Monterey Peninsula College
Program Reflections Summary, Fall 2014

Executive Summary
The 2014 Fall Dialog/Assessment Report documents a great deal of improvement on campus. Generally speaking, all service areas accomplished the goal of the Program Reflections discussions (i.e., dialogue around improvements in previously recognized areas for growth, an assessment of unit performance against their identified outcomes, and identification of goals for future improvements).

There is a lot of excitement around the new website, and strong momentum around implementing 3SP mandates. This document, however, summarizes comments related to unit, program, and departmental needs and attempts to group them into broad themes that can be discussed at the institutional level.

Several broad, institutional-level trends related to resource needs emerged from the reflections of the individual administrative units:

- **Sense of inadequate staffing, proportional to workload**
  Many areas spoke to this theme in one form or another. In some cases, this was related to actual decreases in staffing; in others, it was related to inability of current staffing levels to support projected program growth. Some comments implied that there were inefficiencies in unit workflows.

- **Cross-unit communication/collaboration**
  Several areas cited goals that directly require collaboration across administrative units (e.g., orientations for ESL students). Many other areas cited goals that would be more easily fulfilled by greater coordination, collaboration, and communication across units. There was a recognition that better communication across departments and units might help make campus processes more efficient.

- **Technology offers opportunities for better communication**
  All areas suggested that leveraging campus technology (the new website, MPC Online, etc.) could support more efficient workflows and better communication – both across campus and with current and potential students. This awareness seems particularly prevalent in Student Services, where many units discussed website improvements or moving all forms online in their goals. This goal may indirectly contribute to the sense of inadequate staffing mentioned above, as staff time will need to be found for website updates and content development.

- **Technology Refreshment and Support**
  Refreshing aging technology emerged as a concern in all areas (although not as explicitly in Student Services). All areas commented on the need to replace aging lab computers, desktop computers, and classroom projectors; several areas also commented on the need to improve wireless access. As noted above, technology has been recognized as a potential solution for improving workflows and communication across campus. Goals such as online assessment, online orientation, and supporting equitable access to online forms and information (i.e., for students who do not have their own home computers) will all require strong network infrastructure and reliable lab computers.

In addition to these broad, cross-unit themes, the reflections collected in each administrative unit led to themes specific to that unit. Unit-specific themes are summarized and indexed below.

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Academic Affairs Summary (pp 1-71)
Main emerging themes related to resource needs, specific to Academic Affairs:
- Sense of inadequate staffing
- Technology Refreshment
- Academic Support/Tutoring (in areas other than reading/math)
- Perceived lack of funding for instructional materials
- Problems with SIS

Student Services Summary (pp 72-92)
Main emerging themes related to resource needs, specific to Student Services:
- Leveraging the website, for both online forms and better communication of services (this is more of a time issue)
- Sense of inadequate staffing/personnel
- Collaboration with other divisions/departments/services

Administrative Services Summary (pp 93-103)
Main emerging themes related to resource needs, specific to Administrative Services:
- Sense of inadequate staffing/personnel in some areas
- Technology support, including refreshment of aging technology, wireless upgrades, and ongoing classroom/desktop support