



**Administrative Program Review
2023 Annual Update**

Program / Department:	Institutional Effectiveness
Date submitted:	2023
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Outcomes Assessment Report

Revised Plan of Action

The Annual Update is conducted by all programs at the college and consists of an analysis of changes affecting the program as well as significant new funding needs for staff, resources, facilities, and equipment. It should be submitted or renewed every year by June 30 in anticipation of budget planning for the following year, which begins at the planning retreat in November. *Note that if there is no change from the previous year, you may simply resubmit the information in that report (or any portion that remains unchanged) from the prior year as long as it is on the current form and completely responds to each question.

Programs and units should support their planning efforts with quantifiable data, conduct appropriate analyses, and make supportable conclusions.

I. Program Purpose (must align with college mission)

Describe the need that is met by the program or the purpose of the program.

The office of institutional effectiveness (IE) supports the Allan Hancock College cyclic process of continuous quality improvement. Institutional effectiveness is the systematic, integrated, and ongoing process of planning and data analysis to inform decision making in support of the college mission.

The goal of the Office of Institutional Effectiveness is to assist units in the integration of the planning, evaluation and resource allocation processes into a sustained, ongoing, and comprehensive practice in all college activities.

II. Progress on Comprehensive Program Review Final Plan of Action

Summarize the progress the program has made on recommendations, including the status of any incomplete items.

IE's previous comprehensive had several action plans:

1. Respond to requests for data, surveys, research, and learning outcomes.
 - a. Request log is being used to track incoming requests.
2. Complete regulatory reporting, such as annual accreditation and state initiatives.
 - a. ISER was completed and submitted December 2022.

- b. ACCJC Annual/Fiscal Reports were completed May 2023.
- 3. Maintain public and institutional data resources, including program review, internal and external research reports, external data accesses, and internal and external survey results.
 - a. Interactive data dashboards were completed in March 2023.
 - b. Factbook was replaced with a powerful dashboard that answers almost all headcount questions about AHC students.
 - c. Program data was completely overhauled to three focused dashboards that answer a multitude of questions that programs may have regarding their students.
 - d. The registration report has been updated to show daily registrations over time via graphs in order to quickly see term-to-term comparisons. All graph data can be disaggregated by multiple student groups. Waitlist information is available in graph format for the first time. And location information has been added via local area maps.
- 4. Support and integrate institutional planning by hosting the planning retreat, providing access to planning integration technology, and providing necessary training and support institutional groups.
 - a. The 2023 planning retreat focused on prioritizing three Key Performance Indicators that the college would focus on over the next three years.
 - b. Institutional Effectiveness provided training for the new program review process approved by Academic Senate.
 - c. IE is working on and will be providing technical training for Strategic Planning Online, the software platform that will support program review and annual planning. Target training dates will be in fall 2023.
- 5. Support campus initiatives, like Guided Pathways, by providing data and facilitating necessary data coaching.
 - a. Guided Pathways dashboards have continued to be updated and expanded.
 - b. IE staff members serve on numerous councils and committees such as Data Governance, Banner Committee, Institutional Effectiveness Council, Program Review Committee, LOAC-AA, LOAC-SS, Web Services Committee, SEAP, AB 705, to be informed and support campus initiatives.
 - c. Guided Pathways program maps are currently being updated on the website by IE.
 - d. The IE office administrates the Guided Pathways budget which involves tracking expenses, monitoring contracts, and processing stipends.

III. Program Assessment

Check here if any SAOs have changed since the last comprehensive program review and/or annual update.

What are your program service area outcomes? Which of these have been assessed since the last comprehensive program review and/or annual update? How are they measured? What did the assessment data indicate about the strengths and weaknesses of your program? What changes have you made/do you plan based on these data? *(See Administrative Service Area Outcomes SAOs Assessment Report form on last page)*



- **SAO 1:** Faculty and staff will receive a response and completion to a request for data, research, and surveys within 14 days.
- **SAO 2:** Faculty, staff, and administration will have regular access to needed regulatory reporting like accreditation and state initiatives, including completed reports and progress updates.
- **SAO 3:** Faculty, staff, and administration will have regular access to public and institutional data resources, including program review, internal and external research reports, external data accesses, and internal and external survey results.
- **SAO 4:** Faculty, staff, and administration will report satisfaction with the support and integration of institutional planning, including hosting the planning retreat, providing access to planning integration technology, and providing necessary training and support institutional groups.
- **SAO 5:** Faculty, staff, and administration will report satisfaction with support of campus initiatives, like Guided Pathways, by providing data and facilitating necessary data coaching.

New SAOs were part of the action plan of the 2022 6-year comprehensive. *See action plan update above.*

IV. Internal/External Conditions

What external conditions have influenced the program in the past year? Have there been regulatory changes, changes in technology, accreditation recommendations, demographics, labor market, or other changes? Summarize the major trends, challenges, and opportunities that have emerged in the program since the last comprehensive program review and /or annual update.

- AB705/AB1705
 - AB705/AB1705 guidelines continue to be ever evolving creating challenges for tracking and implementation.
- The completion of the Institutional Self Evaluation Report (ISER) was submitted Dec. 2022.
- The Chancellor's Office routinely changes the definitions of data they provide in dashboards which causes us to have to recalculate/update metrics that pull directly from them. The Chancellor's Office also lags behind on certain data metrics which causes us to either use them and also lag behind or find some other source to get more up to date data.
- The Chancellor's office has not been sending out communications in a timely manner, often resulting in pressure to get information and decisions pushed through the governance process under tight deadlines.

What internal conditions have influenced the program in the past year? Have there been trends in SAOs/assessment data; changes in technology, budget, staffing or resources; facilities issues; etc.?

- One of our research analysts left in November for a higher paying position resulting in more data demands on the remaining two analysts. This was compounded by a failed recruitment due to not being competitive enough to secure the expertise required for the position. The position is still currently vacant at this time.



V. Update to Final Action Plan

If you change or modify a previous recommendation, provide an explanation for the change and a new target date. For new recommendations, provide target dates and data for support. For all items, show how they are related to assessment results where possible and provide approximate costs for resources requested. Resources may include budget, facilities, staffing, research support, professional development, marketing, etc. Not all recommendations will require resources. (Plan may cover period up to the next scheduled comprehensive program review.)

See comprehensive review

VI. Revised - Plan of Action (Annual Update)

The last comprehensive program review was completed 2022.
 The self-study and validation teams developed a final plan of action – post validation based on information in the self-study and the recommendations of the validation team.

(If any plan was made and action not taken, please state the rationale for not pursuing that particular item. If action was delayed or postponed, provide an explanation and a new target date.)

CHANGES AND MODIFICATIONS

RECOMMENDATIONS FROM PLAN OF ACTION	ACTION TAKEN, RESULT AND STATUS

ADDITIONS

PLAN OF ACTION	TARGET DATE

RESOURCES NEEDED (Be sure there is sufficient justification and data contained in the narrative to support each of the items on your list.)

TYPE OF RESOURCE	SPECIFIC RESOURCE	APPROXIMATE COST
Facility Needs		



Technology Needs	<ul style="list-style-type: none"> • New computer for Erica Biely (her computer is 8 years old) • Continuing funding for SPOL software and Invoke Data Platform. 	•
Staffing Needs	<ul style="list-style-type: none"> • Research Analyst vacancy 	
Equipment (non-technology)		
Other Resources		

Program Review Annual Update

Administrative Service Area Outcomes (SAOs) Assessment Report

Program / Department: Institutional Effectiveness

Use one row for each SAO

Program Intended Outcomes	Assessment Method(s)	Findings	Action Plan
SAO 1: Faculty and staff will receive a response and completion to a request for data, research, and surveys within 14 days.	<ul style="list-style-type: none"> • Developed request log and processes to capture incoming requests. • Use the Qualtrics request form to track incoming requests. • Use text analysis of requests to analyze types of requests made. 	<ul style="list-style-type: none"> • <u>250+</u> requests were recorded between email and the Qualtrics research request system in 2022/23. 	<ul style="list-style-type: none"> • Request log developed to track requests by email.
SAO 2: Faculty, staff, and administration will have regular access to needed regulatory reporting like accreditation and state initiatives, including completed reports and progress updates.	<ul style="list-style-type: none"> • Count and completion status of federal and state Reports 	<ul style="list-style-type: none"> • Reports completed: <ul style="list-style-type: none"> ○ ACCJC reports ○ ISER ○ CTEOS Survey 	<ul style="list-style-type: none"> • SAO was rewritten to reflect increased reporting.
SAO 3: Faculty, staff, and administration will have regular	<ul style="list-style-type: none"> • Website updates and site analytics. 	<ul style="list-style-type: none"> • IE recently moved the program reviews from 	<ul style="list-style-type: none"> • Continue to provide training on dashboards and

<p>access to public and institutional data resources, including program review, internal and external research reports, external data accesses, and internal and external survey results.</p>		<p>SharePoint to the public webpage for easier access and storage.</p>	<p>program review processes.</p>
<p>SAO 4: Faculty, staff, and administration will report satisfaction with the support and integration of institutional planning, including hosting the planning retreat, providing access to planning integration technology, and providing necessary training and support institutional groups.</p>	<ul style="list-style-type: none"> • Trainings • Satisfaction surveys 	<ul style="list-style-type: none"> • More training on new technology program review processes is required. 	<ul style="list-style-type: none"> • Host multiple trainings on technology and new program review processes in the 2023-24 academic year.
<p>SAO 5: Faculty, staff, and administration will report satisfaction with support of campus initiatives, like Guided Pathways, by providing data and facilitating necessary data coaching.</p>	<ul style="list-style-type: none"> • Data coaching workshop attendance. • Prioritized KPI progress 		<ul style="list-style-type: none"> • Provide data and analysis to KPI implementation teams over the next three years.