



**Santa Monica Community College District
Program Review
Committee Report
2008-09**

Program Review is an ongoing, universal process mandated by the state and required by accreditation that every program and area of the college undergoes in a six year cycle. Self evaluation with the goal of program improvement lies at the core of the process. The committee notes that most programs not only take the review process very seriously, but actually comment on the positive aspects and value of the opportunity for self study and reflection.

The committee has observed that programs better understand the review process with each iteration and are engaging in greater dialogue and self assessment, fueled in part by the SLO process. There are still varying degrees of commitment and engagement and some programs are more successful at fully engaging all faculty and staff in an ongoing self evaluation process while others struggle to fulfill the minimal requirements to compile a report. The specific information and data available to individual programs is widely divergent and does impact the results of the conclusions drawn by both the programs and the committee in the review process.

Clearly the college commitment to student success, particularly as embodied in the Learning Outcome review process is embraced by all programs. However, as we strive to improve both our programs and the impact on students more and increasingly sophisticated tools, data, and information are needed to measure the results of our myriad efforts. Additional support in the collection of data, and training in its analysis and use, is needed.

Program Review is a very time intensive committee. Many committee members have served for several years providing historical knowledge and exemplary training to new members. The commitment of the committee members to a thorough review of all programs is commendable and appreciated.

Committee Membership

Janet Harclerode, Co-Chair
Melody Nightingale, Co-Chair
Katharine Muller, Vice Chair
Sara Brewer, Faculty Communications
Mary Colavito, Faculty Life Science
Ida Danzey, Administrator Nursing
Bill Lancaster, Faculty Design Technology
Fran Manion, Faculty Math
Laurel McQuay-Peninger, Administrator Grants
Steve Myrow, Administrator Financial Aid
Mary Jane Weil, Faculty Disabled Student Services
Caroline Sheldon, Institutional Research, Ex Oficio

Programs Reviewed

The following programs were scheduled for full program review in 2008-09:

<u>Program</u>	<u>PR Report</u>	<u>Curriculum</u>
Accounting	(included with Business in 07-08)	completed
Admissions & Records	completed	NA
Athletics	in process	completed
Campus Police	completed	NA
Communications	completed	completed
CSIS	completed	incomplete
Dance	(postponed to 2009-10)	
Distance Education	completed	NA
Information Technology	completed	NA
Kinesiology/Athletics	completed	completed
Outreach	completed	NA
Theatre Arts	completed	completed

The following vocational programs were scheduled for a mini 2 year review:

<u>Program</u>	
Design Technology	completed
Early Childhood Education	completed
Fashion	completed
Nursing	completed
Photo	completed
Respiratory Therapy	completed

Executive summaries for all programs reviewed this year are included in this report.

Activities

In addition to reviewing the self studies for the listed programs, the committee also :

- Revised the multiple appendices that provide guidance to programs undergoing review
- Placed more emphasis on documenting SLO activity
- Provided orientation for programs scheduled to undergo review in 08-09
- Adjusted the program review schedule for 09-10 to ensure that all programs are reviewed and reports completed before DPAC planning begins in spring

Recommendations of the Committee Based on Overarching Trends Observed

Every year certain issues emerge as a concern for more than one program. These are placed on a list of overarching issues the Program Review Committee includes in this report to DPAC and the Superintendent/President for referral to the appropriate body or planning process. Items with an asterisk ** have previously been identified by the Program Review Committee as an overarching issue and continue to surface as a significant concern.

Research and Data

1. **Provide more and better access to data to inform decision making and self evaluation processes. The current data warehouse needs to be expanded to address the varying needs of different departments.
2. Provide training in the use of research tools including developing and evaluating surveys, interpreting data and applying the findings to decision making, and communicating results clearly.
3. Consider making TIMS reports and similar documents available electronically.

4. Investigate the purchase or licensing of on-line survey tools, such as Survey Monkey, to allow programs to develop and administer their own surveys. Provide training and support in the use of the tool.

Technology

Web Support

5. **Make additional modifications to the college website and its capabilities:
 - The search engine is not user friendly or broad enough
 - Keywords need to be carefully identified and broadly imbedded
 - Templates need to be developed and adhered to so as to ensure some level of uniformity (look and message) that clearly identifies all links and homepages as being part of SMC
 - Standards for updating department and faculty websites need to be developed to make it easy for the user to navigate and update (the new environment has made it harder for faculty to update). A question that needs to be addressed is how the college/department ensures information, including syllabi is current?
 - A comprehensive, organized approach to presentation, navigation, and message to broaden information and functionality is needed. The site is currently heavily oriented to admissions, now other areas need to be brought into focus
 - Navigation for updating needs to be quick and easy to do

Technology Support & Maintenance

6. ** Ensure that maintenance, repair, and replacement of equipment are appropriately budgeted. If it was considered important enough to acquire in the first place, and has been incorporated into everyday use and expectations, there is an implied commitment to maintain and replace it. This is especially true for technology equipment and infrastructure. The district budget should contain at least some allocation for ongoing support in these areas.
7. Address the increasing use of the MAC platform in general and to meet industry standards; ensure there is sufficient college technical support for this platform and the ability to manage usage. In addition to classes taught on MACs, a significant number of online students using MACs have difficulty accessing materials.
8. Develop global approaches or templates as a more efficient way to address common program needs for technical support or tools. Examples include external web hosting for program-based needs, program-based scheduling for services or general e-mail access to programs.

Budgeting, Funding & Fundraising

9. **Review the focus and coordination of all programs and services to ensure appropriate collaboration and eliminate overlap and redundancy.
10. Ensure strategic goals, not funding sources, are the driving force behind decision making. For example, grant applications should align with strategic goals and be supportable by the college.
11. Consider allocating a portion of every grant toward supporting research (often a requirement for grant reporting) and other functions needed to support the administration of the grant.
12. **Develop a plan for supporting and integrating fundraising activities for all programs and areas engaged in fundraising efforts.
13. Explore developing a comprehensive, annual, alumni fundraising strategy to support academic programs and student services to which former students might feel an allegiance. (Supportive of #22).

Curriculum

14. Consider developing a consistent approach to the titling of software based courses. Many programs use the same software for specific discipline applications. Some programs list the software in the course title, others do not. This is often confusing for students who don't know which course will best meet their needs.
15. Revise the course numbering system to include more digits so that programs running out of viable numbers have more options.

Support Services

16. **Explore long term options for centralizing at least some of the many computer labs or access locations to maximize resources and coverage/support.
17. **Review the organization and delivery of all tutoring services offered across the college and look for ways to centralize services where appropriate, as well as expand access across disciplines.
18. Look at non-credit and not-for-credit programs in basic skills, ESL and short term vocational training that could potentially feed students into credit programs and ensure all avenues for encouraging students to become credit students have been considered and supported
19. Develop a means for tracking student use of tutoring and other support services (perhaps built upon the counseling model?).

Marketing & Tracking Students

20. Develop a cluster approach to marketing vocational programs aggregating like programs to maximize resources and expand the reach of the materials.
21. Refocus marketing efforts to include more pathways favored by students, particularly digital applications, and ways to personalize them.
22. **Develop a plan and resources to help programs track students after they leave for purposes of program improvement and accountability. (Supportive of #13).

Other

23. ** Provide resources for section 508 compliance and identify an officer to ensure the college meets federal compliance regulations.
24. Investigate options for ensuring faculty report final grades within deadlines so students are not negatively impacted. (Missing grades cannot be posted to transcripts and can hinder many processes and options for students).