

PORTERVILLE COLLEGE
PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAMS

Name of Program/Operational Area: Research & Grants

Contact Person: Michael Carley

Submission Date: February 2011

[Note: The information in this area will repeat on all pages.]

Porterville College Mission Statement:

With students as our focus, Porterville College provides our local and diverse communities an excellent educational experience that fosters intellectual curiosity and growth, lifelong learning, and prepares our students for personal and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students who are capable of benefiting from community college instruction.
2. Provide comprehensive support services to help students achieve their personal, vocational and academic potential.
3. Prepare students for transfer and success at four-year institutions.
4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.
5. Provide developmental education to students who need to enhance their knowledge and understanding of basic skills.
6. Recognize student achievement through awarding degrees, certificates, grants, and scholarships.

Program Mission Statement:

The Office of Institutional Research provides useful and user-friendly data and reports to administration, faculty, staff, students and the community for short and long-term planning; decision-making; accountability; evaluation of the effectiveness of institutional planning; student learning and success; matriculation needs; program review; compliance and funding reports for federal and state-mandated research. As researchers, we commit ourselves to the goals of data accuracy, clear communication, timely reporting, integrity, objectivity, and where appropriate, confidentiality of sensitive data. Lastly, we adhere to the code of ethics for institutional researchers as established by the Association for Institutional Research. This code can be found at <http://www.airweb.org/images/2002codeofethics.pdf>.

Student Learning Outcomes:

The Office of Institutional Research recently adopted the following three Service Area Outcomes:

1. The information on Institutional Research web site is useful, relevant, and user-friendly.
2. Reports provided through the data warehouse are useful, relevant, and user-friendly.
3. Ad hoc reports provided by the Office of Institutional Research are useful, relevant, and user-friendly.

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Assessment of these outcomes was first undertaken during the spring 2011 term with an online campus survey. This assessment is available online at <http://www.portervillecollege.edu/research/Files/survey%20reports/IR%20Office%20Assessment%20Survey%20results%202011.pdf>

This survey found that there were varying levels of participation in services offered by the IR Office. Most services were rated well, with the exception of the user-friendliness of reports provided through the data warehouse. Goals later in this document address areas of concern.

Analysis of Current Performance:

The Office of Institutional Research is staffed by one full time faculty member, currently on a 175-day contract. This is a reduction from the previous program review in spring 2006 when the office had one classified Institutional Research Analyst funded as well as a 185-day contract for the faculty director. The Office provides reports that assist in planning efforts, matriculation research, enrollment management, and other efforts as listed above in our Mission Statement. Among the regular reports we produce are:

- Demographic information for students.
- Survey reports, including both regular and ad hoc survey
- Program review data
- Data for other college strategic planning
- Enrollment management data
- Mandated federal and state reports, including IPEDS, ARCC, and Student Right to Know
- Matriculation research
- Cohort Studies
- Specific reports requested by the President, Chancellor, and Board of Trustees
- Ad hoc reporting

Special reports are available upon request with sufficient notice. The Office also posts the completed program reviews and other planning documents on its web site for public access.

Additionally, the Office provides support for grant submission and reporting.

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Program Strengths and Areas for Improvement:

The Institutional Research Office was created in June 2000. Since then, we have taken over reporting of IPEDS and other mandated state and federal reports, implemented a variety of demographic and other research reports and have taken on a substantial role in college-wide planning efforts. In recent years, despite a reduction in staffing, the Office has taken on an increased role in planning efforts, including accreditation, strategic planning, enrollment management, and grant oversight. The reporting function has been streamlined and improved somewhat with the introduction of the data warehouse system and Oracle Discoverer software for reporting.

That said, there remain areas for improvement. There is a need to improve the usability and the efficiency of our reports. The lowest rated item in our service area outcomes survey was the user-friendliness of reports from the data warehouse. Improving this is an important area of focus. Additionally, mandates from the state and federal government and increased focus on research needs at the college and district level have increased the need for IR services, while staff time has been reduced. Given that shrinking resources make significant staff increases unlikely in the near future, there is a need for improved efficiency with current resources. The district has purchased Cognos business intelligence software that may help once implementation and training has occurred.

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Goals (This section is for you to report on progress on previously established goals and listing of new goals. If your program is addressing more than 2 goals, please duplicate this page)

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Work with CLC to review progress on IR data reporting	2006-07 academic year	Time to complete report, cooperation from CLC	None, other than other agenda items possibly competing for CLC attention

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 Item 2 Item 3 Item 4 Item 5 Item 6

Progress on Goal:

Revised (Date February 2011)

Comments: This goal, from the 2006 program review, was essentially abandoned due to other priorities and the change to service area outcomes. It may be useful at some point to come back to this, but as resources do not permit the current needs for reporting, this goal is being dropped for now.

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
2. Improve report delivery through the use of Oracle Discoverer	2006-07 and ongoing thereafter	Oracle software, support from IT staff at LSC	Usefulness and compatibility of software; cooperation of district IT staff

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 Item 2 Item 3 Item 4 Item 5 Item 6

Progress on Goal:

Completed (Date February 2011)

Comments: Data warehouse reporting has been improved substantially through the Discoverer software, though additional improvement is needed. The switch to the Cognos software may help this.

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
(New)1. Increase use of certain IR services across campus	Spring 2014	Time to develop, implement and inform users of resources	Data warehouse limitations; changeover to Cognos

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1_x__ Item 2_x__ Item 3_x__ Item 4_x__ Item 5_x__ Item 6_x__

Progress on Goal:

___Completed (Date)

___Revised (Date)

Comments: Based on the outcomes survey, 54% of respondents had used the IR web page in the past 3 years and 28% had used reports from the data warehouse. This goal is to increase these to 70% and 40% respectively.

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
(New) 2. Improve user-friendliness of data warehouse reports	Spring 2014	Time to create and distribute reports	Data warehouse limitations; changeover to Cognos

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1_x__ Item 2_x__ Item 3_x__ Item 4_x__ Item 5_x__ Item 6_x__

Progress on Goal:

___Completed (Date)

___Revised (Date)

Comments: The recent service area outcomes survey showed that only 50% of respondents agreed that reports from the data warehouse are user-friendly. This goal is to increase this percentage to 65%.

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STAFFING REQUEST

Staff Resources:				
<u>Current Staffing Levels</u>				
<u>Full-time Staff (FTE)</u>		<u>Part-time Staff (FTE)</u>		
Faculty	1.0	Faculty	0	
Temporary	0	Temporary	0	
Classified	0	Classified	0	
Management	0	Management	0	
<p><u>Request for New/Replacement Staff</u> Use one line for each position requested. Justify each position in the space below.</p>				
	Title of Position	Classification (Faculty, Classified, or Management)	Full or Part Time	New or Replacement
Position 1	Research Director	Faculty extra days	Extension of current staff member by 14% (25 days)	NA
Position 2				
Position 3				
<p>Justification:</p> <p>The workload and requirements for institutional research has increased consistently in the past three years, but the researcher's time has decreased. The researcher has to meet regularly with his supervisor, the President, to re-prioritize projects and without additional time for the one-person office, several projects will not get done.</p> <p>The justification for this is detailed in our sustainability plan earlier this year. This request simply restores 25 extra duty days to the one current staff member for the IR office to allow for the completion of important work during the summer and winter breaks. The following is an abbreviated list of the items mentioned in the sustainability plan:</p> <ul style="list-style-type: none"> • The research office will complete the basic skills survey during the summer and work on the MIS data for IPEDS during the winter. • Will contribute to the accreditation process during summers 2011 and 2012, when crucial work on the self-evaluation will be done. • Porterville College will be represented in district research meetings that take place outside of the academic year. • Program review data will be completed before the start of each academic year, allowing academic divisions to work on their program reviews as soon as the fall term begins. 				

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BUDGET REQUEST

	Current Budget	Amount of Increase	Revised Total
2000 (Student)	0	0	0
4000	100	0	100
5000	800	300	1,100
Other (6000)	0	500	500

Justification:

(Include justification for each amount of increase requested.)

4313: This \$100 is for basic office supplies. **\$100**

5220 (new): This is for travel to local Central Valley RP Group meetings. Conference travel is not included at this point, but it is beneficial to meet with researchers at nearby colleges. These meetings are usually held in Visalia, Lemoore, or Fresno. **\$300**

5300: Research and Planning Group membership. This has been paid by the district office or waived in some previous years. I have received no confirmation that the district intends to pay it in the future. **\$350**

5650: This is software support for our Remark Office and Remark Web survey software. This support is highly useful and has been critical on a number of our past surveys. The request is \$450; our actual cost this year was \$400, up from \$355 previously. **\$450**

6412 (new) The typical research office in our district includes a double monitor setup for each staff member. This allows for more effective database and spreadsheet work. This was not requested previously as the office in AC116 did not have space for it. A recent quote is **\$498.84**.