



Strategic Initiative Section Report

Office of Institutional Research and Planning:

Date: 05/09/2016

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

Sorted by: Program

SI Section Templates: PR Section 1.0, PR Section 2.1 - 2.3, PR Section 2.4 - 2.8, PR Section 3.0, PR Section 4.1 - 4.2, PR Section 4.3 - 4.6, PR Section 5.0, PR Section 6.0, PR Section 7.0, PR Section 8.0

Office of Institutional Research and Planning

PR Section 1.0

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

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 2.1 - 2.3**Program Review Non-instructional Cycle F 2015_ Office of Institutional Research and Planning****2.1 - 2.3**

2.1 Describe the purpose, components, and staffing of this department/office.

The mission of the Fullerton College Office of Institutional Research and Planning is: *To promote a culture of inquiry through the exchange of timely, relevant, and accurate information with the college community to ensure continuous improvement in student success and institutional effectiveness.*

OIRP is comprised of a director, a senior research and planning analyst, two research analysts, and an administrative assistant. All OIRP staff work toward the common mission of OIRP and that of the college. The role of the administrative assistant is to complete the day-to-day administrative tasks of the unit, including but not limited to, respond to all incoming correspondence and phone calls and directing them to the appropriate office personnel, managing the supplies of the office, completing all RQs and tracking the budget as advised by the director. Additionally, the administrative assistant manages all of the files for the office and takes notes at office and committee meetings. The senior analyst is responsible for higher levels of statistical analysis, and oversees the data management for OIRP. Additionally, the senior analyst has played a large role in creating new tools for the office. These include a SQL database with over 20 years of course and student data, as well as advanced techniques in statistical software and computing. The research analysts handle most of the incoming ad hoc research requests, with the categorically funded analyst focusing on student equity and SSSP

projects. SRS tickets are assigned based on analyst expertise and current workload. The office is managed by a director who sets the vision of the office, manages the day-to-day research and planning activities, and attends committee and ad hoc meetings as a resource on topics of research and planning.

2.2 Staffing – complete the table below. Please list the total number of personnel in each type of position in this department/office. Within each classification in the first column, please list the position titles. For confidentiality, **do not** include the names of any people in the positions.

| CURRENT STAFF | | | | | | |
|---|--|------------------------------|--------------------------------------|--|------------|--|
| Classification (Include position titles) | # of staff in each position title | Percent of employment | Months per year of employment | Source of funding (General / Categorical) | FTE | |
| Managers | | | | | | |
| Director, Institutional Research and Planning | 1 | 100% | 12 | General | 1 | |
| | | | | | | |
| Classified | | | | | | |
| Administrative Assistant II | 1 | 100% | 12 | General | 1 | |
| Senior Research and Planning Analyst | 1 | 100% | 12 | General | 1 | |
| Research Analyst | 1 | 100% | 12 | General | 1 | |
| Research Analyst | 1 | 100% | 12 | Categorical | 1 | |
| | | | | | | |
| Professional Experts | | | | | | |
| 38 weeks, 20 hours per week | 1 | | | | | |
| | | | | | | |
| | Total FTE | | | | | |
| | | | | | | |

2.3 Other Resources

None.

PR Section 2.4 - 2.8

Program Review Non-instructional Cycle F 2015_ Office of Institutional Research and Planning

Sections 2.4 - 2.8

2.4 Utilize the data provided in the tables above in a discussion of the appropriateness of the staffing levels of this department/office.

The Fullerton College Office of Institutional Research and Planning has grown exponentially over the past year. All staff, other than the Director, have been employed for less than 9 months. The administrative assistant began in May 2015, a senior analyst and research analyst in July 2015, and the categorically funded research analyst in October 2015. The growth of the office was a direct response to the call from the campus community to increase the support in the areas of data and planning. This increase in staffing reversed a decade long practice of the college only employing one permanent employee in OIRP, which resulted in a tumultuous transition with the sudden and unfortunate passing of the late Dr. Ken Meehan in Spring 2012. As it stands currently, OIRP is appropriately staffed, yet as we've witnessed in the office there has been an increase in the research and planning activities requested of the office. As the office has taken a larger presence on campus, campus constituencies are coming forward with new requests, ideas, and increased curiosity in available data and institutional effectiveness. The Service Request System (SRS), a campus wide service, was implemented for research and planning requests in Fall 2015. OIRP is still facing a challenge in directing all requestors to place their requests via the SRS. Since implementing this system, OIRP received roughly 30 requests via the SRS during the Fall 2015 semester. On average requests were completed within 30 days of submission. Half of all requests were completed in under two weeks. Additionally, there is always a timing issue with many high profile reports and data needs during the first three months of the fall semester that extends completion of ad hoc research requests.

OIRP completes about 50 ad hoc research requests each semester. This is in addition to the regular calendar of research and planning activities, which includes the Fullerton College Fact Book, Environmental Scan, and Institutional Effectiveness Report, managing all aspects of the planning symposiums, reporting data for program reviews, reporting data to the state chancellor's office and to the US Department of Education, and creating and administering various surveys to campus partners. With an increased focus on Student Equity and Student Support and Success Programs, the categorically funded research analyst position was created.

In Fall 2015 the Fullerton College Faculty Senate voted to remove the Institutional Review Board from under the Faculty Senate, and subsequently it is now housed in OIRP. With this new arrangement, additional workload is now seen in the management of incoming correspondence related to the IRB, working with applicants prior to the review of the protocols by the board, creating and managing an IRB handbook, managing the IRB website, maintaining records of study closures, and maintaining a training module for IRB members and applicants. The complete workload of this function has yet to be realized as this is a new endeavor for the Spring 2016 semester.

What the office lacks is an entry-level research position that would be responsible for processing data, creating and tracking surveys for various campus constituencies, and other basic research functions. This would replace the current professional expert position. It is likely

will need to add a new position in the future to meet the growing needs of the campus.

2.5 How does this department/office serve the population of the college?

The Office of Institutional Research and Planning:

- Assists the president, senior administrators, management, educational committees and faculty and staff in their planning and assessment activities.
- Serves as a primary contact with state and federal agencies with respect to information reporting.
- Responds to internal and external information requests.
- Produces educational and organizational studies and reports.
- Develops and maintains a cycle of regular Fullerton College studies, reports and databases to support recurring decision needs of the college.
- Serves as a reliable source for comprehensive and authoritative information about Fullerton College.
- Oversees Fullerton College responses to national, state and local statistical surveys, questionnaires and other requests for data or information.
- Serves as a resource for techniques of institutional research, research methodologies and the design and execution of information systems.

OIRP staff serve as a general resource for assistance with survey design, database design, data analysis, student learning outcomes assessment and special studies on the implementation and outcomes of programs and services. OIRP staff serve on a variety of campus and district committees in this capacity.

2.6 Since the previous Program Review Self-Study what significant changes have occurred that impact the services of this department/office?

Since the previous program review, there has been significant turnover in the director position. A research analyst position was created in Fall 2013, and filled. A permanent director was hired in July 2013, placed on administrative leave after 6 months of hire, and was subsequently released. The previous acting director left the college prior to the release, leaving only a classified research analyst in the office for four months when the permanent director was placed on administrative leave. A new permanent director was hired in Fall 2014, and increased the staff to five full-time employees. The office moved from building 124/128 to 512 to accommodate the increase in staff and create a home for institutional research and planning on campus. Additionally, OIRP now composes the campus strategic plan, which was previously completed by campus communications, and houses the Institutional Review Board. OIRP has also adopted the campus wide SRS ticket system to process and track research requests from the college community. This has created a more transparent process where requestors are kept abreast of the status of the research projects they requested. There are increased research needs in the areas of Student Equity and SSSP, and we responded to these by hiring a categorically funded research analyst in October 2015. This "rebirthed" OIRP is still in the founding stages, building from what was left in terms of data, infra- and info-structure, and the college desire for data and inquiry.

2.7 Describe any laws, regulations, trends, policies and procedures or other influences that have an

impact on the effectiveness of your department/office.

Much of what the office produces for external entities is regulated by legislation or policy. The Accrediting Commission for Community and Junior Colleges requires colleges to analyze and make accessible data under certain specifications that necessitate the OIRP to respond to this in how it conducts its analysis of student achievement data. Additionally, institutions are required by federal regulations to submit data to the National Center for Educational Statistics three times during the year. This data includes enrollments, completions, and graduation rates. Other areas of the college must provide data as well with OIRP support including the Library and Financial Aid. Also, with the recent increase in funding for Student Equity and SSSP, there are research and planning needs that the state legislature and chancellor's office have identified that colleges engage in and report. Lastly, colleges are required to submit data to the California Community College Chancellor's Office MIS. This submission function is finalized by NOCCCD IS with support from OIRP in reviewing the information submitted. With the addition of the IRB to OIRP, there will be a direct influence in HHS regulations and how OIRP conducts business related to the IRB. Finally, changes in FERPA and laws related to how institutions handle personally identifiable information influence how OIRP accesses data from the District.

2.8 Provide any other data that is relevant to your self-study.

PR Section 3.0

Program Review Non-instructional Cycle F 2015_ Office of Institutional Research and Planning

3.1 - 3.4

3.1 Based on your analysis in 2.1 through 2.8, what are the strengths of your department/office?

With a larger staff, OIRP can now participate in more meetings, committees, and have increased interaction with the campus community. This increased interaction has enhanced the office's overall understanding of the contexts in which research is conducted and used to make decisions. The staff members that have come together in the office comprise a diverse set of technical and soft skills, creating a more responsive and knowledgeable institutional research and planning office than seen previously on campus. These are the beginnings of a strong foundation for OIRP that will foster beneficial work on topics of institutional research and planning for the college.

3.2. Based on your analysis in 2.1 through 2.8, what are the weaknesses of your department/office?

OIRP still suffers greatly in areas of advanced technology and campus-wide understanding of institutional research and planning. Previous practices in OIRP leveraged state accountability data, but when errors were found in this data in 2012, the office reverted to using local data in the banner system. Since this had not been the case previously, there was a gap in the infrastructure necessary to have an efficient and effective office of institutional research and planning. As was highlighted in the previous program review, Argos is not optimal middleware for downloading raw data files because of the time it takes to download and the software was created for report running. Additionally, when only a handful of variables are desired, one must download the entire file. OIRP has worked collaboratively and extensively with NOCCCD IS to enhance some of the internal databases and tools used to collect, warehouse, and analyze

data, as well as in procuring technology that will provide greater ease of access to relevant data for campus wide decision-making.

3.3 Based on your analysis in 2.1 through 2.8, what opportunities exist for your department/office?

Since the campus has been largely underserved by OIRP in the recent past, there is significant interest in issues related to institutional research, planning, and institutional effectiveness. This interest has manifested itself in increased requests for data and analysis of institutional/program effectiveness measures, increased conversations on topics of planning and institutional research, as well as support for creating and supporting a well-staffed OIRP to meet the needs of the campus community. Demand for information has increased as the office staff have increased. This might be due to a reluctance to flood the office in the past, but the current director has made it clear that all research requests should come forward to the office regardless of perceptions of demand and capacity. Since the hiring of the current director, OIRP has worked closely with NOCCCD to expand the analytic infrastructure of the office and adopt new software to increase access to institutional effectiveness measures for the campus community. This increased collaboration will foster further advancements that will benefit the campus. OIRP and the college are dependent on the info- and infrastructure provided by the NOCCCD, and continuing a positive relationship of collaboration will further benefit the research and planning activities of Fullerton College.

3.4 Based on your analysis in 2.1 through 2.8, what challenges exist for your department/office?

Challenges that exist for the Fullerton College Office of Institutional Research and Planning include implementing an information-on-demand process where college community members can access data when necessary, continuing to work with NOCCCD IS to build the analytic infrastructure of the office and campuses, and continuing to build the office from its current foundations. While the NOCCCD has made substantial progress in building a data warehouse and providing opportunities and encouraging collaboration between the college research and planning offices and the district information technology staff, there also has been an increased focus on tightening security, which could potentially limit access to student-level data on college campuses. Limiting access to individual student-level data on campus may have a detrimental effect to the ability of the OIRP to accomplish its mission. The OIRP 2012-2013 program review document specifically identified, “the primary challenge for the Office of Institutional Research and Planning is to recreate the office, its databases, and operations from the ground up, due to the awkward transition in leadership...” This is still a chief concern for the office and we continue to build upon our most recent successes. Additionally, continuing to have campus partners input their information requests through the SRS systems, and effectively tracking those requests for our SAO assessment efforts will be an ongoing challenge.

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 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. | December 2015 | December 2015 | January 2016 | 1 |
| 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 | December 2015 | December 2015 | January 2016 | 1 |

| | | | | | |
|--|---|--|--|--|--|
| | time after completion of the request for analysis and evaluation of the research results. | | | | |
|--|---|--|--|--|--|

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 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. | Survey instrument will be administered to requestors and include perceptions 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. | Survey instrument data has yet to be collected, this is an improvement to the 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. | OIRP has used the data from the SRS system to measure the average time to 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 | Data collected on OIRP members serving as resource members on committees and | OIRP staff have attended as resource members to most all committees | OIRP staff have used the results of this data collection to set a benchmark of |

| | | | |
|---|---|--|---|
| <p>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.</p> | <p>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%.</p> | <p>requesting a representative, and have met with 100% of those requesting information that requested a meeting.</p> | <p>participation and interaction with our college partners.</p> |
|---|---|--|---|

PR Section 4.3 - 4.6

Program Review Non-instructional Cycle F 2015_ Office of Institutional Research and Planning

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 5.0

Program Review Non-instructional Cycle F 2015_ Office of Institutional Research and Planning

5.0

5.1 List the goals from your last self-study/program review.

Short Term Goal 1: Obtain support and approval to hire a full-time research analyst (classified position already exists within district) to enable Office of IRP to address the full spectrum of research and planning needs within the college community and timely completion of required state and federal reports.

Short Term Goal 2: Expand current 80%, 11-month administrative support to 100%, 12-month support, combined with higher classification of administrative support (higher than Administrative Assistant I).

Long Term Goal 1: Increased access and open communication of available data and research reports generated by Research Office, in addition to access to relevant research and outside data links.

Long Term Goal 2: Reform the use of technology by the Office of IRP, with the creation of programming modules to ease interface between incompatible data bases and automate derivation of frequently requested performance indicators. Move the Office to the use of more commonly accepted technical research applications.

5.2 Describe the level of success and/or progress achieved in the goals listed above.

Regarding the short term goals, both were achieved in calendar year 2015. Additionally, the office created the Senior Research and Planning Analyst description, and filled the position, as well as hired an additional research analyst.

Regarding long term goal 1, OIRP has made significant progress by reinstating the OIRP website, and maintaining the website with current reports, information, and resources on institutional research and planning. Additionally, OIRP staff serve as resource members on

numerous committee and constituency group meetings to ensure the campus community is made aware of the available information and where it can be accessed. The addition of an administrative assistant has ensured there is someone always available to assist.

Regarding long term goal 2, OIRP has also made significant progress by creating a central database that houses information for research purposes. This in turn led to the founding of a district-wide data warehouse currently in development. OIRP continues to work internally and in collaboration with NOCCCD Information Services to increase analytic capabilities and access to on-demand information.

5.3 How did you measure the level of success and/or progress achieved in the goals listed above?

Both short-term goals had a measurable outcome of increasing staff, OIRP has increase staff fivefold. Long term goals were measured based on steps the office has taken to reach successful outcomes. The office has progressed, but has not yet reached the level of self-service on-demand information delivery.

5.4 Provide examples of how the goals in the last cycle contributed to the continuous quality improvement of your department/office.

The goals of the previous cycle have contributed directly to the improvement of the services OIRP provides. Previous goals identified the need to increase staff to meet the research and planning needs of the campus, and focused on making information accessible to the campus community. These goals were central to the mission of the office. The staff has increased from one to five full time employees, and the website was re-established with relevant and accurate content.

5.5 In cases where resources were allocated toward goals in the last cycle, how did the resources contribute to the improvement of the department/office?

There were no specific resources allocated to OIRP through the Program Review process.

5.6. If funds were not allocated in the last review cycle, how did it impact your department/office?

There were no specific funds allocated to OIRP through the Program Review Process.

PR Section 6.0

Program Review Non-instructional Cycle F 2015_ Office of Institutional Research and Planning

SAP

SAPs for this three-year cycle:

| | |
|----------------------------------|--|
| STRATEGIC ACTION PLAN # 1 | |
| Strategic Action Plan Name: | Increase data analytics and reporting capacity for Fullerton College |

| | | | |
|---|---|---------------------------------|--|
| (formerly called short-term goal) | | | |
| 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. | | |
| If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study. | | | |
| Type of Resource | Requested Dollar Amount | Potential Funding Source | |
| Personnel | 0 | | |
| Facilities | 0 | | |
| Equipment | 0 | | |
| Supplies | 0 | | |
| Computer Hardware | 0 | | |
| Computer Software | 0 | | |
| Training | 0 | | |
| Other | 0 | | |

| | | | |
|-------------------------------|---|--|--|
| Total Requested Amount | 0 | | |
|-------------------------------|---|--|--|

| STRATEGIC ACTION PLAN # 2 | | | |
|---|--|---------------------------------|--|
| Strategic Action Plan Name: (formerly called short-term goal) | Creating a quick feedback loop to be responsive to campus needs | | |
| List College goal/objective the plan meets: | College Goal #: 1, 2, 3 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 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. | | |
| What <i>Measurable Outcome</i> is anticipated for this SAP? | Completion of instrument Number of completed assessments | | |
| What specific aspects of this SAP can be accomplished without additional financial resources? | All of this can be achieved without additional financial resources. | | |
| If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study. | | | |
| Type of Resource | Requested Dollar Amount | Potential Funding Source | |
| Personnel | 0 | | |

| | | | |
|-------------------------------|---|--|--|
| Facilities | 0 | | |
| Equipment | 0 | | |
| Supplies | 0 | | |
| Computer Hardware | 0 | | |
| Computer Software | 0 | | |
| Training | 0 | | |
| Other | 0 | | |
| Total Requested Amount | 0 | | |

PR Section 7.0

Program Review Non-instructional Cycle F 2015_ Office of Institutional Research and Planning

7.0

Long term the Office of Institutional Research and Planning hopes to engage in studies of causality and how specific programs and services are impacting Fullerton College students. We are still in the founding stages of the re-established office and are working towards a more comprehensive data collection strategy and reporting tool for the campus community. Once the office is able to meet the information and reporting needs, and once the available data is sufficiently comprehensive and rich, then we will be able to engage in in-depth studies of causality. A more comprehensive data collection approach has begun with the piloting of a course drop survey, the administration of climate surveys, and the addition of cohort tracking and program participation data collection. With this data collected over 3 years, we will be able to track the educational outcomes of students as they relate to their campus experiences and focus in on what impacted them at Fullerton College. The overall re-establishment of the office and its operations, building of info- and infrastructure for increased analytical capacity and access to on-demand self-service information are the long term goals for OIRP. Our short-term goals serve as intermediate steps toward our long term goals, and are necessary components to reach our long term goals. Success in our SAPs is integral to achievement of our long term goals. With this we foresee the college moving towards a proactive information and data approach the will guide our future planning.

PR Section 8.0

Program Review Non-instructional Cycle F 2015_ Office of Institutional Research and Planning

8.0

The OIRP 2012-2013 program review document specifically identified, “the primary challenge for the Office of Institutional Research and Planning is to recreate the office, its databases, and operations from the ground up, due to the awkward transition in leadership...” Unfortunately, as examined in the self-study, this challenge still exists today. Fortunately, with the now stable leadership and staffing, there have been immediate and recognized improvements in technological info- and infrastructure to begin to meet the needs of the campus community. OIRP has outlined in its SAOs and SAPs the steps with which we believe will achieve an environment where campus partners can access timely, relevant, and accurate information for institutional effectiveness, planning, and decision making. While these are the immediate goals, our long term goals are to move the culture toward a more proactive data and information agenda that will drive our future planning and programming, while continuing to maintain our retrospective analysis as we evaluate our programs and services.