Barstow Community College

# NON-INSTRUCTIONAL PROGRAM REVIEW

*(Refer to the **Program Review Handbook** when completing this form)*

SERVICE AREA/ ADMINISTRATIVE UNIT: Office of Institutional Research

| Academic Year: | 2016-17 | FULL PROGRAM REVIEW | Date Submitted: | 11/2/16 |
|---|---|---|---|---|
| Academic Year: | 2017-18 | ANNUAL UPDATE #1 | Date Submitted: | 10/20/17 |
| Academic Year: | | ANNUAL UPDATE #2 | Date Submitted: | |

By:

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## 1. Mission and Vision

### A. Service Area/Administrative Unit Mission

The Office of Institutional Research provides accurate data and analysis to the college community, for the purpose of making informed decisions, in an effort to facilitate continuous improvement and to fulfill the College's mission of providing our students with the tools necessary to achieve their personal and professional goals.

### B. Service Area/Administrative Unit Vision *(Where would you like the Program to be three years from now?)*

The Office of Institutional Research provides accurate and timely data in an effort to assist with institutional goal setting and planning for goal achievement.

### C. Describe how mission and vision align with and contribute to the College's Mission and Vision

As an institution, Barstow Community College's mission is to provide our students "with the educational tools to achieve personal goals and professional growth." The mission and vision of the Office of Institutional Research is to provide accurate and timely data to the college community to assist with ensuring that we provide these opportunities. Accurate and timely data is necessary to make informed decisions, set goals, plan activities to achieve these goals, assess our efforts and make revisions where necessary, all for the purpose of student success and institutional effectiveness.

## 2. Service Area/Administrative Unit Description and Overview

Assume the reader does not know anything about the Service Area or Administrative Unit. Describe the unit, including—but not limited to—the following:

### A. Organization, including staffing and structure

The Office of Institutional Research, formerly Office of Institutional Effectiveness, currently consists of two positions: The Director of Research, Development & Planning and the Institutional Planning & Research Specialist.

### B. Who do you service (including demographics)?

The IR Office provides information about the college to college personnel and departments, students and the community as well as to outside agencies including but not limited to, The California Community Colleges Chancellors Office, IPEDS, and the U.S. Department of Education.

### C. What kind of services does your unit provide?

The IR Office responds to data requests from the campus community regarding a number of measures and metrics including but not limited to student headcount and enrollment, student and staff demographics, success and retention, and degrees and certificates awarded. This data is used for reporting requirements, accreditation, program review, grant applications and reporting, enrollment management, budgeting, planning and policy development or revision. The IR Office also provides assistance with learning outcomes assessment, SSSP and Student Equity research needs, and data integrity efforts.

### D. How do you provide them?

The IR Office conducts analyses, research, assessment and evaluation, and provides applicable reports and presentations to communicate the results.

## 3. Data

### A. SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES

### 1) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

New AUOs beginning 2016-17:

> 1) College personnel will receive the data necessary for setting annual goals and minimum standards in the spring semester, prior to the academic year the goal is to be set for.
> 2) College personnel will experience a faster turn-around time for data requests; less than 2 weeks for most requests.
> 3) Data submissions to federal and state agencies will be completed on-time and error free.

**2) Summarize the progress your unit has made on SAO/AUO measures since the last program review:**

> Progress has not been assessed since the 14-15 update; the 15-16 update was never completed due to the absence of Research staff. New AUOs have been established for 16-17 and will be assessed throughout the year and reported in the 17-18 update.

**3) Describe any improvements made by your unit as a result of the outcomes assessment process:**

*a. What did you learn from your evaluation of these measures?*

> Not applicable. Previous outcomes were not measured.

*b. What improvements have you implemented as a result of your analysis of these measures?*

> Previous outcomes were not measured or measurable. New outcomes have been established that align with the mission and vision of the IR Office and are measurable.

**c. *What improvements do you plan\* to implement as a result of your analysis of these measures?***
*(\*List any resources required for planned implementation in #10: Resources.)*

> Outcomes are now measurable and align with the IR Office mission and vision which align with the college mission.

## B. OTHER ASSESSMENT DATA

**1) List all OTHER quantitative and/or qualitative measures that you have chosen to gauge the effectiveness of your unit.**

> None at this time

**2) Summarize the results of these measures.**

> N/A

**3) Describe any improvements made by your unit as a result of other assessment data listed in #1:**

*a. What did you learn from your evaluation of these measures?*

> N/A

*b. What improvements have you implemented as a result of your analysis of these measures?*

> N/A

**c. *What improvements do you plan\* to implement as a result of your analysis of these measures?***
*(\*List any resources required for planned implementation in #10: Resources.)*

> N/A

## 4. Policies & Processes

A. **What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit?** *(BCC BP/AP; Federal, State & local regulations; departmental guidelines)*

> Several new and revised initiatives and processes are impacting the IR Office including but not limited to the Student Success and Support Program, Student Equity, Basic Skills Initiative, Common Assessment Initiative, and disaggregating SLO data.

B. **Describe the effect the changes or updates in policies and processes in 4.A have had on the unit.**

> All of these new initiatives require additional data, analysis, presentations and participation.

C. **In addition to (or in response to) those listed in 4.A, what in-house policies, procedures, and processes need to be updated, created, or deleted?**

> The IR Office will need to implement new procedures for requesting data and prioritizing and tracking these requests.

## 5. Internal Factors *(see Handbook for additional information)*

A. **Strengths:** *Current aspects of the program or department that serve it and its future well. These aspects include what it does well, what it's known for, what it takes pride in, and so forth. Strengths represent competencies or characteristics that the department or program may wish to enhance or preserve actively, even aggressively.*

> – Department staff take pride in providing accurate data and advocate for data integrity through participation in data cleanup efforts and by providing training/presentations on the importance of entering clean data into the various systems used on campus (Banner, SARS, etc.).
> – Department staff has access to and working relationships with several experts in the field of Institutional Research and other areas of the CCC system.
> – Director has 18 years of experience in the California Community College system and has a good understanding of CCCCO topics such as FTES, Enrollment Management, etc.

B. **Weaknesses:** *The program or department's **internal** vulnerabilities. These are areas that, if not addressed, could become liabilities, or could contribute to an erosion of the department's capacities and future growth. They represent areas where the organization needs to improve if it is to be successful for the long term.*

> – Department staff need additional training in various technologies and software including database queries, SQL and report writing software.
> – Both employees in the department have been at Barstow College for less than one year and are still becoming familiar with other staff and local policies and procedures.

## 6. External Factors *(see Handbook for additional information)*

A. **Opportunities:** *Current trends and events occurring **outside** the department that, if taken advantage of, are likely to have a positive effect on its long-term success. Examples may include: realistic training opportunities; industry trends; revenue-generation opportunities; development of new tools or technology to help manage workload.*

> – There is an opportunity to hire a Research Analyst to assist with SSSP, SEP and Basic Skills; this would help with workload, the ability to be innovative and add additional technical knowledge in the department.
> – Training opportunities are always available through webinars, conferences, list serves and online courses provided by the RP Group, CCCCO, AIR and others.

B. **Threats:** *Current trends and events occurring **outside** the department or program that could jeopardize its success represent potential threats. Examples may include: state, regional, or institutional economic/budget climate; loss of support services; seasonal fluctuations in workload.*

– Additional reporting requirements and state initiatives may put a strain on the two staff members in the office hampering any efforts to be innovative.

## 7. Continuing Education/Professional Development

A.  **What continuing education and/or professional development activities have program/unit members attended during the current cycle?**

Since December 2015, department staff have attended the 2016 RP Conference, the 2016 Student Success PR Conference, the 2016 RP Summer Institute, CAMP Regional Research Meetings, the 3CBG Conference, a CAI Meeting, an Integrated Planning Workshop and an ACCJC Workshop.

B.  **How did this benefit your department and the College?**

Participation in these events have allowed the IR staff to network with other Researchers throughout the state and bring back valuable information to the Barstow College community. Presentations have been made to various committees including the SLOAC committee and the ACCJC steering committee and sub-committees. Suggestions were taken from the RP Summer Institute and used to improve the format of the 2014-2015 Fact Book.

C.  **What are the plans for continuing education and/or professional development in the upcoming cycle?**

Department staff will continue to attend conferences and participate in professional development activities. The Director is currently participating in the BCC Leadership Academy and an IPEDS Keyholder Training course. The Research Specialist will apply to participate in the next Leadership Academy. Both department employees will attend the annual RP Conference in April 2017. Other opportunities through the Professional Learning Network/Lynda.com will be investigated.

## 8. Prior Goals/Objectives

**Briefly summarize the progress your program/unit has made in meeting the goals and objectives identified in the most recent Program Review or Annual Update.** *(Include measurements of progress or assessment methods.)*

**If the department does not have prior goals and objectives, please explain.**

Previous Goals included:
- Creation of web presence
    - Status – The Office of Institutional Effectiveness created a web presence for housing various reports and presentations. Since the last update, the OIE has been split: Institutional Effectiveness is now under the direction of Academic Affairs and the Office of Institutional Research was created. The webmaster is currently in the process of making the changes to the website to align with the restructure.
- Production and web presentations of various reports
    - Status – The 2014-15 Fact Book was recently completed and published.
- Survey Administration and web presentation of results
    - The college will be participating in the CCSSE and CFSSE surveys in Spring 2017 and will publish the findings.
- Preparation and production of 2012 and 2013 Accreditation documents
    - The college is now in the process of completing the self-evaluation for a 2018 visit
- Identification of appropriate SLO tracking software/TracDat implementation
    - TracDat was purchased and implemented; the college just began entering SLO data in 2015.

## 9. Goals/Objectives/Actions (ACTION PLAN)

A.  **GOALS:** Formulate Goals to maintain or enhance unit strengths, or to address identified weaknesses.

B.  **ALIGNMENT:** Indicate how each Goal is aligned with the College's Strategic Priorities.

C. **OBJECTIVES:** Define Objectives for reaching each Goal.

D. **ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE:** Create a coherent set of specific steps (Actions/Tasks) that must be taken to achieve each Objective.

E. **OUTCOMES:** State intended Outcomes and list appropriate measures and assessment methods for each Outcome.

F. **ADDITIONAL INFORMATION:** This provides space for the additional communication of information necessary to further "close the loop" on the goal or action plan, as it relates to Institutional Planning. This may include references to other institutional documents, such as governing or compliance documents (i.e. Board Policy, Administrative Procedures, Title V), institutional planning documents (i.e. Strategic Plan, Educational Master Plan, Facilities Plan, Technology Plan), or Board, Presidential, Supervisory or Departmental recommendations or goals, etc. (See Handbook for additional examples.)

Complete the following table with your Program's **ACTION PLAN**, which must include a **minimum of 3 goals**:

| ACTION PLAN | | | | | | |
|---|---|---|---|---|---|---|
| | GOAL | ALIGNMENT WITH BCC STRATEGIC PRIORITIES | | OBJECTIVE | ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE | OUTCOMES, MEASURES, and ASSESSMENT |
| #1 | Provide accurate and timely data to college personnel, departments and committees. | *List all that apply:*<br><br>*Strategic Priority #1: Educational Success- Measurably advance student equity, completion and attainment of educational goals.*<br><br>*Strategic Priority #6: Evidence Based Decision Making-*<br>*Enhance and further an evidence based framework that supports the institution's decision-making process.* | #1 | Prioritize and track research requests | Create a Research Request form and make available to college personnel<br><br>Create a shared OIR email address that Research Request forms will be submitted to | Turnaround time for research requests will be less than 2 weeks, in most cases<br><br>Measure: Track date request forms are submitted by requestor and date when request is fulfilled by OIR |
| | | | #2 | Improve timeliness of providing annual goal-setting data (ISS/IEPI) | Develop a calendar for providing data for setting annual goals and assessing progress<br><br>Create reports to help establish goals and assessing progress | Shared governance committees will receive data necessary to set annual goals and assess progress in a timely manner<br><br>Measure: Data is provided to committees according to calendar dates |
| | | | #3 | Validate data used in reporting | Create reports to assist with data validation prior to submission/publication (320, MIS, ISS, etc.) | Data submissions and research publications will be validated<br><br>Measure: Reports will be created to assist with data validation |
| | *Additional Information:* | | | | | |
| #2 | Increase knowledge of the CCCCO system and increase resources available to OIR staff | *List all that apply:*<br><br>*Strategic Priority #6: Evidence Based Decision Making-* | #1 | Network with other colleges and personnel in the California Community College system | Attend bi-annual RP conferences and CAMP Regional meetings | New connections will be made with other Researchers in the State<br><br>Measure: Number of conferences attended by OIR staff |

| ACTION PLAN | | | | | |
|---|---|---|---|---|---|
| | GOAL | ALIGNMENT WITH BCC STRATEGIC PRIORITIES | OBJECTIVE | ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE | OUTCOMES, MEASURES, and ASSESSMENT |
| | | *Enhance and further an evidence based framework that supports the institution's decision-making process.* | #2 Increase understanding of statewide initiatives (CAI, IEPI, OEI, etc.) | Attend workshops and participate in webinars related to statewide initiatives | Receive training on statewide initiatives<br><br>Measure: Number of workshops/webinars attended |
| | | *Strategic Priority #7: Diverse & Excellent Workforce - Attract, develop, and retain an excellent and diverse workforce.* | #3 | | |
| | Additional Information: | | | | |
| #3 | Increase the technical skills of the OIR staff | *List all that apply:*<br><br>*Strategic Priority #6: Evidence Based Decision Making-*<br>*Enhance and further an evidence based framework that supports the institution's decision-making process.*<br><br>*Strategic Priority #7: Diverse & Excellent Workforce - Attract, develop, and retain an excellent and diverse workforce.* | #1 Become proficient in Argos | Watch Argos training videos and read training manuals<br><br>Work with IT staff to receive hands-on Argos training | New Argos reports will be created and made available to college personnel<br><br>Measure: Number of Argos reports created |
| | | | #2 Become proficient in SPSS software | Participate in SPSS training through Lynda.com | SPSS software will be utilized as a tool for research and analysis projects<br><br>Measure: Number of projects using SPSS software |
| | | | #3 Become proficient in Microsoft Access | Participate in Access training through Lynda.com | Staff will be able to utilize Access to create queries for data requests<br><br>Measure: Number of data requests using Access |
| | Additional Information: | | | | |

## 10. Resources Required

List all significant resources needed to achieve the objectives shown in the table above, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements noted in 3.A.3)c.

IMPORTANT: A BUDGET ALLOCATION PROPOSAL must be completed and submitted for **EACH** new resource requested. *(Click the link to access the form.)*

| Goal # | Objective # | Resource Required | Estimated Cost | BAP Required? Yes or No | If No, indicate funding source |
|--------|-------------|-------------------|----------------|--------------------------|--------------------------------|
|        |             |                   |                |                          |                                |
|        |             |                   |                |                          |                                |
|        |             |                   |                |                          |                                |
|        |             |                   |                |                          |                                |
|        |             |                   |                |                          |                                |

| Annual Update #1 | Academic Year: |
|---|---|

## 1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) *(from #3A of full PR)*

A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

> 1) College personnel will receive the data necessary for setting annual goals and minimum standards in the spring semester, prior to the academic year the goal is to be set for.
> 2) College personnel will experience a faster turn-around time for data requests; less than 2 weeks for most requests.
> 3) Data submissions to federal and state agencies will be completed on-time and error free.

B) Summarize the progress your unit has made on SAO/AUO measures since the last program review:

> 1) The data required to set Institution-Standards and IEPI Framework of Indicator Goals was gathered and presented to the Student Success & Equity Committee on April 10, 2017 for discussion and goal-setting decisions. The goals were set at this meeting and then presented to PSGC on April 26, 2017, Academic Senate on May 4, 2017, IEC on May 4, 2017 and the Board of Trustees on May 17, 2017 for discussion and approval. Because these goals depend on an analysis of Scorecard data which isn't available until the end of March, it is impossible at this time to set our goals any sooner.
> 2) Turn-around time for most data requests is typically within a few days. We have seen a greater reliance on data available in DataMart now that the MIS submissions are timely and accurate and are able to use DataMart for many of the requests. Some requests such as the Disproportionate Impact Analysis required for the new integrated SSSP/SEP/BSI plan take longer. Unfortunately, at this point, research requests are not systematically tracked; requests still need to be manually logged into a spreadsheet for trend analysis, when time allows. As new initiatives, plans and projects are implemented, the need for data has and will continue to increase.
> 3) Data submissions to MIS have been completed on-time by IT and the need to resubmit files due to errors has improved tremendously per IT staff reports. Improvements in this area are not because of the IR Office but rather due to the work of the Data Governance Group and the staff in all areas willing to change their processes so data entry is accurate. IT staff have built validation reports to check data prior to submission and the various departments validate their data in DataMart after submission. Due to the MIS submission now being completed on-time and with accurate data, the IPEDS surveys have become more accurate. In 2014-15 the MIS data was incorrect and therefore the data submitted to IPEDS for the 2015-16 surveys was incorrect. During the 2016-17 IPEDS cycle, many of the surveys contained errors that had to be corrected or explained because of the previous cycle's incorrect data. So far, the 2017-18 surveys have had no errors due to incorrect data. This is due to the efforts of those mentioned previously to correct data and processes.

C) Describe any improvements made by your unit as a result of the outcomes assessment process:

*1. What did you learn from your evaluation of these measures?*

> 1) We are on track to continue providing data and setting institution-set standards and IEPI goals in the spring of each year.
> 2) An automated system that tracks data requests is needed. The need for data to drive decision-making, analyze effectiveness and monitor student learning and achievement is long overdue. The increased demand for data is becoming increasingly difficult to meet with our current staffing levels.
> 3) The College has made great progress in MIS and IPEDS submissions being completed on-time and error-free. MIS submissions are now always on time with fewer required resubmissions due to errors. IPEDS surveys are bringing forward fewer errors from previous submissions. It is expected that the 2018-2019 surveys will see zero data errors.

## 2. *What improvements have you implemented as a result of your analysis of these measures?*

1) The outcome was achieved; no improvements were necessary.
2) We have turned our research request form into a SurveyMonkey survey and tested its usefulness. This method allows for exporting of the request into an Excel spreadsheet for easier tracking. Discussions have taken place regarding the need for additional staffing.
3) Improvements to data entry processes are continuous throughout the year through the work of DGG and staff as issues arise or the ability to improve practices comes to light.

## 3. *What improvements do you plan\* to implement as a result of your analysis of these measures?*
*(\*List any resources required for planned implementation in #3: Resources.)*

1) No improvements at this time; if/when Scorecard data is published earlier, our timeline will be adjusted accordingly.
2) We will add a link to the SurveyMonkey research request survey to the existing IE webpage while we wait for the creation of our new website. We will continue to develop required skills for pulling and analyzing data. We will move forward with requesting additional staff to assist with SSSP, SEP and Basic Skills projects.
3) At this time all data validation reports have been created by the IT department. Additional staffing in the IR office would relieve some of the workload burden on IT.

| 2. | GOALS AND OBJECTIVES *(Taken From #9--Action Plan--of FULL Program Review)* | | | |
|---|---|---|---|---|
| | GOAL | OBJECTIVE | ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE | OUTCOMES, MEASURES, and ASSESSMENT |
| **#1** | Provide accurate and timely data to college personnel, departments and committees. | **#1** Prioritize and track research requests | Create a Research Request form and make available to college personnel<br><br>Create a shared OIR email address that Research Request forms will be submitted to | Turnaround time for research requests will be less than 2 weeks, in most cases<br><br>Measure: Track date request forms are submitted by requestor and date when request is fulfilled by OIR |
| | | **#2** Improve timeliness of providing annual goal-setting data (ISS/IEPI) | Develop a calendar for providing data for setting annual goals and assessing progress<br><br>Create reports to help establish goals and assessing progress | Shared governance committees will receive data necessary to set annual goals and assess progress in a timely manner<br><br>Measure: Data is provided to committees according to calendar dates |
| | | **#3** Validate data used in reporting | Create reports to assist with data validation prior to submission/publication (320, MIS, ISS, etc.) | Data submissions and research publications will be validated<br><br>Measure: Reports will be created to assist with data validation |

### Goal #1 Annual Update: (Assess progress made toward goal attainment)

*Objective #1 – A Research Request form was created. A shared OIR email address was created. The intention was to create a new IR website with current staff contact information, including the OIR email address, a link to the research request form and instructions on how to complete the form. The website has not yet been created therefore the research request form has not yet been made available. <u>Requests for data are still coming in via email to individual staff members and are not systematically tracked at this point</u>.*
*Objective #2 – <u>We have met this objective</u>. A calendar was created for the OIR to follow to ensure data is provided in a timely manner. Data was provided to the SSEC for goal setting on April 10, 2017, sent through the participatory governance process, and presented to the Board of Trustees on May 17, 2017.*

> *Objective #3 – Reports have been created to assist staff with data validation. <u>The OIR has created a query in Access to help validate the 320</u>. Reports for MIS validation have been created by IT in Argos. An increase in staffing for the OIR will increase the ability to create necessary reports and reduce the workload of IT.*

| | | | OBJECTIVE | ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE | OUTCOMES, MEASURES, and ASSESSMENT |
|---|---|---|---|---|---|
| **#2** | Increase knowledge of the CCCCO system and increase resources available to OIR staff | **#1** | Network with other colleges and personnel in the California Community College system | Attend bi-annual RP conferences and CAMP Regional meetings | New connections will be made with other Researchers in the State<br><br>Measure: Number of conferences attended by OIR staff |
| | | **#2** | Increase understanding of statewide initiatives (CAI, IEPI, OEI, etc.) | Attend workshops and participate in webinars related to statewide initiatives | Receive training on statewide initiatives<br><br>Measure: Number of worshops/webinars attended |
| | | **#3** | | | |

**Goal #2 Annual Update:** (Assess progress made toward goal attainment)

> *#1 –The Director of IR and the Research Specialist both attended the RP Conference's Strengthening Student Success Conference in October 2016 (Garden Grove) and the RP Conference in April 2017 (San Francisco). The Research Specialist attended one CAMP meeting in October 2016. <u>Two (2) Conferences and one (1) CAMP meeting.</u> Additionally, the Director attended the 3CBG Conference in March 2017 (Monterey) to network with other CCC's using the Banner SIS. <u>One (1) Conference.</u>*
>
> *#2 - The Director attended the Using Data and Effective Practices to Support Student Success workshop in November 2016 (Mt. SAC), and the IEPI Indicators Workshop in November 2016 (College of the Canyons). The Director and Research Specialist attended the SLO Symposium in February 2017 (Anaheim). The Research Specialist participated in the "Real Time Student Assessment: Focusing on Enrolled Student's Equitable Success" Webinar in March 2017. The Director participated in the NSCH Student Tracker Webinar in July 2016, the 2018 Military Friendly Survey Webinar in May 2017, the 2017 Scorecard Webinar in February 2017, and the IEPI Indicator Portal Webinar in March 2017. <u>Eight (8) workshops and/or webinars.</u>*

| | | | OBJECTIVE | ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE | OUTCOMES, MEASURES, and ASSESSMENT |
|---|---|---|---|---|---|
| **#3** | Increase the technical skills of the OIR staff | **#1** | Become proficient in Argos | Watch Argos training videos and read training manuals<br><br>Work with IT staff to receive hands-on Argos training | New Argos reports will be created and made available to college personnel<br><br>Measure: Number of Argos reports created |
| | | **#2** | Become proficient in SPSS software | Participate in SPSS training through Lynda.com | SPSS software will be utilized as a tool for research and analysis projects<br><br>Measure: Number of projects using SPSS software |
| | | **#3** | Become proficient in Microsoft Access | Participate in Access training through Lynda.com | Staff will be able to utilize Access to create queries for data requests<br><br>Measure: Number of data requests using Access |

| Goal #3 Annual Update: (Assess progress made toward goal attainment) |
| --- |
| *#1 – The staff has had some training in Argos by IT staff but has only <u>created one (1) report to date</u> (list of current courses in Banner).*<br>*#2 – The OIR received some training in SPSS in summer 2016 from staff at College of the Canyons, however has not moved forward with further training or use of the software as Access and Excel are meeting the department needs at this time.*<br>*#3 – The Research Specialist has participated in Access (Queries Tutorial) and Excel (Intermediate) training through Lynda.com. <u>Currently, 100% of data requests that require information from the Banner system are created using a combination of Access and Excel.</u>* |

## 3.  Resources Required

List all significant resources needed to achieve the objectives shown in your action plan, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements.

IMPORTANT: A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for **EACH** new resource requested.

| Goal # | Objective # | Resource Required | Estimated Cost | BAP Required? Yes or No | If No, indicate funding source |
| --- | --- | --- | --- | --- | --- |
| 1<br>3 | 1 & 3<br>1 & 3 | Research Analyst | $67,000.00 | No | SSSP, SEP, BSI |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

| Annual Update #2 | Academic Year: |
|---|---|

## 1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) *(from #3A of full PR)*

A)   List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

B)   Summarize the progress your unit has made on SAO/AUO measures since the last program review:

C)   Describe any improvements made by your unit as a result of the outcomes assessment process:

*1. What did you learn from your evaluation of these measures?*

*2. What improvements have you implemented as a result of your analysis of these measures?*

*3. What improvements do you plan\* to implement as a result of your analysis of these measures?*
*(\*List any resources required for planned implementation in #3: Resources.)*

## 2.   GOALS AND OBJECTIVES (Taken From #9--Action Plan--of FULL Program Review)

| | GOAL | | OBJECTIVE | ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE | OUTCOMES, MEASURES, and ASSESSMENT |
|---|---|---|---|---|---|
| #1 | Provide accurate and timely data to college personnel, departments and committees. | #1 | Prioritize and track research requests | Create a shared OIR email address that Research Request forms will be submitted to | Measure: Track date request forms are submitted by requestor and date when request is fulfilled by OIR |
| | | #2 | Improve timeliness of providing annual goal-setting data (ISS/IEPI) | Create reports to help establish goals and assessing progress | Measure: Data is provided to committees according to calendar dates |
| | | #3 | Validate data used in reporting | Create reports to assist with data validation prior to submission/publication (320, MIS, ISS, etc.) | Measure: Reports will be created to assist with data validation |

### Goal #1 Annual Update: (Assess progress made toward goal attainment)

*(Type the update for Goal #1 in this box)*

| | GOAL | | OBJECTIVE | ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE | OUTCOMES, MEASURES, and ASSESSMENT |
|---|---|---|---|---|---|
| #2 | Network with other colleges and personnel in the California Community College system | #1 | | Attend bi-annual RP conferences and CAMP Regional meetings | Measure: Number of conferences attended by OIR staff |
| | | #2 | | Attend workshops and participate in webinars related to statewide initiatives | Measure: Data is provided to committees according to calendar dates |
| | | #3 | | | |

## Goal #2 Annual Update: (Assess progress made toward goal attainment)

*(Type the update for Goal #2 in this box)*

|  | GOAL | | OBJECTIVE | ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE | OUTCOMES, MEASURES, and ASSESSMENT |
|---|---|---|---|---|---|
| **#3** | Increase the technical skills of the OIR staff | **#1** | Become proficient in Argos | Work with IT staff to receive hands-on Argos training | Measure: Number of Argos reports created |
| | | **#2** | Become proficient in SPSS software | | Measure: Number of data requests using Access |
| | | **#3** | Become proficient in Microsoft Access | Participate in Access training through Lynda.com | |

## Goal #3 Annual Update: (Assess progress made toward goal attainment)

*(Type the update for Goal #3 in this box)*

## 3. Resources Required

List all significant resources needed to achieve the objectives shown in your action plan, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements.

IMPORTANT: A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for **EACH** new resource requested.

| Goal # | Objective # | Resource Required | Estimated Cost | BAP Required? Yes or No | If No, indicate funding source |
|---|---|---|---|---|---|
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