

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

**Program:** Institutional Research **Planning Year:** 2019/20 **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.
- 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.

Institutional Research assists the college in completing its mission by playing an evaluative role: helping to determine if the college is meeting its mission. This is accomplished through various analyses of student achievement, college goals and initiatives, and other metrics identified in the Strategic Plan. In the past year, Institutional Research partnered with Hanover Research Group to conduct two large surveys. The first: a Dropped Student Survey, hoping to identify the reasons some Cuesta College students leave before completing their educational goals. The second survey: a CSU Partnership survey, measuring the interest of local residents/community college students in a local CSU partnership (either with Cal Poly or another CSU) that would maintain a satellite campus in both the north and south ends of the county and provide access bachelor degree programs.

- 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.

In support of Institutional Goal 1, Research provided longitudinal program data and analysis, prerequisite validation processes in anticipation of MMAP and AB705, reported scorecard data as well as all reporting identified in the [Institutional Research AUOs](#). In support of Institutional Goal 2 and 3, Research partnered with Hanover Research Group to conduct a bi-county survey to identify interest in local student and resident populations for a satellite CSU campus. Research also provided data to the local county board of education, local high schools, conducted environmental scans of local employment industry trends, as well as provide data and analysis for all components of college planning. Research provided student success data, analysis, and dashboard visualizations for subpopulations, identified equity groups, provided course success, persistence, retention, and completion data for college plans and reports supporting access.

### 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 Institutional Research outcomes is embedded in district-wide evaluative surveys. Within the Integrated Planning assessment, the 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 meetings AUOs thought analyses of these embedded questions.
- Include updates to program data results from the previous year, if any.  
Based on the most recent survey data, 100% of respondents felt that Institutional Research's data dashboards were accessible and useful for completing their program, planning and review reports. Over 75% of respondents felt the district used data to inform the development of the Educational and Facilities Master plans as well as to analyze program effectiveness.

#### B. Data Interpretation:

- Describe results from previous improvement efforts to the program based on institutional or departmental changes.
- Identify areas if any that may need improvement for program quality and growth.
- Recommend any changes and updates to program based on the analysis above. For elements that require funding, complete the Resource Plan Worksheets.

### 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.

Last year Institutional Research significantly bolstered the IR website in an effort to

provide, both internal and externally, transparent data and analysis in support of informed planning and decision-making and to facilitate student learning, institutional effectiveness and the college mission. The implementation of Tableau data-dashboards to the website has been extremely well received, and many requests to expand the current visualizations as well as create many more on topics such as equity gaps, student learning outcome data, retention, and other metrics have come into the Research office. Research is currently creating these additional visualizations and updating current ones to meet the new demand. The Research department is also working to strengthen our SQL writing abilities in order to streamline workload and complete queries in a timely and effective manner.

- 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
  - (A.) .5 programmer to assist Institutional Research in SQL query writing, data management and trouble-shooting data errors.
- B. Equipment/furniture (other than technology)
- C. Technology
- 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
<b>Aimee La Rue</b>	<b>Aimee La Rue</b>	<b>3/4/219</b>

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