Program Review

Purpose

"Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices" **–Academic Senate for California Community Colleges**

Data Driven Decision Making

Continual improvement
Evaluation of program resource needs
Fiscal stewardship and transparency
Culture of evidence

Reporting Cycle

Program Review will be conducted every two years beginning Fall semester 2021.

Reporting Cycle Activities	Timeline
Program Review forms posted on the [Program Review website]:	August 22, 2023
Data is available on the ORPIE website:	
• [Instructional Program Review Dashboard]	Available now
• Student Services Program Review Dashboard	*Coming August 28, 2023*
• State comparison data may be found on [Data Mart] or [Cal-Pass Plus]	Available now
Program Review Office Hours and Data Support offered in a hybrid format in the Language Arts (LA) Room 115 and by zoom.	See the Program Review website schedule information.
Program Review draft due via Dynamic Forms.	Friday, October 6, 2023
Review and Feedback Steps to Finalize Program Review:	
• Step 1a: ***Technical Review*** by IEC (for all) and Academic Senate (for any that include a faculty request). • See the technical review rubrics.	Friday, October 6, 2023
• Step 1b: ***Content Review*** by Deans/Director. Feedback due to author.	Friday, October 6, 2023
• Step 2: ***Completed Revisions*** submitted by author for final approvals by Deans/Manager and Vice Presidents. Final draft will address technical and content review feedback.	Friday, November 3, 2023
• Step 3: **Final Program Review Approvals** by Deans/ Manager, Vice Presidents, and IEC. ORPIE will post final draft to the website.	Friday, December 1, 2023
• Step 4: Funding Requests proceed through governance structure.	
• Depending on the request either the Vice President or the IEC will assign the Program Review to the appropriate committee(s), including Planning Council for prioritization.	Friday, December 1, 2023
• Committees forward recommendations to the Budget Committee	Friday, December 1, 2023
• Faculty Hiring timeline:	

• Academic Senate Q&A	Tuesday, November 14, 2023
• Senator Ratings due	Friday, November 17, 2023
• Academic Senate – Special Meeting to Review Rankings	Tuesday, November 28, 2023
• Prioritized requests for faculty positions will be provided by the Academic Senate to the Executive Team	Wednesday, November 29, 2023
▪ President makes final faculty decisions and reports to Senate at Special Meeting. ▪ Based on approved faculty positions, faculty submit search committee membership and supplemental questions to HR and the Academic Senate.	Tuesday, December 5, 2023
• Hiring committee participants appointed by the Academic Senate.	Tuesday, December 12, 2023
• The Budget Committee forwards all recommended non-faculty requests to the Executive Committee	Tuesday, December 12, 2023
• President announces all funded recommendations campus-wide	Monday, April 1, 2024

AUTHOR INFORMATION

Employee ID (E# or C#): `C02009552`   First Name `Rick`   Last Name `Hicks`

Wing `-- Choose --`   Email Address `rhicks@gwc.cccd.edu`   Office Phone

Dean/Manager First Name `Rick`   Last Name `Hicks`   Email `rhicks@gwc.cccd.edu`

Vice President First Name `Meridith`   Last Name `Randall`   Email `Randall, Meridith = m`

Program Review - Draft
*Administrative Program Review - Administrative Services Wing (1).docx

Program Review - Final Submission
*

This Program Review includes the following: * `None`
Pick all that apply.

Faculty Request `-- Choose --`

Facilities, Technology, Equipment Request `-- Choose --`

Classified Request `-- Choose --`

This Program Review includes the following: * `-- Please Select --`
Pick all that apply.

Faculty Request `-- Choose --`

Facilities, Technology, Equipment Request `-- Choose --`

Classified Request `-- Choose --`

Faculty Requests (up to 3)   Faculty Requests (up to 3)
One upload per request   *One upload per request*
Faculty Upload1   Faculty Upload1
Faculty Upload2   Faculty Upload2
Faculty Upload3   Faculty Upload3

 Facilities, Technology or Equipment Draft Requests (up to 5)   Facilities, Technology or Equipment Update Requests (up to 5)
FTE Upload1   FTE Upload1
FTE Upload2   FTE Upload2
FTE Upload3   FTE Upload3
FTE Upload4   FTE Upload4
FTE Upload5   FTE Upload5

Classified Personnel Draft Requests (up to 3)   Classified Personnel Updated Requests (up to 3)
One upload per request   *One upload per request*

Classified Upload1　　　　　　　　　　　　　　Classified Upload1
Classified Upload2　　　　　　　　　　　　　　Classified Upload2
Classified Upload3　　　　　　　　　　　　　　Classified Upload3

Supporting Materials (Optional)　　　　## Supporting Materials (Optional)

Upload1　　　　　　　　　　　　　　　　　　　Upload1
Upload2　　　　　　　　　　　　　　　　　　　Upload2
Upload3　　　　　　　　　　　　　　　　　　　Upload3

*　　　　　　　　　　　...3632343532

Rick Hicks

_____　　11/14/2023
Author - Draft Signature
　　　　　　　　　　　　　　　Date

[   ]

*

_____　_____
Author - Final Signature
　　　　　　　　　　　　　　　Date

Dean/Manager Draft Feedback

```
[                                        ]
```

FileUpload2

IEC Feedback

```
All wings should develop Administrative Unit Outcomes (AUOs) to help you
know how to improve. If you do not currently have them, you should
describe how you will develop them in the coming year, collect data, and
measure them. For the Administrative Wing, these outcomes could be
something like (these are just examples):

-Reduce the time between a critical indecent and the communication to all
campus stakeholders during 2023-2024 (once you have a baseline, you
can say by X number of minutes)
-Completing "closing of the books" on-time for 2023-2024
-Zero audit findings for 2023-2024
-Balanced budget by 2024-2025
-Number of physical plant projects completed in 20232-2024

How will you improve services without hiring? Please add an answer to this
question.
```

FileUpload4
Program Review Rubric Upload

Academic Senate Executive Board Feedback

```
[                                        ]
```

FileUpload1
Program Review Rubric Upload

Dean/Manager Final Feedback

```
[                                        ]
```

FileUpload2

*

_____   _____
Dean/Manager Signature   Date

Vice President Feedback

FileUpload3

*

_____   _____
Vice President Signature   Date

Downloaded to the following Committee Teams folder on: -- Choose -- ⌄   [   ]

*

_____   _____
IEC Signature   Date

*

_____   _____
Academic Senate Signature   Date

Dean/Manager - Feedback Signature	Electronic Signature Pending
Academic Senate: Technical Review Signature	Electronic Signature Pending
Author - Final Submission Signature	Electronic Signature Pending
Dean/Manager Signature	Electronic Signature Pending
Vice President Signature	Electronic Signature Pending
Academic Senate Signature	Electronic Signature Pending
IEC: Technical Review Signature	Electronically signed by Lauren Davis Sosenko on 11/21/2023 12:17:24 PM
IEC Signature	Electronic Signature Pending

Program Review Purpose

"Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices" –Academic Senate for California Community Colleges, 2009

DATA

Number of departments supervised:	9
Number of staff in wing:	70
Number of faculty in wing:	0
Number of administrators in wing:	7

List the Administrative Service Outcomes (ASOs) for Administrative Services Wing: *If you have not defined your ASOs, please describe how you will define them in 2023-2024.*	There has not been an Admin Wing Program Review completed in several years.
Describe how you assessed your ASOs this year? (e.g., survey, document review) *If you have not assessed ASOs, describe your plan to assess in 2023-2024.*	NA
What were the findings of your ASO assessment?	NA
How do you plan to strengthen practices/policies to improve your outcomes?	NA

Outside of hiring new faculty or staff, please discuss the data trends above, and your plans for serving more stakeholders (students, employees) or improving your outcomes.
NA

PROGRAM-SPECIFIC QUESTIONS

Describe the functions of Administrative Services Wing?
The Administrative Wing of GWC supports the institution's ability to serve students and employees alike. This is accomplished by working to ensure the physical campus and wifi/cellular systems are

fucntioning properly, the financial health of the college is protected and the needed support functions, such as food services, are in place.

What does Administrative Services Wing do exceptionally well?

Admin is exceptional at maintaining our campus grounds within the exisitng budget parameters. It is also responsive to M&O requests and the financial oversight of the college.

How does the Administrative Services Wing help GWC meet its mission?

Golden West College provides an intellectually and culturally stimulating learning environment for its diverse student population. The College provides enriching and innovative programs that help students: transfer to four-year institutions, earn associate degrees, complete certificates in career and technical education, advance their careers, and demonstrate college readiness. The College is committed to continuous assessment and improvement of student learning and institutional effectiveness.

The Admin Wing supports our misson by providing a clean, well maintained campus, whose infrastructure and fiscal health are intact.

How can the Administrative Services Wing adapt to handle the increased volume in programs requiring additional tracking and reports?

It is important that classrooms and facilities be clean and well maintained. Consideration of how best to use vacant classrooms as we grow will be important.

Also, the wifi/cellular capacity must grow as the campus does.

What are the most impactful changes in processes to the Administrative Services Wing that can improve service to students and the campus community?

Identifying the large issues and required expenditures needed to address infrastructure short comings and properly sequencing upgrades to keep them working.

What are the biggest challenges facing the Administrative Services Wing in completing its role?

As with many other elements on campus, staff and budget are a challenge. Being creative with scheduling staff time as well as properly sequencing maintenecve and replacement needs, is key.

GOALS AND REQUESTS FOR FUNDING

Requests – If you are requesting any of the following, they MUST be addressed within your Department goals. These forms must be submitted separately from the Program Review.

- Faculty
- Equipment, Facilities, Technology
- Support Staff

GWC Strategic Plan Goals Legend

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and academic programs that lead to student success.
3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of the College Goals.
7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

GOALS FROM PREVIOUS PROGRAM REVIEW CYCLE

Please refer to your previous Program Review cycle and summarize all outcomes for each goal.

Summary and Outcomes of Previous Goals (from the last Program Review) including resource requests and if they were funded or not.
NA

GOALS FOR CURRENT PROGRAM REVIEW CYCLE

Current goals should be connected to GWC's Strategic Plan Goals.

GOAL 1 (Required)

Description of goal:
Transparent Budget

What actions will be taken to accomplish the goal?
The Bursar's Office will conduct regular training sessions demonstrating: 1. How to prepare a budget.   2. How to complete the needed documents related to PO's, CAR's, Etc.   3. Improved responsiveness and customer service orientation.

What metric will you use to measure your goal?

We will hold regular and substantive training sessions each Academic Year. The improved responsiveness by the Bursar's Office to requests, coupled with improved understanding of the budgeting process and other related needs, will likewise increase.

Which of the College's missions and goals does this goal support? (check all that apply)

☐ Enrollment

☐ Equity and Success

☐ Completion

☒ Workforce Preparation

☒ Facilities

☐ Professional Development

☐ Communication

GOAL 2 (Required)

Description of goal:
M&O and IT will develop longterm plans for campus infrastructure improvements.

What actions will be taken to accomplish the goal?
The Directors of M&O and IT will work with their teams, and professional consultants where needed, to identify infrastructure improvmeents that will ensure the college can fucntion properly without shutting down large portions of the campus to address repairs/emergencies.

What metric will you use to measure your goal?
1. Review of the dated infrastructure currently in place.
2. Use consulting services, if needed, to help with our evaluation.
3. We will properly plan and budget for identified improvements.
4. We will have fewer campus interruptions due to infrastructure failure going forward.
5. Budget replacement costs and maintenance agreements where possible.

Which of the College's missions and goals does this goal support? (check all that apply)

☒ Enrollment

☐ Equity and Success

☐ Completion

☒ Workforce Preparation

☒ Facilities

☐ Professional Development

☐ Communication

GOAL 3 (Required)

Description of goal:
Resolve issues with the Bookstore and Food Services.

What actions will be taken to accomplish the goal?
Assessments of the viability of the current Bookstore and Food Services will be made with the purpose of identifying best options to provide these services. Additionally, Food Services and the needed infrastructure to support them will be evaluated for Best Practices and updated infrastructure.

What metric will you use to measure your goal?
1. The ability to have needed textbooks, supplies and spirit items available at all times. 2. Create a sense of brand and community through accessibilty to needed items and spirit wear and gifts. 3. Ensure we have a functioning cafeteria with an infrastructre that is in proper repair. 4. Establish a partnership with a food services provider that will include identifying responsibilites for each party and generate revenue for the college.

Which of the College's missions and goals does this goal support? (check all that apply)

☒ Enrollment
☒ Equity and Success
☐ Completion
☐ Workforce Preparation
☒ Facilities
☐ Professional Development
☐ Communication

OTHER INFORMATION

What additional information would you like to share about your wing?
NA

Submitter's Signature: *Rick Hicks*	Date: 10/31/2023

Supervisor's Review
As the supervisor of this program, I have reviewed this request.   ☒ No concerns   ☐ I have concerns
Comments: Click or tap here to enter text.

Supervisor's Signature: *Rick Hicks*   **Date: 11/14/2023**

Vice President's Signature: *Rick Hicks*   **Date: 11/14/2023**