



## Campus Services Quality Review Report Office of Instruction and Student Service

Manager: Santanu Bandyopadhyay

Names of people who contributed to this report: Terry Carpenter, Donna Landis, Pat Sanchez

Date: December 15, 2016

Date of previous quality review: N/A

### 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 82 respondents who have used the services offered by the Office of Instruction and Student Services

	% 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	50.7%	43.8%	94.5%	---	---
Timeliness of response	60.5%	30.3%	90.8%	---	---
Clarity of procedures	50.0%	39.5%	89.5%	---	---
Quality of materials	55.4%	36.5%	91.9%	---	---
Staff helpfulness	72.2%	22.8%	94.9%	---	---
Staff knowledge	70.1%	24.7%	94.8%	---	---
Overall quality of service	59.3%	34.6%	93.8%	---	---

Response: See Part 2.

### 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 responses to the survey indicate that users rate the quality of services quite highly. It appears that clarity of procedures is not ranked very highly. The department will focus on this area going forward to improve clarity of procedures. The instruction office often relies upon external agencies for a number of its operating procedures. A change at the System Office often demands a procedural change for instruction office. The department will focus on improving the quality of communication to improve clarity.

### **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: Instruction Office does not have a separate mission statement – this office embraces the mission statement of Cypress College.

AUOs:

1. Goal: The Instruction Office addresses organizational effectiveness by developing the Catalog of Courses.
  - a. Outcome: As a result of implementation of DegreeWorks, cross-validating information among Banner, CurricUNET, and Chancellor's Office Master Database was performed, reducing errors in the Catalog and improving organizational effectiveness.
  - b. Assessment: Ongoing audit of DegreeWorks identifies errors in the Catalog by comparing the data in Master Database of the Chancellor's Office.
2. Goal: Instruction Office coordinates development, approval, and submission of curriculum to ensure timely approval of courses and their inclusion in the Catalog and schedules.
  - a. Outcome: Streamlined curriculum approval process reduces the approval period and improves the ability of the students to engage in courses with most recent content.
  - b. Assessment: The time between course initiation and final approval, inclusion in Catalog, and offering the courses is expected to decrease as the goal is met.
3. Goal: Instruction Office develops schedule of courses for Fall, Spring and Summer that enable the students to pursue their educational goals and allow the campus to reach its FTES target
  - a. Outcome: Alignment of schedules with educational objectives will result in fewer students in waitlists and shorter time to complete degrees/certificates/transfer.
  - b. Assessment: Increased fill rates, lower waitlists and improved FTES are indicators of success.

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

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

Response: Instruction office works collaboratively to develop the catalog and schedule. Staff frequently discuss their projects with the manager and align their work with the need of the department.

### **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: This is the first time this review is conducted. There are no previous goals.

## 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: Improve student success

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

Objective 1: Improve course approval process to provide more pathways to students

Person(s) responsible: EVP, Curriculum Assistant, Curriculum and Schedule Coordinator

Timeframe: 2017-18

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

Objective 2: Introduce e-catalog for improved access to catalog and schedule of courses

Person(s) responsible: EVP, Curriculum Assistant, Curriculum and Schedule Coordinator, Admin Assistant

Timeframe: 2017-19

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

### Goal 2: Collaborate with feeder high schools to provide student pathways

Supports plan(s):

Objective 1: Develop partnership with local high schools to offer credit courses at high schools

Person(s) responsible: EVP

Timeframe: 2017-19

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

Objective 2: Collaborate with local universities to facilitate student transfer

Person(s) responsible: EVP

Timeframe: 2017-19

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

### Goal 3: Improve student access

Supports plan(s):

Objective 1: Streamline student intake process

Person(s) responsible: EVP  
Timeframe: 2017-19  
Fiscal resources needed (if not applicable, indicate N/A):  
Objective 2: Develop meta-majors to reduce time to completion  
Person(s) responsible: EVP  
Timeframe: 2017-2020  
Fiscal resources needed (if not applicable, indicate N/A): Software and collaboration  
(already secured grant funding)

**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: N/A

Technology: Software for catalog, schedule; software (predictive analytics for student meta majors)

Personnel: N/A

### **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: Funds for software has already been procured via grants

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

Reviewed By: N/A

Reviewer's Comments: N/A