

**PROGRAM REVIEW SYNOPSIS
2003-2006**

Overarching Issues & Recommendations for Institutional Support

The following list of overarching issues and recommendations for institutional support combine the recommendations from the last 3 years of Program Review documents (2003-06) and are aggregated under headings of areas that should be primarily responsible for implementation.

RESEARCH – the largest number of recommendations involved the need for collection and analysis of data to support planning and decision making. A Research Advisory Committee has been established to set institutional research priorities but the full range of recommendations cannot be supported by current staffing levels. These recommendations include:

1. Provide collegewide data as well as individual program data for program review
2. Do a follow-up study on the Eng 1 advisory
3. Develop tailored survey instruments and data collection tools to aid in the evaluation and assessment program effectiveness across the college
4. Continue the study of short term versus full term classes to include additional factors such as student motivation, comparisons of faculty grading and class assignments, and the measurement of SLO's and develop strategies based on study findings
5. Develop methods for more accurately measuring evidence of student success beyond success and retention rates
6. Develop data collection strategies for users of different support services (student, library, tutoring etc.) to inform delivery and improvement planning and resource allocation
7. Create a long-range student placement data base
8. Include non-credit and not-for-credit needs in the development of research tools and agendas
9. Develop tools to support the evaluation of different instructional delivery models

TECHNOLOGY - Two consistently recurring recommendations under technology involve the college website and the development of a comprehensive plan to insure ongoing technology needs are adequately supported.

Web Support

1. The main college website is a significant marketing tool and as such should be updated to improve information, appearance, navigation and links
2. Develop a template for departmental and programmatic websites
3. Provide training & support for maintaining department and program websites

4. Ensure all college web sites (including program & faculty sites) are 508 accessibility compliant
5. Support college user websites (Human Resource, Risk Management, Benefits etc)

Technology Maintenance

1. Develop a comprehensive college-wide plan for addressing instructional technology needs and maintenance
1. Develop a comprehensive survey of existing technology resources including hardware, software, infrastructure and staff
2. Insure ongoing technology and program support sustainability are included in institutional planning
3. Include facilities requirements in technology planning
4. Develop a plan to maximize existing resources and encourage collaboration and sharing

Other

1. Convert paper & pencil forms and processes to electronic format and submission (ex: job application, purchase requisitions etc)
2. Review progress reporting and on-line registration process to ensure students can enroll in sequential classes if still enrolled in pre-requisite when registration begins
3. Implement a technology based method for tracking student use of instructional support services (library, tutoring & computer labs) to enhance data collection, assessment measures, and informing research related to institutional goals and SLO's
4. Support electronic document imaging, management & storage

ACADEMIC AFFAIRS

SLO's

Although most departments and programs have begun the process of developing SLO's, it is evident to the Program Review committee that there is a lack of understanding of what is needed to complete the full process, especially the assessment and response steps, and that to be effective it is an ongoing process. There is a need for the institution to provide a structure and support for each area at each level of the SLO process. The following general statement reflects the concern expressed by the Program Review Committee.

1. Ensure all levels of the College are engaged in discussion and development of SLO's and assessment at the course, program and institutional levels

Occupational Programs/Issues

The recently completed environmental scan and implementation of the biennial program review may begin to address some of the Program Review concerns.

1. Review programming and use of facilities tied to occupational programs based on findings of environmental scan

2. Define success for students enrolled in occupational programs
3. Develop a plan for providing institutional support to occupational programs to insure requirements for advisory boards, biennial program review, response to VTEA core indicators, tracking student employment, alumni and program leavers, etc. are met and supported.

Distance Ed

Recommendations related to distance education are in response to individual academic programs, not the distance ed office, and are anecdotal. The Program Review Committee recommends that the Distance Ed Committee develop a research plan for assessing student satisfaction and achievement.

1. Encourage the development of on-line teaching supplements
2. Encourage faculty to utilize on-line resources for all classes
3. Support the development of hybrid courses to address facilities and technology needs
4. Support dialogue to address issues of transferability of on-line courses
5. Explore ways of insuring faculty teaching on-line courses are aware of and encourage students to use on-line library resources

Other

1. Develop a plan for supporting the development of curriculum and SLO's and the evaluation of instructors for disciplines and departments/programs (credit & non-credit) with no full-time faculty to take the lead
2. Review all tutoring and learning support services to determine if there is a basis for stronger coordination of efforts and ways to maximize resources (beta test at satellite sites)
3. Develop a plan to institutionalize linkages and communication between academic programs and support services to mitigate the silo effect that occurs in a large institution
4. Develop a standard for length of time student projects will be stored after course completion

STUDENT AFFAIRS

The process of reviewing each Student Support/Affairs program highlighted a number of areas of concern for the committee. Paramount among them is how to best serve students at satellite sites and the fragmentation of effort due to overlapping services among programs. It is also clear the college is not fully meeting all compliance obligations. Finally, although document storage may be a bigger issue for student services programs, storage in general is a larger issue the college has not addressed.

1. Ensure changes in UC and CSU transfer requirements and articulation (IMPAC & LTDP) are monitored and communicated and plans made to address the impact these changes will have on enrollment patterns

2. Review all student support services and develop a plan for providing appropriate services at satellite sites
3. Review all student support services and special programs to determine if there is overlap or significant differences in goals, services, and strategies to determine if there is a basis for more coordination of efforts, if fragmentation of effort can be reduced, and what can/should be institutionalized to improve student success
4. Review the 12-unit enrollment requirement for student help to facilitate hiring and retention in specialized areas such as tutoring and DSPS

Regulations/Requirements

1. Develop a plan for addressing 508 compliance in stages and identify the resources to do so to ensure the College's adherence to the Rehabilitation Act
2. Review document storage requirements and wider spread use of document imaging systems
3. Address the requirement to provide closed captioning – staffing, software, etc

FACILITIES

Construction has been a fact of life at the college for the past decade. The College has been fortunate to have passed 2 bond measures in recent years to support the majority of that construction. Still, there are clearly unmet needs – some of which are indicated below – which should be included in any future planning.

1. Review feasibility of addressing some of the limitations of existing facilities and infrastructure to better support instruction
2. Review signage across the college and develop a plan to facilitate identification and navigation by students, staff and visitors
3. Review storage needs, establish priorities, and develop a long range plan for addressing needs and available capacity

HUMAN RESOURCES

The Hay Study and resulting freezing of classification reviews and development of new classifications has had a severe impact on the ability of many departments/programs to fill open positions and create new jobs. Budget cuts and staff reductions have added to difficulties in meeting obligations and expectations. There is clearly a desire to streamline hiring processes wherever possible and to look at what positions are really needed as the college moves forward.

1. As Hay Study is completed ensure job classifications are congruent with staffing needs rather than current assignments and assistance is provided to accurately determine those needs.

2. Develop a plan to stream line the process for hiring and retaining specialized part-time employees such as sign language interpreters more responsive to the needs of the departments
3. Develop electronic forms and processes for internal and external use and incorporate them into the department web site