



## Program Review Annual Update

1. **Department:** Institutional Effectiveness (IE) (formally Research and Planning)
2. **Reporting year:** 2013-2014
3. **Names of the individuals participating in the review:** Dr. Aeron Zentner, Director IE
4. **Progress Report: Review previous IPR or NIPR and/or annual update. Describe progress made on any recommendations and any changes made within the program.**
  1. Evaluate the appropriateness of the current SLOs for the assessment of student – and staff – learning as a result of the RP projects and function: *Completed*
    - In fall 2013, a realignment of ISLOs, GEOs, PSLOs and SLOs was led by the Department of IE and conducted by faculty and staff to better implement outcomes assessment.
  2. Re-craft the SLOs into Administrative Unit Outcomes and assess the achievement of these AUOs in fall 2012: *Completed*
    - Departmental AUOs were established for the department in summer 2013 and assess in fall 2013.
  3. Maintain a current and centrally located calendar of outside reporting requirements. Publish the calendar on a password protected portion of the website: *Completed*
    - An external reporting calendar has been established for IPEDS, MIS and NSC during spring 2014.
  4. Continue to mature the Report Server adding data reports as indicated for the expansion of the research function across departments. Appropriately increase access to the Report Server and the data reports: *in-progress*
    - In fall 2013, the director has worked with the consultants to add new features into the report to expand reporting and information transparency. Access to data is provided through the external resource page that was developed in fall 2013.
  5. Systematically survey reporting mandates (legislation and regulations) with which the college must comply: *Completed*
    - The director has met the deadline for IPEDS and MIS survey reporting.
  6. Track student and staff participation and learning data and assure the use of these data in ongoing RP program/project improvement: *Completed*
    - Fall 2013 new data templates have been provided to help identify trends in data for program review. A fact book and student report has been developed in fall 2013. Additionally, monthly newsletters have been distributed to the campus and are posted online to reflect on research studies.

### Training

1. Institute a data collection, analysis and utilization professional development initiative with special emphasis on Report Server data in the college's training center (TECC): *In-progress*
  - Trainings are planned for spring 2014.
2. Routinely fund ongoing professional development in the use of data and research, not only to support specific projects, but to maintain awareness of trends and new techniques for process re-engineering and

innovation by recognizing professional development for RP in the institutional budget and within total costs of RP projects: *In-progress*

- This process is under review as the director has been in the position for 12 months and can better establish the cost of research projects after 1-2 years.

#### Operational Procedures

1. Create an electronic repository for all outside reports submitted: *Completed*
  - The document repository in WEAVE can be used for storing documents. In fall 2013 the director established a secure cloud to house research requests and reports.
2. Separate the RP budget: define scope, centralize research-related expenses within this budget and track all recurring costs: *In-progress*
  - A baseline budget was given to the director in 2013-2014 and will be evaluated in 2014-2015 with modification requests.
3. Provide additional funds (\$5,000 annually) to support an expanded agenda of survey research: *In-progress*
  - The director will be requesting the funds for the Noel Levitz student satisfaction survey in spring 2014.
4. Network the Systems Analyst to centralized copier in the Business Office Building when current copier is replaced to support document scanning and paperless workflow in the RP function: *Terminated*
  - Not applicable as that director works in the administration building.
5. Maintain association with statewide Research and Planning group to assure ongoing training in the use of the outside compliance reporting data (e.g., the ARCC/scorecard data): *Completed*
  - The director is an active member of the RP Group and presented scorecard 2.0 in May 2013.

#### Staffing

1. Identify WEAVE priorities through consultation, design implementation plan and allocate staffing resources to support. Provide end- user training in fall 2012 with full reporting capacity developed by spring 2013: *Completed*
  - This was completed with the integration of SLOs, ISLOs, GESLOs, PSLOs and annual reporting into WEAVE by the director.
2. Evaluate and reprioritize research agenda to assure institutional needs are met in support of data-informed decision-making and continuous improvement: *Completed*
  - Modifications were made in fall 2013 to incorporate SLO/AUO findings into the annual report.
3. Create a more distributed model for research at the college and assure professional development for staff members beyond RP: *In-progress*
  - It has been partially developed based on the new effectiveness reporting calendar and assessment agenda.

#### **5. Outcome Assessment (SLOs/PSLOs/AUOs):**

During the 2012-2013 no AUO were assessed. However, fall 2013 found that all AUO assessments were completed and that the department met the target of the AUOs. Based on the findings of the data and the intuitional demand there is an apparent need for increased funding for software/web services (WEAVE, SPSS), increased funding for student research assistants and expansion into the field of accreditation.

#### **6. Curriculum:** Not applicable

#### **7. Program Emerging Needs Assessment: Describe needs that have developed since the previous review. Consider emerging needs in staffing, equipment, training, facilities, or funding, Include data sources in the previous item that support emerging program needs.**

- WEAVE has become a key component to the planning process at LCC. However, to continue to increase productivity, the WEAVE assessment tool needs to have a sustainable budget (10,600).
- In order to continue to serve to campus effectively, it is requested that accreditation falls under the department of institutional effectiveness based upon the definition of institutional effectiveness by the WASC/ACCJC (Outcomes Assessment, Program Review, Planning and Accreditation). Additionally, it is requested that the director of institutional effectiveness become a co-accreditation liaison officer (ALO) and be reclassified to associate dean based upon the responsibilities of the department (6,000)
- Based on the workload and the apparent need to continually develop and support a culture of evidence as supported by the requests for research and assessment in the 2013-2014 year. The department is requesting that more funding for student research associates (student workers) to assist in the meticulous projects (i.e. data entry). (\$1000.00)

**8. Progress and Reprioritization of Recommendations:**

- Review the prioritized recommendations in the previous program review.**
- Record outcomes of items in the planning agendas for each section.**
- Specify any changes in priority as well as any additions or deletions.**
- Provide updated planning agenda forms for each planning committee.**

Table 1. 2013-2014 Institutional Effectiveness Prioritized Recommendations Requiring Institutional Action for Inclusion in Educational Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome
4	Increase funding for SSEEE	2015-2016	5,000	Conduct SSEEE

Table 2. 2013-2014 Institutional Effectiveness Prioritized Recommendations Requiring Institutional Action for Inclusion in Human Resource/Professional Development Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome
1, 3	Re-classify director to associate dean	July 1, 2014	6,000	Strength in support of the campus as the co-ALO
1, 2	Increase student assistant budget	July 1, 2014	1,000	Increase productivity and operations of IE

Table 3. 2013-2014 Institutional Effectiveness Prioritized Recommendations Requiring Institutional Action for Inclusion in Facilities Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

Table 4. 2013-2014 Institutional Effectiveness Prioritized Recommendations Requiring Institutional Action for Inclusion in Institutional Technology Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome
1	WEAVE	July 1, 2014	10,600	Strengthen the planning process

Table 5. 2013-2014 Institutional Effectiveness Prioritized Recommendations Requiring Institutional Action for Inclusion in Student Services Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

**9. Additional Information: Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes.**

Since the emergence of the department of institutional effectiveness in summer 2013, there has been a strong demand for data and building a culture of evidence at LCC. Figure 1 presents a graphical representation of effectiveness requests completed during the 2013-2014 year.

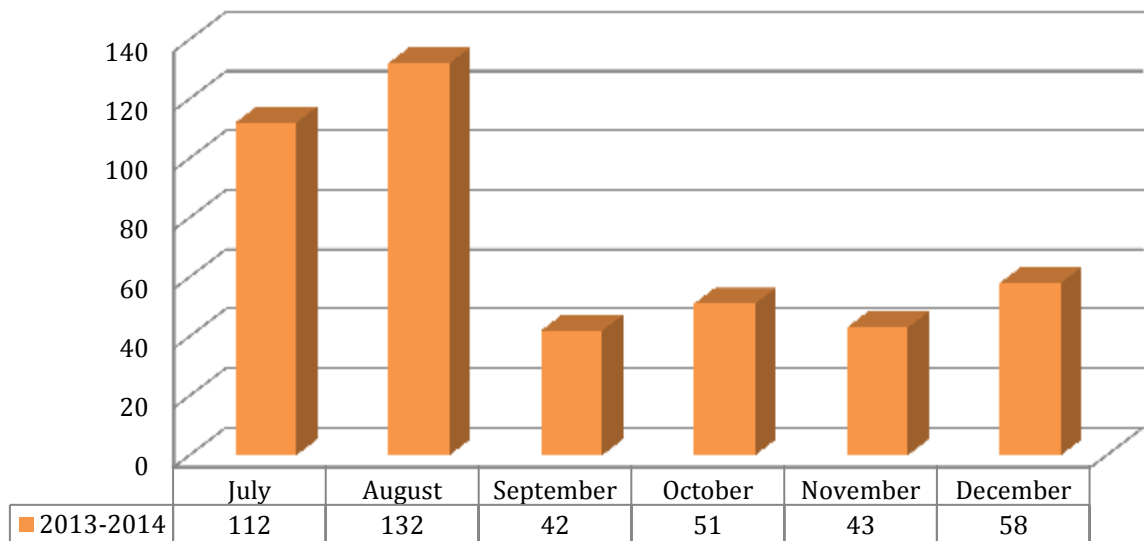


Figure 1. Effectiveness Request 2013-2014

Of the effectiveness requests completed, 47% have been related to ad-hoc data requests and followed by SLO related request at 21%.

As the department continues to mature, there will be focus on increased grant development in support of a new grant culture in the development of new planning and assessment strategies in order to progress LCC to a greater level of effectiveness.

The director was awarded the CCCC Technology Focus Award 2013 for SLO work  
 The director was nominated to be a consultant on the RP Group