PROGRAM REVIEW HANDBOOK
2017/18 ANNUAL UPDATE
SUPPLEMENT

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 http://www.asccc.org/papers/program-review-setting-standard

ACCJC Rubric for Evaluating Institutional Effectiveness, Appendix B, Part 1: Program Review http://www.sdmesa.edu/about-mesa/accreditation/accreditation-reports/documents/Rubric.pdf

CA Education Code Section 66050-66053
http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=66050&lawCode=EDC

PURPOSE OF THIS SUPPLEMENT

This paper supplements the 2014 Program Review Hand book with information to guide Lead Writers and Reviewers through the annual update process for 2017/18.

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 six required sections, which are the same for Instruction, Counseling/DSPS, Student Services, and Administrative Areas. There is no executive summary. First, Lead Writers note their names, along with their liaison and manager. Second, they 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. Third, they address their outcomes assessments. Fourth, they review student data, focusing on equity and disproportionate impact. Fifth, they report on the status of their goals from last year and add any new goals. Sixth, 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.

Friday, December 1, 2017: Final Draft is due to Liaisons and Managers for review.
12/01/17 - 1/19/18: Liaisons and Managers conduct review.
1/22/18 - 2/02/18: Lead writers make final edits.
Friday, February 2, 2018: Final due date.

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 review 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 blue triangle next to the "Directions" Directions. Always begin by "Checking Out" the section. To do this click on the CHECK OUT button in the upper-right hand corner.

➢➢ 2017/18 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 find links to this Supplement, Mesa Catalog 2017/18, and printing and cut/paste tips.

➢➢ PARTICIPANTS (Required)

In this section please enter the name(s) of the individuals for each of the following roles below.

- Lead Writer:
- Liaison:
- Department Chair:
- Manager/Service Area Supervisor:

1. To begin, please CHECK OUT this requirement.
2. Click the Text & Image button to begin work.
3. When you have finished, click the SAVE AND RETURN button.
4. Remember to CHECK IN this requirement when you are finished.

➢➢ UPDATES (Required)

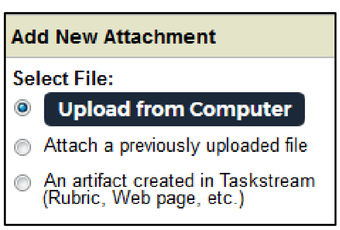
In this space, please state any changes or updates to your list of faculty and staff, mission, description, degrees offered, curriculum review, vision, strengths, challenges, advisory group, or the labor market. Note any significant accomplishments. If there are no updates, enter “No changes”.

1. To begin, please CHECK OUT this requirement.
2. Click the Text & Image button to begin work.
3. When you have finished, click the SAVE AND RETURN button.
4. Remember to CHECK IN this requirement when you are finished.

➢➢ OUTCOMES AND ASSESSMENT (Required)

If you have any questions or need guidance responding to these questions please reach out to the Department Outcomes Coordinator in your program or Mesa's Campus Outcomes Coordinator Kris Clark (kclark@sdccd.edu) extension 2304.

1. To begin, please CHECK OUT this requirement.
2. Select the **complete this form** link to access the *Outcomes and Assessment 2017/18 – Questions* form.
3. When you have finished, click the SAVE AND RETURN button.
4. If you would like to attach supplemental documents to this section, exit the *Outcomes and Assessment* form then select the Attachments icon at the bottom left of the screen.
5. Select the button



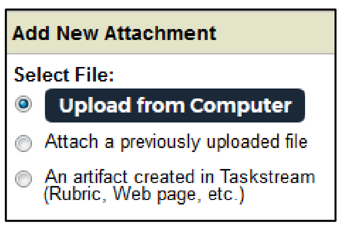
and then select the + Add Files button to locate the file on your computer.
6. Once the file is located, select the **Open** button.
7. Next, select the Upload and Close button on the bottom right of that screen.

8. Once you see your file uploaded, click the SAVE AND RETURN button.

9. Remember to CHECK IN this requirement when you are finished.

➢➢IE DATA ANALYSIS (Required)

If you have any questions or need guidance responding to the IE Data Analysis questions please reach out to Bridget Herrin (bherrin@sdccd.edu) extension 2319.

1. To begin, please CHECK OUT this requirement.
2. Select the **complete this form** link to access the *IE Data Analysis – Program Review 2017/18 Questions* form.
3. When you have finished, click the SAVE AND RETURN button.
4. If you would like to attach supplemental documents to this section, exit the *IE Data Analysis Questions* form then select the Attachments icon at the bottom left of the screen.
5. Select the button 

and then select the + Add Files button to locate the file on your computer.

6. Once the file is located, select the **Open** button.
7. Next, select the Upload and Close button on the bottom right of that screen.
8. Once you see your file uploaded, click the SAVE AND RETURN button.
9. Remember to CHECK IN this requirement when you are finished.

➢➢ PROGRAM GOALS

In this section, you can revise, update, add, or delete goals from last year.

*If there are no edits to this section, leave it as is and move on to the ***Objectives and Plans*** section.

1. To begin, please CHECK OUT this requirement.

2. If you need to edit content or revise mapping, select the appropriate action next to that goal and map or revise as needed.

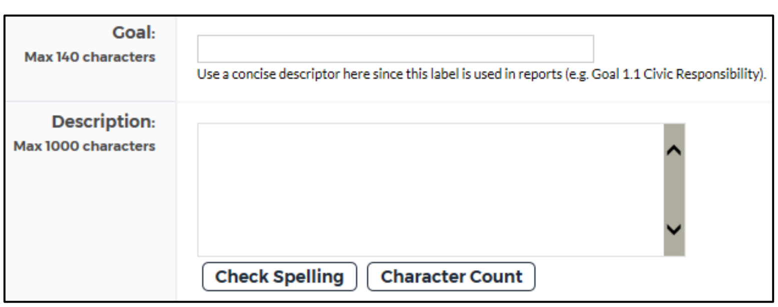
Goal	Mapping	
Develop an Archaeology certificate Students might not want an Anthropology AA or ADT, but an Archaeology certificate would potentially increase the number of degrees awarded and would provide our students with connections to a job in cultural resource management. Palomar College currently has two certificates so we can use those as models for ours.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.1, Strategic Goal 1.4, Strategic Goal 2.1, Strategic Goal 3.1, Strategic Goal 3.2, **Institutional Learning Outcomes:** Communication:, Critical Thinking:, Global Awareness:, Personal Actions and Civic Res..., Self-awareness and Interperson..., Technological Awareness:	Map Edit Hide Delete

If you would like to enter a new program goal to an existing set:

1. To begin, please CHECK OUT this requirement.

2. Select the Create New Goal button.
* (If your program is new and no goals have been entered in Taskstream yet, click on the CREATE NEW SET button. Create a "Set Name" followed by the year 2017/18, then place a place a check mark in the box "*Outcomes in other sets will need be aligned to Outcomes in this set*" and click on the CONTINUE » button. Next click the Create New Outcome button and enter an Outcome name and provide a description of the outcome. Finally, click on the CONTINUE button. To map this outcome/goal, go to step #6).

3. Name your goal, add a description, and include the year "**2017/18**" at the end.



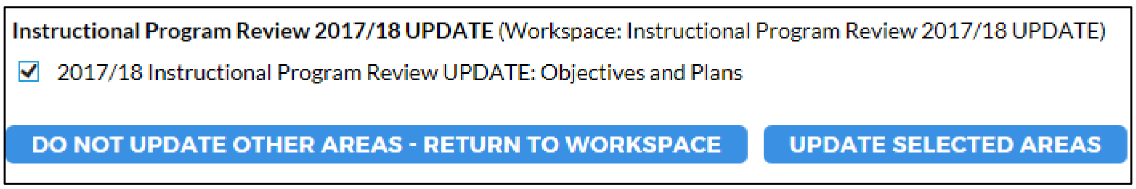
Be sure to also map them to the College Strategic Directions and Goals and Institutional Learning Outcomes (ILOs).

Example (if entering new goals):

Outcome	Mapping
Develop local internships Once students have learned the concepts of cultural anthropology, provide them with opportunities to use the skills while assisting groups within the local communities, thereby reinforcing the outcomes in global awareness and social responsibility. 2017/18	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 3.3, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 5.2, Strategic Goal 6.3, **Institutional Learning Outcomes 2016/17:** Communication, Critical Thinking, Global Consciousness, Professional & Ethical Beh...

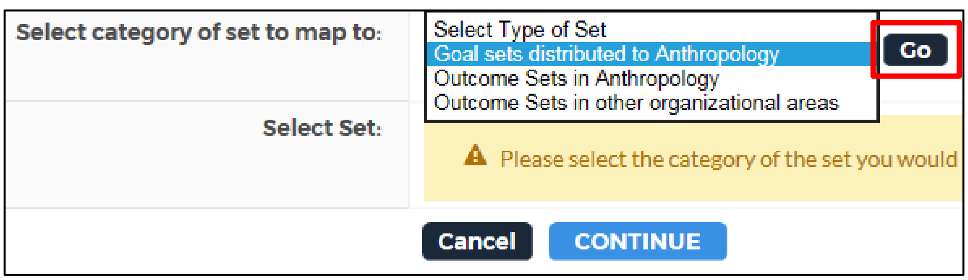
4. Next click on the **CONTINUE** button.

5. Check the box next to this requirement and select the “Update Selected Areas” button.



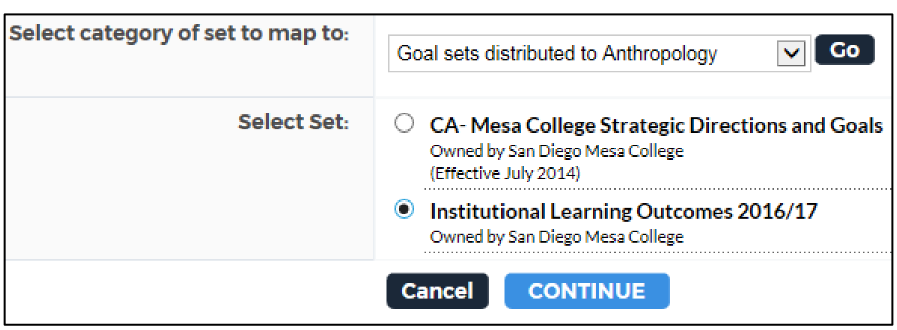
6. Now that your new goal is added, please map it to the Mesa College Strategic Directions and Goals and the ILOs. To begin click on the **Add mapping**

7. In the “Select category of set to map to” area, pick “Goal sets distributed to” for your (program, administration, or service area) from the drop down menu, and click on the “GO” button.

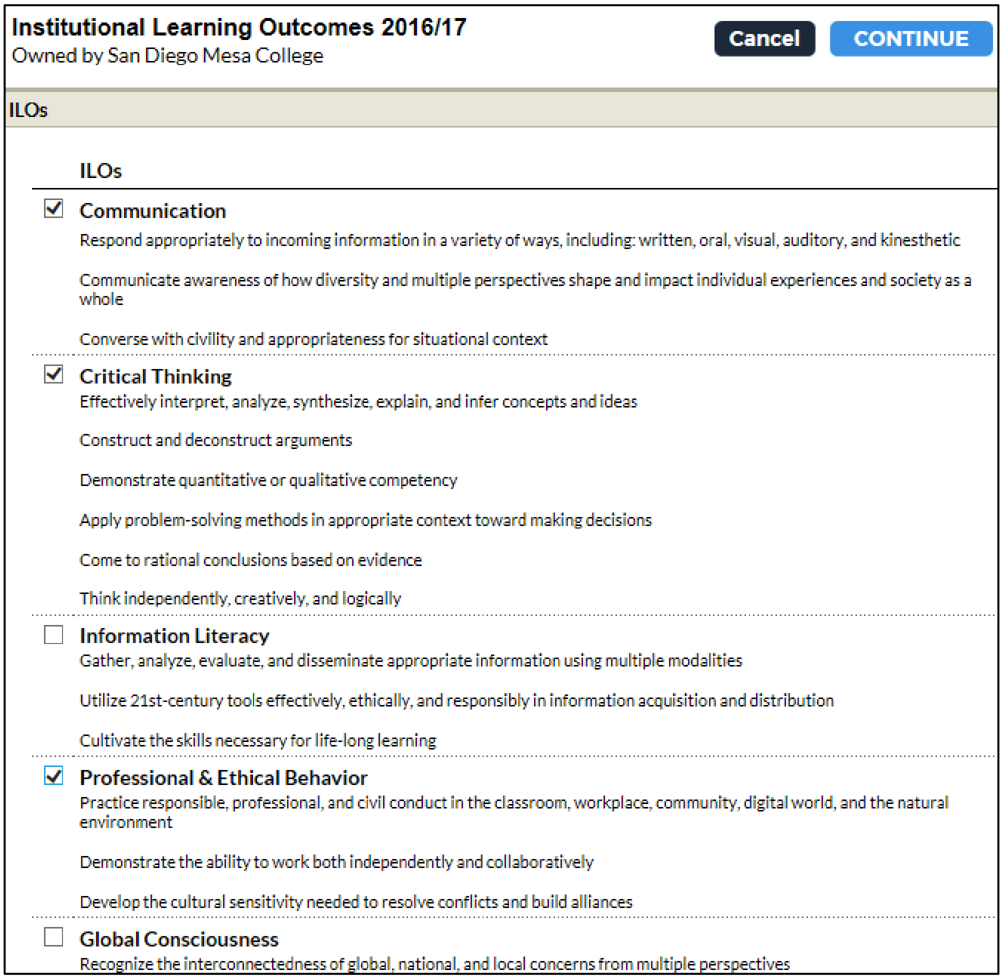


You will now see the *Mesa College Strategic Directions and Goals* and the *Instructional Learning Outcomes 2016/17* displayed.

8. Select “*Institutional Learning Outcomes 2016/17*” and click **CONTINUE**



9. The *Institutional Learning Outcomes 2016/17* will be displayed. Place a check mark in the box next to the ILO(s) that apply to the goal and click the CONTINUE button.



Institutional Learning Outcomes 2016/17
Owned by San Diego Mesa College

Cancel CONTINUE

ILOs

ILOs

☑ **Communication**
Respond appropriately to incoming information in a variety of ways, including: written, oral, visual, auditory, and kinesthetic
Communicate awareness of how diversity and multiple perspectives shape and impact individual experiences and society as a whole
Converse with civility and appropriateness for situational context

☑ **Critical Thinking**
Effectively interpret, analyze, synthesize, explain, and infer concepts and ideas
Construct and deconstruct arguments
Demonstrate quantitative or qualitative competency
Apply problem-solving methods in appropriate context toward making decisions
Come to rational conclusions based on evidence
Think independently, creatively, and logically

☐ **Information Literacy**
Gather, analyze, evaluate, and disseminate appropriate information using multiple modalities
Utilize 21st-century tools effectively, ethically, and responsibly in information acquisition and distribution
Cultivate the skills necessary for life-long learning

☑ **Professional & Ethical Behavior**
Practice responsible, professional, and civil conduct in the classroom, workplace, community, digital world, and the natural environment
Demonstrate the ability to work both independently and collaboratively
Develop the cultural sensitivity needed to resolve conflicts and build alliances

☐ **Global Consciousness**
Recognize the interconnectedness of global, national, and local concerns from multiple perspectives

10. Once you are done mapping each goal to the ILOs, repeat steps 7-9 also map to *Mesa College Strategic Directions and Goals*. Be sure to map your goal to <u>both</u> the College's Strategic Directions and Goals and to the ILOs.

11. After you have mapped your new goal, you will need to complete the <u>Objectives and Plans</u> section (see below) and create an action plan for the new goal entered.

12. Remember to CHECK IN this requirement when you are finished.

➢➢ OBJECTIVES AND PLANS

In this section you can add, edit, update, or delete an action plan from an existing goal. You can also add an action plan to a new goal you just created for 2017/18.

*If there are <u>no edits</u> to this section, <u>leave it as is</u> and move to the ***Goals Status Report (Required)*** section.

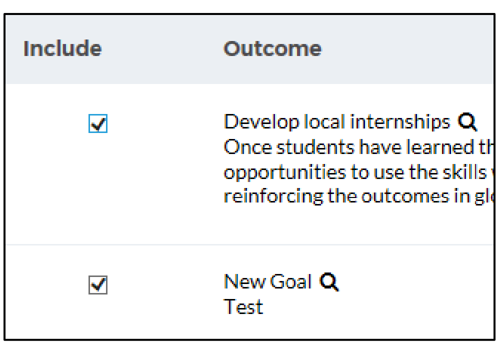
<u>To edit exiting plans</u>:

1. To begin, please **CHECK OUT** this requirement.
2. To <u>edit</u> an existing Action Plan for a goal, click on the button **Edit** (right-side of the screen), make changes, then click **APPLY CHANGES** button.
3. If you want to <u>add</u> a new action plan to an <u>existing</u> goal, click on the **Add New Action** button below the goal and complete the required fields. Click on the **APPLY CHANGES** when you are done.

<u>To add new action plans to a new goal:</u>

1. To begin, please **CHECK OUT** this requirement.
2. If you want to add an action plan to a <u>new</u> goal click on the **Select Set** button. The goals you created in the 2014-2015 Comprehensive Cycle will display along with the new goal(s) added in the *Program Goals* section.

   *If your program is <u>new and no action plans have been created</u> before, click on the **CREATE NEW ACTION PLAN** button. If the "Create New Action Plan" button is not available, click the **Select Set** button. Next click the **SELECT EXISTING SET** button and select the Outcome Set that was created. Then click on the **CONTINUE** button. To include your new goal(s) in the **Actions** listing, place a check mark next to the **Include?** box of that goal.



Include	Outcome
☑	Develop local internships Once students have learned th opportunities to use the skills reinforcing the outcomes in gl
☑	New Goal Test

3. Now, select the ✔ ACCEPT AND RETURN TO PLAN button.
4. Select the Add New Action button below the goal and complete the required fields.
5. Press the APPLY CHANGES button when you are finished. You may create more than one action plan for each goal. To create another action plan for the same goal, click on the Add New Action button again.
6. Once an action has been added you may add any attachments or web links to that measure by selecting the Add/Edit Attachments and Links.
7. Remember to CHECK IN this requirement when you are finished.

➢➢GOALS STATUS REPORT (Required)

In this section your goals are listed; please comment on the current status of the action plans. You can add attachments if needed.

1. To begin, please CHECK OUT this requirement.
2. Scroll down through each action plan until you reach the **Status** bar. Click the Add Status button.
3. Select one of the four (4) status options:

   <u>In progress</u>: We are working on it, but we're not finished yet

   <u>Not started</u>: We want to keep this goal, but haven't begun working on it

   <u>Not implemented</u>: We are no longer interested in this goal

   <u>Completed</u>: We are finished

   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.

4. When finished, click the SUBMIT button.
5. You can add attachments if needed by selecting the Add/Edit Attachments and Links button.

6. If you need to edit an existing status, select the Edit button next to that status. When finished, click the SUBMIT button.
7. Remember to CHECK IN this requirement when you are finished.

➢➢CLOSING THE LOOP (Required)

This is a critical step in the Program Review process. If you received funding for one or more resource requests in 2016-2017 (E.G. faculty, staff, supplies, equipment, et al.) regardless of the funding source, please provide a detailed discussion of what you received and how it has been used to improve your program or service area. Please reference outcomes assessment and other data. Describe implications for practice and improvement. If you did not receive funding please note that.

1. To begin, please CHECK OUT this requirement.
2. Click the Text & Image button to begin work.
3. When you have finished, click the SAVE AND RETURN button.
4. Remember to CHECK IN this requirement when you are finished.

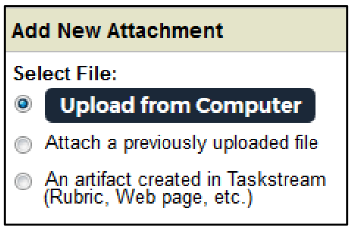
RESOURCE REQUEST FORMS

Please select the forms you need. Note that you can make multiple requests on the single BARC & Facilities Request form. For the Classified Hiring Request please make one request per form, but multiple forms can be submitted. For the Faculty Hiring Request, 3 forms are available. Use one form for each request.

BARC & Facilities Requests

Please locate the "BARC TEMPLATE" form in the attachment section. Please download this form and read its instructions. You can make multiple requests on supplies, equipment, facilities, and budget augmentation on the single BARC & Facilities Request form. Once you have completed and saved it, please upload it back into TaskStream. For questions and information regarding BARC training, please contact Jacqueline Collins (jcollins001@sdccd.edu) x2554.

*Note: All One Time Requests must have a quote or they will not be scored. Please attach quotes to this section as well.

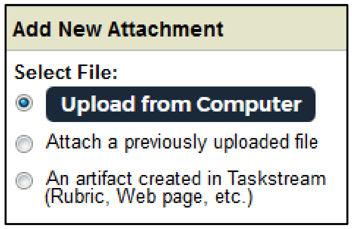
1. To begin, please CHECK OUT this requirement.
2. Click on the triangle next to "Directions" Directions. to display the form. Download and complete the *BARC Template* form (Excel file).
3. Save the form.
4. Now, attach the saved form back into Taskstream. To attach the completed form, select the Attachments icon at the bottom left of the screen.
5. Select the button 

and then select the + Add Files button to locate the file on your computer.
6. Once the file is located, select the **Open** button.
7. Next, select the Upload and Close button on the bottom right of that screen.
8. Once you see your file uploaded, click the SAVE AND RETURN button.
9. Remember to CHECK IN this requirement when you are finished.

Classified Staff Requests

Please locate the "CHP TEMPLATE" form in the attachment section below. Please download this form and read its instructions. Note: Please make one request per form, but multiple forms can be submitted. Once you have completed and saved it, please upload it back into TaskStream. For questions and information regarding CHP training, please contact Jacqueline Collins (jcollins001@sdccd.edu) x2554.

1. To begin, please CHECK OUT this requirement.
2. Click on the triangle next to "Directions" Directions. to display the form. Download and complete the *CHP Template* form (Excel file).
3. Save the form. If you have more than one request, download the form again, complete it, and save under a new name (ex. CHP Request #2).
4. Now, attach the saved form back into Taskstream. To attach the completed form, select the Attachments icon at the bottom left of the screen.

5. Select the button  and then select the gray button to locate the file on your computer.
6. Once the file is located, select the **Open** button.
7. Next, select the  button on the bottom right of that screen.
8. Once you see your file uploaded, click the  button.
9. Remember to  this requirement when you are finished.

Faculty Position Request

There are 3 Faculty Request forms, each form is numbered. Use one form for each request. For questions regarding the Faculty Position Request form, contact Andy MacNeill (amacneil@sdccd.edu) at extension 2797.

1. To begin, please  this requirement.
2. Select the **complete this form** link to access the *Faculty Position Request Form 2017/18* form.
3. When you have finished, click the  button.
4. Remember to  this requirement when you are finished.

MANAGER AND LIAISON REVIEWS

Liaison's Review

Your review is a critical component of the program review process. It provides feedback to the Lead Writer about whether there is adequate evidence to support statements made and achievable plans to address improvement. You should have been conversing with the Lead Writer throughout the process, but now is the time to formally document your remarks. The questions on the form give you items to consider as you respond, and there is a space for additional comments as well.

- This review can be finished anytime between 12/01/17 - 1/19/18, but it must be completed by **January 19, 2018**
- After that, Lead Writers will have until **February 2, 2018** to make any edits.

For questions regarding the *Liaison's Review 2017/18 (Annual Update)* form, contact Madeleine Hinkes at extension 2509.

1. To begin, please CHECK OUT this requirement.
2. Select the **complete this form** link to access the *Liaison's Review 2017/18 (Annual Update)* form.
3. When you have finished, click the SAVE AND RETURN button.
4. Remember to CHECK IN this requirement when you are finished.

Manager's Review

Your review is a critical component of the program review process. It provides feedback to the Lead Writer about whether there is adequate evidence to support statements made and achievable plans to address improvement. You should have been conversing with the Lead Writer throughout the process, but now is the time to formally document your remarks. The questions on the form give you items to consider as you respond, and there is a space for additional comments as well.

- This review can be finished anytime between 12/01/17 - 1/19/18, but it must be completed by **January 19, 2018**
- After that, Lead Writers will have until **February 2, 2018** to make any edits.

For questions regarding the *Manager's Review 2017/18 (Annual Update)* form, contact Madeleine Hinkes at extension 2509.

1. To begin, please CHECK OUT this requirement.
2. Select the **complete this form** link to access the *Manager's Review 2017/18 (Annual Update)* form.
3. When you have finished, click the SAVE AND RETURN button.
4. Remember to CHECK IN this requirement when you are finished.

FINISHING UP

Liaison and manager reviews are due by 1/19/18. Lead writers have until 2/2/2018 to make any edits to the Program Review document. Note that you do not have to push any SUBMIT buttons. The module will close on 2/2/2018.

Please contact the IE Office if you need any assistance in finishing up.

THANK YOU FOR SUPPORTING OUR STUDENTS THROUGH PROGRAM REVIEW

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