PROGRAM REVIEW HANDBOOK
2015/16 SUPPLEMENT
ANNUAL UPDATE

PURPOSE OF PROGRAM REVIEW

The program review process at Mesa College is a systematic annual process for evaluating programs and services with our students in mind, towards the goals of improving teaching and learning and the environment in which this takes place and of promoting educational excellence. Every program and service area on campus plays a role. The process allows us to take stock of our successes and challenges and to request resources to meet these challenges. It is an important component of our College-wide integrated planning, which is based on informed decision-making and is consistent with California Education Code and accreditation standards.

Program Review: Setting a Standard, adopted Spring 2009, The Academic Senate for California Community Colleges www.asccc.org/papers/program-review-setting-standard

ACCJC Rubric for Evaluating Institutional Effectiveness, Appendix B, Part 1: Program Review
www.sdmesa.edu/01/assets/File/accreditation/Rubric.pdf

CA Education Code Section 66050-66053
www.leginfo.ca.gov/cgi-bin/displaycode?section=edc&group=66001-67000&file=66050-66053

PURPOSE OF THIS SUPPLEMENT

This paper supplements the 2014 Program Review Handbook with information to guide Lead Writers and Reviewers through the annual update process for 2015/16.

PROGRAM REVIEW CYCLE

The current cycle began in 2014/15 with a comprehensive review. The next three years will be updates (2015/16, 2016/17, 2017/18).

ANNUAL PLAN MODULE

The abbreviated annual update comprises just five required sections, which are the same for Instruction, Counseling, Student Services, and Administrative Areas. There is no executive summary. First, Lead Writers are asked to provide any changes or updates to their faculty and staff, mission, description, degrees offered, curriculum review, vision, strengths, challenges, advisory group, or the labor market. Second, they address their SLO/AUO assessments. Third, they review student data, focusing on equity and disproportionate impact. Fourth, they report on the status of their goals from last year and add any new goals. Fifth, they close the loop on resources received. Requests for faculty, classified staff, supplies and equipment, and facilities improvement can be filed. See below for more details.

TIMELINE 2015/16

The timeline has been adjusted from last year's timeline, due to the abbreviated length of this year's document and due to requests from Managers and Liaisons for an extended review period and time to consult with Lead Writers.

DEC 21	Final draft is due to Managers and Liaisons
DEC 21-JAN 20	Managers and Liaisons preliminary review
JAN 21-29	Managers and Liaisons discuss with Lead Writers; Lead Writers edit as needed
JAN 29	Submit final version to Taskstream; Module is locked down
JAN 29-FEB 11	Managers and Liaisons provide final review
Late FEB	Resource requests are delivered to the appropriate prioritization committees
Mid MAR	Institutional Planning survey sent to all Lead Writers, Liaisons, and Managers

SUGGESTIONS FOR SUCCESS

- The Program Review Steering Committee suggests that Lead Writers and Managers invite all members of the program or service unit to participate in a discussion about what could make the program or unit function better for students. This should not be the product solely of the Lead Writer.
- We suggest that you start early and set aside time to complete the project, giving thoughtful, concise responses.
- Multiple resources are available to assist Lead Writers: Liaisons, Program Review webpage, scheduled training sessions, and the staff of the Office of Institutional Effectiveness.
- The Training Schedule is posted on the Program Review webpage.
- Keep track of the timeline.

CONTINUOUS QUALITY IMPROVEMENT

Accreditation agencies want to see that:

- Our program review processes are ongoing, systematic, and used to assess and improve student learning and achievement
- We review and refine our program review processes to improve institutional effectiveness
- The results of program review are used to continually refine and improve program practices, resulting in appropriate improvements in student achievement and learning

DETAILED INSTRUCTIONS FOR MODULE

- EDIT CONTENT

This is the first page you see when you get into your program review. We will give you much more complete instructions as you go through the module, so move on to General Information.

- GENERAL INFORMATION

This section gives you important dates and contact information, along with navigation instructions, and a link to the Program Review web page. If the Directions do not automatically open on a page, click the little gold triangle next to Directions. Always begin by Checking Out the section.

- 2015/16 PROGRAM REVIEW UPDATE

You do not need to do anything on this page.

- PROGRAM REVIEW DATA AND RESOURCES

Here is where you will find resources and data sets for your program or area. If you need something else, please contact the Office of Institutional Effectiveness at X2509. You will also finds links to this Supplement, the sample Hula Hoops program, and printing and cut/paste tips.

- UPDATES (Required)

In this space, please state any changes or updates to your list of faculty and staff, mission, description, degrees offered, curriculum review, vision, strengths, challenges, advisory group, or the labor market.
If there are no updates, enter "No changes"

[To begin, Check Out this requirement. Click the Text & Image button to begin work. When you have finished, click the Save & Return button. Taskstream will automatically Check In this requirement when you are finished.]

- SLO/AUO ASSESSMENT (Required)

At this point in time, you should have assessed all SLOs for all courses in your program. Discuss your response to the assessment results. What conclusions have you drawn? What activities or actions have you undertaken, or plan to undertake, to improve teaching and learning in your program? Have you found an assessment or teaching style that is working well? What are your plans for the next cycle (EG, revise SLOs, develop different assessments, get adjuncts more involved). You can discuss course-level and program-level assessments here.

Administrative areas which just developed AUOs last year can talk about their first round of assessment and plans for the future.

[To begin, Check Out this requirement. Click the Text & Image button to begin work. When you have finished, click the Save & Return button. Taskstream will automatically Check In this requirement when you are finished.]

- IE DATA ANALYSIS (Required)

Instructional Programs; Counseling & DSPS: Given that this year is a Program Review Update year rather than a Comprehensive Program Review year, only two Program Review data summary reports will be provided for instructional programs. These reports include student demographics and course/program outcomes data. The data analysis portion of this year's Program Review is particularly focused on student equity. Questions in the Program Review document are intended to serve as discussion points for your program or service area. Please consider and discuss how the demographics of your students, as well as any equity gaps you observe, might have implications for curriculum, teaching and learning strategies, and program planning.

You will also receive the Tenured/Tenure-Track to Part-Time ratios for use in requesting new faculty.

Student Services: For the first time, selected Student Services areas will receive demographic information on the students they served in the previous academic year. If your service area is not part of this year's Student Services data pilot, you may request demographic data on the students your department serves by contacting the College Research Office at (619)388-2319. You are also encouraged to incorporate any relevant data your service area maintains internally. As with instructional programs, this year's data analysis portion of the Program Review module is focused on student equity. Please consider how the demographics of your students compare to the Mesa student population and note any equity gaps in access to your department's services. Describe the implications of these findings for service area planning and service delivery. Does your area meet student needs?

Administrative Services and Administrative Areas: For administrative areas, the data analysis section of this year's Program Review will serve as an opportunity for administrative areas to provide an overview of any research conducted since the previous year's Program Review. This may include client surveys, internal data or AUOs or key performance indicators for the service area, or other relevant data sources. Please describe any research findings related to your service area and discuss the implications of these findings for service area planning and service delivery. Does your area meet student needs?

[To begin, Check Out this requirement. Click the Text & Image button to begin work. When you have finished, click the **Save & Return** button. Taskstream will automatically Check In this requirement when you are finished.]

- GOALS

You can revise, update, or delete goals from last year, add a new goal, or leave as is. If you add new program goals, be sure to map them to the College Strategic Goals and/or Institutional Learning Outcomes (ILOs).

[To begin, please Check Out this requirement. If your goals do not automatically appear, click the **Select Existing Set** button. Select the set you created in 2014/15 and click the **Continue** button. Your goals from last year will now appear in the new 2015/16 workspace.

- If there are no edits to this section, leave as is.
- If you need to edit content or revise mapping, click the appropriate action next to that goal and map or revise as needed.
- If you have a new program goal, select the **Create New Goal** button. Name your goal, add a description, and click the **Continue** button. Check the box next to the **2015/16 Program Review UPDATE: Objectives and Plans** requirement and select the **Update Selected Areas** button.
- Next, click **Add mapping**. Select the "Goal sets distributed to" your (program, administrative, or service area) from the drop down menu, and click the **Go** button. You will now see the Mesa College Strategic Directions and Goals and the ILOs displayed. Be sure to map your goal to both the College's Strategic Directions and Goals and to the ILOs. Once you have mapped your new goal, you will need to complete the Objectives and Plans section and create an action plan for the new goal entered. Repeat this step for each new goal added.

Taskstream will automatically **Check In** this requirement when you are finished.]

- OBJECTIVES AND PLANS

You can revise, update, or delete action plans from last year, add a new action plan, or leave as is.

[If your objectives and plans do not automatically appear, click on the arrow next to **Actions** in the gold bar. If your objectives and plans *still* do not appear, then **Check Out** this requirement, select the **Copy Existing Plan as Starting Point** button, then select the **Program Review 2014/15** button and click **Submit.** Your objectives and plans from last year should now appear in the new 2015/16 workspace.

- If there are no edits to this section, leave as is.
- To edit *existing* actions plans or add *new* action plans, select the gray **Select Goals** button. The goals you created in the 2014-2015 Comprehensive Cycle will display along with the new goal(s) added. To include your new goal(s) in the listing, make sure to

check the **Include?** box next to that goal. Now, select the **Accept and Return to Plan** button.

- For each new goal, select the **Add New Action** button, complete the required fields, and press the **Apply Changes** button. Once an action has been added you may add any attachments or web links to that measure. Repeat this process for any and all subsequent actions that you wish to add.

Taskstream will automatically **Check In** this requirement when you are finished.]

- GOALS STATUS REPORT (Required)

This is a new section. Your goals are listed, and you are asked to comment on the current status of your action plans. Select one of the 4 options (in progress, not started, completed, not implemented) and then respond to the follow up question. You can add attachments if needed.

[To begin, please **Check Out** this requirement. Scroll down through each action plan until you reach the status bar. Click the gray **Add Status** button. Select one of the four (4) options (in progress, not started, completed, not implemented). If you marked your goal as completed, respond to the first question. If you mark your goal as in progress, not started, or not implemented, respond to the second question. When finished, click the **Submit** button. You can add attachments if needed.

If you need to edit an existing status, select the **Edit** button next to that status. When finished, click the **Submit** button. You can add attachments if needed.

Taskstream will automatically **Check In** this requirement when you are finished.]

- CLOSING THE LOOP (Required)

If you received funding for one or more resource requests in 2014-2015 (E.G. faculty, staff, supplies, equipment), please provide a detailed discussion of what you received and how it has been used to advance your program/student outcomes. Please reference student learning outcomes assessment and other data. Describe implications for practice and improvement.

[To begin, please **Check Out** this requirement. Click the Text & Image button to begin work. When you have finished, click the **Save & Return** button. Taskstream will automatically **Check In** this requirement when you are finished.]

RESOURCE REQUEST FORMS

If you requested resources last year and did not receive them, you can request them again or request additional resources. The CHP and FHP forms have been slightly revised, based on feedback from last year's process. The BARC forms are now found with the CHP and FHP forms, based on feedback from last year's process. Requests for facilities improvements are added as a new form, and these requests will go to the VPA's office for funding as sources become available.

BARC Supplies and Equipment Request, revised form and rubric (up to 5)
Facilities Request Form, new form (up to 3)
Classified Hiring Request (CHP), revised form and rubric (up to 3)
Faculty Hiring Request (FHP), revised form and rubric (up to 3)

[To begin, please **Check Out** this requirement and select the **complete this form** link below to access the CHP/FHP/BARC/Facilities Request form. When you have finished click the **Save & Return** button. For BARC requests, you will need to attach a price quote. Taskstream will automatically **Check In** this requirement when you are finished.]

MANAGER AND LIAISON REVIEWS

The reviews are a critical, evaluative component of program review. They provide feedback to Lead Writers about whether there is adequate evidence to support statements made and adequate plans to address improvement. This is an opportunity for Lead Writers and Reviewers to talk. The action demonstrates that the program review document is taken seriously and that the program review process contributes to College planning.

- PRELIMINARY REVIEW

On or before **21 December 2015**, Lead Writers must submit their program updates to their Liaisons and Managers for preliminary review. There is a text box in which the Lead Writer can indicate areas that need assistance or fine-tuning. Managers and Liaisons will have until **20 January 2016** to comment, also in a text box. Lead Writers will then have until **29 January 2016** to make any changes or edits to the program review document.

As the Manager or Liaison for the submitted review, you provide preliminary feedback to your Lead Writer to allow them an opportunity to make any additions or edits to his/her Program Review for the 15/16 Update Cycle. The bullets below are areas you should focus on, along with any comments or suggestions you have to make this a thorough, effective program review update. The dialogue is recorded within the module but is not included in any PDF or publication of the program review document.

Particular areas to focus on include:

- **Updates:** Updated information or "no change"
- **Assessments**: Adequately discussed SLOs at course and program levels or AUOs, as appropriate
- **Data Analysis**: Adequately discussed equity, with plans to address any disproportionate impact
- **Goals Status**: Reported on status of all goals and action plans
- **Closing the Loop**: Acknowledged resources received in past year

After you discuss your comments with the Lead Writer, they will have until **Friday, 29 January 2016**, to make any edits and submit their final program review into Taskstream.

[For Lead Writer: Please **Check Out** this requirement and click the Text & Image button. Add any questions and/or comments to your Manager regarding your Program Review concerns. Click **Save and Return**. When finished, click on the **√Submission & Read Reviews** tab *above* the workspace, scroll down to the Manager Preliminary Review section and click the **Submit Work** button. You do not need to click any other **Submit** buttons. A new screen will appear for optional comments. When you have finished, click the **Yes-Submit My Work** button. You will receive a confirmation screen of your submittal. Select **Close Window**.

Repeat for Liaison Preliminary Review]

[For Reviewer: After 21 December or when you get an email from a Lead Writer telling you that his/her document is ready for review, go to the Taskstream home page. On the left side, there is a blue box under 'Review', and there should be a red (!) next to Items requiring review. Click on this line. Now you are asked to select the workspace to review, with a note (!) = workspaces that currently have items requiring attention. Click on **Continue.** Find the correct line and click on **Review.** Click on the **Review Work** bar. On the left side of your screen, you will see the Lead Writer's note to you. On the right side is your review area. Read through the instructions and fill in the Comments box.

When you are ready to submit your preliminary review, select the **Reviewed** button in the SCORE section below. Then, select the **Record as final and release review to participating area now** button (in the green area) and check the box next to *Send External Email Notification* so that the Lead Writer is notified via their District email that your preliminary review is completed. Finally, select the **Submit Review Now** button. You will receive a confirmation screen of your submittal. Select **Close Window**.]

***When the review is submitted, the Lead Writer will receive an email to that effect. To access the review's comments, click on the **√Submission & Read Reviews** tab. Scroll to the right to the History column, then scroll down to Manager Preliminary Review or Liaison Preliminary Review. Click on History/Comments. Scroll down to View Full Review Report, and click on it. A new box will open with the review comments.

- FINAL REVIEW

On or before **29 January 2016**, Lead Writers must submit their final program updates to their Liaisons and Managers for final review. The Taskstream Module will be locked down, and no further edits are possible. Managers and Liaisons have until **11 February 2016** to submit final reviews, using the designated forms within Taskstream.

[For Lead Writer: Please **Check Out** this requirement and click the Text & Image button. Add a note that your Program Review is done. Click on **Save and Return**. When finished, click on the **√Submission & Read Reviews** tab *above* the workspace, scroll down to the Manager Final

Review section and click the **Submit Work** button. You do not need to click any other **Submit** buttons. A new screen will appear for optional comments. When you have finished, click the **Yes-Submit My Work** button. You will receive a confirmation screen of your submittal. Select **Close Window**.]

[For Reviewer: After 29 January, go to the Taskstream home page. On the left side, there is a blue box under 'Review', and there should be a red (!) next to Items requiring review. Click on this line. Now you are asked to select the workspace to review, with a note (!) = workspaces that currently have items requiring attention. Click on **Continue.** Find the correct line and click on **Review.** Click on the **Review Work** bar. On the left side of your screen, you will see the Lead Writer's note to you. On the right side is your review area. Read through the instructions and fill in the appropriate bubbles, adding comments if desired.

When you are ready to submit your final review, select the **Reviewed** button in the SCORE section below. Then, select the **Record as final and release review to participating area now** button (in the green area) and check the box next to *Send External Email Notification* so that the Lead Writer is notified via their District email that your final review is completed. Finally, select the **Submit Review Now** button. You will receive a confirmation screen of your submittal. Select **Close Window**.]

*****THANK YOU FOR SUPPORTING OUR STUDENTS THROUGH PROGRAM REVIEW*****

Help is always available at the
Office of Institutional Effectiveness
A-109
619-388-2509