

West Los Angeles College Program Review Process Evaluation Survey Results 2013-2014

Program Review Participation

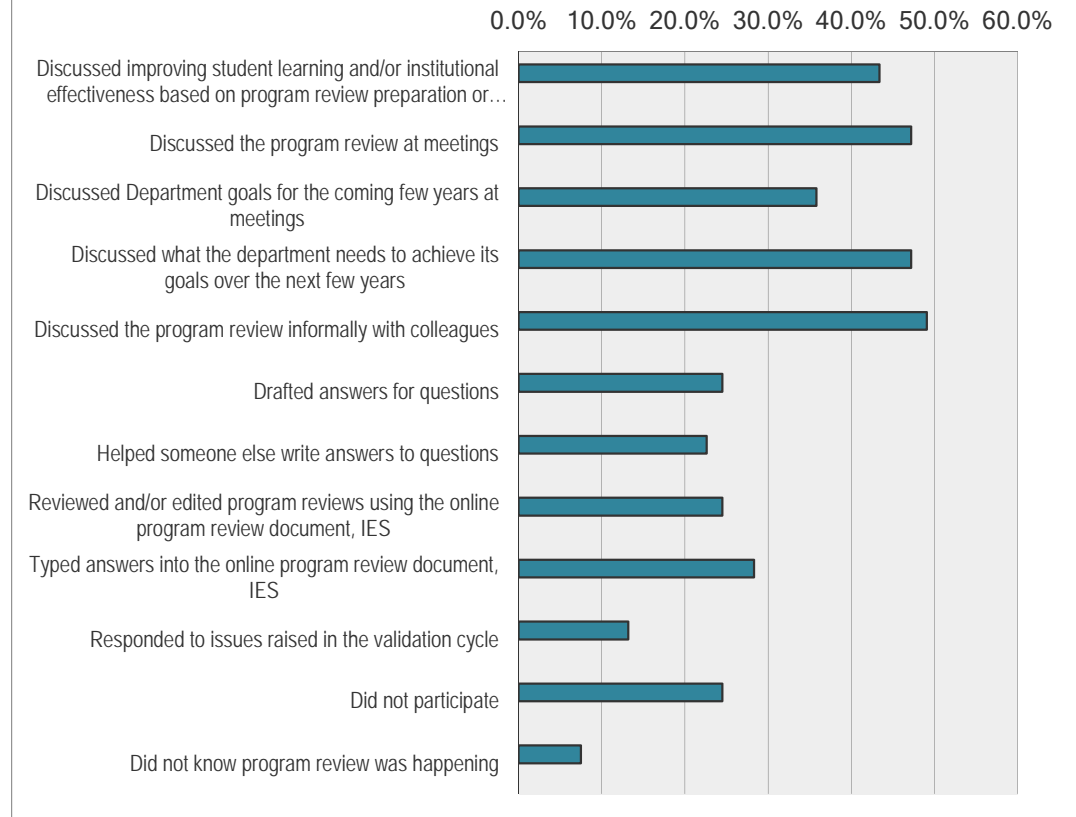
1. In what ways did you participate in the program review for your Division/ Department/ Office? Mark all that apply.

Answer Options	Response Percent	Response Count
Discussed improving student learning and/or institutional effectiveness based on program review preparation or results	43.4%	23
Discussed the program review at meetings	47.2%	25
Discussed Department goals for the coming few years at meetings	35.8%	19
Discussed what the department needs to achieve its goals over the next few years	47.2%	25
Discussed the program review informally with colleagues	49.1%	26
Drafted answers for questions	24.5%	13
Helped someone else write answers to questions	22.6%	12
Reviewed and/or edited program reviews using the online program review document, IES	24.5%	13
Typed answers into the online program review document, IES	28.3%	15
Responded to issues raised in the validation cycle	13.2%	7
Did not participate	24.5%	13
Did not know program review was happening	7.5%	4
Other engagement with program review. Please describe.		5
<i>answered question</i>		53
<i>skipped question</i>		1

Number 2. Other engagement with program review. Please describe.

- 1 Discussed Program Review elements with the division chair who had questions.
- 2 Wrote Proposal for improvement and student learning and success.
- 3 Opportunity to look at the overall goal of our department and give input that I felt would improve our service to our students and campus as a whole.
- 4 My chair did not discuss PR at any division meetings I'm aware of.
- 5 Hosted workshops.

In what ways did you participate in the program review for your Division/ Department/ Office? Mark all that apply.



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IES Online Program Review Software

2. Are you one of the people in your Division/Department who entered the program review information using IES, the online program review software?

Answer Options	Response Percent	Response Count
Yes	40.0%	16
No	60.0%	24
<i>answered question</i>		40
<i>skipped question</i>		14

3. How do you rate the following aspects of the IES (online program review) software?

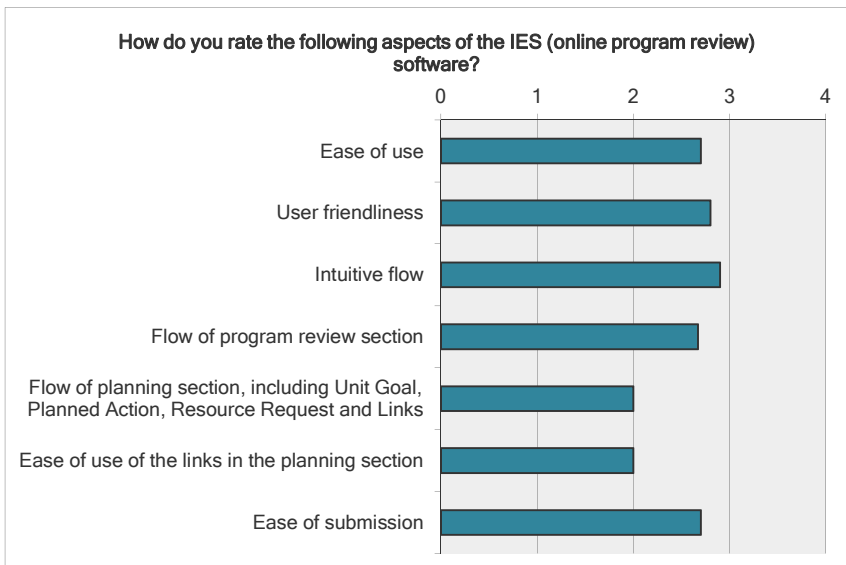
Answer Options	Poor	Fair	Neutral	Good	Excellent	Rating Average	Response Count
Ease of use	2	4	1	8	1	3.13	16
User friendliness	2	3	2	8	1	3.19	16
Intuitive flow	4	2	0	9	1	3.06	16
Flow of program review section	1	4	3	6	1	3.13	15
Flow of planning section, including Unit Goal, Planned Action, Resource Request and Links	4	5	0	6	1	2.69	16
Ease of use of the links in the planning section	4	3	2	6	1	2.81	16
Ease of submission	2	4	3	6	1	3.00	16
<i>answered question</i>							16
<i>skipped question</i>							38

4. If you had any technical problems with the IES (online program review) software, please list them here.

I had a very bad time submitting, the system kept frozen on me. I ended submitting a day later because of it.
 The software seemed to work better with some browsers than others. The "save" button did not always work or was really slow resulting in some lost data.
 I could not access IES from home. I also had problems using IES on a Mac browser; I tried three different ones.
 It seems to have different limitations depending on which type of browser used. I had to switch between Firefox, Chrome and Explorer depending on what I wanted to do.
 1) Initially for almost two days I could not log into the system
 2) The browser used when logging in the system was a problem
 Some bugs on saving depending on the computer I was using.
 It was difficult to sign on and it took a few tries to understand the linking part
 Unable to use with Mac computer.

5. What are the 2-3 things you like best about the IES (online program review) software?

I liked the improvements based on the assessment and users' input from last year's version.
 -It is accessible anywhere
 -easy to navigate
 Once you found the appropriate tabs, it was easy to input data. Information was easy to read once input because of the organized formatting.
 1. user friendly
 2. straightforwardness
 I like that it is online.
 Being able to access off-campus
 The ability to add other staff members to your PR
 I could save and return to the document later
 More room to type responses.



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that I could use it at home or at work.
that I could save work and come back to it later
Available off campus
Available online

6. What are the 2-3 things you would most like to see improved or changed about the IES (online program review) software next year?

Our division worked in a Word version, and this helped.

It was sometimes difficult to figure out where information went according setup. This could be because I was not very familiar with the program review process. Sometimes I felt that the data being entered was redundant and the process could be shortened by removing some of the redundancies.

Change the planning sections, especially linking of goals to action items to resource requests. Need rollover of responses from last year. Need responses to be automatically saved or make the next button mean save and next.

Standardized instructions based on one browser Automatic import of this year's information

Better compatibility with all browsers

Streamline it.

simplified planning; to many people unaware of how to link.

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Process Evaluation

7. How helpful was the program review process to your department in the following areas:

Answer Options	Not at all Helpful	Slightly Helpful	Moderately Helpful	Quite Helpful	Extremely Helpful	Rating Average	Response Count	
Setting goals	2	3	12	12	3	3.34	32	
Clarifying goals	2	4	9	13	3	3.35	31	
Identifying ways the department can improve student learning and/or institutional effectiveness	5	3	8	13	3	3.19	32	
Identifying what needs to be done to reach department goals	3	3	9	12	5	3.41	32	
Identifying actions and activities the department can do that do not require additional resources	3	4	8	13	4	3.34	32	
Identifying additional resources the department needs to reach its goals	1	3	10	11	5	3.53	30	
Comments?								3
<i>answered question</i>							32	
<i>skipped question</i>							22	

Comments?

Including sample model responses helps to clarify what is asked for. As does making the distinction between a one-time request or an ongoing resource request.

I think our department can utilize this information more in the future and I'm sure we will as more of the faculty becomes more familiar with this process.

I would not have submitted the Program Review that was submitted. It was lacking much needed detail.

8. Evaluation of program review handbook

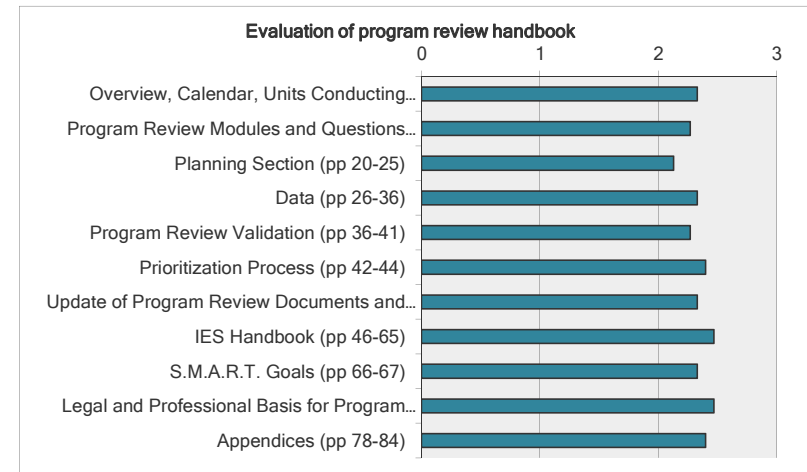
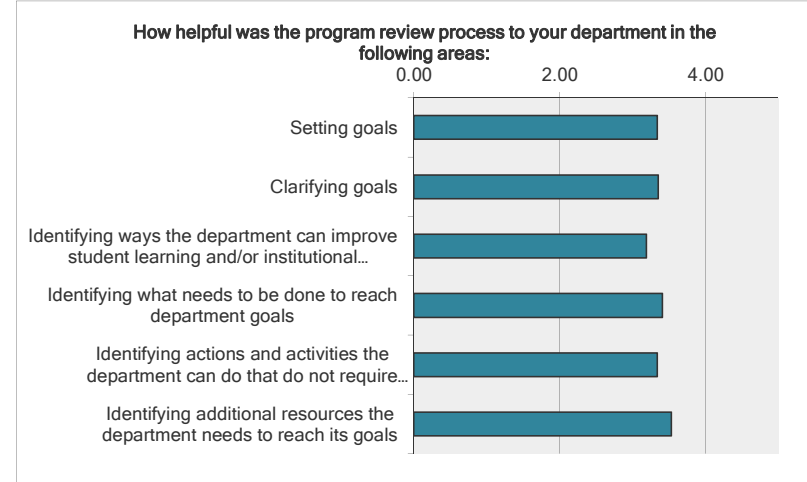
Answer Options	Not Helpful	Helpful	Did Not Use	Rating Average	Response Count
Overview, Calendar, Units Conducting Program Review (pp 4-7)	1	17	14	2.41	32
Program Review Modules and Questions (pp 8-12)	1	22	9	2.25	32
Planning Section (pp 20-25)	3	19	10	2.22	32
Data (pp 26-36)	1	18	13	2.38	32
Program Review Validation (pp 36-41)	2	17	13	2.34	32
Prioritization Process (pp 42-44)	1	18	13	2.38	32
Update of Program Review Documents and Process (p 45)	1	19	12	2.34	32
IES Handbook (pp 46-65)	1	15	16	2.47	32
S.M.A.R.T. Goals (pp 66-67)	3	17	12	2.28	32
Legal and Professional Basis for Program Review (pp 68-77)	1	14	17	2.50	32
Appendices (pp 78-84)	1	15	16	2.47	32
Comments?					3
<i>answered question</i>					32
<i>skipped question</i>					22

Comments?

As stated above, more examples of good responses is illustrative and helpful.

I only gave assistance with the first part of program review.

Need better training on setting goals - especially clarifying the difference between goals, action items, and resource requests. Provide examples.



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9. Evaluation of training and support

Answer Options	Poor	Not Very Good	Neutral	Good	Excellent	N/A	Rating Average	Response Count
Workshop availability	0	1	1	12	10	8	4.29	32
Workshop content	0	1	5	9	7	10	4.00	32
Technical support	0	2	6	9	3	12	3.65	32
Comments?								3
								<i>answered question</i> 32
								<i>skipped question</i> 22

Comments?

Very available! Perhaps devote part of each workshop time to a specific topic for those who are "newcomers" and those who are "veterans" of program review.

Rebecca Tillberg was a good resource for the PR training.

Need better training on setting goals - especially clarifying the difference between goals, action items, and resource requests. Provide examples.

10. Evaluation of program review process

Answer Options	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Rating Average	Response Count
Sufficient time was allowed	2	5	4	16	2	3	3.38	32
Instructions were clear	0	1	6	16	5	4	3.89	32
Questions were clear	1	0	5	18	4	4	3.86	32
Terminology was clear	1	1	6	17	4	3	3.76	32
Comments?								3
								<i>answered question</i> 32
								<i>skipped question</i> 22

Comments?

i feel like my responses are forced and only marginally responsive to the questions

A little more time would help.

11. Did your Division/Department revise its program review in the Validation cycle?

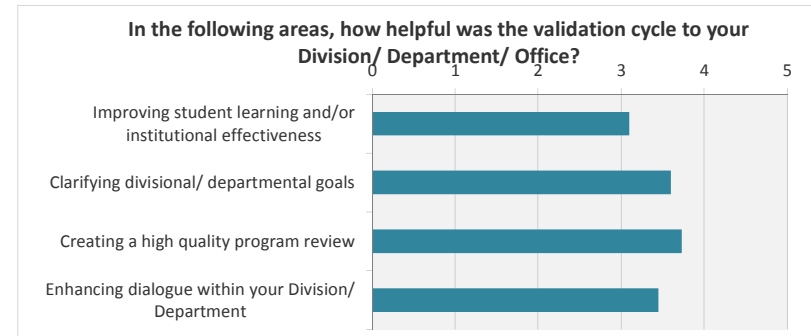
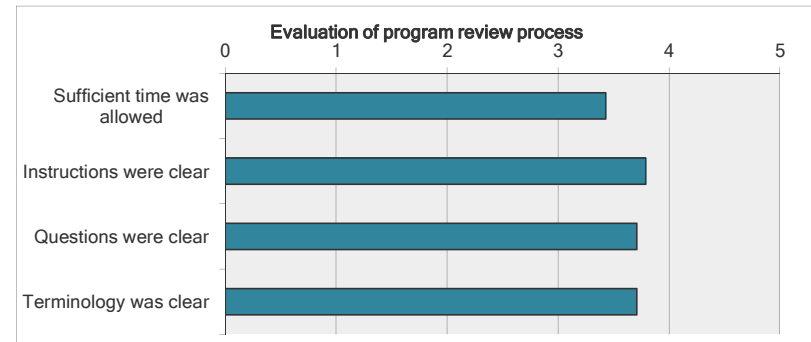
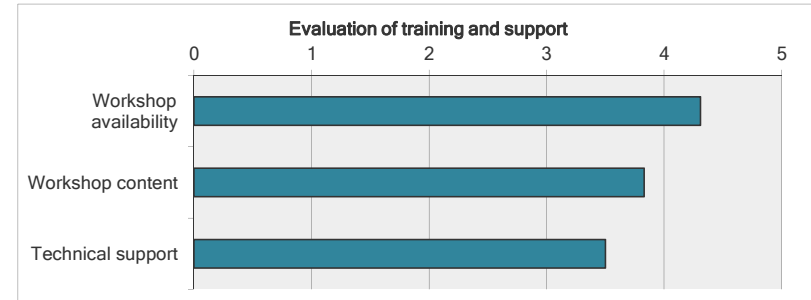
Answer Options	Response Percent	Response Count
Yes, the Division/Department requested the	28.1%	9
Yes, the Validator returned the Program	9.4%	3
No	18.8%	6
Don't Know	43.8%	14
		<i>answered question</i> 32
		<i>skipped question</i> 22

12. In the following areas, how helpful was the validation cycle to your Division/ Department/ Office?

Answer Options	Not at all helpful	Slightly Helpful	Moderately Helpful	Quite Helpful	Extremely Helpful	Don't Know	Rating Average	Response Count
Improving student learning and/or institutional effectiveness	3	4	6	9	0	10	2.95	32
Clarifying divisional/ departmental goals	1	3	8	10	1	9	3.30	32
Creating a high quality program review	2	2	6	12	2	8	3.42	32
Enhancing dialogue within your Division/ Department	2	4	3	13	2	8	3.38	32
Comments?							1	1
								<i>answered question</i> 32
								<i>skipped question</i> 22

Comments?

Most validators took to long to return and/or review PR, delaying the process for programs to update.

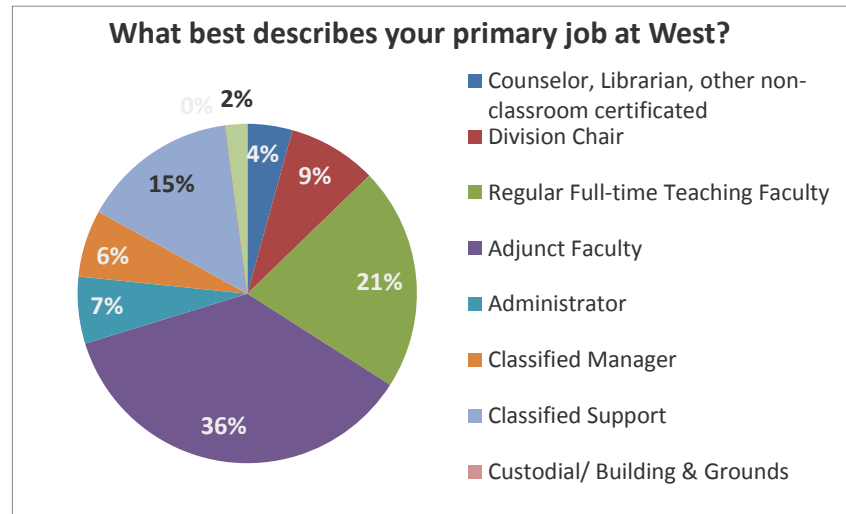


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Respondent Characteristics

13. What best describes your primary job at West?

Answer Options	Response Percent	Response Count
Counselor, Librarian, other non-classroom certificated	4.3%	2
Division Chair	8.5%	4
Regular Full-time Teaching Faculty	21.3%	10
Adjunct Faculty	36.2%	17
Administrator	6.4%	3
Classified Manager	6.4%	3
Classified Support	14.9%	7
Custodial/ Building & Grounds	0.0%	0
Other	2.1%	1
<i>answered question</i>		47
<i>skipped question</i>		7



14. Area

Answer Options	Response Percent	Response Count
Academic Affairs	73.8%	31
Administrative Services	7.1%	3
Student Services	19.0%	8
<i>answered question</i>		42
<i>skipped question</i>		22

Additional Comments

15. What are the 2-3 things you like best about program review this year?

Freely discussed with faculty members.

Input gladly accepted.

Since this is not my first time, I felt more confident especially about the planning section whereas we had our division's program review returned last year because we had overlooked several tabs.

N/A

administrator did it by himself

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It helped to clarify some of the departments needs and the resources that it takes to fulfill these needs. Our director asked for help from all of the faculty so everyone had an equal chance to voice their needs.

Someone else did almost all of it

was collaborative and the chair made the process easy to follow along and participate

I do not know anything about program review for this year.

A Dictionary of terms so I know what the hell the program wants.

Not sure. Not thoroughly familiar with the program

Reflected on program needs and resources.

online program

1. Opportunity to calibrate with faculty.

2. Identification of integral problems to address.

Helps us see what is need in our program.

Guides our planning for the upcoming year.

Collaboration with colleagues; open discussion of data

that I could work on it at home or in the office and that I could save work and then return later

I would like the STUDY ABROAD PROGRAM to take off. That is one of the best ways to learn a language.

Collaboration with full and part time faculty on program improvements and needs.

We got it done on time. We will get it all validated in time to continue the cycle. Divisional Council got specific what happened with resource requests form last year.

16. What are the 2-3 things you would most like to see improved or clarified about program review next year?

Start earlier with this process.

1. Build in more time to complete the program review.

2. More reports generated and shared to give us an overview of the responses and resource requests.

3. Add examples of reasons why program reviews were returned by validators.

The Division's entire document needs to be proofread and edited by the individual who has been assigned release time, to best represent all of the faculty.

clearer explanation with examples

none

The software often times ran slowly, so I wasn't always confident that my work was being saved correctly.

no clarification needed for my role of participation

Precise goals that that can be directly tied back to the SLO assessments.

No comment

A glossary and some sort of information as what is needed

having staff feel valued, connected, part of the process, and a sense of belonging by helping contribute to program review in any capacity. If staff does a huge portion of the work, but doesn't have a say in the goals, outcomes or review the process, then who is validating what really goes on in departments.

Not sure

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improve access and technical bugs
improve validation process
improve training on goal setting
rollover of responses from last year

Not Certain.

The amount of information having to be inputted.
Would like to see a more condensed system.

Streamline. Many questions could be combined into one or two.

The process should be started sooner to allow more time. There were a lot of deadlines at the same time, which caused a tremendous amount of stress to all faculty in my division. Maybe we could have the data in the summer to begin the process when classes aren't in session?

I thing that everything is working quite well.

Timing of validators to complete task/ return of PR to managers.

More clarity on what happens to the resource requests and other ideas floated in PR; notification in November for this year's requests is too late. Too long a gap between the College Council forwarding the prioritized list and the actual decisions on funding. I suggest the president communicate how far down the list he is prepared to go, periodically until all funds for the year have been allocated (including block grants).

17. Is there anything else you would like to add?

Faculty want to know how more about which resource requests were funded and with what outcomes.

Sufficient time should be permitted for the Division to review and correct the document, with the goal of best representing itself as a whole.

no

open the process, allow input.

nothing to add

nothing

There is a huge lack of communication and respect for staff in student services, and while others are involved in program review, staff is marginalized and kept in the dark.

None at this time.

NO

No.

No

I thought the process was easier this year since last year there were so many glitches. Also, being that I had more experience this time, I was able to figure out the linking in planning. Once you get it, it's easy to use.

I suggest the president communicate how far down the prioritized list he is prepared to go, until all funds for the year have been allocated (including block grants).