Program Reflections on Student Learning Form
Spring 2012
President's Office, Human Resources, Institutional Research and Foundation

Department/Group Name	Semester	Date
President's Office, Human Resources, Institutional Research, Foundation, and Assistants (3)	Spring 2012	January 25, 2012

Department/group members present

Doug Garrison, Vicki Nakamura, Rosaleen Ryan, Ed Lake, Barbara Lee, Kali Viker, Andrea Bozant, Shirley Kim, Carlis Crowe, Jeanette Haxton, Loren Steck, Robin Venuti, Allison Payne, Leza Turner, and Sandy Nee.

Principle SLOs, supporting objectives, and/or challenges discussed

The group started the dialogue by explaining how each unit reporting to the President supports student learning. Since none of the units is involved directly in student learning, the focus of the discussion was to define how we support learning, identify challenges in providing that support, and identifying possible ways to enhance our ability to support student learning.

Summary of department/group discussion about student learning

The units involved in this discussion represent offices that vary significantly in the manner in which they support student learning. The offices range from Institutional Research, to Human Resources, to Information Desk, to Public Information, to administrative support, to the MPC Foundation. Despite this broad range of activities, commonalities were identified. All offices provide support to systems that are critical to the effective delivery of instruction or service to students. Despite the wide variance of these systems, we identified common challenges.

1. Communication – Members discussed the challenge of being aware of the institutional changes that impact their ability to perform their functions. The increasingly dynamic nature of the regulatory environment of the California Community Colleges poses challenges for all participants. In addition, since state funding has been reduced each of the past three years, it has been increasingly difficult to be fully aware of the highest priorities for the academic and service departments.

2. Limited Funding – All members discussed the challenges posed by the continuing reduction of state funding. Despite the willingness to reorganize and re-examine methods of operation, the participants cited several examples of not being able to continue actions that had been beneficial in the past.

3. Limited Technology – The participants detailed the outdated technology systems they operate in their offices. For example, Human Resources still work with a paper-based system, despite the need to track thousands of transactions each year. The lack of an integrated database causes unnecessary duplication of effort between departments. It also contributes to communication problems due to the absence of an automated system that enters critical data in many fields needing the information. The poor quality of the MPC website and lack of social media were also cited as challenges related to technology. Much of the website is outdated and difficult for the public to navigate. Due to limited staffing, we have not adopted up-to-date social media products.

Results of the reflections dialog - description of goals and/or action plans resulting from the analysis of student learning (budget dependent or non-budget dependent)

Participants identified ways we could overcome the identified challenges:

1. Communication
   a. Implement a college-wide approach to communicating policy or regulation changes as
      well as changes in departmental procedures.
   b. Use the new Education Master Plan to develop a list of priorities for fundraising.
   c. Investigate contracting for public relations services.
   d. Investigate collaboration with regional four-year universities to implement a social media program, e.g., using their advanced students fulfilling service learning requirements, or providing an opportunity for a class to conduct a case study.
   e. Revise designations in the "information sign" on entry to the Administration Building.

2. Limited Funding
   a. Promote collaboration between departments to ensure effective sharing of information   to address challenges, i.e., Institutional Research to investigate ways to facilitate Human Resources need for automated databases.
   b. Investigate the benefit of expending one-time funds to implement systems that provide continuing operational benefits.

3. Limited Technology
   a. The planned institutional review of the Technology Plan this spring will provide a forum for review of the technological limitations. Development of automated systems is critical to addressing several technological challenges.
   b. As an element of the institutional technology review, the MPC website must be reexamined with the benefit of input from the students and public users. The general feeling is that the website does not allow ease of use for registration, access to course information, information about the college, or in conducting college transactions. Revisions to the website must become a high priority. The college's approach to website maintenance must also be examined to ensure information is up-to-date and accurate.