ADMINISTRATIVE SERVICES, STUDENT SERVICES AND PRESIDENT'S CLUSTER ANNUAL PROGRAM PLAN WORKSHEET

Program: Institutional Research   **Planning Year:** 2018/19   **Last Year CPPR Completed:** 2016/17

Unit: Academic Affairs   **Cluster:** Institutional Research, Library and Instructional Technology

Please complete the following information. Please note that responses are not required for all elements of this document.

I.   **GENERAL PROGRAM INFORMATION**

  A. Describe changes to program mission, if applicable.

  B. Describe any changes in primary relationships, internal and external, to the District.

  In October of 2017, an internal reorganization moved Institutional Research from the President's Cluster to Academic Affairs under a newly formed Cluster: "Institutional Research, Library and Instructional Technology." The former Director of Library retired, and the Director of Research moved into a dean position overseeing two non-instructional and one Instructional department.

  C. List any changes to program service, including changes and improvements, since last year, if applicable.

  D. List changes to program in the last year in reference to relevant statutory authority/program regulation and related compliance issues, if any.

II. **ANNUAL PROGRAM SUPPORT OF DISTRICT'S MISSION STATEMENT, INSTITUTIONAL GOALS, INSTITUTIONAL OBJECTIVES, AND/OR INSTITUTIONAL LEARNING OUTCOMES**

  A. Provide updates, if any, in how your program addresses or helps to achieve the District's Mission Statement in the last year.

  While the Institutional Research department does not deliver the college mission, it plays an evaluative role to determine if the college is meeting its mission. This is accomplished through various analyses of student success, degree completion, four-year transfer, and other metrics identified in the strategic plan, which operationalizes the college mission. In the past year, Institutional Research has partnered with Hanover Research Group to conduct county wide

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programing and service surveys in an effort to evaluate whether there are program or service area needs that are not being met by the District.

B. Provide updates, if any, to how your program addresses or helps to achieve the District's Institutional Goals and Objectives, and/or operational planning initiatives in the last year.

The Institutional Research office provided data and analysis to identify student pathways toward transferable level courses, prerequisite validation processes, longitudinal new student orientation patterns, Scorecard data reporting as well as all reporting identified in the Institutional Research AUOs. In support of Institutional Goal 1, Research provided enrollment data and student residency data as well as all reporting identified in Institutional Research Program Outcome 3 and 4. In support of the Institutional Goal 2, Research provided regular, clear, accessible and critical data to all interested college stakeholders as well as all reporting identified in Institutional Research Program Outcome 1,2, 3 and 4. In support of Institutional Goal 3, Research provided data and analysis for all components of college planning. In support of Goal 4, we provided data to local county board of education, local High Schools, and conducted environmental scans on local employment industry trends. The Institutional Research office also provided specific data and analysis on the effects of interventions (action plans) on goal and objective achievement.

III. **ANNUAL MEASUREMENTS, ANALYSIS AND IMPROVEMENTS**

Programs are often impacted by institutional or other organizational change. Please review program-relevant institutional data sources, such as institutional enrollment trends, which along with some other relevant program data, is available on the [SLOCCCD Institutional Research and Assessment website](#). Other organizational or departmental measurements may provide useful information for planning in your program; please describe those measurements and the data below.

A. Data Summary
- Describe data collection tool(s) used.
  The assessment of Research program outcomes is embedded in District-wide evaluative surveys. Within the Integrated Planning assessment, IPPR assessment, and other college assessments, questions related to the availability, reliability, and relevance of institutional research data are included. The Research Office assesses its progress toward meeting AUO's through analyses of these embedded questions. Based on the most recent survey data, 78% of respondents felt that research data for program review and other institutional planning and processes was accessible, useful and effective.

- Include updates to program data results from the previous year, if any.

B. Data Interpretation:

- Describe results from previous improvement efforts to the program based on institutional or departmental changes.

  Each year Institutional Research improves on the processes by which we make readily available longitudinal and disaggregated data and analyses to our stakeholders. We strive to provide cohesive and substantive information supporting district wide data needs for college planning, Accreditation, student learning, student equity, program and service needs, and resource allocation in a friendly, all-ability-user style. This last year, the IR department moved Student Characteristics and Enrollments trends, Student Major, First Time student by High School and Successful course completion by student sub-population data sets into live visualizations on our website. This allows all college stakeholders to disaggregate and analyze informative data using easy to understand dashboards.

- Identify areas if any that may need improvement for program quality and growth.

  The power and ease at which Research is able to deliver data sets to the college community remains hemmed by the fact that many of our software programs are not directly linked to the college's master servers. There is critical time lost to the department's efficiency in writing code against Argos or SQL developer, pulling data extracts, and loading the extracts into software systems. It is recommended that a

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symbiotic relationship be developed between Institutional Research and IT, not in the form of additional labor but in the form of linked technology. In a time of shrinking enrollment and budgets and increasing demand for data driven decisions, this move would be extremely advantageous.

- Recommend any changes and updates to program based on the analysis above. For elements that require funding, complete the Resource Plan Worksheets.

    The purchase of a server to reduce the strain Institutional Research would put on IT server space.

IV. **ANNUAL PROGRAM OUTCOMES (ASOs AND SSOs), ASSESSMENT AND IMPROVEMENTS**
Your program has established either Administrative Service Outcomes or Student Service Outcomes. Those outcomes are assessed and tracked in the Course or Program Assessment Summary. Review CPAS documents for ASO or SSO assessment results for program outcomes.

A. Describe any results from improvement efforts arising from ASO or SSO assessment in the last year.

    Institutional Research has significantly bolstered our website in an effort to provide, both internally and externally, transparent data and analyses in support of informed planning and decision-making and to facilitate student learning, Institutional effectiveness, and the college mission. A specific example of a major improvement lies in the implementation of Tableau, a web-based visualization software.

B. Recommend changes and updates to program based on assessment of program outcomes. For elements that require funding, complete the Resource Plan Worksheets and review the Resource Allocation Rubric.

V.   ANTICIPATED SERVICE CHALLENGES/CHANGES

Provide a brief description of challenges or changes anticipated in the next year and any needs that have emerged as a consequence.

Suggested Elements:

A. Regulatory changes
B. Internal and external organizational changes
C. Student and staff demographic changes
D. Community economic changes – workforce demands
E. Role of technology for information, service delivery and data retrieval
   a. **Each year the need/requirement for data and data analysis to support college-wide decision-making increases in scope. This increase puts strain on the Institutional Research department to streamline its data delivery in an IT/technology culture that only supports static reporting.**
F. Providing service to multiple off-campus sites
G. Anticipated staffing changes/retirements

VI.   OVERALL BUDGET IMPLICATIONS

Provide a brief description of the immediate budget request(s) made in your Resource Plan (formerly called the Unit Plan). These elements will be reflected in the District planning and budget process.

Elements:

A. Personnel
B. Equipment/furniture (other than technology)
C. Technology
   (A.) The purchase of an additional server in IT for the purpose of linking software used by Institutional Research to the main database (Banner).
D. Facilities

SIGNATURE PAGE

Director(s), Manager(s), and/or Staff Associated with the Program

Student Services and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.

Division Chair/Director Name	Signature	Date
Aimee La Rue	**Aimee La Rue**	**2/14/18**
Name	Signature	Date
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