



Non-Instructional Program Review 2015-2016

LLRISPIS Division Office:

Date: 05/13/2016

• Program Review Non-instructional Cycle F 2015_LLRI
SPS Division Office

Sorted by: Program

SI Section Templates: PR Section 1.0, PR Section 4.1 - 4.2,
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Requests

LLRISPIS Division Office

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 LLRISPIS division helps to prepare students to be successful learners by providing strategic leadership through its various departments and programs: the library, the Academic Support Center (ASC), Basic Skills, Supplemental Instruction (SI), Incite, the Student Diversity Success Initiative (SDSI), the Honors Program, Transfer Achievement Program (TAP), Study Abroad, and Staff Development.

Vision:

Fullerton College will create a community that promotes inquiry and intellectual curiosity, personal growth and a life-long appreciation for the power of learning. The library and the LLRISPIS division is at the heart of inquiry, intellectual curiosity, personal growth, and life-long learning. Through the library, the ASC, and all of the departments and programs, we support this vision. The library, ASC, SI, Basic Skills, Incite, SDSI, Honors, and TAP support information literacy and help-seeking behavior, the Study Abroad program promotes intellectual curiosity and personal growth, Staff Development promotes appreciation for the power of learning, just to name a few.

Core Values:

We respect and value the diversity of our entire community.

We value tradition and innovation.

We support the involvement of all in the decision-making process.

We expect everyone to continue growing and learning.

We believe in the power of the individual and the strength of the group.

We expect everyone to display behavior in accordance with personal integrity and high ethical standards.

We accept our responsibility for the betterment of the world around us.

We value and promote the well-being of our campus community.

Our core values are supported in the LLRISPIS division through our programs and staff. Each unique department in this division, as well as the division office itself, promotes these core values in all that we do day to day. This is particularly seen in the care we take to select

materials in the library, the workshops we deliver and speakers we arrange in Staff Development, and the programming we develop in our student success programs.

College Goals:**Goal 1: Fullerton College will increase student success.**

Objective 1: Address the needs of under-prepared students.

Objective 2: Increase course retention and success.

Objective 3: Increase the number of degrees and certificates awarded.

Objective 4: Increase the number of transfers.

Objective 5: Increase the number of students participating in STEM activities.

Objective 6: Increase the persistence rate of students.

The LLRISPS division provides support and strategic leadership to departments and programs that specifically aim to increase student success. These include the library, the Academic Support Center (ASC), Basic Skills, Supplemental Instruction (SI), Incite, the Student Diversity Success Initiative (SDSI), the Honors Program, Transfer Achievement Program (TAP), and Study Abroad (see those program reviews for details).

Goal 2: Fullerton College will reduce the achievement gap.

Objective 1: Address the needs of English language learners.

Objective 2: Increase retention rate of Hispanic and African-American students by at least 2%.

Objective 3: Increase success rate of Hispanic and African-American students by at least 2%.

Objective 4: Increase persistence rate of Hispanic and African-American students by at least 2%.

Objective 5: Increase the number of students from underrepresented groups participating in STEM activities.

The LLRISPS division provides support and strategic leadership to departments and programs that specifically aim to reduce the achievement gap. These include the Academic Support Center (ASC), Basic Skills, Supplemental Instruction (SI), Incite, the Student Diversity Success Initiative (SDSI), Transfer Achievement Program (TAP), Staff Development and Study Abroad (see those program reviews for details).

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

Objective 1: Strengthen our contacts with Alumni.

Objective 2: Strengthen partnerships with local feeder high schools or universities.

Objective 3: Strengthen partnerships with local business and industry.

Objective 4: Increase funding capabilities of the college.

Objective 5: Increase engagement of the college with the community through college events, community service, and other partnerships.

The LLRISPS division provides support and strategic leadership to departments and programs that specifically aim strengthen connections with the community. These include the library, the Academic Support Center (ASC), Basic Skills, the Honors Program, Transfer Achievement Program (TAP), Staff Development and Study Abroad (see those program reviews for details).

PR Section 4.1 - 4.2

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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 LLRISSPS Division will support its departments and programs (including the students, staff, faculty and administrators) efficiently and effectively.	TBD	TBD	TBD	TBD

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
1. Personnel in LLRISSPS programs and departments (including students, staff, faculty and administrators) will be satisfied with the LLRISSPS division office's helpfulness, efficiency, accountability, timeliness, integrity, responsibility, and commitment to	Satisfaction Survey	TBD	Shared on our division portal website (under construction) and with constituents.

students.			
1. Continue to build partnerships across campus, Cypress College, the NOCCCD, and throughout the greater community.	New initiatives created with non-LLRISPS partners.	TBD	Shared on our division portal website (under construction) and with constituents.

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?

Since this division has changed so dramatically since the last program review cycle, new SAOs have been established. This is the first program review of the LLRISPS Division. Therefore, a satisfaction survey will be developed in spring 2016 and implemented in Fall 2016. Results will be analyzed in spring 2017, and potential changes based on the data will commence in fall 2017. New initiatives that involve partnerships with campus, district and community members will be tracked and assessed.

4.4 What challenges remain to make your SAOs more effective?

We will assess the clarity and appropriateness of our SAOs once an assessment cycle has taken place.

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

Both of our SAOs are in direct relation to the college goals of supporting student success, lowering the achievement gap and partnering with the community. If our departments, programs and personnel are supported, they are able to do their jobs. Their jobs directly tie into these three goals. Building partnerships directly relates to goal # 3.

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

A satisfaction survey will be launched, as described above. New partnerships will be tracked and assessed.

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

Results will be analyzed in anticipation of the next program review cycle.

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

Once the satisfaction survey results are analyzed, changes will be made based on the data.

PR Section 6.0 SAP w/o Resource Requests

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Action Plans

STRATEGIC ACTION PLAN # 1	
Strategic Action Plan Name: (formerly called short-term goal)	Continue to support the growing LLRISSPS division.
List College goal/objective the plan meets:	College Goal #: 1, 2, and 3: Promote Student Success, Reduce the Achievement Gap, and Strengthen Connections with the Community Objective #: 1 - 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The LLRISSPS office staff will continue to support the faculty, staff, students and administrators who interact in our division.
What <i>Measurable Outcome</i> is anticipated for this SAP?	We intend to provide effective and efficient support of all personnel, programs and departments.
What specific aspects of this SAP can be accomplished without additional financial resources?	The status-quo, day to day operations can be supported without funding. However, to be fully supportive, we need two additional people (a classified Library Assistant and a Library Director). We also need additional copy machines. Currently, we only have one small, old copy machine to support the entire division and all of its programs and departments.

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STRATEGIC ACTION PLAN # 2

Strategic Action Plan Name: (formerly called short-term goal)	Create and implement a satisfaction survey to all departments and programs assess the LLRISPS division office's helpfulness, efficiency, accountability, timeliness, integrity, responsibility, and commitment to students.
List College goal/objective the plan meets:	College Goal #: 1, 2, and 3: Promote Student Success, Reduce the Achievement Gap, and Strengthen Connections with the Community Objective #: 1 - 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The LLRISPS Dean, with support from her administrative assistants, will develop a satisfaction survey in spring 2016, administered in fall 2016, and analyzed in spring 2017. Changes based on the data will begin by fall 2017.
What <i>Measurable Outcome</i> is anticipated for this SAP?	We intend to establish a baseline of satisfaction for the division and grow from there. We strive for <i>at least</i> 85% satisfaction in the division.
What specific aspects of this SAP can be accomplished without additional financial resources?	No funding is necessary for this survey to happen.

STRATEGIC ACTION PLAN # 3

Strategic Action Plan Name: (formerly called short-term goal)	Continue to build partnerships across the campus, district, community and state.
List College goal/objective the plan meets:	College Goal #: 3: Strengthen Connections with the Community Objective #:1 - 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The LLRISPS dean as well as her various faculty, staff and managers, will work to form new partnerships with the community.
What <i>Measurable Outcome</i> is	The number of partnerships will be increased by 5%.

anticipated for this SAP?	
What specific aspects of this SAP can be accomplished without additional financial resources?	No funding is necessary for this SAP to happen.