Non-Instructional Guided Pathways Program Review

As Hartnell College is embarking on a journey to join a growing national movement aiming at improving student success called “Guided Pathways,” the Guided Pathways framework is incorporated into the Spring 2018 Program Review. The Guided Pathways framework “creates a highly structured approach to student success that provides all students with a set of clear course-taking patterns that promotes better enrollment decisions and prepares students for future success. The Guided Pathways framework also integrates support services in ways that make it easier for students to get the help they need during every step of their community college experience.” (California Community College Guided Pathways, http://cccgp.cccco.edu/About-Guided-Pathways)


Please note that resource requests will occur in fall 2018.

<table>
<thead>
<tr>
<th>Service/Office/Non-Instructional Program</th>
<th>Date Submitted to VP (Deadline by 4/27/18)*</th>
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<tbody>
<tr>
<td>Vice President of Administrative Services</td>
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*Please note that you should work with your colleagues and supervisor/director/dean to ensure that this report is completed, revised as needed, in its final form and submitted no later than April 27, 2018.

List of Contributors, including Title/Position

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
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<tbody>
<tr>
<td>Benjamin Figueroa</td>
<td>Vice President</td>
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<tr>
<td>Laura Warren</td>
<td>Executive Assistant</td>
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Typed Name of Manager | Date
N/A | |

A. STUDENT SUCCESS

1. As Hartnell is a student-focused college, how does your service/office/non-instructional program focus on students?
The Office of the Vice President of Administrative Services is responsible for supporting the service delivery of the various units that make up the Division of Administrative Services, including the Office of Human Resources and Equal Employment Opportunity, Food Service/Cafeteria, Business Office, Public Safety & Emergency Management, and Facilities Maintenance and Planning. This indirect support extends to students specifically in the areas of food, safety, and cashiering. The Office of the Vice President of Administrative Services is also responsible for supporting the goals and mission of the District as a whole, and each of the other divisions specifically.

2. **How does your service/office/non-instructional program interact with prospective students in the community and assist/support students to enroll? Is there more that it can do?**

The Office of the Vice President of Administrative Services supports the Office of Public Safety, Cafeteria, and Cashier’s Office in their daily service delivery to District students. This past year, a new Director of Public Safety was hired and a new expanded location was identified for Public Safety that includes an Emergency Center. In addition, a food service expansion is planned for the coming semester with the licensing of a Starbucks store.

3. **How does your service/office/non-instructional program support students in choosing their pathway? Is there more that it can do?**

The Office of the Vice President of Administrative Services is not involved in the direct advising of students in choosing their pathway. Instead the Office of the Vice President supports its various business units and the other divisions in carrying out this function. In addition, the Office of the Vice President of Administrative Services supports the services rendered through the other divisions in the direct advising of students in choosing their pathway.

4. **What does your service/office/non-instructional program do to impact and/or support students’ learning in the classroom? Is there more that it can do?**

[Enter your response in the table cell below. The box will expand as you enter text:]
The Office of the Vice President of Administrative Services supports the services that its various units indirectly render to the student learning in the classroom via the maintenance of the District facilities, the procurement of materials needed in the classroom, and in the hiring and development of personnel assigned to the classroom. The Office of the Vice President of Administrative Services also supports the services rendered through the other divisions in support of student learning in the classroom.

5. How does your service/office/non-instructional program support students to
   a. Complete their program?
   b. Complete their program on time?
   c. Is there more that it can do?

[Enter your response in the table cell below. The box will expand as you enter text:]

The Office of the Vice President of Administrative Services supports the direct services rendered to students via its Cafeteria, Public Safety, and the Cashier’s Office. It also supports the direct services rendered through the Business Office, Human Resources, and Facilities Maintenance and Planning. The Office of the Vice President of Administrative Services also supports the services rendered through the other divisions. All of these services indirectly support the District’s students to succeed on a timely basis in their programs.

6. What does your service/office/non-instructional program do to assist students in
   a. Transferring to a four-year institution (finding the right institution and determining what needs to be done to get there)?
   b. Finding employment opportunities in their field (finding the right employment opportunities and determining what needs to be done to get there)?

   c. Is there more that it can do?

[Enter your response in the table cell below. The box will expand as you enter text:]

The Office of the Vice President of Administrative Services supports the direct services rendered to students via the Cafeteria, Public Safety, and the Cashier’s Office. It also support indirect services rendered through the Business Office, Human Resources, and Facilities Maintenance and Planning. The Office of the Vice President of Administrative Services also supports the services rendered through the other divisions. All of these services indirectly support the District’s students to succeed in transferring to a four-year institution and/or finding employment opportunities in their field.
B. SERVICE AREA OUTCOMES

Each service unit/office/non-instructional program develops its own Service Area Outcomes (SAOs). The outcomes should be directly related to the work of the service unit/office/non-instructional program, challenging but attainable, and measurable. SAOs should articulate what specifically is to be achieved; their measurement should assess how well the service unit/office/non-instructional program is performing.

http://www.hartnell.edu/service-area-outcomes

Please answer the following questions:

1. Which service area outcome did you assess? How did you assess it?

[Enter your response in the table cell below. The box will expand as you enter text:]

- The Office of the Vice President of Administrative Services is responsible for ensuring the full staffing of its various divisions. This past year, a new Director of Public Safety and also the new Controller (from Interim to permanent) were completed.
- The Office of the Vice President of Administrative Services is responsible for supporting the new campus development approved through the approval of Measure T and for supporting the Office of Facilities Planning in the development of new construction and renovation of existing facilities. This past year, bonds were sold and new construction projects were initiated.
- The Office of the Vice President of Administrative Services is responsible for the review and oversight of District contractual activities to be approved by the President and the Board of Trustees. This past year, new contractual agreements were put in place for the construction of new projects, new childcare facilities, and the licensing of a Starbucks store.
- The Office of the Vice President of Administrative Services through the Business Office, is responsible for the fiscal vitalities of the District. The District is expected to finish the fiscal year with approximately 24% in fund balances to its operating funds.
- The Office of the Vice President of Administrative Services, through its Office of Public Safety, is tasked with the safety and well-being of the staff and students on campus. This past year, the physical location was expanded, its staffing was increased with student assistants, and its services will be expanded this coming year with the addition of a safety/welcome kiosk.

2. Describe how service area outcomes were specifically addressed by the service/office/program during the past year.

Was there review and analysis of the data? How did the staff engage in discussion? Were any interventions conducted? Are there any plans to make changes/improvements in the service/office/program? What did you find?
All District contracts will need to go before the Board of Trustees for approval or to be ratified.

c. PREVIOUSLY SCHEDULED ACTIVITIES (Linked to previous PPA)

1. Evaluate the success of each completed activity since your last PPA. What measurable outcomes were achieved? Did the activities and subsequent dialog lead to significant change in student learning or program success? Your previous PPA can be found through this link: [http://www.hartnell.edu/2017-program-planning-and-assessment-reports-1](http://www.hartnell.edu/2017-program-planning-and-assessment-reports-1)