



## Campus Services Quality Review Report Institutional Research and Planning

Manager: [Phil Dykstra](#)

Names of people who contributed to this report: [Phil Dykstra](#), [Eileen Haddad](#), [Kristina Oganessian](#)

Date: [11/28/2016](#)

Date of previous quality review: [Spring 2013](#)

### Part 1. Satisfaction with Support Services Provided

*Summarize the results below from the Campus Services Quality Review Survey. You may also incorporate any other information from the survey results in your response.*

The following ratings are from 85 respondents who have used the services offered by the Institutional Research and Planning Office.

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in 2012-13	Difference between 2012-13 and 2015-16
Hours of operation	63.0%	33.3%	96.3%	100.0%	-3.7%
Timeliness of response	76.2%	21.4%	97.6%	93.8%	+3.8%
Clarity of procedures	65.0%	30.0%	95.0%	---	---
Quality of materials	81.0%	16.7%	97.7%	97.6%	+0.1%
Staff helpfulness	86.9%	11.9%	98.8%	97.4%	+1.4%
Staff knowledge	86.7%	10.8%	97.6%	97.5%	+0.1%
Overall quality of service	82.1%	15.5%	97.6%	97.5%	+0.1%

Response: The Institutional Research and Planning Office received high ratings on all six core measures as well as overall. Respondents were most satisfied with staff helpfulness, quality of materials, as well as timeliness of response, staff knowledge, and the overall quality of services received. However, 95% or more of all respondents did indicate having *excellent* and *good* ratings for all measures assessed, indicating high levels of satisfaction with all areas assessed. Ratings specifically ranged from 95.0% through 98.8% per measure.

### Part 2. Changes since last Quality Review

*Provide a comparative analysis of the survey results with the results from the previous cycle. Document any accomplishments or improvements and provide insight on any significant challenges or obstacles the department/program has faced since the last review, particularly in relation to the survey results.*

Response:

The Institutional Research and Planning Office has improved on five out of the six core measures that were assessed in both spring 2013 and fall 2016. The only measure that demonstrated a decline in ratings of *good* and *excellent* was “hours of operation” which went from 100.0% to 96.3%. The hours of operation from the Institutional Research and Planning Office are M-F 7:30am to 5:00pm and have not changed since the last quality review. The greatest improvement was observed when examining timeliness of response, which 93.8% of respondents indicated as “excellent” or “good” in 2013. However, in 2016, this percentage increased to 97.6%. Staff helpfulness also increased 1.4% from 2013. There were no changes in satisfaction with clarity of procedures, quality of materials, staff knowledge, and overall quality of services.

Since the last quality review that was conducted in spring 2013, there have been several accomplishments and improvements as well as a few challenges and obstacles within the Institutional Research and Planning Office.

Accomplishments/Improvements:

- A new director of research and planning, who has helped to provide additional adjustments to planning processes, the research office structure, and has provided reporting timelines and guidelines for reporting
- Two new senior research and planning analysts, which has contributed to the higher ratings in five of the six core measures that were assessed at both time points, particularly in ratings in timeliness of response and staff helpfulness
- The office maintained high ratings in all measures of the campus services quality review from 2013 to 2016

Challenges/Obstacles:

- As the research office staff increased, expectations have also increased, so the office may need additional research and administrative support to help with research efforts, planning, and organization
- We need updates to our computers to make data more readily accessible to us. Working with data typically requires multiple monitors. From 2015 through 2016, the office lost two computer monitors, one of which has not yet been replaced as the office has been searching for grant funding to obtain updated computer monitors to best fit research needs. The office is currently using two or three 17” (and one 19”) monitors per researcher. A number of issues have been experienced related to the monitors dying and not being able to receive an adequate replacement as 17” monitors are not adequate for advanced research. Multiple larger (22 – 24”) monitors are needed to meet the research needs of the office and expand research capabilities.
- Purchasing the software necessary to provide more accessible reports and visualizations to the campus community

- Clarity of procedures could use some improvement as there is currently no formalized research request process aside from deans and/or faculty contacting the research office directly

### **Part 3. Mission Statement and Administrative Unit Outcomes**

*Provide the mission statement of your department/program and summarize the administrative unit outcomes (AUOs) for the department/program.*

**Mission Statement:** The Institutional Research and Planning office serves Cypress College by providing sound, action-oriented research in order to support institutional assessment, decision-making, strategic planning, and accreditation. We strive to provide consistent and accurate information that will help decision-makers to act on behalf of students and the community to foster student success and institutional effectiveness.

**AUOs:** The Institutional Research and Planning Office has two administrative unit outcomes.

- 1) To provide data to inform Career Technical Education program decision-making, as measured by the CTE Outcomes Survey
- 2) To provide data on student outcomes, such as degrees earned, as measured in the Associate Degree for Transfer (ADT) Report

### **Part 4. Faculty/Staff Involvement**

*Summarize the involvement of faculty/staff in the review process.*

**Response:** The report was prepared collaboratively by the Director of Institutional Research and Planning and two Senior Research and Planning Analysts.

### **Part 5. Review Previous Goals and Objectives**

*Describe whether the goals and objectives identified in the previous review were met or not, and please provide explanations if the goals were not met.*

**Response:** In the last quality review, three goals and related objectives were identified.

- 1) Improve the development, dissemination and comprehension of all research and planning materials with special emphasis related to enrollment management and the assessment of services provided.
  - a. Development – Explore ways to enhance our working relations with District IT staff to provide more extensive information and analysis.
  - b. Dissemination – Publicize assessment results of all surveys that employees are asked to participate in.
  - c. Comprehension – Work in conjunction with decision makers to provide data, analysis, and support at Dean, Division, and Department meetings.

This goal was met. Since the last quality review, there has been improvement in the development, dissemination, and comprehension of research and planning materials. Furthermore, each of the objectives has been addressed. In terms of the working relations with District IT, we hold monthly district research meetings in which data issues are discussed and addressed. For example, District IT has helped to provide additional ARGOS reports to help support initiatives related to multiple measures,

the common assessment, and STEM. Additionally, District IT is working on the creation of a data warehouse to provide more accessible research information to all campuses, and the research office has helped to identify key components of the data warehouse for future use and accessibility.

We also publicize many of our research reports and surveys by posting them to the Institutional Research and Planning webpage. Each year, an annual Institutional Effectiveness Report (IER) is both posted on the website as well as presented to the Board of Trustees by the Director of Institutional Research and Planning to help disseminate information on student demographics, institutional set standards, and trends within those data. We currently have both the employee satisfaction survey (e.g., Campus Climate) and the student satisfaction survey (Noel Levitz) posted on the webpage for public viewing. The office is also currently in the process of uploading additional research reports related to incoming high school students, transfer degree students, program review. Last, we regularly present data at Dean, Division, and Department meetings, as well as meet individually with faculty, administrators, and staff to help meet their research needs. For example, the research office has collaborated extensively with the Student Success and Support Programs (SSSP) on campus to present data on multiple measures, the common assessment, and summer boost to administration, faculty, and staff.

- 2) Revise the planning process to better align all plans and allocate resources according to the college mission
  - a. Evaluate the duties of the current planning committees.
  - b. Streamline the one-time funding process related to resource allocation.

This goal was met. A diagram of the revised Cypress College integrated planning model will be included within the 2016 – 2026 Educational Master Plan. The program review and strategic planning process were evaluated throughout 2014-15 as well as 2015-16, and additional changes have resulted due to those evaluations including a revised 4-year instructional program review cycle, changes to the one time funding process, and changes to the strategic planning process in relation to the creation of baseline and outcome measures to help assess completion of goals and objectives. The creation of a joint institutional set standards and strategic plan fund also helped to support the goals and objectives outlined within the ACCJC institutional set standards, IEPI partnership goals, as well as the Cypress College strategic plan. The planning process has become increasingly aligned with resource allocation in a variety of ways. For example, within the one time funding ranking process, programs or areas which noted a need for their requests within their program review or quality review documents receive priority for funding.

- 3) Utilize professional development opportunities to recognize higher education trends and help augment services provided by the Institutional Research and Planning Office.
  - a. Attend at least one research and/or planning conference per academic year.
  - b. Attend at least one workshop related to accreditation activities impacting community colleges per academic year.
  - c. Attend at least one general conference pertaining to issues affecting higher education each academic year.

This goal was met. The Institutional Research and Planning Office staff attended several annual conferences as well as several workshops and trainings relevant to the field. The analysts attended the

RP Conference in April 2016 which is geared towards research and planning professionals, as well as the Strengthening Student Success Conference in October 2016 which is geared towards more general issues affecting higher education. The director attended the ACCJC Annual Conference in October 2015, which will cover accreditation activities related to community colleges.

## Part 6. Long-Range Goals and Objectives

*Identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Departments should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form). Also, identify if and how the goal is aligned with any of the following plans:*

Educational Master Plan, Student Services Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, Strategic Plan, Distance Education Plan, Technology Plan, Basic Skills Plan, or another plan

*Note.* Please modify the number of goals and objectives outlined below as needed.

**Goal 1:** Collaborate with the constituency groups on campus to address the deficiencies cited by ACCJC prior to the site visit in fall 2017.

Supports plan(s): Strategic Plan, Educational Master Plan

Objective 1: Hold accreditation forums to inform and get input from the campus constituency groups on accreditation.

Person(s) responsible: Director, Institutional Research & Planning

Timeframe: present - fall 2017

Fiscal resources needed (if not applicable, indicate N/A): N/A

Objective 2: Posting self-study and gathering feedback from the campus constituency groups.

Person(s) responsible: Director, Institutional Research & Planning

Timeframe: present - fall 2017

Fiscal resources needed (if not applicable, indicate N/A): N/A

**Goal 2:** Provide leadership in the development, implementation, and evaluation of the college's Strategic Plan.

Supports plan(s): Strategic Plan, Educational Master Plan

Objective 1: Plan and host a colloquium dedicated to the development the Strategic Plan and to gather input from campus constituents.

Person(s) responsible: IRP Office and consultant

Timeframe: present – spring 2017

Fiscal resources needed (if not applicable, indicate N/A): N/A

Objective 2: Implement the Strategic Plan and Institutional Set Standards Fund which ties the plan to the budget and resource allocation process.

Person(s) responsible: IRP Office

Timeframe: annually

Fiscal resources needed (if not applicable, indicate N/A): \$100,000

Objective 3: Evaluate and update the Strategic Plan goals and objectives using benchmarks.

Person(s) responsible: IRP Office

Timeframe: annually

Fiscal resources needed (if not applicable, indicate N/A): N/A

**Goal 3:** Provide timely, accurate information and analysis to all constituents, specifically to Deans, EVP, VP, and President in order to move the institution towards a culture of evidence and data-driven decision-making.

Supports plan(s): Strategic Plan, SSSP Plan, SEP, Basic Skills Plan

Objective 1: Provide annual update to Deans on research conducted.

Person(s) responsible: Director, Institutional Research & Planning

Timeframe: annual

Fiscal resources needed (if not applicable, indicate N/A): N/A

Objective 2: Support student equity, SSSP, basic skills, Perkins, and other funding efforts to inform decision-making by providing reports as needed.

Person(s) responsible: IRP Office

Timeframe: ongoing

Fiscal resources needed (if not applicable, indicate N/A): N/A

**Goal 4:** Formalize processes for more active data dissemination across the campus community to help support various faculty, staff, and administrative data needs.

Supports plan(s): Strategic Plan, SSSP Plan, SEP, Basic Skills Plan

Objective 1: Support the dissemination of data and research reports across the campus community through posting additional and up to date research reports on the website.

Person(s) responsible: IRP Office

Timeframe: ongoing

Fiscal resources needed (if not applicable, indicate N/A): N/A

Objective 2: Create a more formalized research request process which will be detailed on the IRP website and emailed to all users during the start of each fall and spring term.

Person(s) responsible: IRP Office

Timeframe: ongoing

Fiscal resources needed (if not applicable, indicate N/A): N/A

Objective 3: Annually provide all deans with the 75/25 report in relation to the ratio of full time to part time faculty to help further inform hiring practices.

Person(s) responsible: IRP Office

Timeframe: ongoing

Fiscal resources needed (if not applicable, indicate N/A): N/A

**Reminder:** If fiscal resources are needed for next year's goals, submit a separate **Budget Request and Action Plan** for budget unit review.

## Part 7. Additional Resources Needed

*Identify the resources needed by the department. Resource needs typically fall under three distinct categories: facilities, technology, and personnel. Please remember that the resource identification process should link the findings of the survey with the mission and AUOs of the department/program.*

Facilities: Additional space is needed to incorporate possible additions to office staff.

Technology: Computer upgrades to support the virtual machine process to extract and download district data.

Personnel: 50% administrative assistant is needed to assist with administrative tasks and additional research support to assist with various research projects, particularly in the area of CTE research.

## **Part 8. Fiscal Resources and Planning**

*Describe how the department wants to utilize these resources to accomplish its goals. Additionally, provide an analysis of how the department plans to achieve its goals if the resources identified are not available immediately.*

Response: When appropriate, we will try to secure categorical funding to support our goals and fulfill our facilities, technology, and personnel needs, but if categorical funding cannot be secured, we will seek general funds to fulfill these needs. If funds cannot be secured, we will do the best we can with the available resources to help support the college to make data-driven decisions.

## **Part 9. Reviewer and Reviewer's Comments**

Reviewed By: Bob Simpson

Reviewer's Comments: Met to discuss findings and there were no further comments.