



Non-Instructional Program Review 2015-2016

Office of Institutional Research and Planning:

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• Program Review Non-instructional Cycle F 2015_Office of Institutional Research and Planning

Sorted by: Program

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Office of Institutional Research and Planning

PR Section 1.0

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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: We prepare students to be successful learners.

The Office of Institutional Research and Planning supports the college mission through the development, evaluation, and dissemination of qualitative and quantitative research to internal and external clients. The primary use of this research for internal clients is to assess progress towards meeting college goals and ensuring student success, access to essential services, program completion, and reducing the achievement gap between student subpopulations.

Vision: To create a community that promotes inquiry and intellectual curiosity, personal growth, and a lifelong appreciation for the power of learning.

The Office of Institutional Research and Planning supports the formulation of performance indicators, collection of data and analysis of results, which promote inquiry and intellectual curiosity, and through that stimulates personal growth for faculty staff and students. The desirable outcome of research analysis is to spur improvement in instructional programs, student support services, and the college environment, with that improvement generating higher achievement and completion rate for college students.

Core Values:

The Office of Institutional Research and Planning supports the college core values of diversity, educational empowerment, integrity, and inclusiveness through a cultivation of openness, communication, and access to information. This is accomplished through the OIRP website, publication of data and reports, and consultation with community members. Additionally, OIRP collaborates with District IT to produce reports for the college community; OIRP staff serve on college and district committees, and are available to meet with college community members to discuss issues of research and planning.

College Goals:

College Goal 1: Fullerton College will improve student learning and achievement.

Deliberations on strategies to improve student learning and achievement are regularly informed and advised in collaboration and with the support of the OIRP. OIRP conducts studies to evaluate the effectiveness of current efforts to improve student learning, provides data to see where improvements are needed, and provides results to appropriate groups in an effort to inform planning and the allocation of resources.

College Goal 2: Fullerton College will reduce the achievement gap.

Deliberations on strategies to reduce the achievement gap are regularly informed and advised in collaboration and with the support of the OIRP. OIRP conducts studies to evaluate the effectiveness of current efforts to reduce the achievement gap, provides data to see where improvements are needed, and disseminates results to appropriate groups in an effort to inform planning and the allocation of resources.

College Goal 3: Fullerton College will strengthen connections with the community.

The OIRP responds to requests from clients external to the college itself, makes presentations to community organizations and civic groups, and through these actions assists in enhancing relations and communications with the community. Additionally, OIRP staff have hosted Kindecaminata stations and presented to campus community members on topics of institutional research and planning.

PR Section 4.1 - 4.2**Program Review Non-instructional Cycle F 2015_ Office of Institutional Research and Planning****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.	The Office of Institutional Research and Planning will respond to internal and external research requests in a timely manner, with, if necessary a	December 2015	December 2015	January 2016	1

	scheduled time for consultation and discussion of the request, an estimated time of project completion, and documentation of the request and its time of completion.				
2.	Personnel from OIRP will be available as resource members, upon request, for consultation time in association with the original request and its formulation, and for consultation time after completion of the request for analysis and evaluation of the research results.	December 2015	December 2015	January 2016	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
The Office of Institutional Research and Planning will respond to internal	Survey instrument will be administered to requestors and include perceptions	Survey instrument data has yet to be collected, this is an improvement to the	OIRP has used the data from the SRS system to measure the average time to

and external research requests in a timely manner, with, if necessary a scheduled time for consultation and discussion of the request, an estimated time of project completion, and documentation of the request and its time of completion.	and experiences related to timeliness, contact with OIRP staff, completion and overall satisfaction. Benchmarks will be created and success will be set at improvement over the previous year.	SAO assessment. Current data collected is from the SRS system, which includes requestor, date and times submitted and completed, documentation of the request, and tracking conversations between OIRP and requestors.	completion for requests, the understand the communication required to clarify requests and communicate outcomes, and continue quality improvement in our services.
The Office of Institutional Research and Planning will continue to provide access to useful, relevant, and accurate data to the Fullerton College community for use in institutional effectiveness, program review, planning, and decision making.	Survey instrument will be administered to requestors and include perceptions and experiences related to usefulness, relevance, and accuracy of information provided by OIRP. Benchmarks will be created and success will be set at improvement over the previous year.	New SAO	N/A
Personnel from OIRP will be available as resource members, upon request, for consultation time in association with the original request and its formulation, and for consultation time after completion of the request for analysis and evaluation of the research results.	Data collected on OIRP members serving as resource members on committees and engaging with college partners in conversations on information requested. Success will be measured by the percent of all requested meetings attended with the goal being 100%.	OIRP staff have attended as resource members to most all committees requesting a representative, and have met with 100% of those requesting information that requested a meeting.	OIRP staff have used the results of this data collection to set a benchmark of participation and interaction with our college partners.

PR Section 4.3 - 4.6

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4.3 - 4.6

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

OIRP was in disarray after the passing of the longstanding director. The office has been re-established as a complete office with a full staff for less than one year. Despite that, we've made great strides in implementing new info- and infrastructure, documenting incoming requests, tracking those requests to completion, and having informed discussions with campus partners to identify information needs and meet those needs.

4.4 What challenges remain to make your SAOs more effective?

Through this process, OIRP identified an additional SAO to inform our evaluation efforts. Additionally, OIRP staff recognized the previous SAO's were created without an in-depth discussion of how they will be measured and evaluated. The original method is not sufficient, and because of that we will be implementing satisfaction surveys to gauge our effectiveness.

4.5 Describe how the SAOs are linked to the college's goals. (See <http://programreview.fullcoll.edu/>)

The SAOs are linked to the college goals since deliberations on strategies to improve student learning and achievement and closing the achievement gap are regularly informed and advised in collaboration and with the support of the OIRP. OIRP conducts studies to evaluate the effectiveness of current efforts to improve student learning and closing the achievement gap, provides data to see where improvements are needed, and provides results to appropriate groups in an effort to inform planning and the allocation of resources. To evaluate our efforts, OIRP has SAOs that assess the effectiveness of our services outlined above.

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

OIRP uses the SRS system to track all information requests and to communicate with requestors. It is through the information collected and our analysis that we assess how well we interact with our campus partners.

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

Results of the assessment indicate the office has provided a substantial increase in output of data and information for institutional effectiveness, planning, and campus wide decision making. The addition of staff to the office have increase analytic capacity, and added additional personnel resources for the campus to call upon for expertise in the areas of institutional research and planning. While we've progressed, we are still working in the areas of increasing access to on-demand information, data visualizations, and additional infostucture elements for daily operations.

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

The results were used to set a benchmark to measure subsequent assessments. Additionally, the process of assessment has highlighted the need to additional assessment measures to enhance the quality of our SAO assessment.

PR Section 6.0 SAP w/o Resource Requests

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Action Plans

APS for this three-year cycle:

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name: (formerly called short-term goal)	Increase data analytics and reporting capacity for Fullerton College
List College goal/objective the plan meets:	College Goal #: 1 and 2 Objective #: All
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	This strategic action plan addresses the need for on-demand self-service data retrieval. To achieve this OIRP will continue collaborating with NOCCCD IS to create a functional data warehouse that will be the backbone of the system. Collaboration with FC IT will also be integral to the implementation of the self-service module and data visualization portal. The Director and Senior Analyst will be the responsible parties. Regarding timeframe, Fall 2016 is targeted for full implementation.
What <i>Measurable Outcome</i> is anticipated for this SAP?	Number of automated reports Fully functional data warehouse and self-service reporting tool Turnaround time for research requests
What specific aspects of this SAP can be accomplished without additional financial resources?	All of this can be achieved without additional financial resources.

STRATEGIC ACTION PLAN # 2

Strategic Action Plan

<p>Name: (formerly called short-term goal)</p>	<p>Creating a quick feedback loop to be responsive to campus needs</p>
<p>List College goal/objective the plan meets:</p>	<p>College Goal #: 1, 2, 3 Objective #: All</p>
<p>Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.</p>	<p>This strategic action plan addresses the usefulness of information for planning and decision making, and how feedback is collected and used to improve responsiveness to campus needs. OIRP will create a feedback instrument to gauge campus needs, effectiveness of OIRP products, and information demands. This will guide OIRP in its vision and mission for information needs and delivery. Responsible parties will be the Director and Senior Analyst. Regarding a timeline, it is projected the instrument will be finalized in summer 2016 with full implementation in Fall 2016.</p>
<p>What <i>Measurable Outcome</i> is anticipated for this SAP?</p>	<p>Completion of instrument Number of completed assessments</p>
<p>What specific aspects of this SAP can be accomplished without additional financial resources?</p>	<p>All of this can be achieved without additional financial resources.</p>