Administrative & Operational Services
2022 - 2023 Self-Study
Four-Year Program Review Template

Humanities Division

Statement of Collaboration

The department/office staff listed below collaborated in an open and forthright dialogue to prepare this Self Study. Statements included herein accurately reflect the conclusions and opinions by consensus of the department/office staff involved in the self-study.

Participants in the self-study

Kim Orlijan
Amy Shrack
Tammy Plachy
Carol Rehfield
Jason Lopez
Faculty and students who participated in surveys

Authorization

After the document is complete, it must be signed by the Principal Author, the Department Manager, and (when appropriate) the Dean or appropriate Immediate Management Supervisor (IMS) prior to submission to the Program Review Committee.

Kim Orlijan	Kim Orlijan (Dec 7, 2022 16:26 PST)	Interim Dean	Dec 7, 2022
Printed name of Principal Author	Signature	Title	Date
n/a			
Printed name of Department Manager	Signature	Title	Date
Kim Orlijan	Kim Orlijan (Dec 7, 2022 16:26 PST)	Interim Dean	Dec 7, 2022
Printed name of Dean or Immediate Management Supervisor (IMS)	Signature	Title	Date

1.0   Mission and Goals

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

Mission:
The Humanities Division supports the college mission by offering our degree programs in communication studies, English, and foreign languages, our developmental ESL and reading courses to help students improve their language skills, and our mindfulness program courses to help students' overall well-being and success.

Vision:
The Humanities Division faculty and staff serve as role models to students and in each interaction strive to inspire students to reach for their greatest potential. We believe in our students.

Core Values:
The Humanities Division strives to exemplify all the core values of the college. Below are some examples of how we bring the college core values to life in our daily work:
Diversity - Our division engages in an extraordinary amount of professional learning activities related to diversity, equity, inclusion, and antiracism. We actively work toward eliminating student equity gaps.
Excellence – Our programs maintain high standards and expect our students to achieve at high levels while also adapting in response to our students' needs.
Inclusivity- Our division committees and monthly division meetings ensure that our staff and faculty are engaged in important decision-making processes for all aspects of our operations.
Integrity – Our division emphasizes and encourages integrity in adhering to transparent processes and accurate record-keeping in all areas that we oversee, including faculty RP lists, ensuring FERPA for students involved in disciplinary actions, reviewing our SLOs, and so on.

College Goals:
The Humanities Division assists the college in increasing student success through its language-focused programs. The Division also has courses that meet three of the "Golden Four" requirements. The knowledge and skills acquired in the division programs support the achievement of certificates, degrees, and transfer. The division also assists in reducing the equity gap in a variety of ways. First, our division is the only one on campus that houses a department exclusively focused on second language learners, the ESL Department. Our division faculty make concerted efforts to learn strategies for supporting students in a way that is inclusive and equitable. The Humanities Division also maintains a variety of connections with the wider community, such as through dual enrollment courses at local high schools, a French Film festival, an online literary journal with an open mic night, and an active speech and debate program.

2.0   Department/Office /Data & Trends Analysis

2.1 Describe the purpose, components, and staffing of this department/office.
We utilize our staff and manager to serve students by supporting five major academic departments - Communication Studies, English, ESL, Foreign Languages, and Reading – as well as the Mindfulness program.   The dean and the staff schedule courses for students and faculty.   We monitor and facilitate

faculty orders for books and other classroom materials and have payroll and reporting responsibilities. We carry out campus and district leadership directives and ensure that all activities conform to district management policies. We ensure our practices are in accordance with district labor agreements and current state education code, and that departments and programs in our area of responsibility participate effectively in six-year curriculum review and a variety of other required district initiatives such as program review and the strategic plan, instruments which document division activities in pursuit of campus goals and objectives. We provide oversight and support faculty as they develop and assess student learning outcomes and program learning outcomes, and we process and house the resulting information required of the disciplines for accreditation.

As of the 2021-2022 academic year, our administrative staff consisted of four Administrative Assistants. During that year, they served 60 full-time and 63 adjunct faculty for a total of 123 faculty in five departments and one program, and 15,518 enrollments in 640 sections housed in our new Humanities Division Building 2400.

2.2 **Staffing – complete the table below. Please list the total number of personnel in each type of position in the department/office. Within each classification in the first column, please list the position titles. For confidentiality, *do not* include the names of any people in the position.**

CURRENT STAFF					
Classification (Include position titles)	# of staff in each position title	Percent of employment	Months per year of employment	Source of funding (General / Categorical)	FTE
Managers					
Dean, Humanities	1	100	12	General	1
Classified					
Administrative Assistant III	1	100	12	General	1
Administrative Assistant II	2	100	12	General	2
Administrative Assistant I	1	100	12	General	1
Hourly - Adult					
Hourly - Student					
Professional Experts					
Professional Learning Day	Varies				
Faculty Inquiry Groups (FIGs)	Varies				
				Total FTE	5

2.3   Other Resources

OTHER RESOURCES				
Please list each position by classification in the department/program	**Services Provided**	**Number of Hours**	**Overall Cost**	**Source of funding (General / Categorical)**
Independent Contractors				
Humanities Tea Sound Engineer	Sound engineering	10	$800	General
Volunteers				
Students and Community Members assisting/participating in the Foreign Language Department French Film Festival, the English Department on-line magazine Live Wire and the Communication Studies Department speech and debate tournaments.			n/a	
Interns				
Total Hours & Costs		10	$800	
			Total FTE	n/a

2.4   Utilize the data provided in the tables above in a discussion of the appropriateness of the staffing levels of this department/office.

The table above indicates there are four classified staff and one dean supporting the Humanities Division, which is the largest division on campus by many measures. For example, the student head count in the Humanities Division in 2021-22 was 9,827, or 38% of the total head count at the college. In the same year, the full-time equivalent faculty (FTEF) in the Humanities Division totaled 163, or about 15% of the total college FTEF (Source: Tableau). Our belief is that, once we (hopefully) return to pre-pandemic levels of enrollment and campus activity—or at least increase enrollment to higher levels--we will once again have a shortage of classified support in the division office to serve the volume of students and staff. The potential provision of a Clerical Assistant II would help alleviate the challenges. In addition, one manager is arguably not an appropriate staffing level to supervise our current number of 139 employees (or, especially in the event of a return to our pre-pandemic number of over 200 employees) and to interact with 38% of the students at the college. Previous Program Reviews have indicated an ongoing need for additional supervisory support. The next division dean, once hired, may want to revisit possible positions to address this imbalance.

2.5   How does this department/office serve the population of the college?

1. Our staff perform all the usual administrative activities for managing disciplines of staffing, scheduling and budgeting, and addressing immediate student and faculty issues. In addition, the

division supports students by assisting in the numerous staff development and other professional activities such as the division-wide all-day Adjunct Training Day.

2. Our staff reviews voluminous requests for clearances of class prerequisites and co-requisites as well as equivalency requests.
3. We are the main contact for the adjunct faculty, providing new adjunct training and orientations, supplying them with syllabi, textbooks, key orders, course outlines, and all the other materials related to employment within the district.
4. We support instruction for our five academic departments and the Mindfulness program by compiling and processing campus-mandated documents such as Program Reviews and Strategic Action Plans.
5. We continue to play supporting roles for a number of campus programs that are expanding and/or moving toward a more independent status. For example, division faculty are regular participants in the Study Abroad program, the Puente Program, and the Hornets Tutoring embedded tutoring program. Humanities faculty also coordinate and staff the Writing Center as part of their assignments. All of these efforts require collaboration with other divisions such as Student Services and the Academic Support Center.
6. Our division office staff are also responsible for staffing and supporting our departments as they deliver dual-enrollment courses in several different local high school districts.
7.   Our division office staff assist with the budgeting and planning for numerous Speech and Debate tournaments each semester as well as other on-campus and off-campus field trips, guest speakers, and events.
8. Staff also participate in a wide variety of student-oriented campus and outreach activities such as Information Booth, High School Night, Club Rush days, Kindercaminata, World Fest/Earth Day, and the Transfer Café helping students draft and revise their application letters for transfer.
9. To provide excellent service to faculty, students, administration, and the public, especially in the Extended Day range, our Humanities Division office is open 11 hours a day Monday through Thursday, for 5 hours on Fridays, and for 6 hours on at least two Saturdays most semesters.
10. Our office staff and leadership also assist in the planning and staffing of the French Film Festival for the Foreign Language Department.
11. Our division staff and leadership also support extra-curricular programs in English. For example, the English Department Creative Writing Program's activities such as the Open Mic Night and Live Wire, an online creative writing journal for the students and the community, require support.
12. Our division staff and leadership support campus- and district- wide Mindful Growth Initiative activities.

2.6 Since the previous Program Review Self-Study what significant changes have occurred that impact the services of this department/office?

1. The division has added a sixth academic program: Mindfulness, including two popular transfer-level courses, MIND 101 and MIND 105. Additionally, the division staff provides support to the Mindful Growth Initiative.
2. Staff are called upon to provide input and leadership in the implementation of numerous significant shifts in how we do business as a campus and a District, including Class Scheduling and Faculty Assignments in Banner with regard to how they interrelate with MIS and 320 reporting.
3. Pandemic impacts on distance education have required a great deal of attention and revision of our class schedule entry guidelines, often requiring courses to be edited multiple times.

4. The pandemic has resulted in a rapid expansion of our technology use division-wide, necessitating additional front-line tech support from our office staff.
5. Moving into the new building has created a different type of ongoing work for the administrative staff dealing with settling into the physical space and numerous challenges requiring warranty repairs/replacement, e.g. purchasing additional window coverings to specialized classrooms, purchasing and directing placement of posters and instructional supplies into new classrooms, helping faculty settle into their new offices and troubleshooting build/design/furniture/tech/keyed and non-keyed access issues, etc.
6. The State Chancellor's Office has continued to establish statewide initiatives to improve student success, such as AB928, guided pathways, the college promise initiative, and many others that involve our division. Our division also continues to grapple with the repercussions of AB705 and its impacts on our programs, in particular English, ESL, and Reading.
7. AB705 coupled with the pandemic-fueled declining enrollment at the college has continued to result in an unprecedented number of cancelled sections and last-minute schedule changes in the division over the past three years.
8. Prior to the pandemic, the number of challenges affecting our students had skyrocketed, including issues such as mental health events, and food and housing insecurity. The pandemic has exacerbated these challenges, which has resulted in additional attention and meetings devoted to handling difficult situations as they arise.

2.7   Describe any laws, regulations, trends, policies and procedures or other influences that have an impact on the effectiveness of your department/office.

As mentioned in 2.6, statewide initiatives such as AB705, AB928, dual enrollment, and guided pathways have impacted the operation of our division. A trend for a greater number of students with mental health issues has also been highlighted.

2.8   Provide any other data that is relevant to your self-study, for example, if you collected data to assess an outcome.

By most measures, the Humanities Division accounts for a great percentage of the population and the work of the college. For example, the 63 full-time faculty in the Humanities Division account for 22% of the total full-time faculty at the college. The Humanities enrollment in academic year 2022 of 15,518 accounts for 14% of the total enrollment at the college and 14% of the FTES; the Humanities headcount for 2022 of 9,827 accounted for 38% of the headcount of the college. The high ratio of faculty and students to management and classified staff makes the provision of quality services to the division and community challenging and currently requires that classified staff frequently work overtime to complete their work in addition to clerical tasks such as posting notices of cancelled classes to classroom doors. The addition of managerial support and an additional classified staff member in the form of a Clerical Assistant II would help alleviate these challenges.

3.0   Strengths, Weaknesses, Opportunities, Challenges (SWOC)

3.1   Based on your analysis in 2.1 through 2.8, what are the strengths of your department/office?
- We are good at self-assessment and continuously seek ways to improve our processes to be more faculty- and student-friendly and equitable. We frequently assess and revise our internal workflow.

- We strive to provide high-touch support for students and faculty by making ourselves available via multiple channels (new division office, telephone and email coverage remotely and in person, maintaining an accurate and up-to-date website).
- The division welcomes, supports, and provides professional learning for Adjunct Faculty with a goal of creating a sense of belonging and purpose. We do this by providing a bi-annual training program, regular meetings designed specifically for our adjunct as well as an open invitation to our monthly division meetings, and ensuring we keep adjuncts well informed via timely and relevant emails.
- As a result of the many strengths of our division, the management and classified staff are frequently asked to mentor other staff and to pilot new initiatives at the college and district level.
- The division's large number of full-time faculty are avid and frequent participants in shared governance and campus-wide initiatives.

3.2. Based on your analysis in 2.1 through 2.8, what are the weaknesses of your department/office?

- We anticipate that as we return from the pandemic and our workload returns to previous levels, our office will require additional clerical support (in the form of a Clerical Assistant II, possibly) to be able to continue to provide our high standard of service.
- Due to our high workload and time invested in providing excellent service and mentorship, our staff are hesitant to participate in campus shared governance committees, campus-wide events, and professional learning opportunities.

3.3 Based on your analysis in 2.1 through 2.8, what opportunities exist for your department/office?

- Now that our move into the 2400 building is complete and we are gradually returning to campus, we have the opportunity to improve a sense of belonging and community through use of the new building's courtyard and meeting facilities with more regular and other social and/or collaborative events that reach students across the campus.
- We also have an opportunity to build a stronger sense of belonging and community among our faculty and staff in our six programs by holding more in-person collaborative and social events such as "Coffee in the Courtyard," utilizing our shared space in our new building.
- There is an opportunity to expand our dual enrollment offerings to reach additional high school districts and campuses.
- We have an opportunity to restore, expand, and strengthen community-building events such as our Open Mic, Faculty Reading, Visiting Writer, and Student Appreciation/end-of-year celebrations, as well as hosting speech and debate events, visiting speakers, and cultural activities in our new building facilities.

3.4 Based on your analysis in 2.1 through 2.8, what challenges exist for your department/office?

- The Humanities Division continues to be called upon to participate in statewide initiatives that affect the college, including AB928, AB705, guided pathways, dual enrollment, and other projects. These laws and initiatives significantly impact all of the departments and programs housed in the Humanities Division.

- The Humanities Division has almost 140 employees directly reporting to a single manager and serves approximately 38% of the students at the college. This ratio does not allow for the most effective support of all of the various issues that arise in a complex academic division.
- Handling ongoing issues with the new building and updated technologies continues to present challenges.
- The current downtrend in enrollment requires flexibility and frequent scheduling/staffing changes that impact the division's workflow.
- New District procedures, systems, and guidelines for scheduling classes and assigning/verifying faculty assignments have dramatically increased workload for classified staff who work on those projects, particularly during the implementation/transition phase.
- The return to campus after a global pandemic has increased the number of students who benefit from and need interventions to support their mental health, resulting in increased SSRT/Maxient reports and meetings with students and faculty.

4.0　Service Area Outcomes (SAO) Assessment

4.1　List your SAOs and complete the expandable table below.

	Service Area Outcomes (SAO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1.	Deliver timely *and relevant** information and assistance to students.	Fall 2014 Fall 2018 Fall 2022	Spring 2015 Fall 2018 Fall 2022	Fall 2015 Spring 2019 Fall 2022	3
2.	Deliver timely *and relevant** information and assistance to faculty, staff, and the public.	Fall 2014 Fall 2018 Fall 2022	Spring 2015 Fall 2018 Fall 2022	Fall 2015 Spring 2019 Fall 2022	3

Italicized text added Fall 2022.

4.2　Assessment: Complete the expandable table below.

Service Area Outcomes Assessment for the Administrative/Operations Division of Fullerton College			
Intended Outcomes	**Means of Assessment & Criteria for Success**	**Summary of Data Collected**	**Use of Results**
1. Deliver timely *and relevant* information and assistance to students.	Surveys of division students and feedback during regular staff, coordinator, and division meetings.	The data collected is very similar to our previous cycle (See Appendix). The majority of respondents agreed or strongly agreed that the Humanities Division office staff are providing a high level of service.	1. The four administrative staff will continue to provide coverage for office hours, phone calls, and email inquiries—as well as regular coverage of the division's 2400 Building. 2. Continue to schedule Saturday hours at the beginning of each term. 3. Continue to communicate effectively with students via email and phone calls to help support them and their goals as well as to provide information to them.

2. Deliver timely *and relevant* information and assistance to faculty, staff, and the public	Surveys of division faculty and feedback during regular staff, coordinator, and division meetings.	Overall, the results of the survey are similar to the previous survey (See Appendix). The majority of faculty indicated satisfaction with the service and information provided by the Division office. Faculty responded positively to recent adjustments in the use of time in our division-wide meetings. A few faculty members observed that the division may benefit from additional staffing to address their needs.	1. The division's Instructional Success Team will provide professional learning opportunities focused on Humanities disciplines during several division meetings each year. 2. The division will continue to send out timely reminders and information to faculty. 3. The division will continue to make the monthly division meetings efficient and meaningful.

4.3   How has assessment of SAOs led to improvements <u>in services</u> provided to the consumer by this department/office?

- The assessment of SAOs encourages the office to continue focusing on providing excellent service to faculty, staff, and students. In addition, the office will continue to explore ways in which the division meeting agendas can be made more relevant and efficient.

4.4   How has assessment of outcomes led to improvements <u>in student learning and achievement</u>?
n/a

4.5   What challenges remain to make your department/office outcomes more effective?

- Many students only interact with the Humanities Division Office for a few minutes during their entire academic careers, if at all. Therefore, it is somewhat difficult to identify students who can provide specific feedback on increasing the effectiveness of our SAOs via surveys. We anticipate that the layout of the new building and the fairly visible location of the Division Office will help increase the number of students who interact with the Division staff.

4.6 Describe how the department's/office's outcomes are linked to <u>college goals</u>.

- By providing timely and relevant information and assistance to students and faculty, the division office can support student success, reduce the equity gap, foster a sense of belonging, and build connections with the community.

4.7 Describe how the department's/office's outcomes support the achievement of the <u>institution level SLOs</u>.

> *N/A – academic programs only.*

4.8   A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?

- The division office conducts a survey of students and faculty to assess the department's effectiveness. In addition, the division office staff hold regular staff meetings to debrief and assess the effectiveness of the implementation of various tasks.

B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

- The students and faculty surveyed indicate a high level of satisfaction with the delivery of information and assistance to them.

C. How were the assessment results used to make improvements to services provided by this department/office? Please provide examples.

- The assessment of SAOs has encouraged the office to continue focusing on providing excellent service to faculty, staff, and students. In addition, the office will continue to explore ways in which the division meeting agendas can be made more relevant and efficient. We are also exploring student reaction to and use of our new facilities (via our survey) to help guide us in providing a sense of community and belonging.
- Our in-person staffing will depend on directives from the District and Campus. We provide excellent service using a combination of in-person and remote technologies for up to 12 hours per day. We are interested in expanding our remote presence via a possible chat service.

4.9   **At least one outcome listed in 4.1 should address the following:**

A. List the outcome that focuses on individual student learning or actions.
   n/a
B. Identify methods to assess outcomes in such a way that the data can be disaggregated.
   n/a
C. Identify a process for using outcome assessment data to improve your department's/office's services.
   n/a
D. Identify a process for assessing outcomes and collecting data that can be used to build dashboards (where applicable).
   n/a

4.10   **Outcomes Equity Analysis**

A. Looking at the one outcome from 4.9, do you find significant differences by race, ethnicity, gender, and other categories? Describe here what the data shows. What strategies will you use to close the attainment gaps among groups of students? What kinds of professional learning would help?
   n/a

5.0   Evaluation of Progress Toward Previous Strategic Action Plans

5.1   List the strategic action plans from your last self-study/program review.

The Humanities Division Office had two goals from the last program review: To promote student success by improving service and operations in support of instruction through the hiring of a Clerical Assistant II and an Associate Dean in the Humanities Division Office.

5.2   Describe the level of success and/or progress achieved in the strategic action plans listed above.

The requested Clerical Assistant II and Associate Dean positions were not approved.

5.3   How did you measure the level of success and/or progress achieved in the strategic action plans listed above?

Since the Clerical Assistant II/Associate Dean positions were not provided, we did not measure the level of success.

5.4   Provide examples of how the strategic action plans in the last cycle contributed to the continuous quality improvement of your department/office.

Since the positions were not provided, they did not contribute to continuous quality improvement.

5.5   In cases where resources were allocated toward strategic action plans in the last cycle, how did the resources contribute to the improvement of the department/office?

Not applicable.

5.6.   If funds were not allocated in the last review cycle, how did it impact your department/office?

Due to the pandemic causing a decline in enrollment and elimination of many in-person services, the division's workload had been temporarily reduced and we did not experience a negative impact. However, we anticipate that as we continue our gradual return to campus and increased enrollments and in-person activities, we would benefit from the addition of the requested Clerical Assistant II position, and we may wish to revisit the idea of additional management support.

6.0   Strategic Action Plans (SAP)

Using the tables below, list the strategic action plans (SAPs) for your program. These plans should follow logically from the information provided in the self-study. Use a separate table for each SAP.

SAPs for this three-year cycle:

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name:	To Promote Student Success by improving service and operations in support of instruction.
List College goal/objective the plan meets:	College Goal #: Goal #1: Promote student success Objective #: Objective #2: Increase course retention and success,

	Objective #3: increase the number of degrees and certificates awarded, and Objective #4: Increase the number of transfers
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The division would like to add a Clerical Assistant II to assume tasks that Administrative Assistants currently perform, preventing them, for example, from serving on campus committees, attending professional learning events, and maintaining sufficient office coverage as well as requiring them to periodically devote overtime hours to complete tasks. • A Clerical Assistant II could monitor syllabi for Student Learning Outcomes, collect and log preference/assignment request forms and signed staff assignment sheets as well as other various incoming forms submitted by our 120+ faculty each semester; a Clerical Assistant II could respond to service requests from staff for lighting, furniture, and a/c repairs, as well as assist with computer issues such as area printer failures; a Clerical Assistant II could, among other tasks: log in assignment "declines" for adjuncts, distribute necessary forms and memos, prepare a fall inventory of classrooms and their equipment for issues, ready classrooms for the new semester, and help maintain the many different division supply cabinets. • A Clerical Assistant II could manage a division office calendar—inputting new meetings and sending out meeting reminders to all parties involved. A Clerical Assistant II would eliminate the need for the immense amount of time that would be required to orienting, training and monitoring student hourly workers. • The potential addition of additional managerial support to our division staff may increase the workload associated with supporting a manager.
What *Measurable Outcome* is anticipated for this SAP?	Increased attendance at professional learning opportunities that will help staff better serve students, faculty, and the public. Increased participation on campus committees and in campus and district initiatives. Improved timeliness in responding to student and faculty and campus staff requests.
What specific aspects of this SAP can be accomplished without additional financial resources?	N/A

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.

Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel	Clerical Asst II salary (31A): $4,433/mo	
Facilities		
Equipment		

Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount	$53,196/year	

STRATEGIC ACTION PLAN # 2	
Strategic Action Plan Name:	Hire a management position (Such as Associate Dean, Special Projects Manager, Professional Expert, or Reassigned-Time Faculty) to provide additional support to faculty, staff, and students.
List College goal/objective the plan meets:	Hiring additional managerial support will assist in reaching all of the goals of the college. In particular: College Goal #:1 Objective #:1, 2, 3, 4, 5 College Goal #:2 Objective #:1, 2, 3, 4 College Goal #:3 Objective #:2, 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The Humanities Division numbers attest to the need for additional managerial support to continue excellent service to faculty, staff, and students.
What *Measurable Outcome* is anticipated for this SAP?	A measurable outcome would be to reduce the ratio of managers to faculty, staff, and students so as to provide more effective service to all constituencies.
What specific aspects of this SAP can be accomplished without additional financial resources?	N/A

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.

Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel	$148,745-187,679	General funds
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount	$148,745-187,679	

STRATEGIC ACTION PLAN # 3

Strategic Action Plan Name:	Classified Attendance at Professional Development Conferences
List College goal/objective the plan meets:	College Goal #: #2 Objective #: #1, #2, #4 College Goal #: #4 Objective #: #3
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Despite increasing workloads as we return from the pandemic, we are establishing a goal of having each of our four Classified Professionals attend one conference annually related to equity and serving students.
What *Measurable Outcome* is anticipated for this SAP?	Attendance at one or more conferences per year.
What specific aspects of this SAP can be accomplished without additional financial resources?	While there are some opportunities provided locally via our staff development office, there are expanded opportunities with formal conference and workshop attendance.

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.

Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel		
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training	$8,000	Staff Development
Other		
Total Requested Amount	$8,000	

STRATEGIC ACTION PLAN # 4		
Strategic Action Plan Name:	Classified participation in shared governance committees	
List College goal/objective the plan meets:	College Goal #: #4 Objective #: #3 College Goal #: #2 Objective #: #4	
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Despite increasing workloads as we return from the pandemic, we are establishing a goal of having at least one of our four Classified Professionals participate in a campus-level or District-level governance committee, contingent on workload permitting.	
What *Measurable Outcome* is anticipated for this SAP?	Membership on a committee	
What specific aspects of this SAP can be accomplished without additional financial resources?	n/a	
If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.		
Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel		
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount	n/a	n/a

STRATEGIC ACTION PLAN # 5	
Strategic Action Plan Name:	Host additional community-building events, gatherings, and meetings in the Humanities Division 2400 building facilities.
List College goal/objective the plan meets:	College Goal #: #2 Objective #: #3, #4 College Goal #: #3 Objective #: #2, #3
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Our new facilities in 2400 are particularly suited to event hosting. We intend to restore in -person events that haven't been held since the pandemic as well as add additional community-building events, and invite the campus to book events and meetings in our spaces.
What *Measurable Outcome* is anticipated for this SAP?	Number of events held.
What specific aspects of this SAP can be accomplished without additional financial resources?	Planning can be accomplished by existing staff

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.

Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel (Guest speakers)	$10,000.00	General or one-time funds
Facilities		
Equipment (Sound system/event lighting for courtyard):	$3000.00	General or one-time funds
Supplies (printing/flyers)	$500.00	General or one-time funds
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount	$13,500.00	

STRATEGIC ACTION PLAN # 6	
Strategic Action Plan Name:	Improve Accessibility of Humanities Building 2400
List College goal/objective the plan meets:	College Goal #: #2 Objective #: #1, #4 College Goal #: #4 Objective #: #2
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Our new facilities in 2400 were designed with the minimum ADA requirements, but we aim to provide truly equitable and full access to students in our campus community.
What *Measurable Outcome* is anticipated for this SAP?	1) Installation of additional remote door openers from stairwells 2 and 3 into the hallway. 2) Installation of remote door openers for all restrooms on 2nd and 3rd floors 3) We will complete a walk-through with DSS personnel and/or students to identify additional projects necessary for full access.
What specific aspects of this SAP can be accomplished without additional financial resources?	Walk through/coordination with DSS staff

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.

Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel	$500 for student stipends for equity walk/feedback session(s).	General or one-time funds
Facilities		
Equipment (Door openers):	$72,000.00 for door openers	General or one-time funds
Supplies (miscellaneous/TBD)	$500.00 – misc/TBD $100 braille label maker	General or one-time funds
Computer Hardware	$12,000 - Expanding teleconferencing capability (cameras, etc.) added to Meeting rooms 102, 109, 120 and 122A.	General or one-time funds
Computer Software	? Chat software	Campus-wide license
Training		
Other		
Total Requested Amount	$85,000	

7.0   Long Term Plans

Describe the long-term plans (four-six years) for your program. Please consider future trends in your narrative. Identifying financial resources needed for these plans is optional.

The long-term plans of the Humanities Division Office include improving the support provided to our faculty and students. Because we anticipate an increase in enrollment as well as an increase in on-campus events, classes, and services over the next several years as we gradually return from the pandemic, one of our long-term plans is to hire and support the successful integration of a Clerical Assistant II and a manager. These positions would necessitate a fairly significant financial investment; however, the addition of these positions would help support our goals as a division. For example, the classified staff in the division would be more able to participate in shared governance and professional learning if a Clerical Assistant II were hired to help manage the significant clerical load of the largest division on campus. Additionally, a manager would help better support and attend to the large number of students, faculty, and staff in the division.

Another long-term plan connects to the functionality and accessibility of the 2400 Building. As we return from the pandemic, we anticipate that the building will be a popular hub on campus; the division will host more events, and the campus community will also make use of our beautiful spaces. Of course, the anticipated heavier use of the building will require improved accessibility (via better signage, remote doors, technological improvements to meeting rooms, etc.).

7.1   Describe in detail your need for additional resources as listed above (if applicable)
(SEE SAPs ABOVE)

8.0   Self-Study Summary

This section provides the reader with an overview of the highlights, themes, and key segments of the self-study. It should not include new information that is not mentioned in other sections of this document.

The Humanities Division is the largest division at Fullerton College by many important measures. And, while the division office staff is stellar, it seeks to improve continuously. Sometimes, the office staff has to work overtime and cannot participate in shared governance or benefit from professional learning opportunities because it supports and serves a total of 123 faculty in five departments and one program as well as 15,518 enrollments in 640 sections and is often called on to provide support to other divisions on campus and to initiatives at the District. Therefore, the Humanities Division would benefit from a Clerical II position and possibly a manager position.

The Humanities Division occupies the newest building on campus and one of the most beautiful. Our courtyard in particular is a space that will likely be in high demand within the division and across the campus as a venue for events. The division would like the building to serve as a model for accessibility and excellence in technology. The division has an opportunity to create a sense of belonging and collegiality through its new spaces if those spaces are enhanced; and enhancements require financial investments.

9.0   Publication Review

Fullerton College is committed to assuring integrity in all representations of its mission, programs, and services. As such, during the program review self-study process departments/offices are required to document

their publications (websites, brochures, magazines, pamphlets, etc.) that are used to promote programs and services to the campus community and community at-large. This review should specify when the publication was last reviewed, if the information in the publication is accurate, and if the information correctly represents the college's mission, programs, and services.

Information on the college's graphic standards is available here: http://news.fullcoll.edu/campus-communications/web-help/graphics/.

In the far right column please provide the URL where the publication can be accessed. If it cannot be accessed via the Internet, please provide a sample of the publication with your program review self-study. If you have any questions about what type of publication should be included, please contact Lisa McPheron, Director of Campus Communications at lmcpheron@fullcoll.edu.

For publications that you have identified as inaccurate, please provide the action plan for implementing corrections below.

Publication	Date last reviewed	Is the information accurate?	URL of publication
Humanities Division Website	November 2022	Yes	humanities.fullcoll.edu

Routing & Response Page
Originator → IMS → Program Review Chair → Appropriate President's Staff Member

Originator: *Electronically submit completed Program Review to Division Dean/IMS for review.*

Appropriate Immediate Management Supervisor (IMS): *Select one and provide response if necessary. Forward electronically to appropriate Vice President's Office.*

RESPONSE

Kim Orlijan	Interim Dean	12/6/2022
Printed name of IMS	Title	Date

✓	*I concur with the findings contained in this Program Review.*
☐	*I concur with the findings contained in this Program Review with the following exceptions (include a narrative explaining the basis for each exception):* *Area of exception:* _____ _____
☐	*I do not concur with the findings contained in this Program Review (include a narrative explanation):* _____ _____

Appropriate President's Staff Member: *Print Program Review, sign, and route both hard copy and electronic version to Program Review Chair.*

ACKNOWLEDGING RECEIPT

Printed Name	Signature	Title	Date

Fullerton College Mission Statement

MISSION

Fullerton College advances student learning and achievement by developing flexible pathways for students from our diverse communities who seek educational and career growth, certificates, associate degrees, and transfer. We foster a supportive and inclusive environment for students to be successful learners, responsible leaders, and engaged community members.

VISION

Fullerton College will transform lives and inspire positive change in the world.

Approved by Fullerton College President's Advisory Council and accepted by President Schulz May 2017.

VALUES

Community
We promote a sense of community that enhances the well-being of our campus and surrounding areas.

Diversity
We embrace and value the diversity of our entire community.

Equity
We commit to equity for all we serve.

Excellence
We honor and build upon our tradition of excellence.

Growth
We expect everyone to continue growing and learning.

Inclusivity
We support the involvement of all in the decision-making process.

Innovation
We support innovation in teaching and learning.

Integrity
We act in accordance with personal integrity and high ethical standards.

Partnership
We work together with our educational and community partners.

Respect
We support an environment of mutual respect and trust that embraces the individuality of all.

Responsibility
We accept our responsibility for the betterment of the world around us.

Appendix - *Survey Summaries and Reports*

FACULTY SURVEY SUMMARY

Overall, faculty overwhelmingly agreed that the Humanities Division staff is meeting its SAO "Deliver timely and relevant information to faculty, staff, and the public, based on the following survey responses.

The questions posed in the November 2022 survey were the same or very similar to previous cycles.

- 41 full-time instructors responded (of 61 total) and 20 adjunct instructors responded (of 62 total). Each respondent answered all of the questions in the survey.
- 100% of faculty agreed or strongly agreed that "the Humanities Division keeps me informed about college policies, procedures, innovations, and important deadlines."
- 100% of full-time and 95% of adjunct instructors agreed or strongly agreed that "the Humanities Division sends relevant emails containing information and reminders." (One adjunct respondent marked "disagree.")
- 100% of full-time and 95% of adjunct instructors agreed or strongly agreed that "the information I receive from the Humanities Division is clear and timely." (one adjunct respondent marked "disagree.")
- 100% of faculty agreed or strongly agreed that "when I contact the division, the office responds in a timely manner."
- 100% of faculty agreed or strongly agreed that "the division staff are helpful when I ask for assistance."
- 98% of full-time and 80% of adjunct instructors agreed or strongly agreed that "the Humanities Division meeting agenda items are relevant and useful." (One full-time respondent disagreed, and four adjunct respondents marked "n/a".)
- 68% of full-time and 80% of adjunct instructors agreed or strongly agreed that "the Division has adequate staff to support its department and program operations." (One adjunct and six full-time respondents chose "disagree," while three adjunct and seven full-time respondents chose "n/a.")
- 95% of full-time and adjunct instructors agreed or strongly agreed that "given the unusual conditions and remote work schedules during the pandemic: Generally the division office is open and/or staff are available remotely for a reasonable number of days and hours." (One full-time respondent chose "disagree" and one part-time respondent selected "n/a")

In response to the open-ended feedback question, typed comments from faculty were enthusiastic about the level of service they receive. Adjunct faculty commented that staff are kind, friendly, knowledgeable, supportive, and helpful. One adjunct commenter mentioned perceiving a lack of warmth and care specifically when calling in to report an absence or late arrival. Full-time faculty comments indicated they see the Classified staff as valuable, knowledgeable, and helpful colleagues. While they recognized the volume of work done by the Classified staff, several indicated they feel unqualified to speak on the topic of adequate staffing and defer to the office staff's opinion.

STUDENT SURVEY SUMMARY

We emailed over 6,000 students enrolled in Humanities courses as of census in Fall 2022. In the previous cycle, instructors were tasked with administering surveys in person, so our response rate was different this year. Of the students we emailed, 157 responded.   In the previous cycle, 448 students were surveyed in class.

The questions posed regarding SAO #1 in the November 2022 were identical or nearly identical to previous cycles. 19% of the students surveyed in Fall 2022 had interacted with the Humanities Division office and answered questions related to SAO #1.

We also introduced new informational survey questions to investigate student response to and interaction with our new facilities.

SAO-related questions (30 respondents):

- How often have you interacted with the Humanities Division office staff in person in Room 101 of the 2400 building, on the phone, or via email?
  - 15 students responded "once," 5 students "twice," and 19 students "several times or more."
- What was main way you interacted with Humanities Division office staff?
  - 16 students visited the office in person, 1 by phone, 12 via email, and 1 by visiting the website.
- What kind of information or assistance were you seeking?
  - 9 students sought directions to a class, a campus building, an office, or a campus service.
  - 1 student sought information about adding or dropping a course.
  - 1 student sought to petition to add a class or placement issues.
  - 0 students responded "complaint or concern."
  - 19 students were seeking "other information or assistance."
- Regarding the Humanities Division office staff, please indicate Strongly Agree, Agree, Disagree, Strongly Disagree, or N/A for each item below.
  - 100% of those who did not mark "N/A" agreed or strongly agreed that "when I visited the Humanities Division Office, the division staff was able to help me and/or answer my question." (Four students marked N/A.)
  - 100% of those who did not mark "N/A" agreed or strongly agreed that "if necessary, the Humanities Division staff directed me to the office that could help me/answer my question." (Eight students marked N/A.)
  - 89% of those who did not mark "N/A" agreed or strongly agreed that "if my request could not be addressed immediately, the division staff followed up in a reasonable amount of time." Two students marked "disagree." (11 students marked N/A.)
  - 96% of those who did not mark "N/A" agreed or strongly agreed that "my encounter with the Humanities Division Office staff was professional and courteous." One student marked "disagree." (Four students marked N/A.)
  - 100% of those who did not mark "N/A" agreed or strongly agreed that "based on my experience with the Humanities Division Office staff, I feel good about coming back if I need information or assistance." (Four marked N/A.)

- Rather than collecting narrative feedback within the survey, we invited students to share feedback via email.
  - In response to "Do you have any additional comments to share? Please reach out to the Humanities Division at humanities@fullcoll.edu. We are always happy to hear from

students," we received one email from a student specifically referencing this invitation to share feedback. The student expressed positive feelings toward their Humanities Division instructor and wanted to offer feedback about other, non-Humanities areas on campus where they had negative experiences as a person of color.

- At least one student came into the office and mentioned they had learned of our free snacks from this survey invitation.
- Our colleague in Social Sciences, Jodi Balma, shared that a student in her class used our new Humanities Building as an example of a welcoming environment for students. The student wrote: "The 2400 Building is an example of a physical environment that shows students they are respected and welcome before they even get to their class. The time before classes start, time between classes, and spaces to meet with faculty and students to communicate and study together builds a community. The courtyard is an oasis in a concrete jungle. The chairs and tables are welcoming and inviting. The sun and shade allow students choices with the water feature a calming element that is much needed. There is no other building on campus that does that, and many demonstrate the opposite with signs and spaces that are not welcoming to students at Fullerton College. Single benches are isolating and difficult to study from which is the prominent feature of outside spaces. Inside is worse with students forced to sit on the floor." - Betsabe Tinoco Cruz

Additional survey questions posed to students (See survey report for response data):

- Please tell us if you are a part-time or full-time student this semester.
- Are you mostly taking classes online or in person this semester?
- Please answer agree, strongly agree, disagree, strongly disagree, or no opinion:
    - The Humanities Division offers classes at days and times that meet my needs.
    - I wish there were more online classes offered in the Humanities Division.
    - The Humanities Division offers a good variety and amount of online and in-person classes.
    - I wish there were more in-person classes in the evenings and/or Fridays and Saturdays.
- How often have you spent time in 2400 building courtyard?
- How have you spent time in the Courtyard? (Check all that apply):
    - Studying alone
    - Studying with other students
    - Relaxing/taking a break
    - Class activities
    - Having a meal
    - Attending an event
- How often have you used the charging outlets available through the interior and exterior spaces of the 2400 building, including the courtyard, near the student seating in the hallways, and/or near the exterior seating areas near the entrance of the building?
- How often have you gotten a free snack from the Humanities Division office in Room 101?

Faculty Survey - Humanities Division Administrative Program Review - Fall 2022

Please indicate whether you are an adjunct or full-time instructor:

61 Responses

Adjunct Faculty [33%, 20]	Full-Time Faculty [67%, 41]

The Humanities Division keeps me informed about college policies, procedures, innovations, and important deadlines.

61 Responses

● Strongly Agree   ● Agree   ● Disagree   ● Strongly Disagree   ○ No Opinion / Not Applicable

Adjunct Faculty
- 75%
- 25%
- 0%
- 0%
- 0%

Full-Time Faculty
- 76%
- 24%
- 0%
- 0%
- 0%
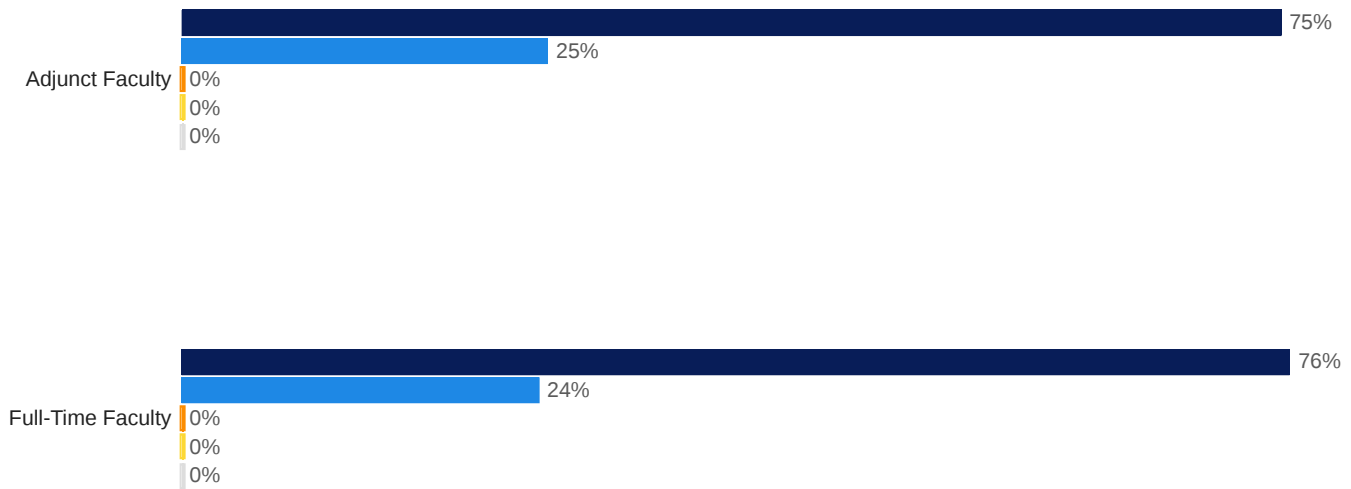
The Humanities Division sends relevant emails containing information and reminders.

61 Responses

● Strongly Agree   ● Agree   ● Disagree   ● Strongly Disagree   ● No Opinion / Not Applicable

Adjunct Faculty
- 85%
- 10%
- 5%
- 0%
- 0%

Full-Time Faculty
- 80%
- 20%
- 0%
- 0%
- 0%

The information I receive from the Humanities Division is clear and timely.

61 Responses

● Strongly Agree   ● Agree   ● Disagree   ● Strongly Disagree   ● No Opinion / Not Applicable

Adjunct Faculty
- 85%
- 10%
- 5%
- 0%
- 0%

Full-Time Faculty
- 85%
- 15%
- 0%
- 0%
- 0%

When I contact the division, the office responds in a timely manner.

61 Responses

● Strongly Agree   ● Agree   ● Disagree   ● Strongly Disagree   ● No Opinion / Not Applicable

Adjunct Faculty
- 80%
- 20%
- 0%
- 0%
- 0%

Full-Time Faculty
- 83%
- 17%
- 0%
- 0%
- 0%
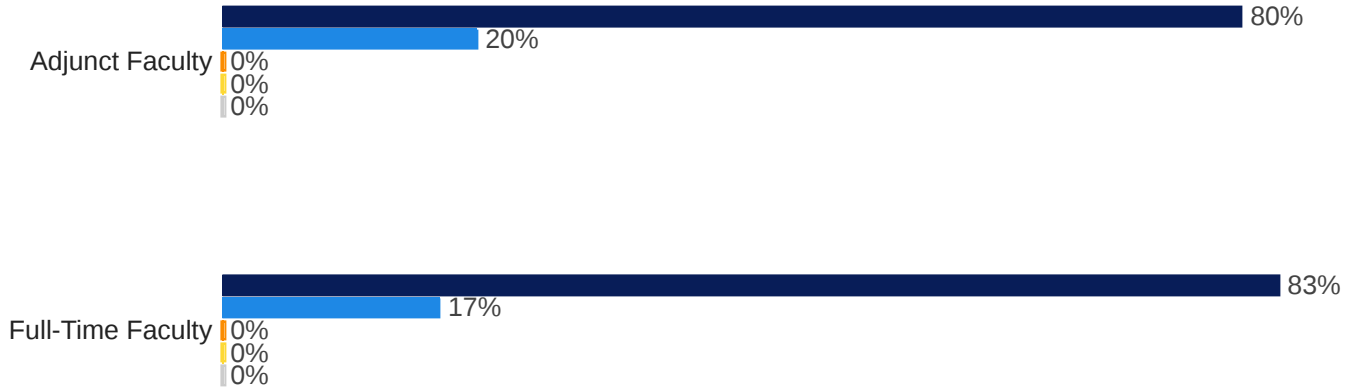
The division staff are helpful when I ask for assistance.

61 Responses

● Strongly Agree   ● Agree   ● Disagree   ● Strongly Disagree   ● No Opinion / Not Applicable
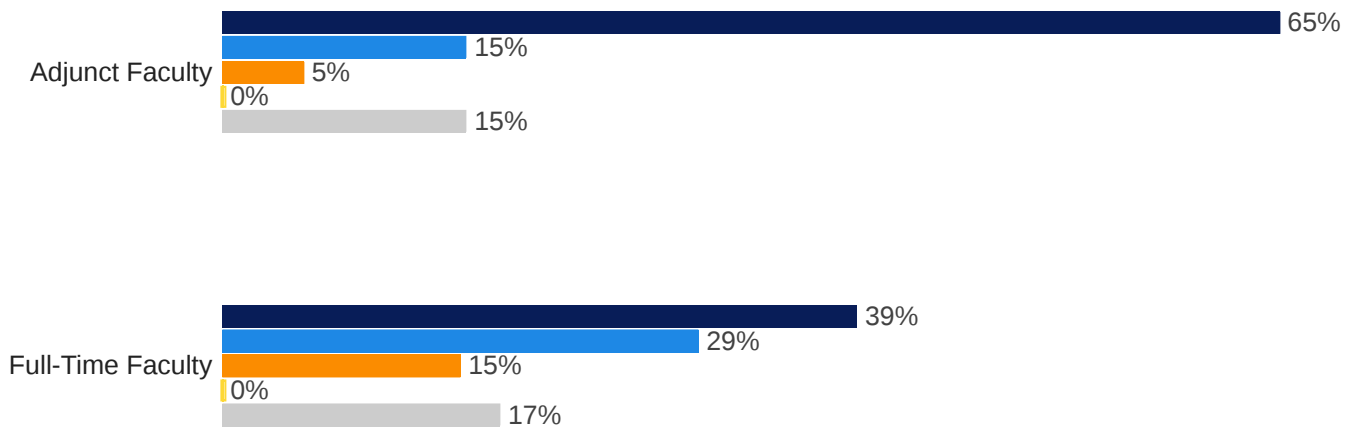
Adjunct Faculty
- 90%
- 10%
- 0%
- 0%
- 0%

Full-Time Faculty
- 98%
- 2%
- 0%
- 0%
- 0%

The Humanities Division meeting agenda items are relevant and useful.

61 Responses

Adjunct Faculty
- 55%
- 25%
- 0%
- 0%
- 20%

Full-Time Faculty
- 71%
- 27%
- 2%
- 0%
- 0%
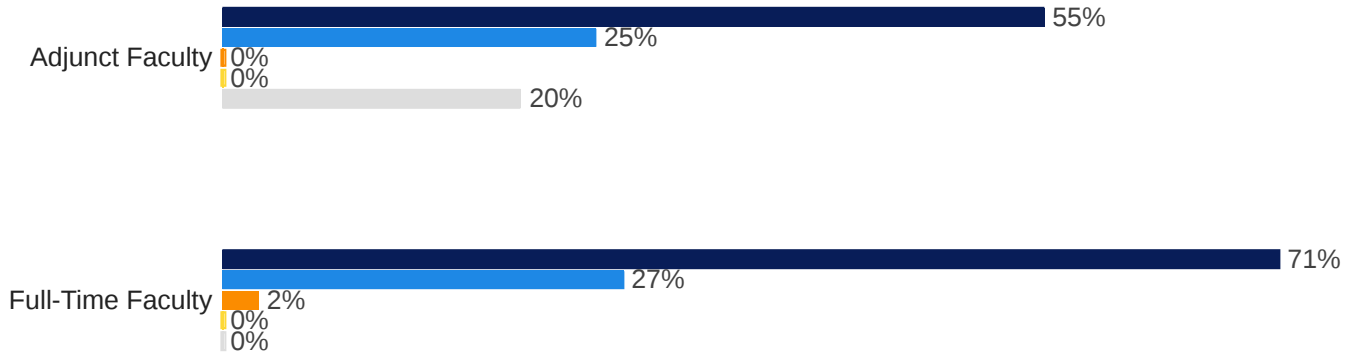
The Division has adequate staff to support its department and program operations.

61 Responses

Adjunct Faculty
- 65%
- 15%
- 5%
- 0%
- 15%

Full-Time Faculty
- 39%
- 29%
- 15%
- 0%
- 17%

Given the unusual conditions and remote work schedules during the pandemic: Generally the division office is open and/or staff are available remotely for a reasonable number of days and hours.

61 Responses

● Strongly Agree   ● Agree   ● Disagree   ● Strongly Disagree   ○ No Opinion / Not Applicable

Adjunct Faculty
- 80%
- 15%
- 0%
- 0%
- 5%

Full-Time Faculty
- 68%
- 27%
- 2%
- 0%
- 2%
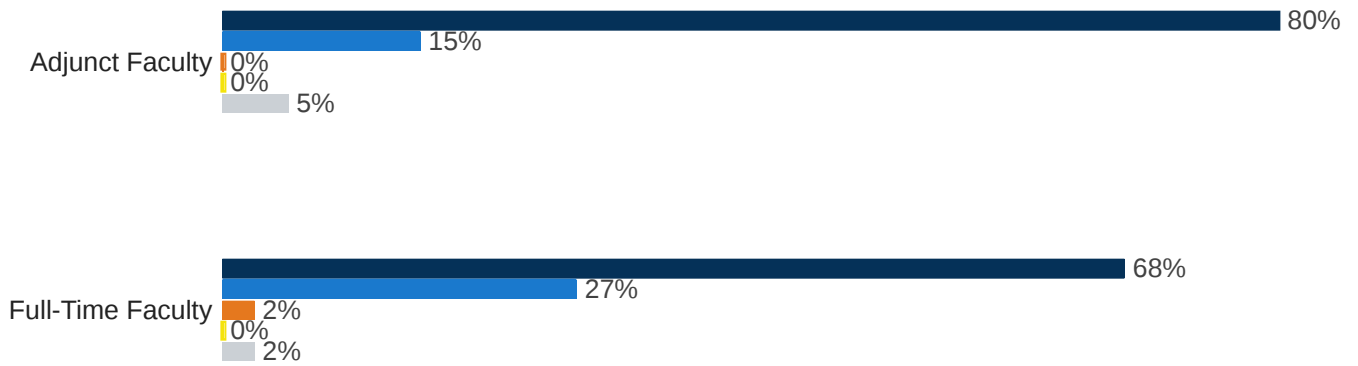
Field	Strongly Agree		Agree		Disagree		Strongly Disagree		No Opinion / Not Applicable		Total
The Humanities Division keeps me informed about college policies, procedures, innovations, and important deadlines.	75%	46	25%	15	0%	0	0%	0	0%	0	61
The Humanities Division sends relevant emails containing information and reminders.	82%	50	16%	10	2%	1	0%	0	0%	0	61
The information I receive from the Humanities Division is clear and timely.	85%	52	13%	8	2%	1	0%	0	0%	0	61
When I contact the division, the office responds in a timely manner.	82%	50	18%	11	0%	0	0%	0	0%	0	61
The division staff are helpful when I ask for assistance.	95%	58	5%	3	0%	0	0%	0	0%	0	61
The Humanities Division meeting agenda items are relevant and useful.	66%	40	26%	16	2%	1	0%	0	7%	4	61
The Division has adequate staff to support its department and program operations.	48%	29	25%	15	11%	7	0%	0	16%	10	61
Given the unusual conditions and remote work schedules during the pandemic: Generally the division office is open and/or staff are available remotely for a reasonable number of days and hours.	72%	44	23%	14	2%	1	0%	0	3%	2	61

Comments

45 Responses

Adjunct Faculty

Do you have an opinion or other comment? Please write one or more sentences about your experiences with the Humanities Division:

Humanities Division staff is always kind and supportive. Thank you!

The folks who work in the division office are so incredibly helpful and kind! I never feel embarrassed to ask a question, and the assistance offered is clear, helpful and timely. i'm very grateful!

Everybody at the division office is always willing to help. I truly appreciate their hard work.

THANK YOU!

No I do not.

The team here at Fullerton College is remarkably great to work with. They're all very kind and welcoming, and they're always on top of their tasks.

OFFICE STAFF IS AMAZING AND GREAT!

My expereiences with the division office have been very pleasant. They are very helpful and always give me information I need. I really appreciate their service.

Always kind and helpful!

As an adjunct working in several different districts, I can say unequivocally that the FC humanities division is far superior to any other division I have come across. They are friendly, helpful, knowledgeable, and supportive. What is most impressive is their organizational skills. On top of that, their ability to multitask. On more than one occasion, I have seen their office full of students and faculty, all with questions being answered with a smile.

The staff is so helpful and friendly!

The majority of my experiences are pleasant and helpful and I appreciate the staff for all their hard work. This division couldn't function without you all! As an adjunct, I will say there have been instances in the past where I felt too intimidated to call into the office when I was sick for fear of being an inconvenience. I have called before on a rare occasion I was going to be late or when I was ill and couldn't come to class and the tone felt as if I was putting a burden on the office staff, rather than feeling like I was supported in that difficult time. I've sometimes waited until early morning or the end of the day to leave a message rather than talk directly to someone for this reason. I know the office is busy and it probably is an inconvenience, but especially as a part time instructor, I often feel as if my role isn't as important or held as equally as my full time colleagues. I'm certain no one intends to make us feel this way, but it's hard to feel supported when you are met with a cold tone instead of encouragement. I hope that this is just a way of understanding an adjunct perspective!

Amy, Carol, and Jason are quick to respond and very helpful.

I have nothing but good comments about the division office. I thank everyone working in the Humanities Division for doing such a wonderful work....

I so appreciate the Humanities Division Office. Thank you for everything you do.

Everyone is kind, supportive and friendly.

Full-Time Faculty

Do you have an opinion or other comment? Please write one or more sentences about your experiences with the Humanities Division:

The office team works as a team with faculty. They keep the ship afloat. We are better off being able to chat and be encouraged by them: they are incredibly wise and friendly.

I think the Humanities Division Staff is amazing--nice, helpful, courteous. I feel grateful to have each of them as colleagues.

You're all doing an excellent job and I appreciate you all.

The support staff in the Humanities Division goes out its's way to make sure everyone gets the support he/she needs.

keep up the good work!

Given the size of our division, we could benefit from hiring one more person to that administrative staff.

Regarding email communication, when the campus community receives a message from the district or even the President's Office, it's unnecessary to forward it from the Humanities Division. That's just one more message to need to view and determine whether it's a copy or whether it contains some new information.

I commend the division for so digitizing so much information that requires signatures. Kudos to you all for that!

The office may need another human to help and definitely the hours can be hard but we are still living in weird times. Overall, this is the best staff on campus so none of what I mean is critical. They are fantastic!

Love our office staff

YOU ALL ROCK HARD.

I love the division office staff and feel that they go over and beyond to support faculty.

I really appreciate that the interim dean has made an effort to focus division meetings on relevant topics worth conversation and has saved announcements for the dean's report sent along with the agenda!

I cannot say enough good things about the Humanities Division staff. They are not only deeply professional but are also kind and compassionate people. In particular, Amy, Tammy, Carol, and Jason are patient and thorough whenever I seek assistance.

I hope they are happy working with us!

I things are going as well as can be expected.

Division office is doing a great job.

I chose N/A for the question about staffing because I think that's more of a question for the division staff to answer. From my point of view, they do a wonderful job of supporting the work of the division, but it's possible they are stretched very thin doing it. Do they have a reasonable workload? Do they have time to participate in college governance? Are there jobs they do not get to that I am not aware of? I would take their word on whether nor not staffing is adequate.

The division staff is truly one of the best parts of working in this division. They have worked tirelessly to resolve any issues, especially since the start of the Covid pandemic as everyone tried to adapt to different processes and procedures.

The new approach to the use of the division meeting's time is also welcomed.

Humanities Division all the staff are phenomenal!

The Humanities Division staff were the MVPs throughout COVID and continue to be helpful, available, and accessible for questions above and beyond the call of duty. I indicated "no opinion" about the question regarding whether or not the division has adequate staff as I am unaware of their full workload. They always seem on top of everything but they could also just be dying inside.

The Humanities staff is AMAZING!!! We couldn't do it without them. Thank you!!!

Everyone in the Humanities Division Office has been EXTREMELY helpful. Whenever I have a question, I just send it the the division and someone ALWAYS answers me right away. Nothing seems to fall through the cracks. Whenever I drop in, whoever is there gives me their full attention and never seems annoyed or put out. I really appreciate their organization, diligence, attention to details, willingness to serve others, and kindness. Keep up the good work!

Efficient, professional, courteous staff

I can always count on Humanities Division staff--always friendly and professional.

It would be nice if there was more staff available five days a week during the early hours of the day. It's my understanding that the office is currently staffed early TWR only. This creates a potential problem for early morning Monday and Friday instructors who might run into technical issues affecting their ability to teach their classes.

The humanities division and staff are wonderful and help us address issues as they arise, even if that means contacting other departments on campus. I have heard a few times from students that the division office has been closed a few times during the day, which made me wonder if there was adequate staffing. You all are doing a great job and I appreciate you so much!

Everyone is great!

I am grateful for the dedicated and talent Humanities Division staff. I appreciate their support and commitment to our students. For example, our Division Office has continued to offer snacks, even after campus support was withdrawn.

Very professional and helpful staff. The office runs smoothly.

our division staff are awesome -- everyone one of them!!!

The Div office is wonderful and I appreciate all of you. I feel unqualified to speak to whether you have adequate staff; hence my response.

The Humanities Division Office is world class. Thank you for all that you do!

# Student Survey - Humanities Division Administrative Program Review - Fall 2022

Full or Part Time - Please tell us if you are a part-time or full-time student this semester:

157 Responses

Part time (Less than 12 units) [35%]	Full time (12 or more units) [65%]

In person or Online - Are you mostly taking classes online or in person this semester?

157 Responses
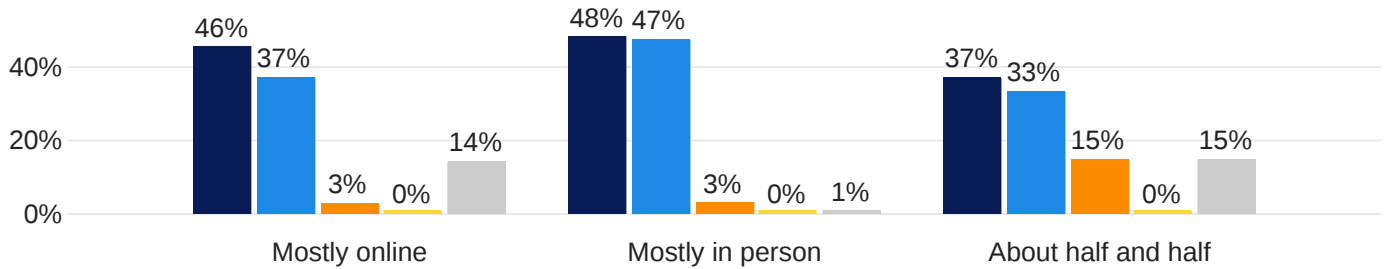

● Mostly online ● Mostly in person ● About half and half
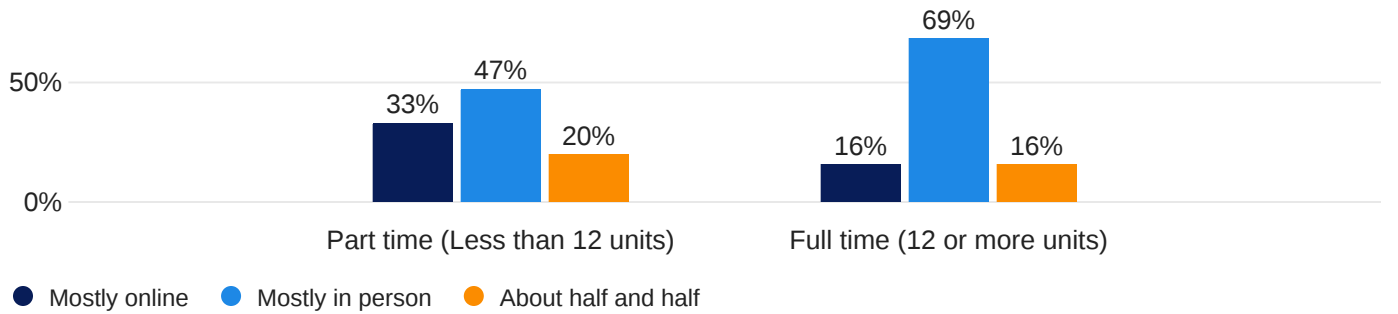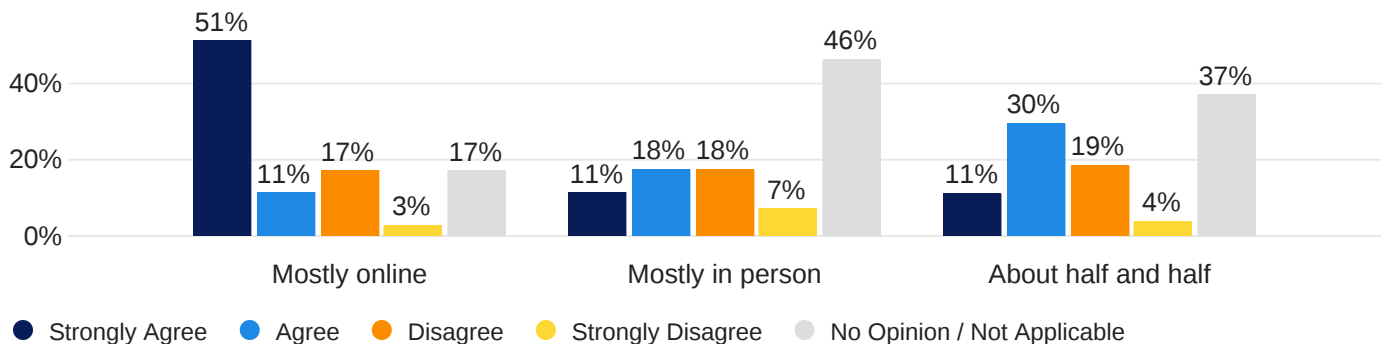
Class Schedule Feedback

1) The Humanities Division offers classes at days and times that meet my needs.

159 Responses

2) I wish there were more online classes offered in the Humanities Division.

159 Responses

● Strongly Agree ● Agree ● Disagree ● Strongly Disagree ● No Opinion / Not Applicable

3) The Humanities Division offers a good variety and amount of online and in-person classes.

158 Responses

- ● Strongly Agree ● Agree ● Disagree ● Strongly Disagree ● No Opinion / Not Applicable
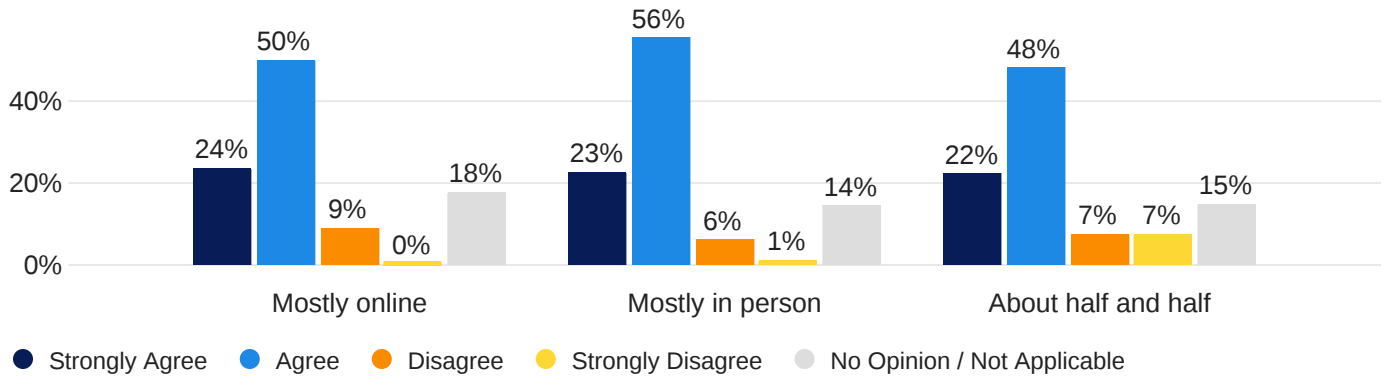
4) I wish there were more in-person classes in the evenings and/or Fridays and Saturdays.

158 Responses

- ● Strongly Agree ● Agree ● Disagree ● Strongly Disagree ● No Opinion / Not Applicable
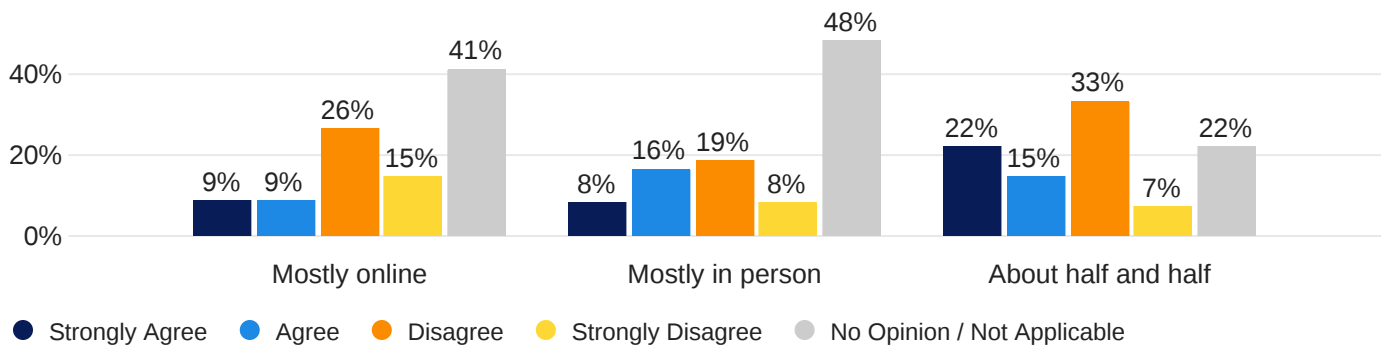
New Humanities Building Feedback

How often have you spent time in 2400 building courtyard?

158 Responses

- ● Rarely ● Every so often ● Frequently ● Never
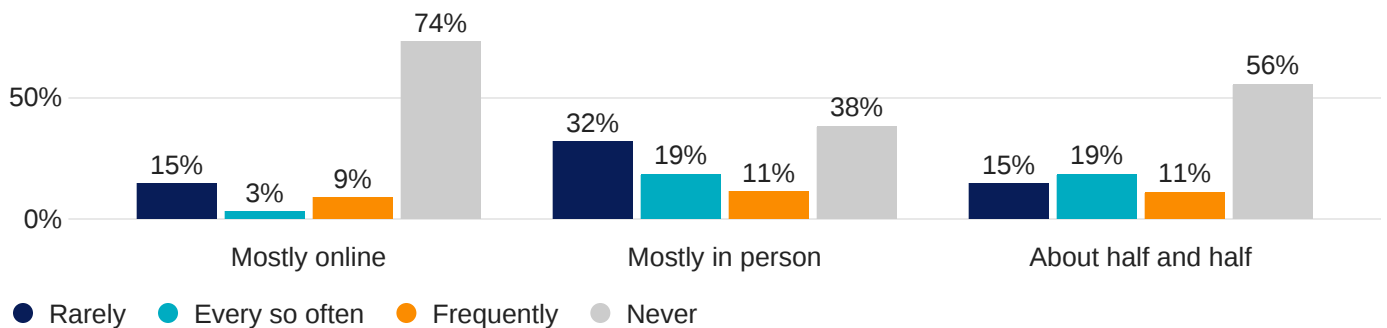
How have you spent time in the Courtyard? (Check all that apply):

159 Responses
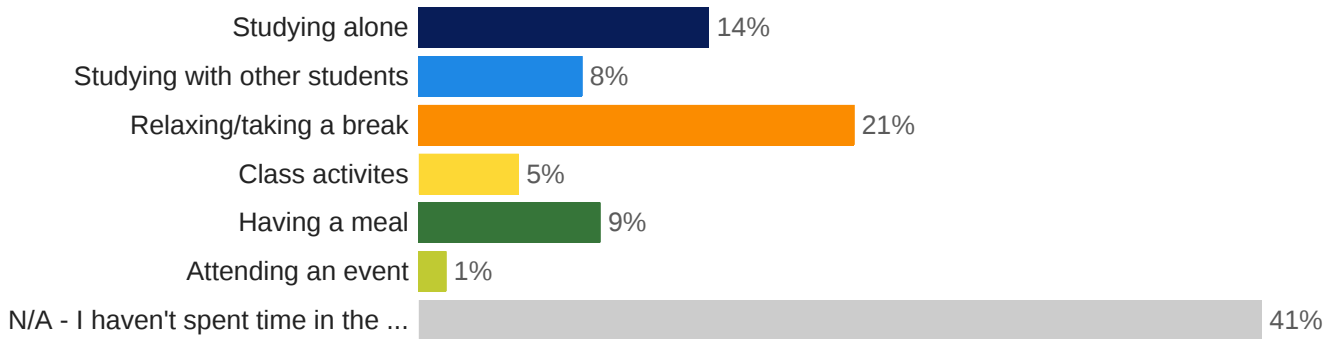
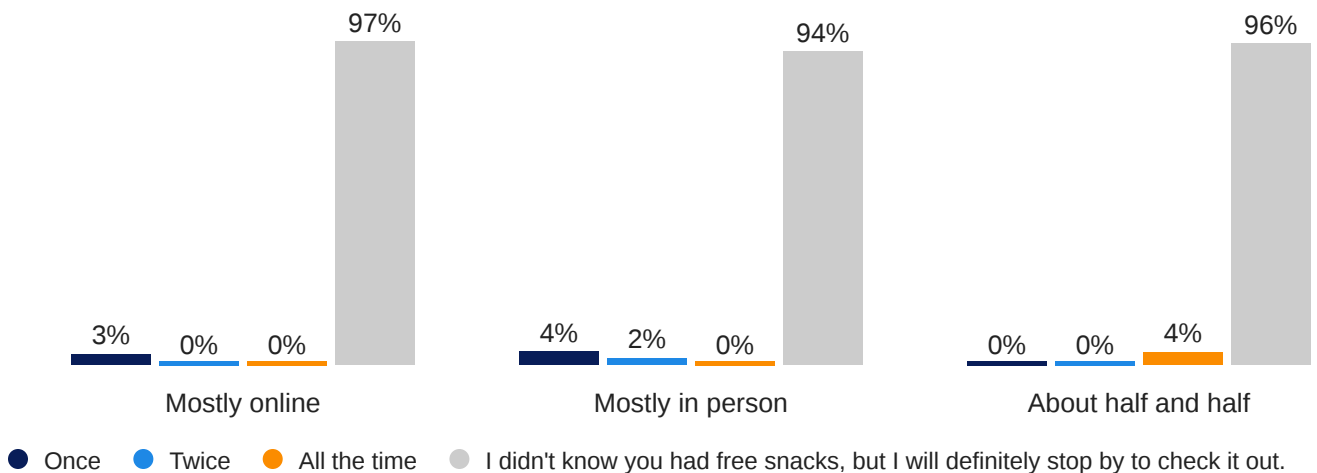| Category	Percentage
Studying alone	14%
Studying with other students	8%
Relaxing/taking a break	21%
Class activites	5%
Having a meal	9%
Attending an event	1%
N/A - I haven't spent time in the ...	41%

How often have you used the charging outlets available through the interior and exterior spaces of the 2400 building, including the courtyard, near the student seating in the hallways, and/or near the exterior seating areas near the entrance of the building?

158 Responses

Mostly online
- Rarely: 9%
- Every so Often: 9%
- Frequently: 6%
- Never: 76%

Mostly in person
- Rarely: 15%
- Every so Often: 21%
- Frequently: 11%
- Never: 53%

About half and half
- Rarely: 11%
- Every so Often: 7%
- Frequently: 11%
- Never: 70%

● Rarely ● Every so Often ● Frequently ○ Never
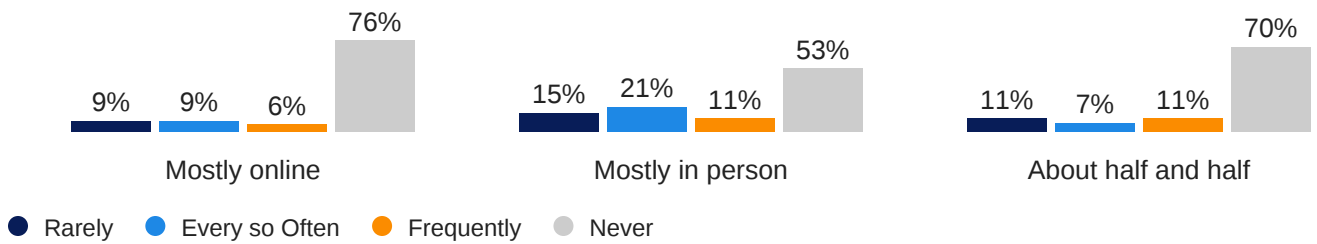
How often have you gotten a free snack from the Humanities Division office in Room 101?

157 Responses

Mostly online
- Once: 3%
- Twice: 0%
- All the time: 0%
- I didn't know...: 97%

Mostly in person
- Once: 4%
- Twice: 2%
- All the time: 0%
- I didn't know...: 94%

About half and half
- Once: 0%
- Twice: 0%
- All the time: 4%
- I didn't know...: 96%

● Once ● Twice ● All the time ○ I didn't know you had free snacks, but I will definitely stop by to check it out.

Feedback about Humanities Division Staff

How often have you interacted with the Humanities Division office staff in person in Room 101 of the 2400 building, on the phone, or via email?

160 Responses

Once	9%
Twice	3%
Several times or more	12%
Never	76%

What was main way you interacted with Humanities Division office staff?

30 Responses

Visiting the office in person	16
By phone	1
By email	12
By visiting the website	1

What kind of information or assistance were you seeking?

30 Responses

|	
Directions to a class, a campus ...	9
Information about adding or ...	1
Petition to add a class or ...	1
Complaint or concern	0
Other information or assistance.	19

When I visited the Humanities Division Office, the division staff was able to help me and/or answer my question.

30 Responses

Strongly Agree	12
Agree	14
Disagree	0
Strongly Disagree	0
No Opinion / Not Applicable	4

If necessary, the Humanities Division staff directed me to the office that could help me/answer my question.

30 Responses

|	
Strongly Agree	11
Agree	11
Disagree	0
Strongly Disagree	0
No Opinion / Not Applicable	8
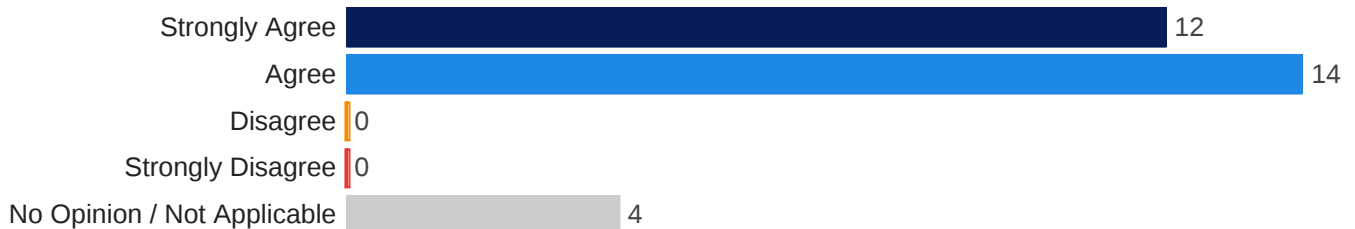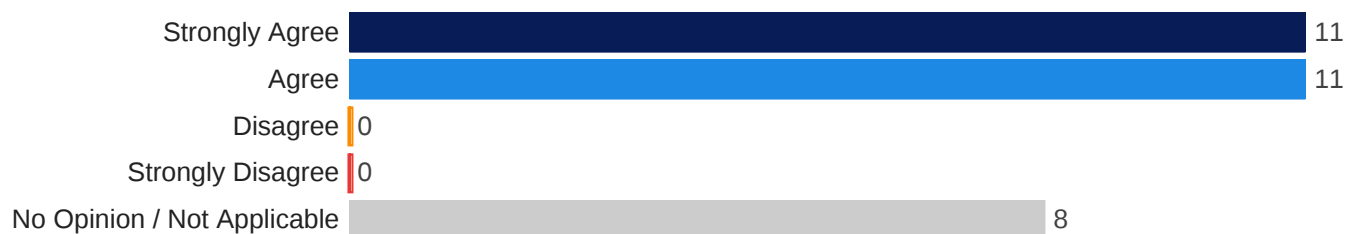
If my request could not be addressed immediately, the division staff followed up in a reasonable amount of time.

30 Responses

Strongly Agree	7
Agree	10
Disagree	2
Strongly Disagree	0
No Opinion / Not Applicable	11

My encounter with the Humanities Division Office staff was professional and courteous.

30 Responses
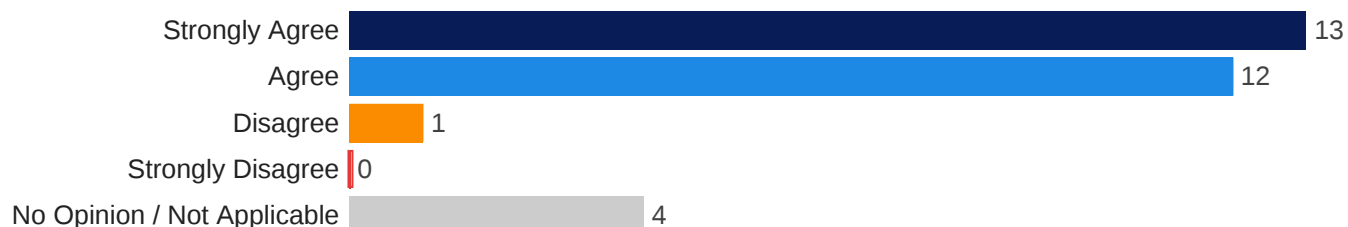
Strongly Agree	13
Agree	12
Disagree	1
Strongly Disagree	0
No Opinion / Not Applicable	4

Based on my experience with the Humanities Division Office staff, I feel good about coming back if I need information or assistance.

30 Responses

Strongly Agree	15
Agree	11
Disagree	0
Strongly Disagree	0
No Opinion / Not Applicable	4