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|  | **Sacramento City College**  **Strategic Planning System**  **Cross-Divisional Program Plan** |

**Planning years:** 2023-24 through 2025-26

**Plan Type:** Program Plan

**Planning Area:**

**Primary Division:**

**Plan Author(s):**

**Date:**

**SECTION I: OVERVIEW & REVIEW OF PREVIOUS ACCOMPLISHMENTS**

**A. PROGRAM DESCRIPTION**

Briefly describe your program and state the overall mission of the program and its role(s) across the college.

**B: REVIEW OF ACCOMPLISHMENTS OVER THE PREVIOUS PLANNING CYCLE**

1. **Outcomes assessment**. Briefly state the objectives you worked on last year and the progress you have made on those objectives since the last time the plan was updated. Provide assessment results for [Administrative Unit Outcomes (AUOs)](#bookmark=id.wsegtygyw7cy) and/or [Student Learning Outcomes (SLOs)](#bookmark=id.vmz4bdz0cdvm) from the 2020-2023 cycle, as applicable.

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| **2020-2023 AUO and SLO Assessment Results** | | | |
| **College Strategic Goal** | **Administrative Unit Outcome (AUO)/Student Learning Outcome (SLO)** | **Assessment Measure/Target** | **Outcome** |
|  | AUO #1: | **Target:** Take the targets established in the previous program plan (if they exist), and insert them here.  **Baseline year:** This is the first year of the planning cycle, or the first year within the cycle that baseline data is available. Compare data from your most recent year of data collection with data from the baseline year.  **Measure(s):** Your measures will depend on the outcomes and targets you set. Measures could include student utilization, student satisfaction, or employee satisfaction, among others  **Data Source(s):** Surveys, data dashboards, focus groups, or other systematic approach |  |
|  | AUO #2: | **Target:**  **Baseline year:**  **Measure(s):**  **Data Source(s):** |  |
|  | AUO #3: | **Target:**  **Baseline year:**  **Measure(s):**  **Data Source(s):** |  |
|  | SLO #1: | **Target:**  **Baseline year:**  **Measure(s):**  **Data Source(s):** |  |
|  | SLO #2: | **Target:**  **Baseline year:**  **Measure(s):**  **Data Source(s):** |  |
|  | SLO #3: | **Target:**  **Baseline year:**  **Measure(s):**  **Data Source(s):** |  |
| **Narrative:** | | | |

1. **Review of last year’s resource use**: Briefly explain how resources were used during the previous cycle to support the work of the plan.
2. **Factors affecting the work of the program.** Provide an overview of the major factors affecting the work of the Program. You may choose to describe the internal (within the college) and external (e.g. outside of the college) environment as they affect the program. Alternatively, you may organize the information by discussing the Program’s strengths, weaknesses, opportunities, and challenges.

**SECTION II: FUTURE GOALS, DIRECTIONS, AND STRATEGIES**

**A. MULTI-YEAR DIRECTIONS AND STRATEGIES**

Describe the general directions in which you see the Program moving over the next 3 years. Include any multi-year initiatives in your Program Plans. Describe how these directions and initiatives align with the College Goals.

**B. UNIT OUTCOMES:** [**ADMINISTRATIVE UNIT OUTCOMES (AUOs)**](#bookmark=id.wsegtygyw7cy) **or** [**STUDENT LEARNING OUTCOMES (SLOs)**](#bookmark=id.vmz4bdz0cdvm) **FOR THE PLANNING CURRENT CYCLE**

Using the templates below, list the [AUOs](#bookmark=id.wsegtygyw7cy) and/or [SLOs](#bookmark=id.vmz4bdz0cdvm) that will result from the work of the program in the planning year. These outcomes should align with and support the [College Goals](https://inside.scc.losrios.edu/scc/inside/doc/e4-planning-and-research/planning/scc-strategic-master-plan.pdf). Please feel free to add or delete additional rows as needed.

Examples of possible AUOs, SLOs, and expected outcomes/targets are provided below. These are intended to be illustrative, and not necessarily the AUOs or SLOs that you develop for your program plan.

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| **2023-2026 AUOs and SLOs** | | |
| [College Strategic Goal](https://inside.scc.losrios.edu/scc/inside/doc/e4-planning-and-research/planning/scc-strategic-master-plan.pdf) | **Administrative Unit Outcome (AUO)/Student Learning Outcome (SLO)** | **Expected Outcomes/Targets** |
|  | AUO #1: Example: Increase faculty participation in the Online Teaching and Learning Academy (OTLA). | By 2026, x% of all currently employed faculty will have successfully completed the OTLA. |
|  | AUO #2: Example: Ensure that individuals who submit IT requests via Service Central receive a timely response and quick resolution to their issue. | By 2026, 85% of individuals who submitted requests via Service Central receive a response and status update within 24 hours. |
|  | AUO #3: |  |
|  | SLO #1: Example: Students who access tutoring services will report an improved understanding of class concepts. | Increase levels of understanding from X% in 2019 (the last time the Tutoring Survey was administered) to Y% in 2026. |
|  | SLO #2: Example: Students enrolled in Honors courses will demonstrate the ability to successfully complete a research project. | By 2026, 90% of students enrolled in Honors courses will have successfully completed a research project. |
|  | SLO #3: |  |

**NOTE: Some Program Plan areas may only have AUOs, and not have SLOs. Include SLOs only if your area is able to directly measure student learning.**

**SECTION III: ANNUAL PROCEDURES AND RESOURCE REQUESTS FOR THE PLANNING YEAR**

Program Strategies: Explain the overall strategies that the program uses to fulfill its purpose and implement its objectives. List the timeline and responsible persons for procedures.

AUOs/SLOs: Include the AUO/SLO(s) that the program strategy is designed to address.

Resource requirements: State the resources (human, financial, facilities, and IT) needed to implement program objectives.

Previous funding sources: State the sources of funds your program received during the previous planning cycle. This may include grants, categorical funds, and CCCCO allocations, as well as general fund dollars.

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| **2023-2024 Program Plan Resource Requests** | | | | | | |
| **Program Strategies** | **AUOs/SLOs**  **(include number from above tables)** | **Timeline** | **Responsible persons** | **Resource Requirements** | **Previously funded? (Yes/No)** | **Previous Funding Source(s)** |
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|  |  |  |  | **Total Cost:** |  |  |
| **Narrative:** | | | | | | |

**SECTION IV: APPENDICES**

Include appendices as needed in order to provide more information and context to the main plan. Some examples of appendices are suggested below:

* Detailed Program Data
* Details of External Requirements Affecting the Program
* Details of Funding Sources
* Measurement Tools/Procedures to Assess Objectives

Please be sure to reference any appendices you include in the main document.

**APPENDIX A: DEFINITIONS**

The planning year refers to the upcoming academic year. For example, this plan is being written during the 2022-2023 academic year; the first planning year of this plan is 2023-2024.

Administrative Unit Outcomes (AUOs) include goals related to service quality, efficiency, compliance, utilization of services, student satisfaction, and employee professional development, and indirectly affect the experiences of the students at SCC. AUOs help areas develop strategies to improve service delivery and student satisfaction. Examples are shown below:

* The Writing Center will increase overall utilization rates by 3% annually.
* The Tutoring and Learning Center will increase satisfaction rates among students from disproportionately impacted groups.
* IT Services will ensure that 85% of individuals who submitted requests via Service Central receive a response and status update within 24 hours.
* Participation in the Online Teaching and Learning Academy (OTLA) will increase by 15%.

Student Learning Outcomes (SLOs) are objectives of the unit that state the major skills and abilities that students will gain as a result of their work with the program. They complete the sentence: “As the result of the work of the unit, the student will be able to . . . ”. Some areas, such as Tutoring, may already have SLOs in a course outline of record (in this case, from HSER 1000), and these are what should be entered into the table below.