



Non-Instructional Program Review 2015-2016

Math and Computer Science Division Office:

Date: 05/12/2016

• Program Review Non-instructional Cycle F 2015_Math and Computer Science Division Office

Sorted by: Program

SI Section Templates: PR Section 1.0, PR Section 4.1 - 4.2, PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource Requests

Math and Computer Science Division Office

PR Section 1.0

Program Review Non-instructional Cycle F 2015_Math and Computer Science Division Office

1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

Mission:

The Mathematics and Computer Science Division Office supports the College's mission by providing clerical assistance and support to faculty and staff as they work to "prepare students to be successful learners".

Vision:

The Mathematics and Computer Science Division Office supports the College's vision as faculty promote inquiry in the classroom and as students build intellectual curiosity, personal growth and a life-long appreciation for the power of learning. For example, we provide clerical assistance to the Mathematics Seminar series and support students who participate in national mathematics competitions.

Core Values:

We support the diversity on campus with our involvement in numerous student support programs such as the BSI initiative, Student Equity, TAP, INCITE, SDSI, ENGAGE in STEM. We value tradition and innovation by striving to simplify procedures, and we support our clientele with innovative ways to meet their needs. We involve all by relying upon the expertise of office staff on numerous aspects of the college's operation. We maintain integrity and high standards by providing our clientele with the best service possible.

College Goals:

The Mathematics and Computer Science Division Office supports College Goal 1 (Fullerton College will increase student success) by supporting a wide range of services that are designed to increase student success. We provide the clerical support to faculty, work with other programs that provide support services across campus, and are heavily involved in supporting the college's STEM activities.

The Mathematics and Computer Science Division Office supports College Goal 2

(Fullerton College will reduce the achievement gap) by facilitating activities designed to increase retention, success, and persistence rates of Hispanic and African-American students. We assist faculty as they develop innovative scheduling models and assessment processes, coordinate activities with other campus initiatives, and provide whatever support is necessary as faculty work to close the achievement gap.

The Mathematics and Computer Science Division Office supports College Goal 3 (Fullerton College will strengthen connections with the community) by providing support to division initiatives that bring renowned speakers on campus as part of the Seminar Series, hosting events with local high school faculty and staff, and engaging other broad efforts to develop relationships with our community partners.

PR Section 4.1 - 4.2

Program Review Non-instructional Cycle F 2015_Math and Computer Science Division Office

4.1 - 4.2

4.1 List your SAOs and complete the expandable table below.

	Service Area Outcomes (SAO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1.	Upon utilizing services provided by the Mathematics and Computer Science Division Office, current and potential students will receive thorough and accurate information about all aspects of college operations, especially	This assessment has not yet been developed.	N/A	N/A	N/A

	those related to the Division.				
2.	Upon utilizing services provided by the Mathematics and Computer Science Division Office, faculty and staff will receive assistance in support of student success.	March 2, 2015	April 7, 2015	Ongoing	1

4.2 Assessment: Complete the expandable table below.

Service Area Outcomes Assessment for the Administrative/Operations Division of Fullerton College			
Intended Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
Current and potential students will receive thorough and accurate information about all aspects of college operations, specifically those related to the Division.	A survey was proposed.	This survey was never administered. Attempting to administer a survey to students who interacted with staff was problematic. Moving forward we will work with the Research Office to develop an instrument that could provide more meaningful results.	N/A
Faculty and staff will receive assistance in support of student success.	A faculty and staff satisfaction survey was administered. We hope to register 80% satisfaction.	See attachment 1 for the results.	We are using the survey as the impetus to streamline some internal processes.

PR Section 4.3 - 4.6

Program Review Non-instructional Cycle F 2015_Math and Computer Science Division Office

4.3 - 4.6

4.3 How has assessment of SAOs led to improvements in services provided to the consumer by this department/office?

As noted above, the challenge in developing a meaningful student (consumer) survey is that the number of student interactions with office staff is relatively small and primarily consists of directing students to classrooms and faculty offices, assisting with locating open sections, and providing other basic information.

4.4 What challenges remain to make your SAOs more effective?

To develop a meaningful survey to measure student satisfaction of services provided by the division office.

4.5 Describe how the SAOs are linked to the college's goals.

SAO #1 supports college goal 1: Fullerton College will improve student learning and achievement, college goal 2: Fullerton College will reduce the achievement gap; and college goal 3: Fullerton College will strengthen connections with the community.

SAO #2 supports college goal 1: Fullerton College will improve student learning and achievement, and college goal 2: Fullerton College will reduce the achievement gap.

4.6 A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?

We have developed, administered, and discussed the results of a survey provided to both full time and adjunct faculty. The results from this survey are being used to streamline some internal processes and develop some new initiatives for the operation of the office.

B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

The results show that, of the 51 faculty who returned the survey, the vast majority strongly agree that the office is effective, the division office staff are knowledgeable, and the dean and staff are accessible.

C. How were the assessment results used to make improvements to services provided by this department/office? Please provide examples.

In order to allow more email access to office staff we created a generic email (math@fullcoll.edu) that all three office staff members can access. This email is checked regularly by whoever is in the office. In addition, this email is provided to students to use as their first line of contact with the office if they need advice or to

make appointments.

PR Section 6.0 SAP w/o Resource Requests

Program Review Non-instructional Cycle F 2015_Math and Computer Science Division Office

Action Plans

APS for this three-year cycle:

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name: (formerly called short-term goal)	Better internal monitoring of absences , requests for substitutes and other operational aspects, including more availability and accessibility of forms, etc.
List College goal/objective the plan meets:	College Goal #: Objective #:
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	We are investigating putting more of our internal documents online in order to streamline and expedite processes for requesting subs, reporting absences, etc. The staff will work with ACT and other departments (such as Personnel Services) to see what tools are available and what technology would be needed.
What <i>Measurable Outcome</i> is anticipated for this SAP?	Reduced paperwork, expedited processes.
What specific aspects of this SAP can be accomplished without additional financial resources?	No funding would be required, except if the division wished to incorporate technology to streamline internal processes. New computers would be a benefit for staff to access the latest software etc.

STRATEGIC ACTION PLAN # 2	
Strategic Action Plan Name: (formerly called short-term goal)	Increase staffing levels and other resources to support adjunct faculty, especially those who teach in the evening and on weekends.
List College goal/objective the plan meets:	College Goal #: Objective #:
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	We will allocate overtime, hired hourly support and/or reschedule office staff to work in the division office during the evenings and Saturday mornings for the first few weeks of each semester. We would investigate a small "remodel" of the Adjunct Faculty workroom (615-0) and install newer equipment for adjuncts to utilize.
What <i>Measurable Outcome</i> is anticipated for this SAP?	None, other than adjuncts would find a more welcoming environment in which to work.
What specific aspects of this SAP can be accomplished without additional financial resources?	None.