District Services Planning & Program Review Committee

4/12/2019, 10:00 a.m., Board Room – Meeting Agenda

I. Call to Order

II. Review of Mar. 22 Minutes

III. District Services Program Review: District Divisions

IV. Review of District Program Review Supplemental Documents
   a. Classification of Program Review and Operating Expenditures
   b. Crosswalk Between 4-Year Program Self Evaluation or Two-Year Program Update and Prior Annual Plan (WebForms)
   c. Service Area Outcomes Guidelines

V. District Services Program Review Calendar 2019-2020

VI. Other/Future Agenda Items

VII. Next Meeting: May 10 at 10am

VIII. Adjournment

District Services Planning & Program Review Committee Minutes	Mtg. Date	March 22, 2019
	Mtg. Time	10:00 a.m.
	Location	SBCCD Board Room 114 S. Del Rosa Dr., San Bernardino

Members Present

Jeremiah Gilbert (Chair)	Al Jackson	Noemi Elizalde	Krystal Mesa
Noemi Elizalde	Heather Ford (recorder)		

Agenda Items	Discussion	Action Items/Tasks
I. Call to Order	J. Gilbert called the meeting to order at 10:12 a.m.	
II. Approval of Minutes	The Committee reviewed and approved the minutes from November 9, 2018.	**Action Item -** Minutes Approval **Unanimous Approval**
III. Review of District Program Review Forms	A. Resource Request Application J. Gilbert reviewed the Resource Request Application. Chief Jackson commented there was no communication after Chancellor's Cabinet reviewed the rankings. J. Gilbert commented he assumed Cabinet would reach out to him when requiring more information. J. Gilbert will follow up gong forward. There were no changes to the Resource Request Application and it will stay a PDF. B. Two-Year Program Update & Rubric The two year is a shorten version of the four-year. This will be a Word document. J. Gilbert briefly reviewed the two-year program update. C. Four-Year Program Self Evaluation & Rubric The four-year will be a Word document. J. Gilbert reviewed the updated four-year self-evaluation document.	
IV. Review of District Employee Climate Survey 2018-19	J. Gilbert reviewed the Employee Climate Survey of District Central Services. He questioned placing Question 32 bullet point 1 and 2 to Shared Governance. Chief Jackson recommended having the mission statement on each department for consistency. V. Diggle agreed with Chief Jackson in having a brief description of each department since there is misunderstanding of the differences of Business Services and Fiscal Services. The committee agreed "The 'DEPARTMENT' is responsible for…". V. Diggle asked the purpose of asking demographical questions? She commented some questions are too invasive. Chief Jackson agreed to an extent that questions 35 and 36 should be eliminated. J. Gilbert will reach out to the different departments for their responsibilities to replace mission statements. J. Gilbert will make the changed after demographic 1 question 4, Shared Governance will come after. Then inclusiveness and satisfaction, then into the other areas alphabetically.	

VI. Other/Future Agenda Items	The next meeting will include other documents for review and will include a draft timeline. Climate Survey will go out April 1, 2019. Chief Jackson asked if we can make this competitive for the campuses/district/etc. to No action was taken to further this request.	
VII. Next Meeting	Next Meeting: April 12, 2019, 10:00 a.m. SBCCD Board Room	
VIII. Adjournment	Meeting adjourned at 11:21 a.m.	

Respectfully submitted,

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

District Services Planning and Program Review: District Divisions
As of April 2019

- Chancellor's Office
    - District Research, Planning & Institutional Effectiveness
    - District Foundation
    - Marketing, Public Relations and Government Relations
- District Police Department
- District Support Services
    - Business Services
    - Facilities Planning & Construction
    - Fiscal Services
    - Human Resources
    - Internal Auditing
- Technology and Educational Support Services
    - Administrative Applications
    - Distance Education
    - Printing Services
    - Technical Services
- Workforce Development, Advancement & Media Systems
    - Workforce Development
    - Advancement (District Grants Office)
    - Media Systems (Empire Network: KVCR TV-PBS; KVCR FM-NPR; FNX; and Empire Digital)

CLASSIFICATION OF PROGRAM REVIEW AND OPERATING EXPENDITURES

During planning of district-wide operations, it is important to assign anticipated expenditures to one of two categories--operating or program review. Some expenditures are part of the normal operation of departments and would be classified as operating. Others are more expansive, seeking to increase services, and would likely be classified as program review. Operating items should be included in department budgets during the regular budget development cycle. Program review items should be considered and evaluated during the program review process prior to budget development.

Characteristics of Operating Items

- Normal items to operate and accomplish existing job
- Replacement of obsolete equipment
- Supplies and materials for existing staff
- Maintenance costs for existing software
- Travel for conferences

Characteristics of Program Review Items

- A new department
- New positions
- Supplies, and travel for new positions
- New software not covered by existing budget
- New Equipment
- Items that expand the scope or services currently offered

**Crosswalk Between Four-Year Program Self Evaluation or Two-Year Program Update
and Prior Annual Plan (WebForms)**

4-Year Evaluation / 2-Year Update	Annual Plan (WebForms)
Description of Program and Services	2. Description
Pattern of Service	2. Description
Impact on the Colleges and the District	7. Impact on the Colleges and the District
Mission and Purpose	1. Mission 2.a.i. Purpose
Service Area Outcomes	3. Outcomes and Other Measures of Effectiveness 5. Analysis and Evaluation
Accomplishments	N/A*
Trends	3.e. Please summarize the results of the measures you have applied. If results showing trends over time are available, please report them.
Opportunities and Challenges	4. External Opportunities and Challenges 5. Analysis and Evaluation
Three-to-Five Year Vision	6. Three-to-Five Year Vision
Goals and Objectives	9. Goals, Objectives, Action Plans, and Resource Requests
Productivity	N/A
Staffing	N/A
Where does the department align with the Campuses and District Strategic Plans?	N/A*

*Some information could come from 9. Goals, Objectives, Action Plans, and Resource Requests, which includes identifying Institutional Learning Outcomes and Activities.

Service Area Outcomes Guidelines
Prepared by Jeremiah A. Gilbert, Chair, SBCCD Program Review Committee

A Service Area Outcome (SAO) is a statement about what a client will experience, receive, or know as a result of a given service. A client can be anyone receiving a service, including students, faculty, staff, or community members.

Service Area Outcomes tend to focus on either:
- a **process**, which center on services being provided efficiently, accurately, and equitably.
- **client satisfaction**, which center on support being provided by the program/service area in a satisfactory manner.

Examples of Process SAOs:
- Faculty and staff will experience a decrease in the amount of time that submitted work orders to the IT area are addressed and issues resolved.
- District faculty and staff will receive accurate and regular operational updates on Facilities projects.
- Financial aid students will receive financial aid checks within X number of weeks after the semester begins.

Examples of Satisfaction SAOs:
- Faculty and students will report satisfaction in the services provided by the evening/weekend dean.
- Students will report that the supplemental learning activities they experience in the Tutorial Center contribute to their learning.
- District personnel will express satisfaction in Human Resources.

When developing Service Area Outcomes:
- Focus on outcomes that reflect the purpose or mission of the program and yield benefits for students and/or faculty and staff.
- Build on what you are already doing. Use existing data as much as possible.
- Keep it simple and efficient.
- Make it meaningful for the service unit and staff.
- Make the outcomes measurable, actionable, and realistic. Focus on issues that you can address.

Service Area Outcomes should:
- Provide evidence that the support area is performing its function.
- Provide evidence of the program's effectiveness and help identify areas for improvement.
- Identify what stakeholders will be able to do as a result of the services your area provides.

Goals versus Service Area Outcomes

Generally speaking, goals are aims or desired results that may or may not be measurable, while SAOs are observable and measurable.

Service Area	Goal	Service Area Outcome
Campus Safety	Campus Safety will promote peace, order, and safety on campus by deterring and preventing criminal activity.	Students, staff, and community members will indicate that they feel safe while on campus.
Facilities	Facilities and Maintenance will provide safe, clean, maintained, and visually attractive buildings and grounds to be enjoyed by students, faculty, and staff.	Faculty, staff, and students will report they are satisfied with the safety, cleanliness, maintenance and visual attractiveness of the campus buildings and grounds they visit.

Assessing Service Area Outcomes

Methods of assessment for SAOs may include but are not limited to the following:
- Satisfaction Surveys (well suited for satisfaction outcomes)
- Focus groups (well suited for satisfaction outcomes)
- Number and types of complaints (well suited for process outcomes)
- Growth in a specific function (well suited for process outcomes)
- Time taken to complete a task (well suited for process outcomes)
- Comparisons to professional organizations' best practices

Using the Assessment

When deciding if steps are needed to make improvement to the service you are providing, use the following questions to guide you:
- Were you satisfied with the response?
- What changes or improvements are necessary?
- Based on the evidence and analysis, how will you modify the process or service to better address client needs?
- What should be added, deleted, or modified to improve client experiences?

If you decide that action is needed in order to bring about improvement, there are several modifications you can make to improve your processes and/or the service that your area offers. Some of these actions may include:
- increased staff development,
- equipment purchases,
- software modifications,
- process refinement and development.

District Services Program Review Calendar 2019-2020

May 28	• Four-Year Program Self Evaluation forms sent to District Support Services Managers • Two-Year Program Update forms sent Workforce Development, Advancement & Media Systems Managers *Due to District Program Review Committee Chair by July 15*
July 15	Resource Request Application and Resource Request Division Rankings forms sent to all district program managers *Due to District Program Review Committee Chair by August 30*
Aug 23	District Program Review Meeting (Resource Request Q&A)
Sep 13	District Program Review Meeting (Resource Request Division Rankings prioritized)
Oct 11	District Program Review Meeting (Four-Year Program Self Evaluations)
Nov 8	District Program Review Meeting (Two-Year Program Updates)
Dec 13	District Program Review Meeting
Feb 14	District Program Review Meeting
Mar 13	District Program Review Meeting
Apr 10	District Program Review Meeting
May 8	District Program Review Meeting

SBCCD Support Services Planning and Program Review Website:
http://www.sbccd.org/research/SBCCD_Services_PPR