LATTC Program Review 2010- 2011
Student Services - Program Level

Program: Office of Institutional Effectiveness
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Section A. Mission
Module A.1: Program Mission

1. Describe the mission of the Unit/Program/Discipline.

The mission of the Office of Institutional Effectiveness (OIE) is to enhance and support teaching & learning by providing information, expertise, leadership, and serving as liaison to the college community.

2. Describe the purpose of the Unit/Program/Discipline.

The Office of Institutional Effectiveness serves the institution through its internal and formative approach for the evaluation and improvement of college policies and procedures. At the same time it also meets its external and summative reporting responsibilities ensuring college accountability.

   OIE as Information Resource.
   The OIE provides systematic reports to the college community on institutional key indicators in a timely and comprehensive manner. The OIE provides timely and accurate information to outside entities, including statutory and regulatory reports and surveys.

   OIE as Policy Resource.
   OIE provides leadership and support for the process of enrollment management, program review, institutional planning, and accreditation processes, as well as student learning and service area outcomes development & assessment processes.

   OIE as Researcher Resource.
   The office works with all instructional, administrative, and student services division requests for summative information and support their research needs ensuring that the requests receive appropriate and accurate information in a timely and efficient manner.

3. Describe the alignment of the Unit/Program/Discipline mission statement with the College’s mission statement.

The Office of Institutional Effectiveness supports the mission of the college by providing information necessary for decision and policy making, as well as, providing resources to fulfill a variety of academic functions to serve students and the needs of the community.

Section B. Comprehensive Program Review Modules
Module B.1: Strategic Master Plan

1. Include one key word you would like to see in the College Mission Statement.

   high-quality technical and professional educational
2. Include one key word you would like to see in the College Vision Statement.

| industrial training center |

3. How does your Program support LATTC Core Competencies?

| OIE by providing information supports SLO A, B, C, and D |

4. How does your Program support the college's Strategic initiatives? (Appendix A)

| The OIE enables and promote data driven decision in support of college's Strategic Initiatives. |

5. What priorities came out of your Program Review that should be addressed in the new SMP?

| Promote institutional culture that is evidence base and data driven. |

6. Where do you see your Program in 3 years?

| Providing services to the campus community in more effective and efficient way:  
High utilization of the office web side which should become the main data/information source on the campus.  
Automate the update and delivery of frequently used reports - streamlining report generation process.  
The full utilization of the District Institutional Effectiveness System by campus - OIE will spend less time on Program Review and SLO process administration. |

7. Where do you see your Program in 5 years?

| Leading role in the internal and formative processes regarding institutional planning and more research projects and analysis contributing to improvements in student success |

8. Where do you see your Program in 10 years?

| Central in the coordination of campus efforts related to in Accreditation, Planning, SLO, Program Review, and Institutional Research and Development |

9. What are the over-arching themes coming out of your Program Review? (for example: economy impact, student preparedness, customer service)

| Allocate more time and resources for the projects directed to student success |

10. How is your Program perceived by the external community?

| The main source of information related the institution. |

11. How is your Program perceived by the college community?

| Helpful. The office was recognized by the ACCJC Accreditation Team, for its ability to produce and distribute reports to the campus community. The Office was also cited for its support of matriculation, enrollment, class scheduling, and answering unique requests for open and closed classes, and reports organizing class scheduling data by time, day and building & room. |

12. How is your Program perceived by the competitors?

| Inclusive. Within the LACCD; the notion of competition between offices of OIE, may not fit; perhaps individual OIE's might be better judged on innovation or service to their constituency. From that perspective, the OIE office at LATTC is seen as innovative and inclusive in developing campus and District wide solutions. |

13. How does your Program want to be perceived by the external community, college community, and competitors?

| Reliable, Professional, Innovative, Helpful, and Supportive |
Module B.2: Matriculation Plan:

1. What current matriculation services are being utilized by your Program?
   The OIE supports matriculation services, through providing summative student & course enrollment semester reports.

2. How can current matriculation services be improved and/or be better utilized by your Program?
   Better data collection mechanisms need to be utilized in order to better assess the effectiveness of the matriculation services.

3. What additional matriculation services would you like to see in the future?
   Tighter connection between the student education plan, Counseling and Enrollment Management Committee. More rigorous monitoring of student progress vis vi their Education Plans needs to become a more attentive process.

Section C. Annual Program Review Analysis Modules

Module C.1: Reflection

1. Describe the improvements in the Program practice that you have implemented as a result of Program Review.
   The OIE, provided leadership in the Program Review process; through providing the initial information required by the departments/programs to begin the Program Review process. This information provided comparative enrollment data by semester, by year. It also graphed enrollment trends and identified at least initially those programs that required a more intensive review. A large number of one on one and small group trainings on Program Review took place.
   The data and information on enrollment management was provided on a regular bases.
   ARCC report was brought campus-wide data discussion.
   A large number of ad-hock requests were fulfilled.
   The OIE assisted in ACCJC follow-up report preparation.

2. What are the positive and negative external factors that influenced the Program?
   Due to the strengthening Accreditation requirements in Program Review, Planning, and SLO development more emphases was devoted to these topics which required a major time commitment from the OIE.

3. What are the positive and negative internal factors that influenced the Program?
   The office capacity is very limited in order to meet the ever growing information needs of the campus community.
   Staff with high technical skills are needed to develop and deliver reliable reports in a timely manner.
   To support SLO and Program Review processes a research professional with assessment and evaluation knowledge is needed.

4. What plans need to be implemented in order to address the Program’s external and internal factors?
   Higher a part time graduate student to assist in the work of the OIE.
Module C.2: Service Area Outcomes (SAO) and Student Learning Outcomes (SLO)

1. Does the Program have Service Area Outcomes (SAOs)? Yes
2. Does the Program have Student Learning Outcomes (SLOs)? No
3. List all Service Area Outcomes (SAOs):
   1: Develop and maintain research calendar to increase the efficiency of the OIE
   2: Publish and Present Fact Book 2010-11 to increase the data competence and usage of the college community
   3: Increase the campus community involvement, knowledge, and proficiency in the Program Review process of the college.

4. List all Student Learning Outcomes (SLOs).
   N/A

5. Does the Program SAOs align with LATTC Core Competencies? Yes

6. How do the Program SAOs align with LATTC Core Competencies?
   The OIE, supports,"Student Success," through the development and monitoring of the Program Review process which functions in support of curriculum revision, development of Student Learning objectives, and ultimately the continuous quality improvement of instruction.

7. Does the Program SLOs align with LATTC Core Competencies? No

8. How do the Program SLOs align with LATTC Core Competencies?
   N/A

9. Is there a formal assessment plan for SAOs and SLOs? Yes

10. How many SAOs have been assessed? 0

11. How many SLOs have been assessed? Not applicable

12. What were the most important findings from the assessments of SAOs & SLOs? N/A

13. What changes will be made to address these findings? (e.g. changes to the program, services, instructional methods, or facility)? N/A

14. Will these planned changes necessitate a resource request? If yes, give a brief explanation.
   n/a

Module C.4: External Accreditation/Review/Audit Analysis

1. Is this Program subject to external accreditation /review /audit? No
2. If Yes, who is the accrediting/review /audit body? What is the outcome of external accrediting/review /audit?
   n/a

1/24/2011
3. Advisory board, meeting information (time, date, & attendees).

There is not an official advisory board, but all OIE offices in the District belong to a District wide Research Committee (DRC). This committee meets regularly to discuss colleges issues related to reporting, responding to external requests for information, and generally agree on definition of terms and a standard for data presentation.

4. Advisory board recommendations.

The DRC recommendations were:
- Create a district wide automated reporting tool with dashboard delivery
- Develop a district wide application, Institutional Effectiveness System (IES) for Program Review, Planning, and SLO

5. What plans need to be implemented in order to address the identified issues/recommendations?

Both projects are in the development stage with the support of the district funds and high involvement from campus researchers

6. Please provide additional comments and suggestions for this module.

N/A