Program and Department Review Handbook

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Overview

Program and Department Review is an integral part of the total process of planning and budgeting at Coastline Community College (CCC). The evaluation and recommendation subsections from each program review provides the basis for informed decision making on programs, personnel, facilities, equipment, and budget.

The Program and Department Review process is an effective vehicle for accountability and provides an opportunity for employees of CCC to actively participate in the growth of their own programs, departments and the growth of the college as a whole. Institutional planning and budget considerations will be based on the recommendations and justifications provided by this process.

Program and Department Review has been outlined by the Western Association of Schools and Colleges (WASC) and the Accrediting Commission for Community and Junior Colleges (ACCJC) as a mechanism to build awareness, develop strategies to increase proficiency and sustainability through continuous quality improvement.

Review Process

The Program and Department Review process at CCC follows the same pattern. All instructional programs and non-instructional departments CCC will be reviewed comprehensively once every five years, followed with annual program/department review. All reviews follow a similar comprehensive and annual report format and instruments.

The annual and comprehensive program and department review team(s) are composed of administration, full-time and part-time faculty and staff members of the program or department being evaluated. In order to develop a cohesive planning document, the review teams are encouraged to have the majority of program and department members actively participate. The review team will utilize a broad range of qualitative and quantitative data as a basis for preparing and writing the review.

Calendar

The Program and Department Review process follows a five year calendar for comprehensive reviews followed with four annual reviews across all areas. The Annual Program and Department Reviews will not be due during the same year as the comprehensive reviews.

As means to meet the Title V standard of two years assessment of CTE programs, the programs give a presentation to the Coast Board of Trustees, which is an aggregate of research on market trends and advisory board recommendations.

Timeline

September – October	Training
October	Institutional data set provided by Institutional Research
October - April	Complete curriculum review
February - April	Conduct student and employee surveys (Outcomes assessment)
September 1	Comprehensive and annual review drafts due for technical reviews
September (2nd week)	Technical reviews returned
October 1	Comprehensive review drafts due for content review
October 1	Annual review final documents due
October – November	Comprehensive review interview
November (4th week)	Comprehensive review final document due
November (4th week)	Annual review validation report presentations
December	Comprehensive review validation reports

Table 1 *Program Review Calendar*

Last Review	Academic Program	2015	2016	2017	2018	2019	2020	2021	2022	2023
2012	Building Codes Technology		Fall					Fall		
2012	Business (Accounting, Business, Economics, Management)			Fall					Fall	
2014	Business Computing					Fall				
2014	Computer Information Systems, Computer Service Technology, Informatics)					Fall				
2014	Education/TEACh3					Fall				
2014	Digital Graphic Arts					Fall				
	Electronics Technology	Spring					Fall			
2012	Emergency Management/Homeland Security			Fall					Fall	
2012	English as a Second Language (ESL)			Fall					Fall	
2013	Health Science (Foods & Nutrition, Gerontology, Health, Kinesiology, Physical Education)				Fall					Fall
2009	Humanities (Communications Studies, English, Humanities, Mass Communications, Philosophy, Reading)	Fall					Fall			
2010	International Languages (American Sign Language Arabic, Chinese, French, Italian, Spanish, Vietnamese)	Fall					Fall			
2014	Mathematics					Fall				
2012	Paralegal			Fall					Fall	
2011	Psychology		Fall					Fall		
2011	Process Technology		Fall					Fall		
2012	Real Estate			Fall					Fall	
2012	Science (Astronomy, Biology, Chemistry, Ecology, Geology, Marine Science, Physics)			Fall					Fall	
2013	Social Sciences (Anthropology, Geography, History, Human Services, Political Science, Sociology)				Fall					Fall
2011	Special Programs and Services for the Disabled		Fall					Fall		
2012	Visual and Performing Arts (Art, Dance, Music, Photography, Theater Arts)			Fall					Fall	
Totals		3	4	7	2	5	3	4	7	2

Table 2 *Department Review Calendar*

Last Review	Department	2015	2016	2017	2018	2019	2020	2021	2022	2023
2014	Administrative Services (Campus Safety & Emergency Services, Fiscal Services, Human Resources, Maintenance & Operations)					Fall				
2013	Admissions & Records				Fall					Fall
2012	CalWORKs, Cooperative Agencies Resources for Education (CARE), Extended Opportunity Programs & Services (EOPS)			Fall					Fall	
	Credits for College		Spring							
2013	Distance Education				Fall					Fall
	Early College High School (ECHS)	Fall						Fall		
2012 2014	Educational Centers (Garden Grove, Le Jao, Newport Beach)			Fall					Fall	
2008	Financial Aid	Fall						Fall		
2013	Foundation		Fall					Fall		
2012	Library			Fall					Fall	
2014	Marketing, Public Relations, Graphics		Fall					Fall		
2011	Military Education, Corporate Training, Business Development, Veteran Resource Center		Fall					Fall		
2014	Office of Instruction					Fall				
2014	Office of Student Services					Fall				
2014	Office of the President					Fall				
2014	Research, Effectiveness and Grant Development					Fall				
2009	SSSP/Matriculation (Counseling, Assessment, Transfer, Career)	Fall						Fall		
2013	Strategic Technology-Assisted Rapid (STAR)				Fall					Fall
2012	Student Life (Associated Student Government, Outreach, Student Clubs)		Fall					Fall		
2013	Student Success Centers				Fall					Fall
2012	Study Abroad			Fall					Fall	
Totals		3	4	4	4	5	3	4	4	4

Content

The format of Comprehensive and Annual Program and Department Reviews consist of four sections, which address program/department planning, human capital planning, facilities planning, and technology planning. The review ends with two sections related to creating new initiatives and prioritizing planning/budgetary request(s).

Section 1: Program/Department Planning

The Program/Department Planning section provides a description of the program/department, draws attention to a range of data trends (e.g., student enrollment, student academic performance, efficiency, and operational performance), metrics (e.g., survey results, CTE market data, curriculum review) and outcomes assessment (Student Learning Outcomes (SLOs), Program Student Learning Outcomes (PSLOs), Service Area (SAOs). Additionally, this section presents a reflection on current and previous initiatives, Program and Department Review Committee recommendations, and external compliance. The section closes with a summary of the findings and a five-year plan for the operations of the program/department.

Section 2: Human Capital Planning

The Human Capital Planning section provides a description of organizational structure of the program/department and delivers a reflection and annual five-year projection on personnel needs to create a living staffing plan. A summary is provided about professional development participation within the program/department. The section closes with a summary of the findings and a five-year plan for the staffing and professional development planning of the program/department.

Section 3: Facilities Planning

The Facilities Planning section provides a description of the physical working environment and locations of the program/department. It delivers a reflection and a five-year projection on facilities needs that align with the Facilities Master Plan.

Section 4: Technology Planning

The Technology Planning section provides a description of the evolution of technology across the program/department and provides a five-year projection on technology needs that align with the Technology Master Plan.

Section 5: New Initiatives
The New Initiative(s) section provides a venue for participant(s) to support the five-year planning strategies with evidence-based actionable initiative(s). Additionally, this mechanism will be the basis for linking initiatives across master planning documents.

Section 6: Prioritization

The Prioritization section is the venue used by the program/department to identify a prioritization of the planning/budgetary request(s) related to the initiatives.

Comprehensive Review Validation

The validation process ensures that the comprehensive review meets a standard of rigor that addresses and responds to trends with performance metrics and longitudinal data sets as a means to effectively support planning for continuous improvement. The validation of the comprehensive reviews follows a three step process of technical assessment, content assessment/interview, and validation reporting.

Step 1. Technical Assessment

A draft of the review is submitted electronically to the Program and Department Review Committee for an initial review. A sub-committee is charged with the technical review of the document to ensure that requested criteria (e.g., Data analysis, outcomes assessment, curriculum, initiatives and prioritization) is addressed. Additionally, the technical assessment will review the quality and academic rigor of the document. Any deficiencies completeness or academic quality within the Program and Department Review draft will be noted and returned to the review lead for revision.

Step 2. Content Assessment and Interview

Once approved by the technical assessment sub-group, the review is forwarded to the Program and Department Review Committee for content review prior to the committee interview. The interview follows a question and answer format, with the author(s) of the document answering questions about the report and program, as means to bring clarity to the committee. Any deficiencies in content quality or depth within the draft will be addressed in the meeting and the suggestion(s) for modification will be noted in the Committee meeting minutes. A timeline to address Committee suggestions will be established at the end of the interview and e-mailed to the review lead to incorporate the suggested modification(s).

Step 3: Validation Report

Once the committee receives the final version of the review, a validation assessment is conducted electronically by all the committee members. The instrument focuses on the utilization of data and alignment to the College mission and goals. Additionally, open-ended questions focus on the use of evidence to support budgetary request(s) associated with the planning initiatives. A report is generated based on the results of a quantitative and qualitative assessment instrument. The findings yield recommendation(s) and commendation(s) for the program or department to report on within the annual review process. The validation report is presented to the Program and Department Review Committee for review and acceptance. After being accepted, the validation report(s) and comprehensive reviews will be posted on the Program and Department Review webpage.

Annual Review Validation

<u>Step 1. Technical Assessment</u>

A draft of the review is submitted electronically to the Program and Department Review Committee for an initial review. A sub-committee is charged with the technical review of the document to ensure that requested criteria (e.g., Data analysis, outcomes assessment, initiative tracking and prioritization) is addressed. Additionally, the technical assessment will review the quality and academic rigor of the document. Any deficiencies completeness or academic quality within the annual review draft will be noted and returned to the review lead for revision.

<u>Step 2. Content Assessment</u>

The content validation process of the annual reviews is conducted by the Vice Presidents, Deans and Department Chairs to determine if any major changes have emerged through the annual reviews. A validation report is created based on the results of a quantitative and qualitative assessment instrument completed by the Vice Presidents, Deans and Department Chairs utilization of data and alignment to the College mission and goals. Additionally, open-ended questions focus on any major changes in the department or program and the use of evidence to support budgetary request(s) associated with planning initiatives. A summary of the findings will be presented to the respective Institutional Wing Planning Committee(s) for review.

<u>Step 3. Validation Report Presentation</u>

Once finalized by the Institutional Wing Planning Committee(s) a presentation of a final validation report will be presented to the Program and Department Review Committee for review and acceptance. After being accepted, the validation report(s) and annual reviews will be posted on the Program and Department Review webpage.

Integration into Planning and Budgeting

Program and Department Review Committee evaluation, validation, and recommendations from each review provides the basis for informed decision making on programs, personnel, facilities, equipment, and budget, contributing to evidence based planning. In this way, the results of comprehensive and annual reviews are integrated into the college planning and budgeting process.
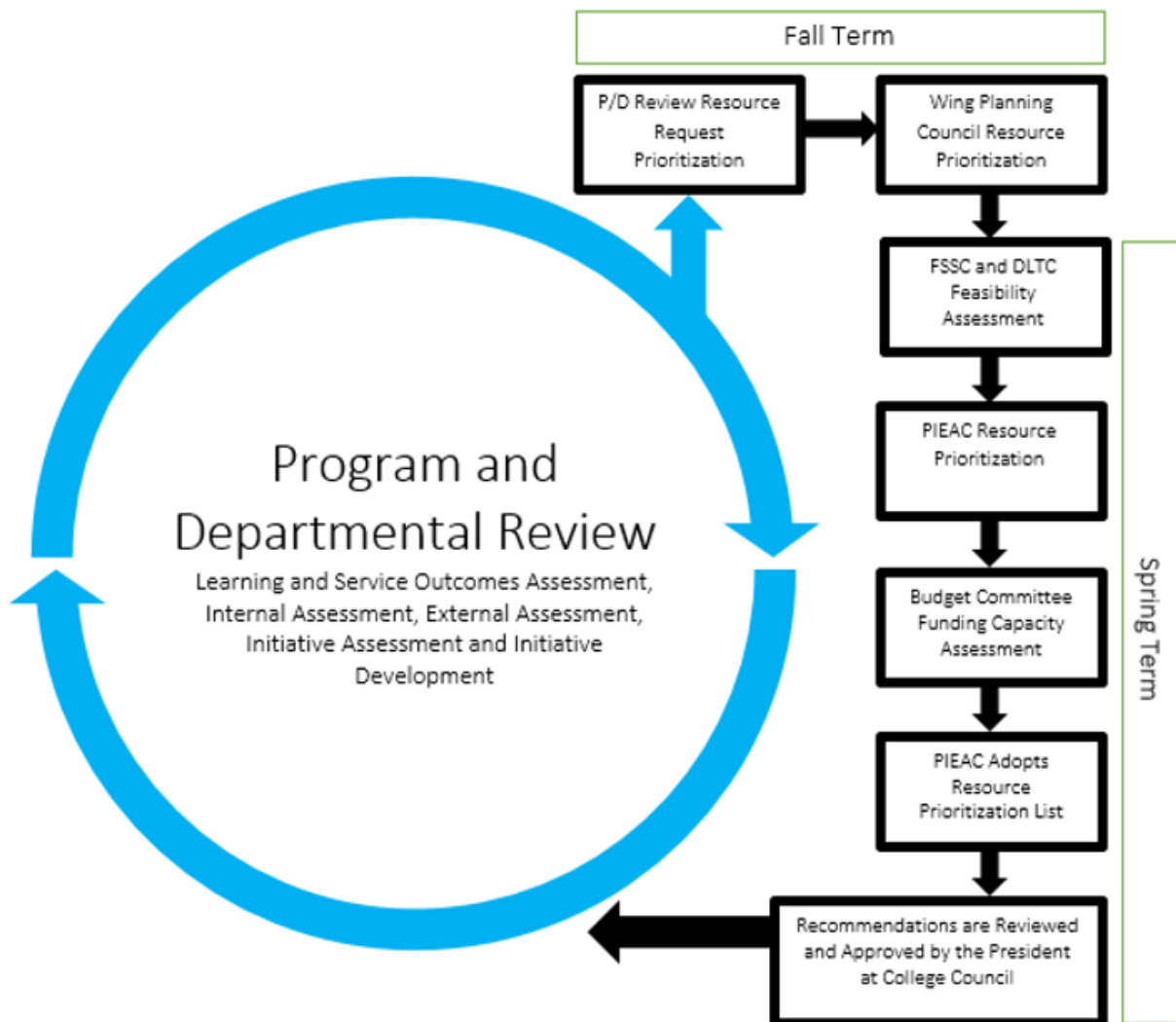
The co-chairs of the Program and Department Review Committee provides updates and summary reports to the Planning, Accreditation, and Institutional Effectiveness Committee (PIEAC) every meeting as means to maintain a flow of information.

Accountability / Non-Compliance

In order to ensure that the campus constituents are aware of the process and progression, standing reports in planning, management and council meeting will provide a flow of information. A tracking rubric will be maintained by the Department of Institutional Effectiveness to report progress on milestone completions to ensure that review teams are following the process.

Programs and departments that do not meet the established deadlines may risk not being included in the budget allocation process for that year. Continued inactivity may result in administrative intervention or program vitality assessment.