



<b>District Services Planning &amp; Program Review Committee Minutes</b>	Mtg. Date	October 12, 2018
	Mtg. Time	10:10 a.m.
	Location	SBCCD Board Room 114 S. Del Rosa Dr., San Bernardino

**Members Present**

Jeremiah Gilbert	Jason Brady	Paula Ferri-Milligan	Barbara Nichols
Jeremy Sims	Ernie Loera (proxy for H. Agah)	Al Jackson	Michele Jeannotte
Noemi Elizalde	Heather Ford (recorder)	Noemi Elizalde	

<b>Agenda Items</b>	<b>Discussion</b>	<b>Action Items/Tasks</b>
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I. Call to Order	J. Gilbert called the meeting to order at 10:10 a.m.	
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II. Approval of Minutes	The Committee reviewed and approved the minutes from September 14, 2018 with changes of acronym WDAMS on page two.	<b>Action Item - Minutes Approval Motion – P. Ferri-Milligann Seconded – M. Jeannotte Unanimous Approval</b>
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III. District Program Resource Request Prioritization Update	J. Gilbert reported the ranking will be taken to Chancellor’s Cabinet on 10/17/18. Cabinet makes ultimate decision regarding rankings and what gets funded.	
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IV. Review of 4-year Program Self Evaluation (TESS)	<p>The committee discussed the admin application and the formatting of the Adobe PDF form. J. Brady commented the Adobe PDF form might not have the same capabilities as new versions of Adobe PDF. The committee agreed the language provided by the program needs to be understandable to the committee or it might be required to be rewritten.</p> <p>J. Brady commented Service Area Outcome (SAO) 1 is not clear on measurement. Also, SAO 3 analysis does not address how the issue they have identified. Includes multiple SAO’s and needs to be clear of exactly what they are measuring. REVISION NEEDED. J. Brady commented it needs to show productivity based on programmer load.</p> <p>J. Gilbert reported the goal’s purpose is to usually show improvement and areas to improve, point of comparison. The 2-year review gives an update on the progress of the goals. SAOs help provide direction on where you are going with the goals being created based on SAOs.</p> <p>Distance Education 4- year review. SAO 1 – The committee discussed all that is done is measuring by customer surveys. Committee would like to see more ways of measurement - pulling data, etc.</p> <p>SAO 1 – Analysis – states satisfied or very satisfied and it was increased from 64.6% to 75%. The committee discussed and wants to know what was done to increase? There also was not mention of the 25% who were dissatisfied.</p>	
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	<p>J. Brady reported they can pull data off of service tickets and what time they come in. But, cannot track after hours when calls go to Canvas.</p> <p>The committee discussed the challenges are the answers are very vague, need a better analysis of what they are doing to address the challenges, and the answers don't address "in what way does your planning address these opportunities and challenges?"</p> <p>Printshop – SAO 1 – Analysis – first sentence goes with assessment. J. Brady commented they include on the form a better description of what an Assessment is supposed to be.</p> <p>SAO 2 – J. Brady commented this needs to be something that is measurable. This is where the customer survey would be good.</p> <p>J. Brady commented the online tool only had goals and objectives not SAOs. Which is causing confusion. The accreditation committee started the SAOs and SLOs. J. Gilbert to check with C. Huston on verbiage on form for departments to complete. SAOs need to be measurable.</p> <p>A. Jackson recommended a survey that is automatic when order is completed. Need to see if Print Shop Pro offers something like this.</p> <p>The committee discussed a workshop might be useful to offer additional help with the departments when completing the form.</p> <p>Tech Svcs – SAO 1 Analysis is missing with no data indicated and no findings of appropriate level. Assessment is right.</p> <p>P. Ferri-Milligan commented the language on the form needs to be revised. Include data-driven or measurable.</p> <p>SAO 3 – P. Ferri-Milligan commented the assessments are not bad. Just needs more work on the analysis. Tie in the need for personnel.</p>	
<p>V. Discussion of District Program Resource Request Process</p>	<p>Jeremiah reviewed and addressed the "new" resource request and asked for committee feedback. Example: Richard Galope's department. He wanted to memorialize the positions and funds even though he already had funding for. A. Jackson suggested providing a separate rationale for each request and to provide both documents which gives the committee the option to group together requests or leave individual.</p>	
<p>VI. Other/Future Agenda Items</p>	<p>January meeting the committee will review the 4-year review after J. Gilbert updates the document.</p>	
<p>VII. Next Meeting</p>	<p>Next Meeting: November 9, 2018, 10:00 a.m. SBCCD Board Room (Review of 2-year update – Chancellor's Office)</p>	
<p>VIII. Adjournment</p>	<p>Meeting adjourned at 11:45 a.m.</p>	

Respectfully submitted,

Heather Ford  
Executive Administrative Assistant  
Office of the Chancellor  
San Bernardino Community College District