



Student Services and Administrative/Operational Annual Program Review and Planning Update Form Fall 2023

BACKGROUND:

Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.

Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.

DIRECTIONS:

This form shall be completed annually by **all** student services programs and administrative/operational offices.

- Programs or offices must submit their Annual Program Review Update form to their manager or dean by 5pm, Monday, November 27, 2023.
- Managers or deans will forward the completed form to the Program Review and Planning Committee Chairs by 5pm, Monday, December 4, 2023.
- Questions or concerns?
 - Committee contacts:
 - Co-chairs Mary Bogan (mbogan@fullcoll.edu) and Bridget Kominek (bkominek@fullcoll.edu)
 - Manager and classified professional representatives on the [Program Review and Planning Committee](#)
 - [Office of Institutional Effectiveness](#)

SUBMISSION:

Program: LLRISPS Division Office

Division: LLRISPS

Date: 11.13.23



We have reviewed our most recent self-study and **have not identified** any significant changes that necessitate resource requests for the upcoming academic year. *(Complete part 1 only)*



We have reviewed our most recent self-study and **have identified** significant changes that necessitate additional resource requests, which are attached in our submission. *(Complete parts 1 and 2)*

Principal Author Signature: *Dani Wilson*

Printed Name: Dani Wilson

Date: 11.13.23

Manager or dean Signature: *J. R. N.*

Printed Name: [José Ramón Núñez](#)

Date: [Nov. 19, 2023](#)

Part 1: Review of Data

List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year? What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?

LIST OF OUTCOMES FOR THE LLRISPS DIVISION:

Outcome # 1: The departments within the LLRISPS Division (including the students, classified professionals, faculty, and managers) will feel supported. This includes the division office's collegiality, helpfulness, efficiency, commitment to equity, and commitment to student success.

Outcome # 2: The LLRISPS Division will build partnerships across campus, Cypress College, the NOCCCD, and throughout the larger community.

OUTCOMES ASSESSMENT:

Outcome # 1 was assessed towards the end of Fall 2022 semester via a Qualtrics survey. This survey will be repeated towards the end of the Fall 2024 semester.

Outcome # 2 was assessed at the end of the Fall 2023 semester via an audit of new partnerships that the LLRISPS Division has made. This audit will be repeated at the end of the Fall 2024 semester.

CHANGES MADE AS A RESULT OF OUTCOMES ASSESSMENT:

The changes made for outcome #1 include the following:

- The dean is holding "Open Office Hours" three times during each semester. These office hours are held in person, though people may also call or Zoom in, as appropriate. The purpose of these open office hours is to provide a set time for staff members or students to speak to the dean about any issue without having to set an appointment. The office hours were publicized via flier that was emailed to staff and posted around the library.
- We have improved the collaboration and collegiality between the library and the other departments within the division by hosting luncheons and fun contests for all departments. These have been led by one ASC staff member and one library staff member. We held a "Spring Fling" in the spring of 2023 which included a potluck luncheon and "guessing jar" game. This fall of 2023, we held a "Spooky Soiree" which included a potluck luncheon, a pumpkin decorating contest, and a "count the pumpkin seeds" contest. These were attended by staff throughout the division.
- This division collegiality was also enhanced via our inaugural "Cornhole Tournament" following the division meeting on Convocation Day in Fall 2023. The tournament included lunch, snacks and prizes. The winning Cornhole Tournament duo earned their names on a Cornhole trophy and gift baskets which included candy and gift cards. The teams were picked randomly, and as it turned out, the winning duo consisted of one ASC staff member and one library staff member. This event was attended by staff throughout the division.

- Communication is being enhanced by the dean regularly forwarding information about important campus information and activities via email. Additionally, representatives from all departments in the division have been added to the Student Services Leadership Team (SSLT) meeting that happens once per semester. This will enhance communication between our division and the rest of Student Services.

The changes made for outcome #2 include the following:

- The LLRISPS Division and Study Abroad, specifically, have created an intentional partnership with the International Student Center (ISC) to raise awareness of international education and support students who travel to or from other countries. This partnership has already included two specific activities: we co-presented at the regional NAFSA conference in October of 2023. Our presentation was about how to foster DEIA in the international education that we offer. We also co-hosted an event on the quad (well, it was moved to the library foyer due to rain) entitled "Hornets Around the World." It showcased the ISC as well as the study abroad programs planned for calendar year 2024. The event was well attended by students.
- The Study Abroad Office launched its third annual Student Scholarship Fundraising Event on November 16, 2023 at Matador Cantina. We outreached to the campus, Cypress College, the District, and the community at large. We had participation from each of these entities. The goal was to raise awareness to our Study Abroad Program among the community at large and to raise money for student scholarships. Both goals were accomplished. Through this event, we built some future partnerships with community organizations and businesses for future fundraising efforts.
- The Study Abroad Program partnered with Sodexo to provide fundraising opportunities for the Study Abroad Student Scholarship. These opportunities included a Pancake Breakfast in the summer of 2023 to support our Rome study abroad students, the Hornets Around the World Event to promote the ISC and 2024 Study Abroad Programs in November of 2023, and a Crepe Breakfast event planned for December of 2023 to support our Paris students.
- The Guided Pathways department is developing a partnership with CSUF concerning the 2+2 program mapping initiative. The purpose is to help create seamless transitions for our students who would like to transfer to CSUF.
- The Guided Pathways department is working closely with Starfish to develop protocols and procedures to help students navigate our campus offices and programs more effortlessly
- The library began collaborating with the Office of Institutional Effectiveness and ACT to take over the student laptop/WiFi hotspot/headset loan program.
- The library partnered with the Bookstore to develop the Hornets Lending Pilot Program. We received an allocation from the president's office to purchase \$300k worth of course textbooks and instructional materials (anatomical models and calculators, primarily) to be loaned to students throughout the semester. The textbooks were purchased based on data collected concerning highly-enrolled courses with low success rates for our DEIA populations.
- The library has contracted Niche Academy to provide a training called Compassionate Connections. This training series focuses on best practices for serving at-risk patrons (unhoused patrons, patrons with mental illness, etc) in the library and other public spaces. The library has also collaborated with other areas on campus by providing access to these trainings. These other offices include Admissions and Records, Campus Safety, Financial Aid, and Staff Development.

- The library is collaborating with Santa Ana College library tech program as well as the UCLA library science program by offering internships to their students. Our librarians work with these students to show them the ins and outs of serving in an academic library.
- The library is partnering with the Friends of the Fullerton College Foundation by launching a Winter Fundraiser called the "The Book Bargain Bin." All proceeds go into supporting library programming.
- The library is partnering with Sodexo to offer "Coffee and Snacks" to students during finals week in December 2023. On Tuesday and Wednesday of finals week (Dec 5 and 6, 2023) from 8 -11 am, the library will provide complimentary coffee, tea, and granola bars to students to help get them through their finals. This set up will take place in the library foyer.
- Several LLRISPS Division staff members are participating in a campus-wide HSI Book Club, reading two books by Dr. Gina Garcia concerning Hispanic Serving Institution (HSI) Servingness. A couple other LLRISPS Division staff members are also participating in a campus-wide workgroup on the same topic. Both activities allow the division staff members to make connections with colleagues outside of our own department(s).
- The LLRISPS Division began working closely with the Transfer Center to support the Honors Program and the hourly employees who serve in that program.
- The Staff Development office is working with an off-campus DEIA professional to develop and offer a Race-conscious Certificate

GOALS FOR NEXT YEAR AND BEYOND:

Future goals for outcome #1 include the following:

- Continue to hold Dean's Open Office Hours each semester
- Continue to host a potluck event each semester
- Continue to host a Cornhole Tournament each Fall Convocation Day
- Continue to regularly communicate campus news via email
- Continue to attend the SSLT meetings each semester and share back information
- Create a division-specific newsletter that comes out once per semester, highlighting news from each of the 8 areas within the LLRISPS Division: the division office, the Academic Support Center (ASC), Guided Pathways, The Honors Program, Hornets Tutoring, Library, Staff Development, and Study Abroad

Future goals for outcome #2 include the following:

- Expand the partnership between the Study Abroad Office and the ISC
- Expand the outreach to community organizations and businesses to support the Study Abroad Student Scholarship
- Study Abroad will continue to partner with Sodexo to provide fundraising opportunities for the Study Abroad Student Scholarship fund
- Expand the partnership with CSUF and Guided Pathways
- Continue to flesh out the partnership with Starfish and the Guided Pathways department to better support our students
- Continue to support students by partnering with ACT to provide laptop/Wifi hotspot/headset loans to students

- Continue to offer the Hornets Lending Pilot Program to students
- Continue to share the Compassionate Connections trainings to key areas throughout the campus
- Continue to develop our internship relationships with the UCLA master’s program and the Santa Ana College library tech program
- Expand the library’s relationship with Friends of the Fullerton College Foundation in order to bolster our fundraising efforts
- The library will continue to work with Sodexo to offer coffee, tea and snacks to students during finals week
- The division will continue to develop the work we are engaged in concerning HSI servingness
- The division office will continue to collaborate with the Transfer Center to best support our Honors Program and the student hourlies who provide support
- Staff Development will offer a Race-conscious certificate program to staff members beginning in the fall of 2024

Part 2: Additional Resource Request Reasoning and Support

For each request, complete steps A, B, and C.

Step A: Briefly describe the request.

Step B: Answer the following questions:

1. Is it imperative that this resource request be processed now rather than during the next comprehensive program review? Why?
2. How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?
 - Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program or office growth, or increased demand.
3. How will this additional resource allocation help you serve the college mission or strategic initiatives, and/or your program’s goals for improvement, as stated in your last program review?

Step C: Complete this chart with details of the request:

Type of Resource	Requested Dollar Amount	Potential Funding Source It is only necessary to list potential funding forces if you are aware of specific grants/program funds appropriate to the request, such as Strong Workforce.
Personnel		
Facilities		

Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount:		