

Assessment and Program Review Cycle – Overview Instructional Support Services

MAY 25, 2018

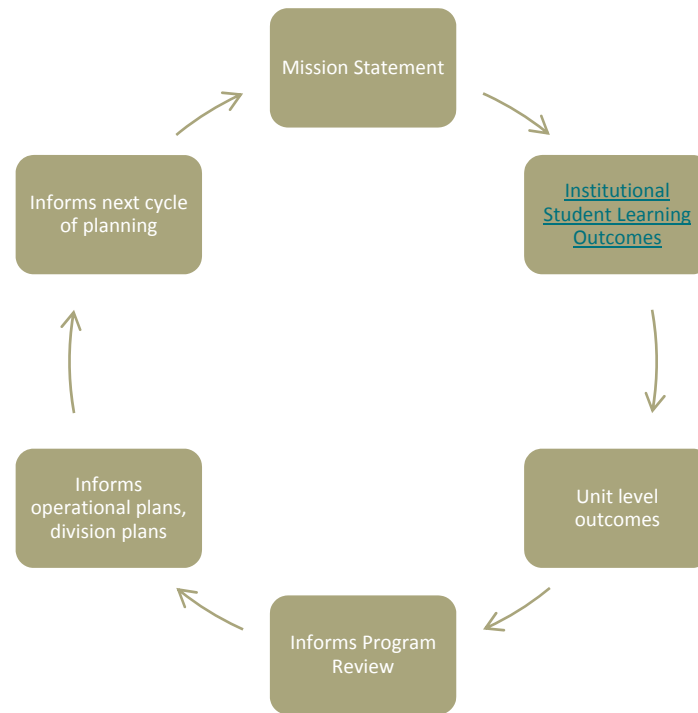
[1]

Objectives of Training



- Connect college-level planning to unit level planning
- Define purpose of assessment cycle and program review
- Accessing Watermark

How Mission statement is related to unit level



What exactly is a service unit outcome?

- What will stakeholder experience, receive, or know as a result of the service?
 - Efficiency: Are services being provided efficiently, accurately and equitably?
 - Satisfaction: Are services being provided in a satisfactory manner?

Why Service Unit Outcomes?

- To ensure the intended outcome of the area is being met
- Collect information and data to document, explain, improve, and make informed changes
- Justification for Program Review needs
- Ultimately, impact student success

How do I develop SUO?



- Keep in mind ISLO
- Focus is on end user and how they will benefit from the service being provided

Users of the services	Will (do something)	To (do something else)
Describe the users of the services	Describe what they will do with your services	Describe how that will improve learning and success

How do you measure SUO's?

- How are you going to measure to ensure SUO is being met?
- What assessment tool are you using?
- When will you assess?
- How will you conduct assessment?
- Who will participate?
- Where will assessment be conducted?

Expected Outcomes

- What are your minimum expectations?
- Do you have a benchmark?

Collect and analyze data



- Great opportunity for departmental dialogue
- What can we do to improve?
- If action is needed, feed into your program review needs and goals
- Decide on next steps, who is responsible, timeframe

Reminder: Assessment is an ongoing cycle

3 year Trend analysis – 3rd year only



■ 2017-2018 Assessment Cycle

- ◆ Assessment Plan
- ◆ Assessment Findings
- ◆ Action Plan
- ◆ Status Report
- ◆ 3 Year Trend Analysis

- Narrative of each SUO
 - Results over 3 years
- Provide summary of 3 years
 - What are your next steps?
- How does this inform your program review?

Watermark

<https://www.watermarkinsights.com/>

SAN DIEGO
MIRAMAR
COLLEGE

Program Review

Short-Term Unit-Level Planning

Assess, then Plan

- Planning occurs after assessment
- Planning starts with “standing requirements”
 - Mission Statement
 - Service Unit Goals
 - Service Unit Outcomes Report

Mission Statement



- Program Review (Planning) is where we develop, update our unit mission statements
- Mission statement should be carefully evaluated at the start of each 3-year cycle, and updated if needed
- Mission statement may be updated in *any* cycle
- Be sure and review college mission statement
- Unit mission statements should support college mission

Mission Statement



- A good mission statement is clear, concise and acts to focus and filter
- Some questions to ask:
 - What do we do?
 - How do we do it?
 - Whom do we do it for?
 - What value are we bringing?
 - *Why do we do this?*
- Your mission is your core purpose

Service Area Goals



- Goals support unit-level mission
- Review College strategic goals, and where possible, map goals to College strategic goals
- Do not “force” mappings. If there is no mapping, don’t map

Service Unit Outcomes



- The Service Unit Outcomes Report is “easy-peasy”
- HINT: You already did it.
- Just add a link to your published assessment.
- I can’t really make this one any more complicated... Sorry...

Starting a 3-Year Cycle



- All standing requirements should be carefully considered in light of:
 - The last three years of assessments (trend analysis)
 - College's mission statement
 - College's strategic goals
- Update, delete, create as needed.
- But remember, a major update *can* happen in any year

Every Year

1. Complete an assessment of prior year
2. Plan (program review) the upcoming year.
3. Resource Requests

Significant Changes



- Narrative section
- Significant changes may lead to new goals, outcomes or mission

Action Plan

- Actions you plan to take to accomplish your unit goals
- Timeline – may be multi-year
- Who will be responsible?
- Priority: Low, medium, high

Status Report



- Status of the action item
- New items will have “Not Started” or, possibly “in progress”
- Next steps
 - Multi year goals likely to have sequential steps
 - Next step might result in a new goal

Resource Requests

- Resource requests must be in program review
- Different this year: separate section
- May attach spreadsheet detailing complex purchaes

▼ Action : Buy a cat

Resource Request Description :	Need a cat to foo. Best to get ten. This could get messy.
Quantity :	10
Priority :	1
Does the item affect Safety, Accreditation, Certification and/or Other? Identify all that apply and explain how. :	Only the safety of the cat.
Will the item impact Information Technology, Audio Visual or Facilities? If so, who did you work with in preparing this request? :	Yes. No one.
Budget request amount :	\$8,000,000.00

Resource Requests



- Additional information will need to be provided to Dean outside of Taskstream
 - Mapping to unit goals
 - Mapping to strategic goals
 - Additional staffing/installation questions
 - Etc.