Administrative Program Review

Resource Guide

March 2018

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Definition of Program

Administrative Services: (AP 3225)

- Academic Affairs (VP office)
- Auxiliary Accounting Services
- Business Services
- Campus Graphics
- Campus Police
- College Advancement
- Finance and Administration (VP office)
- Human Resources
- Information Technology Services
- Institutional Effectiveness
- Institutional Grants
- Operations (VP office)
- PCPA Auxiliaries
- Plant Services
- President's Office
- Public Affairs and Communications
- Student Services (VP office)

Purpose and Goals

Program review is intended to be a reflective process that builds on the extensive information gathered for the Annual Updates and lays out the program's major directions for the future. It is based on data and evidence to assess and improve performance on established functions and Service Area Outcomes. Service Area Outcomes reflect the measures of effectiveness of the department functions.

Schedule

A program review shall be conducted in a six year cycle. Departments will annually review their program review and update their action plans. The superintendent/president will ensure timely completion of program reviews for all administrative departments.

Goals

- Recognize excellence in administrative departments.
- Advance the mission, vision, goals and objectives, and learning outcomes of the institution.
- Integrate program review with the planning, assessment, and budget/resource allocation processes of the college.
- Strengthen departments through self-study and self-improvement.
- Foster cooperation and communication between programs and services.

Process

The team chair responsible for the program under review will coordinate the process and complete the written report following program review guidelines and in collaboration with the program review committee. The written report will be submitted to the appropriate cabinet member.

After approval by the appropriate cabinet member, the program review and annual update will be used for the unit and district level planning and budgeting. Send the completed program review electronically to the Institutional Effectiveness Office for archiving.

Service Area Outcomes (SAOs)

Under the oversight of a cabinet level administrator, each administrative department manager shall develop a program review document based on data and evidence to assess and improve performance on established functions and Service Area Outcomes (SAO). SAOs reflect the measures of effectiveness of the department functions. For example, if the function is payroll, an effective Service Area Outcome would be to process payroll on time with 99 percent accuracy. Example 2: If the function is Plant Services repairs, an effective Service Area Outcome would be to complete all work orders in a timely manner. Example 3: If the function is grant applications, an effective Service Area Outcome would be to file X amount of grant applications and complete the application process on time. The program review includes a Plan of Action. Program review will be relied upon for integrating the planning and budgeting processes.

Comprehensive Self-Study

Program Review is intended to be a reflective process that builds on the extensive qualitative and quantitative data gathered from not only program reviews and annual updates but also the Institutional Effectiveness Office. The process lays out the department's major directions for the future and is the foundation for institutional planning and resource allocation.

The written program review will include the following components:

I. Program Scope (must align with college mission)
II. Past Program Service Area Outcomes (SAOs)
III. Performance, Stated functions & Demand for Service
IV. Equity
V. New Program Outcomes & Plan of Action
VI. Resource Needs

Data Collection

Input regarding the department can be obtained in different ways; a survey or an SGID/focus group approach.

To use an online survey for data collection, please follow the following steps:

1. Contact the Institutional Effectiveness (IE) Office to develop your survey at least 2 weeks prior to needing the survey.

2. The IE Office will prepare and send you a preview link. This is your opportunity to make any changes or edits.
3. Once given the go-ahead, the IE Office will send you the link to the active survey. You will then send out as you see fit. IE Office can give you an update on the number of responses at any time.
4. Notify the IE Office when to close survey.
5. IE Office will process and send you the results.

In addition to or in place of a survey, an SGID approach or focus groups may be used. When developing the structure for an SGID or focus groups, the emphasis needs to be on the department. Additionally, remember you are seeking information that will be meaningful in terms of the self-study.

Data Summary
Data analysis is a critical component of program review. The three categories below should be used as guidelines in developing a summary of the data you have collected.

1. State at least three positive factors about the department identified. Include the number (or percentage) of people responding and any implications for planning.
2. State at least three negative factors about the department identified. Include the number (or percentage) of people responding and any implications for planning.
3. State any other information (use responsive numbers) that you obtained (e.g. surveys, focus groups or SGIDs) that may be of special interest to the self-study team. What planning implications will results from this information?

Committee
The team chair responsible for the program review will establish a 3-4 member committee that includes members of the department and at least one external team member approved by the superintendent/president or cabinet level administrator.

The external members will provide validation to the program review by preparing a memo including the following:

Structural review
Does the report include the program scope, surveys or other data related to outcomes assessment, quantitative and qualitative data related to operations, findings and an action plan?

Observations
Does the external team member find the information in the program review valid and accurate? Is there any important information missing?

Commendations
Are there any areas in which the program deserves a commendation for performance excellence?

Findings/Action Plan

Are the findings accurate and related to the outcomes assessment? Does the plan of action address improvements based on outcomes assessment? Is the action plan reasonable and attainable within one program review cycle?

The external validation memo will be made available to the entire program review team, and included as an attachment to the program review when it is submitted to the appropriate cabinet member and the Institutional Research Office.

Validation

To ensure institutional input, and when appropriate, the program review chair should solicit input from a validation team comprised of the following members:
1. One faculty appointed by Academic Senate
2. One staff appointed by CSEA
3. One manager appointed by the Management Association

The validation team will prepare a memo regarding validation of the program review.
1. Does the report include the program scope, relevant data related to program functions and services, findings and an action plan?
2. Is the information in the program review valid and accurate? Is there any important information missing?
3. Are there any areas in which the program deserves a commendation for performance excellence?