Program Review Comprehensive Report

NORCO COLLEGE

Program Review - Administrative: Institutional Effectiveness

Area Overview

2014 - 2017

Mission: The mission of Institutional Effectiveness is to ensure that institutional planning processes are systematic, thoughtful and dynamic, and ultimately lead to institutional improvement; and, to encourage the use of data for the purpose of decision-making to strengthen the overall effectiveness of the institution and to meet accreditation standards.

Identify or outline how your unit serves the mission of Norco College: The Office of Institutional Effectiveness is integral to the mission of Norco College. Only by systematic study and use of data will the institution know the level that:

1) Norco College is serving students, community and workforce;

2) Norco College is impacting student learning through the application of emerging technologies; and

3) Foundational pathways are leading to transfer, degrees, and certificates.

List the major functions of your unit:

1. Planning
2. Accreditation
3. Institutional Research
4. Support assessment of student and institutional outcomes

SAO Assessment: Reflect on the last 3 years of SAO assessment and describe what you've learned.: After reviewing the SAOs from the previous three years, three main areas emerge in the following areas:

1.   Integration of Planning on Initiatives (Basic Skills, SSSP, Equity, Completion Initiative, Grants): The Office of Institutional Effectiveness (OIE) has provided support in developing the Integrated Plan for Basic Skills, SSSP, and Equity that culminated in Fall 2017. The five goals of this plan represent a concerted effort to unify effort in focusing on institutional outcomes that address all of these programs. Grants, such as the Title V grant, were crafted so that grant objectives supported and advanced these institutional outcomes. The lesson learned from these efforts was that integrated planning produced better outcomes and more efficient use of resources toward overall institutional effectiveness

2.   Continue Positive Accreditation Status: Between 2014-17 the following events occurred – accreditation visit in Spring 2014 that resulted in the affirmation of accreditation by ACCJC, follow up visit in 2015 on recommendations from 2014 visit that resulted in all recommendations be resolved, and a midterm report in 2017 that was accepted by ACCJC with no follow up. Also, beginning in 2017-18, preparation for the 2020 visiting team was initiated. Lessons learned from accreditation is that processes need to be assessed and the assessment of those processes also need to be evaluated.

3.   Strengthen Prioritization and Resource Allocation Processes: During 2014-17 the assessment of the planning and resource allocation processes were evaluated during 2014 and 2016. In 2016, modifications were made based on the evaluation of assessment that the Open Dialogue sessions would continue but not be included as an evaluation since it was not evaluative in nature. Also, based upon feedback from Academic Affairs, a separate prioritization process was established for resource requests originating from program reviews within the administrative units of Academic Affairs. The lesson learned from these assessments is that all processes need to be on an ongoing cycle of assessment with a focus on improvement.

Attachments:

2014-17_ADMINServices_INSTITUTIONAL_EFFECTIVENESS_ResourceRequests.xlsx
2014-17_INSTITUTIONAL_EFFECTIVENESS_SAO_AdminSvcsUnit.pdf

Goal: Study on Student Pathways

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The Office of Institutional Effectiveness (OIE) will conduct a study on students' path to completion including but not limited to course-taking behavior, predictors of student completion, student experience while enrolled at Norco College, and factors contributing to failure to complete.

Goal Status: In Progress
Goal Year(s): 2018 - 2021
How do your goals support the Educational Master Plan?: Through this comprehensive study, the institution will receive feedback on the factors the lead to student success or failure and thereby improve programs, processes, and outcomes related to student completion.
This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 1 Objective 1: Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher)., Goal 1 Objective 2: Improve transfer rate by 10% over 5 years. , Goal 1 Objective 5:

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).
Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.
Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal: Data Support to Accreditation

The Office of Institutional Effectiveness will provide necessary data to support the efforts of accreditation activities culminating in the production of a well-evidenced ISER.

Goal Status: In Progress
Goal Year(s): 2018 - 2021
Approval Date: 04/27/2018
How do your goals support the Educational Master Plan?: Supporting accreditation efforts will improve institutional understanding and improvement of processes & programs related to institutional effectiveness.
This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 1 Objective 1: Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher)., Goal 1 Objective 2: Improve transfer rate by 10% over 5 years. , Goal 1 Objective 3: Increase the percentage of basic skills students who complete the basic skills pipeline by supporting the development of alternatives to traditional basic skills curriculum., Goal 1 Objective 4: , Goal 1 Objective 5: , Goal 1 Objective 6: , Goal 1 Objective 7: , Goal 1 Objective 8: , Goal 1 Objective 9: , Goal 1 Objective 10: , Goal 2 Objective 1: , Goal 2 Objective 2: , Goal 2 Objective 3: , Goal 2 Objective 4: , Goal 2 Objective 5: , Goal 2 Objective 6: , Goal 3 Objective 1: , Goal 3 Objective 2: , Goal 3 Objective 3: , Goal 3 Objective 4: , Goal 3 Objective 5: , Goal 4 Objective 1: , Goal 4 Objective 2: , Goal 4 Objective 3: , Goal 4 Objective 4: , Goal 4 Objective 5: , Goal 4 Objective 6: , Goal 4 Objective 7: , Goal 4 Objective 8: , Goal 5 Objective 1: , Goal 5 Objective 2: , Goal 5 Objective 3: , Goal 5 Objective 4: , Goal 5 Objective 5: , Goal 6 Objective 1: , Goal 6 Objective 2: , Goal 6 Objective 3: , Goal 6 Objective 4: , Goal 6 Objective 5:, Goal 7 Objective 1: , Goal 7 Objective 2: , Goal 7 Objective 3: , Goal 7 Objective 4: , Goal 7 Objective 5:

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).
Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.
Goal 1 - Objective 1.3 - Increase the percentage of basic skills students who complete the basic skills pipeline by supporting the development of alternatives to traditional basic skills curriculum.
Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).
Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.
Goal 1 - Objective 1.6 - Increase success and retention rates.
Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.

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Goal 1 - Objective 1.8 - Increase the percentage of students who begin addressing basic skills needs in their first year.
Goal 1 - Objective 1.9 - Decrease the success gap of students in online courses as compared to face-to-face instruction.
Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.
Goal 2 - Objective 2.1 - Increase student engagement (faculty and student interaction, active learning, student effort, support for learners).
Goal 2 - Objective 2.2 - Increase frequency of student participation in co-curricular activities.
Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.
Goal 2 - Objective 2.4 - Increase the percentage of students who consider the college environment to be inclusive.
Goal 2 - Objective 2.5 - Decrease the percentage of students who experience unfair treatment based on diversity-related characteristics.
Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.
Goal 3 - Objective 3.1 - Increase percentage of students who declare an educational goal.
Goal 3 - Objective 3.2 - Increase percentage of new students who develop an educational plan.
Goal 3 - Objective 3.3 - Increase percentage of continuing students who develop an educational plan.
Goal 3 - Objective 3.4 - Ensure the distribution of our student population is reflective of the communities we serve.
Goal 3 - Objective 3.5 - Reduce scheduling conflicts that negatively impact student completion of degrees and programs.
Goal 4 - Objective 4.1 - Increase the number of students who participate in summer bridge programs or boot camps.
Goal 4 - Objective 4.2 - Increase the number of industry partners who participate in industry advisory council activities.
Goal 4 - Objective 4.3 - Increase the number of dollars available through scholarships for Norco College students.
Goal 4 - Objective 4.4 - Increase institutional awareness of partnerships, internships, and job opportunities established with business and industry.
Goal 4 - Objective 4.5 - Continue the success of Kennedy Partnership (percent of students 2.5 GPA+, number of students in co-curricular activities, number of students who are able to access courses; number of college units taken).
Goal 4 - Objective 4.6 - Increase community partnerships.
Goal 4 - Objective 4.7 - Increase institutional awareness of community partnerships.
Goal 4 - Objective 4.8 - Increase external funding sources which support college programs and initiatives.
Goal 5 - Objective 5.1 - 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
Goal 5 - Objective 5.2 - Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.
Goal 5 - Objective 5.3 - Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.
Goal 5 - Objective 5.4 - Increase assessment of student learning in online courses to ensure that it is consistent with student learning in face-to-face courses.
Goal 5 - Objective 5.5 - Increase the number of faculty development workshops focusing on pedagogy each academic year.
Goal 6 - Objective 6.1 - Increase the use of data to enhance effective enrollment management strategies.
Goal 6 - Objective 6.2 - Systematically assess the effectiveness of strategic planning committees and councils.
Goal 6 - Objective 6.3 - Ensure that resource allocation is tied to planning.
Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.
Goal 6 - Objective 6.5 - Revise the Facilities Master Plan
Goal 7 - Objective 7.1 - Provide professional development activities for all employees.

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Goal 7 - Objective 7.2 - Increase the percentage of employees who consider the college environment to be inclusive.
Goal 7 - Objective 7.3 - Decrease the percentage of employees who experience unfair treatment based on diversity-related characteristics.
Goal 7 - Objective 7.4 - Increase participation in events and celebrations related to inclusiveness.
Goal 7 - Objective 7.5 - Implement programs that support the safety, health, and wellness of our college community.

Goal: Continue Cycle of Assessment

Through the addition of the Research and Assessment Manager position, the cycle of assessment in courses and programs will continue as planned so that all SLOs and ProLOs are assessed by 2020

Goal Status: In Progress
Goal Year(s): 2018 - 2021
Approval Date: 04/27/2018
How do your goals support the Educational Master Plan?: By continuing the cycle of assessment, student learning will increase and compliance with ACCJC requirements will be met
This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 5 Objective 1: , Goal 5 Objective 2: , Goal 5 Objective 3: , Goal 5 Objective 4: