

Non-Instructional Program Review- Annual Update Template

Service Area/Administrative Unit

Non-Instructional Program Name: Office of Institutional Research

Academic Year: 2023-2024

Name(s) of Submitter(s): Lisa Holmes, Courtney Quenga, Annie Andriese

Annual Update #1 #2

**Note: An Annual Update must be submitted each year that a Program Review is not submitted.*

I. Progress on Goals and Outcomes (SAOs/AUOs)

A) List the 2-3 goals and related outcomes for your unit:

(These should be carried forward from your full Program Review, or from your Annual Update #1 if revised since your full Program Review)

1. GOAL #1

Provide timely, relevant, and accurate information to the college community

Expected Service Area Outcome/Administrative Unit Outcome

The college community has the knowledge and tools necessary to make timely, data-informed decisions.

2. GOAL #2

Enable the college community to collaboratively and independently make data-informed decisions, facilitate continuous improvement and ensure equitable student success.

Expected Service Area Outcome/Administrative Unit Outcome

The college community can evaluate, with confidence, their program and/or department for effectiveness.

3. GOAL #3

Click or tap here to enter text.

Expected Service Area Outcome/Administrative Unit Outcome

Click or tap here to enter text.

B) Have any goals been completed or discontinued?

If yes, please list the goal and whether it has been completed or discontinued; if discontinued, please explain why.

Yes No

Click or tap here to enter text.

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C) Discuss the actions/strategies related to each goal and your progress on each of these. If you have not begun an(y) action/strategy please list why.

1. GOAL #1 Action/Strategies

- 1) Calendar all recurring projects including goal setting, reporting, and dashboard updating. 2) Synthesize different needs/requests to centralize/institutionalize data outputs.

Discuss any progress on Action/Strategies.

- 1) All recurring projects are now on a department-wide calendar with staff assigned and deadlines met. 2) Research requests are now going to the appropriate supervisor for approval before work in Institutional Research (IR) begins so that duplication of effort is limited. Institution-wide Key Performance Indicator's (KPIs) will be communicated broadly beginning this year so overlapping/shared KPIs are more visible. The need for surveys, focus groups, etc. is increasing; training specific to human subjects' research is needed for staff. The need for more complex data is making querying data more complicated and time consuming. Training in Structured Query Language (SQL) would help staff to be able to pull and analyze the data more efficiently.

Briefly explain how you have been measuring the goal and any notable indicators of forward progress.

- 1) The calendar is reviewed at the beginning of each month to prioritize tasks and ensure projects are completed on time. 2) Ad-hoc requests appear to be decreasing but more time is needed to ensure this is due to our efforts.

2. GOAL #2 Action/Strategies

- 1) To support data driven decisions, implement a data-coaching workshop series. 2) Create targeted data-dashboards for internal and external audiences.

Discuss any progress on Action/Strategies

- 1a) Employees have not yet been surveyed to determine what data-coaching is needed; 1b) The first data-coaching workshop is scheduled for fall; the workshop will review the new DI Dashboard on Success & Retention. 2a) Review of past requests and collaboration with departments to determine and prioritize needs has not yet occurred. 2b) The office is investigating software that can be used to share data publicly and internally, that is effective and cost efficient ongoing. No decisions have been made.

Briefly explain how you have been measuring the goal and any notable indicators of forward progress.

- 1) The first data-coaching workshop is scheduled for fall; the workshop will review the new DI Dashboard on Success & Retention. 2) The DI Dashboard on Success & Retention is now live. Factbook dashboards are in the process of being created; several "chapters" have been published. SQL Certification training for staff would enable them to query data more efficiently resulting in faster turnaround time for publishing meaningful

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dashboards.

3. GOAL #3 Action/Strategies

Click or tap here to enter text.

Discuss any progress on Action/Strategies

Click or tap here to enter text.

Briefly explain how you have been measuring the goal and any notable indicators of forward progress.

Click or tap here to enter text.

D) List any resources you are requesting for each goal.

1. Goal 1 Goal 2 Goal 3

Please list the resource and how it relates to the goal.

Collaborative Institutional Training Initiative (CITI) Certification for Human Subjects Research: The need for surveys, focus groups, etc. is increasing; training specific to human subjects' research is needed for staff.

2. Goal 1 Goal 2 Goal 3

Please list the resource and how it relates to the goal.

SQL Certification Training: SQL Certification training for staff would enable them to query data more efficiently resulting in faster turnaround time for publishing meaningful dashboards.

3. Goal 1 Goal 2 Goal 3

Please list the resource and how it relates to the goal.

Click or tap here to enter text.

II. New Goals (optional)

This section is optional and should be used to replace a completed or discontinued goal OR if a new goal has become necessary for the service area or administrative unit.

A. NEW GOAL #1

Click or tap here to enter text.

Expected Service Area Outcome/Administrative Unit Outcome

Click or tap here to enter text.

1. Alignment to BCC Strategic Priority (*Select at least one but choose all that apply*)

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Choose an item.

Choose an item.

Choose an item.

Choose an item.

2. Relationship to Guided Pathways

- Clarify the Path
- Entering the Path
- Staying on the Path
- Support Learning

3. Please list actions/strategies for achieving this goal/outcome.
Click or tap here to enter text.

4. Briefly explain how you will measure the goal/outcome.
Click or tap here to enter text.

5. Please list resources (if any) that will be needed to achieve the goal/outcome.
Click or tap here to enter text.

B. NEW GOAL #2

Click or tap here to enter text.

Expected Service Area Outcome/Administrative Unit Outcome

Click or tap here to enter text.

6. Alignment to BCC Strategic Priority (*Select at least one but choose all that apply*)

Choose an item.

Choose an item.

Choose an item.

Choose an item.

7. Relationship to Guided Pathways

Non-Instructional Program Review- Annual Update Template

- Clarify the Path
- Entering the Path
- Staying on the Path
- Support Learning

8. Please list actions/strategies for achieving this goal/outcome.
Click or tap here to enter text.

9. Briefly explain how you will measure the goal/outcome.
Click or tap here to enter text.

10. Please list resources (if any) that will be needed to achieve the goal/outcome.
Click or tap here to enter text.

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III. Resource Requests:

What does the area need to meet its goals and objectives?

List all resources from Sections I.D and II.10 below.

If there was no room on the template to list all resources being requested for a single goal/objective, you may list additional resource requests here. 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/ Outcome #	Resource Required	Estimated Cost	BAP Required? Yes or No	If no, indicate funding source
1 & 2	Citi Certification in Human Subjects Research for Staff	\$750	Yes	Click or tap here to enter text.
1 & 2	SQL Training for Staff	\$1000	Yes	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

BUDGET ALLOCATION PROPOSAL

Date: <u>8/8/2023</u>	Originator: <u>Lisa Holmes</u>		
Program or Department Name:	<u>Research Dept.</u>		
Dean/Vice President/Supervisor:	<u>Dr. Bagg</u>		
What are you requesting? (Brief)	<u>SQL Training/Certification</u>		
Amount Requested: <u>\$1000.00</u>	<input checked="" type="checkbox"/> One-time Funding	<input type="checkbox"/> Ongoing Funding	
Funding Source (if known):	_____		
REQUEST TYPE:			
<input type="checkbox"/> Personnel/Staffing <small>Complete Personnel/Staffing section below</small> <input type="checkbox"/> OTHER	<input type="checkbox"/> Technology Resource <small>Complete Technology section below</small>	<input type="checkbox"/> Facilities Resource <small>Complete Facilities section below</small>	<input checked="" type="checkbox"/> Professional Development <small>Complete Professional Development section below</small>

PERSONNEL/STAFFING REQUEST	
Is the position request for:	<input type="checkbox"/> Faculty <input type="checkbox"/> Classified <input type="checkbox"/> Management/Confidential
Is the position requested:	<input type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties) <input type="checkbox"/> An existing classification <i>Official Job Title:</i> _____
Is the position requested:	<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time: _____ Months/Year _____ Hours/Week

TECHNOLOGY RESOURCE REQUEST	
Indicate the category of the request:	
<input type="checkbox"/> Hardware <input type="checkbox"/> Software <input type="checkbox"/> Printer/Copier <input type="checkbox"/> Network <input type="checkbox"/> Audio-Visual <input type="checkbox"/> License/Maintenance	
Indicate the intended users:	<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other
Is training required?	<input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____
How will it be secured?	<input type="checkbox"/> Alarm <input type="checkbox"/> Secure Room <input type="checkbox"/> Secure Cabinet <input type="checkbox"/> Cable/Lock <input type="checkbox"/> Password
Have you completed and attached the Technology Assessment Form ?	

FACILITIES RESOURCE REQUEST	
Indicate the intended users:	<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other
Is maintenance required?	<input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____

BUDGET ALLOCATION PROPOSAL

PROFESSIONAL DEVELOPMENT REQUEST				
Indicate the intended users:	<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input checked="" type="checkbox"/> Staff	<input type="checkbox"/> Other
Do other internal areas/departments need to be involved?	Possibly IT to download practice software depending on chosen course			
<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Explain:	Possibly IT to download practice software depending on chosen course			
Is technology needed?	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	Explain: depending on chosen course	

1. Why is the request being made?

As research requirements are becoming more nuanced, querying data is becoming more complicated. To be able to get to that data more efficiently, training in SQL would benefit.

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

Goal #1, progress on action/strategies, 2) Research requests are now going to the appropriate supervisor for approval before work in IR begins so that duplication of effort is limited. Institution-wide KPIs will be communicated broadly beginning this year so overlapping/shared KPIs are more visible. The need for surveys, focus groups, etc. is increasing; training specific to human subjects' research is needed for staff. **The need for more complex data is making querying data more complicated and time consuming. Training in SQL would help staff to be able to pull and analyze the data more efficiently.** Goal #2, ...measuring the goal and any notable indicators of forward progress, 2) The DI Dashboard on Success & Retention is now live. Factbook dashboards are in the process of being created; several "chapters" have been published. **SQL Certification training for staff would enable them to query data more efficiently resulting in faster turnaround time for publishing meaningful dashboards.**

b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

SAO #1: The college community has the knowledge and tools necessary to make timely, data-informed decisions. SAO #2: The college community can evaluate, with confidence, their program and/or department for effectiveness. The OIR staff has been able to complete approximately 98% of the research requests submitted. The two requests we were unable to complete was due to lack of data or access to appropriate data. We also acknowledge that as more requests come in for more complex data (disaggregation, cohorts, pathways, etc.), SQL training would help to get to and analyze the data more efficiently.

c) How was this included in the Area Goals section of your Program Review? Please cite section/item number and include the text.

Goal #1, progress on action/strategies, 2) Research requests are now going to the appropriate supervisor for approval before work in IR begins so that duplication of effort is limited. Institution-wide KPIs will be communicated broadly beginning this year so overlapping/shared KPIs are more visible. The need for surveys, focus groups, etc. is increasing; training specific to human subjects' research is needed for staff. **The need for more complex data is making querying data more complicated and time consuming. Training in SQL would help staff to be able to pull and analyze the data more efficiently.** Goal #2, ...measuring the goal and any

BUDGET ALLOCATION PROPOSAL

notable indicators of forward progress, 2) The DI Dashboard on Success & Retention is now live. Factbook dashboards are in the process of being created; several “chapters” have been published. **SQL Certification training for staff would enable them to query data more efficiently resulting in faster turnaround time for publishing meaningful dashboards.**

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short-term and a long-term basis? Have they been notified? Example: [Technology Assessment Form](#)
(This question is not required for Personnel/Staffing requests.)

N/A

4. a) How will this resource improve student success or institutional services?

Training in SQL would help staff to be able to pull and analyze the data more efficiently. SQL Certification training for staff would enable them to query data more efficiently resulting in faster turnaround time for publishing meaningful dashboards.

- b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

Continue to monitor the ability to produce timely, relevant, and accurate information. This resource would allow us to increase the quantity and quality of work produced.

- 5) Describe how your request is aligned with as many of the college’s strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

(Follow the links to access each document)

1. [Mission Statement](#)

The request will allow us to provide timely, relevant, and accurate information to the college community for the purpose of making data-informed decisions, facilitating continuous improvement and fulfilling the College’s mission of ensuring equitable student success.

2. [Strategic Priorities / Strategic Goals](#)

Strategic Priority #4: Achieve Sustainable Excellence in all Operations; Strategic Intention #3: Enhance and further an evidence-based framework that supports institutional planning and decision-making process; #1 Foster the use of data, inquiry, and evidence, and #2 Improve access to integrated and actionable data.

3. [Educational Master Plan](#)

The EMP, purpose #5: Support accreditation and demonstrate compliance with accreditation standards. Accreditation standards related to this request: 1.3: The institution holds itself accountable for achieving its mission and goals and regularly reviews relevant, meaningfully disaggregated data to evaluate its progress and inform plans for continued improvement and innovation and Accreditation Standard 2: In alignment with its mission, the institution delivers high-quality academic and learning support programs that engage and support students

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through their unique educational journeys. Academic and learning support programs promote equitable student success, and the institution evaluates student learning and achievement data to inform improvements and advance equitable outcomes.

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#), [HR Staffing Plan](#), [Professional Development Plan](#)

All plans require some assistance from the OIR whether it is for helping set goals or benchmarks, researching possible activities to help with achieving goals, or helping to measure outcomes and effectiveness. These activities require querying and analyzing data. SQL training would help do that in a more efficient way with less time wasted trying to figure out how to write the statement, relying on IT, and/or manually cleaning output.

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ADMINISTRATIVE USE

Administrator: _____ Title: _____

Comments/Recommendations:

Signature: _____ Date: _____

Administrator: _____ Title: _____

Comments/Recommendations:

Unit Priority Ranking: _____ of _____

BUDGET INFORMATION

*(This section **MUST** be completed)*

Budget Program Number: _____ Restricted Unrestricted

Comments regarding Budget Information: _____

Signature: _____ Date: _____

BUDGET ALLOCATION PROPOSAL

Date: <u>8/8/2023</u>		Originator: <u>Lisa Holmes</u>	
Program or Department Name: <u>Research Dept.</u>			
Dean/Vice President/Supervisor: <u>Dr. Bagg</u>			
What are you requesting? (<i>Brief</i>) <u>Citi Certification in Human Subjects Research</u>			
Amount Requested: <u>\$750.00</u>	<input checked="" type="checkbox"/> One-time Funding	<input type="checkbox"/> Ongoing Funding	
Funding Source (if known): _____			
REQUEST TYPE:			
<input type="checkbox"/> Personnel/Staffing <small>Complete <i>Personnel/Staffing</i> section below</small> <input type="checkbox"/> OTHER	<input type="checkbox"/> Technology Resource <small>Complete <i>Technology</i> section below</small>	<input type="checkbox"/> Facilities Resource <small>Complete <i>Facilities</i> section below</small>	<input checked="" type="checkbox"/> Professional Development <small>Complete <i>Professional Development</i> section below</small>

PERSONNEL/STAFFING REQUEST	
Is the position request for:	<input type="checkbox"/> Faculty <input type="checkbox"/> Classified <input type="checkbox"/> Management/Confidential
Is the position requested:	<input type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties)
	<input type="checkbox"/> An existing classification Official Job Title: _____
Is the position requested:	<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time: _____ Months/Year _____ Hours/Week

TECHNOLOGY RESOURCE REQUEST	
Indicate the category of the request:	
<input type="checkbox"/> Hardware <input type="checkbox"/> Software <input type="checkbox"/> Printer/Copier <input type="checkbox"/> Network <input type="checkbox"/> Audio-Visual <input type="checkbox"/> License/Maintenance	
Indicate the intended users:	
<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other	
Is training required? <input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____	
How will it be secured? <input type="checkbox"/> Alarm <input type="checkbox"/> Secure Room <input type="checkbox"/> Secure Cabinet <input type="checkbox"/> Cable/Lock <input type="checkbox"/> Password	
Have you completed and attached the Technology Assessment Form ?	

FACILITIES RESOURCE REQUEST	
Indicate the intended users:	
<input type="checkbox"/> Students <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other	
Is maintenance required? <input type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____	

BUDGET ALLOCATION PROPOSAL

PROFESSIONAL DEVELOPMENT REQUEST				
Indicate the intended users:	<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input checked="" type="checkbox"/> Staff	<input type="checkbox"/> Other
Do other internal areas/departments need to be involved?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____			
Is technology needed?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Explain: _____			

1. Why is the request being made?

The need for surveys, focus groups, research studies, etc. is increasing; training specific to human subjects' research is needed for staff. [CITI Program's Social-Behavioral-Education \(SBE\) Comprehensive Course](#) description: "This SBE-focused comprehensive course provides an expanded training covering not only major topical areas but also many concepts that are specific to types of research, roles in the protection of human subjects, and advanced modules on informed consent topics, vulnerable populations, big data research, mobile apps research, and disaster and conflict research. It offers historic and current information on regulatory and ethical issues important to the conduct of research involving human subjects. Case studies are used within the modules to present key concepts."

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

Goal #1, progress on action/strategies. Goal #1: Provide timely, relevant, and accurate information to the college community; SAO: The college community has the knowledge and tools necessary to make timely, data-informed decisions; Action/Strategy #2: Synthesize different needs/requests to centralize/institutionalize data outputs; Progress on Action/Strategy #2: Research requests are now going to the appropriate supervisor for approval before work in IR begins so that duplication of effort is limited. Institution-wide KPIs will be communicated broadly beginning this year so overlapping/shared KPIs are more visible. The need for surveys, focus groups, etc. is increasing; training specific to human subjects' research is needed for staff.

b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

SAO: The college community has the knowledge and tools necessary to make timely, data-informed decisions. The OIR staff has been able to complete 98% of the research requests submitted. The two requests we were unable to complete was due to lack of data or access to appropriate data. We also acknowledge that as more requests come in for more sophisticated data, we need additional training that would not only increase our abilities to improve our outcomes but would also ensure the protection of our students and employees.

c) How was this included in the Area Goals section of your Program Review? Please cite section/item number and include the text.

Goal #1, progress on action/strategies. Goal #1: Provide timely, relevant, and accurate information to the college community; SAO: The college community has the knowledge and tools necessary to make timely, data-informed decisions; Action/Strategy #2: Synthesize different needs/requests to centralize/institutionalize data outputs; Progress on Action/Strategy #2: Research requests are now going to the appropriate supervisor for

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approval before work in IR begins so that duplication of effort is limited. Institution-wide KPIs will be communicated broadly beginning this year so overlapping/shared KPIs are more visible. The need for surveys, focus groups, etc. is increasing; training specific to human subjects' research is needed for staff.

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short-term and a long-term basis? Have they been notified? Example: [Technology Assessment Form](#)
(This question is not required for Personnel/Staffing requests.)

N/A

4. a) How will this resource improve student success or institutional services?

Additional training that would not only increase our abilities to improve our outcomes but would also ensure the protection of our students and employees. Appropriately collecting more qualitative data will give insight into how student success can be supported.

- b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

Continue to monitor the ability to produce timely, relevant, and accurate information. This resource would allow us to increase the quality of work produced.

- 5) Describe how your request is aligned with as many of the college's strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

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1. [Mission Statement](#)

The resource will allow us to provide timely, relevant, and accurate information to the college community for the purpose of making data-informed decisions, facilitating continuous improvement and fulfilling the College's mission of ensuring equitable student success.

2. [Strategic Priorities / Strategic Goals](#)

Strategic Priority #4: Achieve Sustainable Excellence in all Operations; Strategic Intention #3: Enhance and further an evidence-based framework that supports institutional planning and decision-making process; #1 Foster the use of data, inquiry, and evidence, and #2 Improve access to integrated and actionable data.

3. [Educational Master Plan](#)

The Education Master Plan references an outdated Student Equity Plan however, the role of our office is the same regardless of which version, the old plan or the new Student Equity & Achievement Plan we are following, which is to assist in researching interventions to help students achieve their intended outcomes equitably. This research includes working with

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human subjects. The resource requested, CITI certification, will help ensure that we are following all recommended and required protocols.

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#), [HR Staffing Plan](#), [Professional Development Plan](#)

All plans require some assistance from the OIR whether it is for helping set goals or benchmarks, researching possible activities to help with achieving goals, or helping to measure outcomes and effectiveness. As with the Student Equity and Achievement Plan mentioned above, these research activities often involve human subjects; CITI certification will help ensure that we are following all recommended and required protocols.

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ADMINISTRATIVE USE

Administrator: _____ Title: _____

Comments/Recommendations:

Signature: _____ Date: _____

Administrator: _____ Title: _____

Comments/Recommendations:

Unit Priority Ranking: _____ of _____

BUDGET INFORMATION

*(This section **MUST** be completed)*

Budget Program Number: _____ Restricted Unrestricted

Comments regarding Budget Information: _____

Signature: _____ Date: _____