnell College. The result of the process also improves institutional effectiveness.

Service/Office/ Non -Instructional Program	Date Completed (must be in final form by 3/27/15)*	Date Submitted to VP
Nursing and Allied Health	4/2/2015	

*Please note that you should work with your colleagues and supervisor/director/dean to ensure that this report is completed, revised as needed, in its underline final form and submitted no later than the end of March.

List of Contributors, including Title/Position

Name	Title/Position
Debra Kaczmar	Dean of Academic Affairs: Nursing and Allied Health
Catalina Gonzalez	Administrative Assistant I
Belinda May Saechao	Program Assistant II

VP/Division Head's Comments (required): This is a heavily impacted office servicing a large student population. Office staff need more training and help.

Lori Kildal   7/2015

_____   _____

Typed Name of VP/Division Head   Date

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

I.

- ” 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?
- ” What policies and/or practices, both institutionally and departmentally, have been implemented to improve functions over the past few years?
- ” What professional activities ha s staff recently (last three years) participated in?

Nursing and Allied Health serves more than 175 students enrolled in the registered and vocational nursing, respiratory care, and emergency technici programs. The administrative staff is available every day from 0800 to 1700 answering inquiries, directing prospective students to academic coun services, and helping students with programmatic needs. Bilingual help is available to students, making services as accessible In addition, the department is in contact with an untold number of students enrolled in prerequisite courses and interested in the program The service area proactive distributes information that assists students, potential students, facu

The programs have extensive supply and equipment needs. Disposable equipment requires accurate ordering and inventory processes to ensure su[...] quantities for learning activities. In addition, durable equipment requires regularly scheduled maintenance and replacement. Without a designated lab assistant, the responsibility for ordering, unpacking, organizing, and maintaining the inventory list falls on the administrative staff.

Within the last few years, the administrative staff has standardized as many procedures and processes as possible. Responsibilities have been delineated which has increased efficiency. The serious overcrowding remains a significant unsolved problem. Administrative and programmatic activi[...] and student enrollments are negatively affected by the lack of physical space.

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	2012-13	2013-14	2014-2015
Management, Supervisors	1	1	1
Classified Staff	2	2	2
Classified Staff- Part-time	0	0	0
Faculty Staff	8	8	8
Faculty – Part-time	14	14	

1. To provide good customer service to students, faculty, and community stakeholders.
2. To increase online services that will minimize detrimental effects on the environment.
3. To optimize the physical environment for students, faculty, and staff.
4. To enhance the overall educational experience of students and the working conditions of faculty by maintaining accurate and sensitive information about events and opportunities on the website, plasma screens, announcement board, and weekly reports.

II.   ANNUAL REVIEW

This section must be completed for ALL services/offices/non-instructional programs, including those scheduled for a comprehensive review in spring 2015.

A. DATA & TRENDS

1.

Areas to improve: Mandatory orientation documentation/ organization

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.

   Students are happy about forms being available online and in fillable format. Students voice frustration with lack of space and privacy.

B. SERVICE/PROGRAM MODALITY

1. Describe the diff11(di)-9(3 1 Tf 2.Td (e2.Td -6(h)-w 0.5c)Tw 0 -1.137n9(v)1(an)ff11(8cJo1(di.137n9(v)1b)-7(e)-1(t)-6(h)- t)-6f-6(h

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)?
Provide excellent customer service to students, faculty, community members and partnerships	Based on 2014 customer service survey results, Nursing and Allied Health Staff effectively met the needs of its customers and provided service in a respectfully timely manner.	Yes
Be accountable to students and faculty	Staff members or administrator are always in the office at all times between 0800 and 1700 to answer phone calls, direct students to academic counseling service, and help them programmatic needs. Bilingual help is available to students.	Yes
Website/Go Green	Reduced use of papers by making pdf online forms such as flyers, program information sheets, and program applications.	Yes

Keep students informed of events and opportuniti es that Hartnell College offers such as counseling, financial aid, admissions, scholarship, library services, athletics etc...

D.

		the supplies and storage room		
2. Fillable Admissions Online Forms	Student support has improved through the use of online fillable forms and web materials. There's been a decrease in the numbers of complaints about the admission process.	Transition student to utilize the online fillable forms and decrease the use of paper.	Yes	Yes

3.Customer Service Survey

We continue to have staff meetings to address these areas and develop action plans to better serve the students. In addition, we review our department's webpage to provide the most updated and accurate information to prospective, current student as well as other departments and community members. With these implemented changes, we have decreased traffic in our small spaced office and have been able to provide quality services to our students.

III. ANNUAL ACTION PLAN

This section must be completed for ALL services/offices/non-instructional programs, whether scheduled for annual or comprehensive review in spring 2015.

A. NEW ACTIVITIES

This subsection addresses new activities for, and continuing new activities into, AY 2016-17. 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. The first activity listed should be the most important; the second activity listed the second most important, etc. Activities can include but are not limited to:

1. Reorganization of physical space
2. Standardized forms and procedures
3. Faculty and staff cross-training
4. Website redesign

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 2   016-17 must be planned for appropriately.

		events and opportunities on the website, plasma screens, announcement board, and weekly reports.					
5.							

* See Appendix A for a list of the 11 goals in the college's Strategic Plan.

#1. ** 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.

    Reorganization of physical space

    a)   Describe the new activity or follow-   on activity that this resource will support.
          Scheduling courses and activities within the Nursing and Allied Health space

    Administrative and programmatic activities related to goals.

    b)   Describe how this activity supports all of the following that apply:
          Service/Program Goal

          To optimize the physical environment for students, faculty, and staff.

          Reorganization of physical space will improve the learning environment for students and the working environment for faculty and staff.

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

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

On-going. Will continue to place high priority on organizing the physical space used by Nursing and Allied Health

d) What measurable outcomes are expected from this activity? List indicators of success.
All equipment is placed in areas easily accessible to faculty and staff.
Faculty and students express satisfaction related to learning and working environments.

e) What are the barriers to achieving success in this activity?
No space on campus for expansion at this time
No skills lab personnel

#2 ** 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.

Standardized forms and procedures will streamline office responsibi lities for staff and simplify processes for students and faculty.

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

c)

To provide good customer service to students, faculty, and community stakeholders. Cross training increases opportunities for staff to provide responsive customer service.

c) Does this activity span multiple years?   X   YES   NO
   If yes, describe the action plan for completion of this activity.

   On-going. Periodic surveys of performance will be completed and reviewed by staff.

d)

1) Service/Program Goal (list applicable service /program goal outcome)   To enhance the overall educational experience of students and the working conditions of faculty by maintaining accurate and time -sensitive information about events and opportunities on the website, plasma screens, announcement board, and weekly reports.

   Maintaining a user friendly website and media platforms that portray accurate and time   -sensitive information about events and opportunities will optimize educational experiences and community stakeholder involvement.

c) Does this activity span multiple yea   rs?   X   YES   NO
   If yes, describe the action plan for completion of this activity.

   On-going. Website, plasma screens, announcement board, facebook, and weekly reports will be reviewed by staff every two weeks. Updates will occur when necessary.

d) What measurable outcomes are expected from this activity? List indicators of success.
   Increased participation of alumni and community stakeholders in Nursing and Allied Health academic and programmatic activities
   A decrease in calls asking questions that are aswered on the website

e) What are the barriers to achieving success in this activity?
   Loss of contact with alumni, inability to reach desired audience/stakeholders
   Lack of proficiency with Drupal

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) p rocesses. 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). The first activity listed should be the most   important; the second activity listed the second most important, etc. A resource could also be something necessary for your service/program to function properly to improve student learning, such as updated equipment in a room/facility; in such case be sure to note that the resource is NOT tied to a specific activity.

Activity No.	Personnel Classified Staff/ Faculty (C/F/M)*	Supplies/ Equipment (S/E)* *ns0	Technology

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: Hart

Goal 4B: Hartnell College is committed to having its physical plant, furnishings, and grounds maintained and replaced in a planned and