Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## 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.**

## SUBMISSION:

**Program:**

Business and CIS Division Office

**Principal Author(s):**

Carlos Ayon and Adriana Goncalves

**Manager:**

José Ramón Núñez

**Submission Date:**

11/27/2024 10:44:54 AM

**Author Signature:**

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| Electronically signed by Carlos Ayon on 11/26/2024 9:58:48 PM |

**Manager Signature:**

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| Electronically signed by Jose Ramon Nunez on 11/27/2024 10:44:54 AM |

# Part 1: Review of Data

1. **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?**

As part of our Fall 2022 self-study the division office identified an enhanced customer service experience for students, general public, and division members seeking assistance. We have been in the process of assessing our effectiveness in the division by including the evaluation of our services in our office and coorindator meetings. Additionally, we have reached out to our division members for feedback on how we can improve our support to the division. Another outcome we sought to improve is creating a welcoming climate where all who enter feel welcome to seek assistance. We have undergone a series of trainings to improve how we recieve and support those who visit our division office.

1. **What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?**

As a result of our outcomes assessment we have adjusted the roles and responsibilities of various staff within our division office to ensure all areas of the division are supported and able to function at a reasonable workload. We revised our website to include additional information about all of the services and hours of service offered, but recent temporary departures of staff within the division have made it difficult to maintain accurate information on the website.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

The Business and CIS Division office has implemented a customer service survey to identify areas of improvement in our service to students, the public, and our division. While the information is collected at the dissaggregated level, the outcomes are assessed in the aggregate to see how we can enhance our customer service experience for those that seek support from our division office.

# Part 2: Additional Resource Request Reasoning and Support

[ ] **We have reviewed our most recent self-study and have not identified any significant changes that necessitate resource requests for the upcoming academic year.**

[x] **We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**

**For programs that have identified significant changes that necessitate additional resource requests, answer the following questions for each separate resource request:**

1. **Briefly describe your resource request.**

The division office is in need of new copier machine. The current copier machine is malfunctioning and it is nearly impossible to work effectively without a properly functioning copier machine.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

This is an urgent request because the division office is resposible for copying instructional materials for faculty, processing documents, creating materials for marketing and outreach. The current copier is malfunctioning and we currenty dont have the available funds to purchase a new copier.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

Allocating the funds to purchase a new copier will allow the division office to continue to meet the needs of our students and faculty in the division by providing instructional materials and other resources for learning. Additionally, we'll be able to continue to provide marketing and outreach materials for our programs to distribute at the many events the division attends.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

No

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

This allocation of funds for a copier will help us continue to meet the needs of our students and faculty by providing high levels of customer service and support.

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel |  |
| Facilities |  |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other | Copier $15,000 |
| **Total Requested Amount:** |  |

|  |
| --- |
| **Is the funding requested ongoing or one-time funding?**One-time funding |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)No |