



Columbia College

Administrative Services Program Review
2015-2016

Each Administrative program and service engages in an ongoing process of reflection and assessment to improve delivery and program effectiveness of college wide services. To ensure a history is maintained of each planning cycle's evaluation, each administrative unit records its goals, its progress made toward those goals, and the resources that will be required to meet them.

PROGRAM DESCRIPTION

Student Services Program:

Manager:

This program's mission (include how it addresses the college Mission Statement):
To provide comprehensive and timely college research and planning services toward informed planning and strategic decision-making to meet the college's goals.


Describe the program, or service's staff:
One staff member--Director of Research and Planning--manages the institutional research needs. This includes reporting--federal, state and regional--as well as accreditation and ACCJC reports. The college's planning activities--program reviews, SLO processing, and internal adhoc college planning requests--are managed through flexible data delivery systems that are maintained by the IRO.


ANALYSIS OF TRENDS

Service Trends:
Until recently (from 2012), the need for comprehensive data analysis for reporting and planning increased exponentially while student enrollments decreased. This created a much deeper need to understand our students, their needs and their reasons for leaving their programs prematurely. With Title III funding, three additional staff will be added to the Institutional Research Office--a research analyst, a part-time administrative assistant and a full-time systems and programming analyst.

If needed, attach a document with supporting information or data regarding the trends for this service:
 EnrollmentTrend_Upload to PR.docx
15.73 KB

Trend Analysis:
In recent years the College enrolled more full-time students than has been typical in prior years. This stabilized FTES though over fewer students. The College also increased its efforts in working with students to complete educational planning, and to increase its counseling staff to accommodate this. In order to assess whether these efforts have been successful, a dedicated SSSP research analyst was hired to help track and monitor SSSP efforts. The same needs to be done (and will be done) for all college and instructional servi...

If needed, attach a document with supporting analysis, e.g., survey summaries, screen shots of Data Mart, local worksheets, report, etc.
 [Click here to attach a file](#)

Click the blue arrow below to add another analysis and trend section:
 [Insert another Analysis](#)

STRENGTHS AND CHALLENGES

Describe the program's strengths:
A seasoned CCC research veteran with a thorough knowledge of the CCC system, MIS, Student Services and Instruction, as well as many years with the YCCD district and Columbia College.

Describe the program's challenges:

A workload that requires more of meeting the "letter of the law" for reporting and initiative mandates than in providing in-depth analysis toward a deep understanding of student, instructional and operational issues. This is not always possible given strict reporting deadlines and imposed external limitations. This may change as the new Title III staff (depending on what they bring to the table of course) come on line.

GOAL(S) REACHED

Describe the accomplishments, and/or prior goals or outcomes that have been reached, or are near completion:

1. The IR&P Office was instrumental in helping prepare and launch the eLumen online module;
2. Online forms have been created for program review and resource requests but improvement will be ongoing;
3. First pilots of comprehensive student outcomes dashboard and public enrollment dashboard are available;
4. Trained the college's SSSP Research Analyst;
5. Assigned Project Director for the Title III Cooperative Grant with Lake Tahoe

PROGRESS ON ADMINISTRATIVE SERVICE OUTCOMES - ASOs (Enter at least one)

Enter, or update at least one program or service Administrative Service Outcomes (ASO) below. In terms of expectations, rate the progress that has been made per ASO: (5=Far Exceeded, 4=Better than, 3= Have Met, 2=Close to, 1=Not there yet)

| ASO #1 Description: | 5 | 4 | 3 | 2 | 1 |
|---|----------------------------------|-----------------------|----------------------------------|-----------------------|-----------------------|
| Provide user-interactive dashboards both on public site and in SharePoint | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ASO #2 Description: | 5 | 4 | 3 | 2 | 1 |
| Provide an easy to use program review collection and reporting system | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ASO #3 Description: | 5 | 4 | 3 | 2 | 1 |
| Build out SLO/SAO eLumen online site | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

New - GOAL(S)

- Describe the next goal and target outcomes to be reached:
1. The IR&P Office was instrumental in helping prepare and launch the eLumen online module;
 2. Online forms have been created for program review and resource requests but improvement will be ongoing;
 3. First pilots of comprehensive student outcomes dashboard and public enrollment dashboard are available;
 4. Trained the college's SSSP Research Analyst;
 5. Assigned Project Director for the Title III Cooperative Grant with Lake Tahoe

RESOURCE REQUESTS

Please describe the resource being requested below:
Will need computers and possible limited office furniture for Title III hires

Please assign this resource request to a College Goal:

What will be the measurable result of this resource should it be allocated to the program?
Three new staff will have tools in which to accomplish their work

| | | |
|--|------------------------------------|--|
| Resource Type: | Amount Needed (0000): | Other Info: |
| <input type="text" value="Equipment"/> | <input type="text" value="5,000"/> | <input type="text" value="Three computers, six monitors"/> |

Justification:

Note: Personnel requests must also go through the existing college hiring processes.


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Please Scroll to Top of Form and "SUBMIT"

sundayd@yosemite.edu

Submitted by (submitter's YCCD email)

2/21/2017 

Date Submitted