ADMINISTRATIVE REVIEW FEEDBACK SURVEY

2019/20 CYCLE V

Prepared by:
SDCE Office of Planning, Research, and Institutional Effectiveness

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Planning, Research, & Institutional Effectiveness
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OFFICE OF PLANNING, RESEARCH, & INSTITUTIONAL EFFECTIVENESS

SAN DIEGO CONTINUING EDUCATION

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PURPOSE

For the fourth consecutive year, the SDCE Program Review Committee (PRC) asked the office of Planning, Research, and Institutional Effectiveness (PRIE) to conduct a study that would allow administrative review writers to provide constructive feedback about challenges encountered in the review process and suggestions for how to improve content and processes moving forward. Feedback will inform PRC's decision-making regarding the implementation of administrative review process improvements.

EXECUTIVE SUMMARY

Respondents had a general positive perception of the effectiveness of program review in stimulating action and planning in their program/department, with every criterion evaluated as effective by at least 42% of the respondents. Sixty-nine percent of respondents engaged with others in their program/department. Respondents reported satisfaction with the provided supports with approval rates of at least 64%. Seventy-one percent of respondents were satisfied with how the program review committee addressed their questions. In general, respondents claimed that their experience with all the steps of the program review process was positive, although they also claimed there are improvements to be made. Some of the respondent's main concerns were the complexity in how the process works and the lack of time to review it..

METHODOLOGY

The PRIE revised the 2019/20 survey instrument in conjunction with the PRC during Fall 2020. The survey instrument provided a series of structured and unstructured questions designed to gain both quantitative (structured, numeric) and qualitative (open-ended comments) feedback. The survey instrument contained a statement of the seven goals of Program Review (PR), and then addressed the following:
    1) Effectiveness of the PR processes in stimulating actions and planning
    2) Satisfaction with assistance tools, committee response to questions, and revisions to the program review forms and processes
    3) Suggestions to improve assistance tools and annual requirements
    4) Author roles and faculty engagement
    5) Sufficiency of allotted time

PRIE conducted online survey data collection in December (12/14/2020 – 01/15/2021). Ninety-five heads and staff who had been identified as participating in Administrative Review were emailed survey invitations and reminders. Additionally, invitation recipients were asked to forward the invitation to others in their department who engaged in writing their department's review. A total of 18 surveys were completed.

This report provides a summary of the overall findings, survey response tables and charts, as well as verbatim respondent comments.

Due to the small number of responses, the results many not be representative of the population of writers.
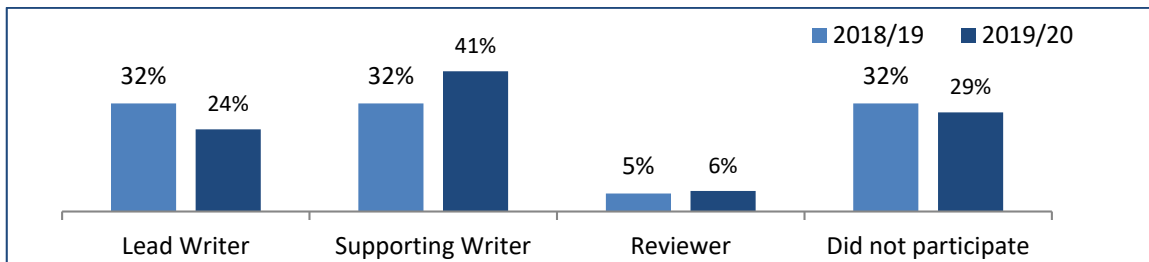
Faculty Authoring Roles and Engagement

What was your role in the completion of the annual integrated planning activities?

A. *Program Review*

Roles	2018/19		2019/20	
Lead Writer	6	32%	4	24%
Supporting Writer	6	32%	7	41%
Reviewer	1	5%	1	6%
Did not participate	6	32%	5	29%
Total	**19**	**100%**	**17**	**100%**

Note. No 2017/18 direct comparison available for some responses.

B. *Strategic Plan Update*

Roles	2018/19		2019/20	
Lead Writer	6	32%	4	24%
Supporting Writer	7	37%	6	35%
Reviewer	1	5%	1	6%
Did not participate	5	26%	6	35%
Total	**19**	**100%**	**17**	**100%**

Note. No 2017/18 direct comparison available
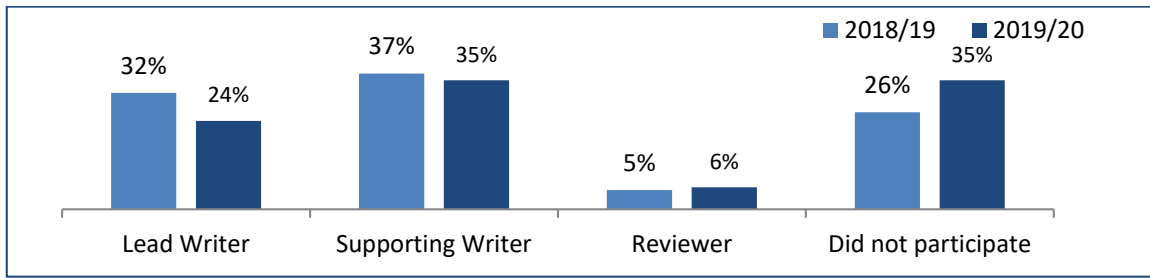
C. Request for Resources

| Roles	2018/19		2019/20	
Lead Writer	7	37%	5	31%
Supporting Writer	7	37%	4	25%
Reviewer	2	11%	1	6%
Did not participate	3	16%	6	38%
Total	**19**	**100%**	**16**	**100%**

Note. No 2017/18 direct comparison available
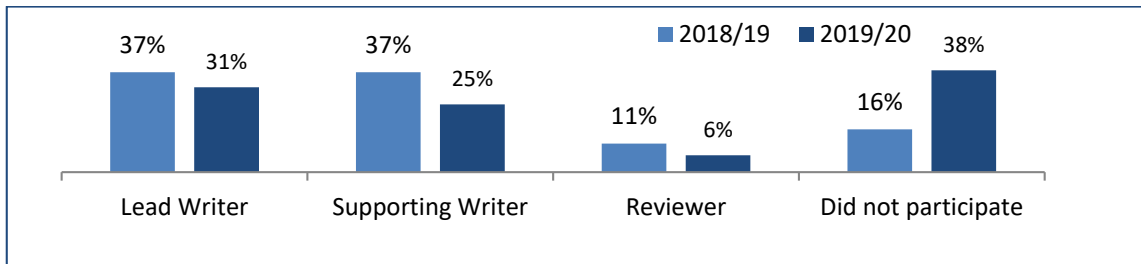
Comments about your role in the completion of the annual integrated planning
As a SDCE Academic Senate leader, I provided strategic planning consultation.
I worked with all the departments

Did you work alone or engage with others in your department to complete the review?

Work Engagement	2017/18		2018/19		2019/20	
Engaged with others in the department	12	100%	17	89%	9	69%
Worked alone	0	0%	2	11%	0	0%
Worked alone but tried to engage others in the department	0	0%	0	0%	4	31%
Total	**12**	**100%**	**19**	**100%**	**13**	**100%**
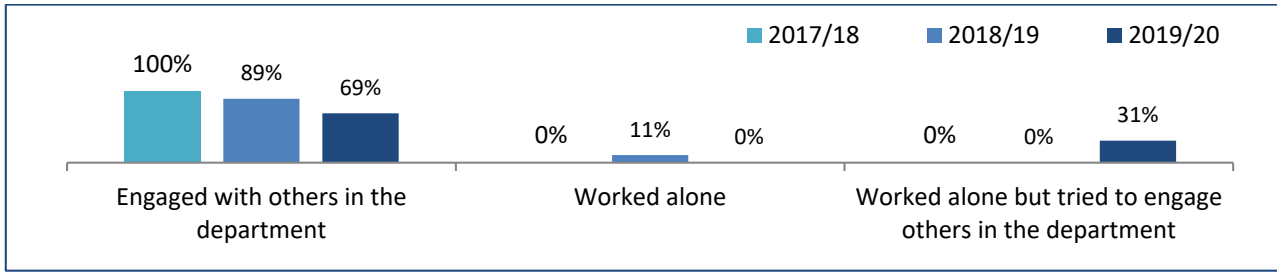
| If engagement varied based on the activity (i.e., program review, strategic planning, or requests for resources), please explain: |
|---|
| As a SDCE Academic Senate leader, I provided strategic planning consultation. I advised Academic Senate leaders for developing strategic plan, requesting resources. |
| Engage with my team on getting the information need for program review |
| I engaged program supervisors/managers fir updated/new goals objectives and annual updates |
| The entire team contributed to all aspects |

Effectiveness of Program Review Process in Stimulating Action/Planning

Please rate how effective you believe the annual integrated planning/administrative survey was in stimulating the following for your department:

Use of evidence to analyze department quality

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	4	40%	7	44%	2	18%
Satisfied	2	20%	3	19%	6	55%
Neither satisfied/dissatisfied	2	20%	4	25%	3	27%
Dissatisfied	2	20%	2	13%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**10**	**100%**	**16**	**100%**	**11**	**100%**
N/A	*2*	*---*	*1*	*---*	*1*	*---*
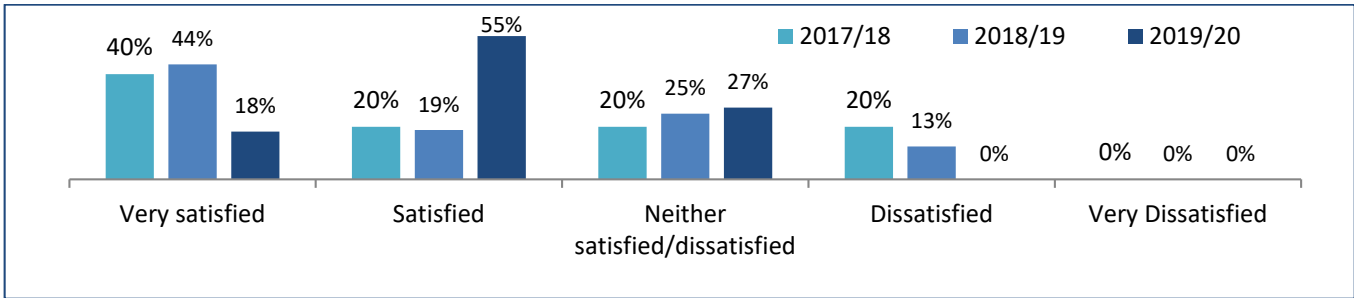
Use of information to support accreditation

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	2	20%	8	53%	4	36%
Satisfied	4	40%	4	27%	5	45%
Neither satisfied/dissatisfied	3	30%	2	13%	2	18%
Dissatisfied	1	10%	1	7%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**10**	**100%**	**15**	**100%**	**11**	**100%**
N/A	*2*	*---*	*2*	*---*	*1*	*---*
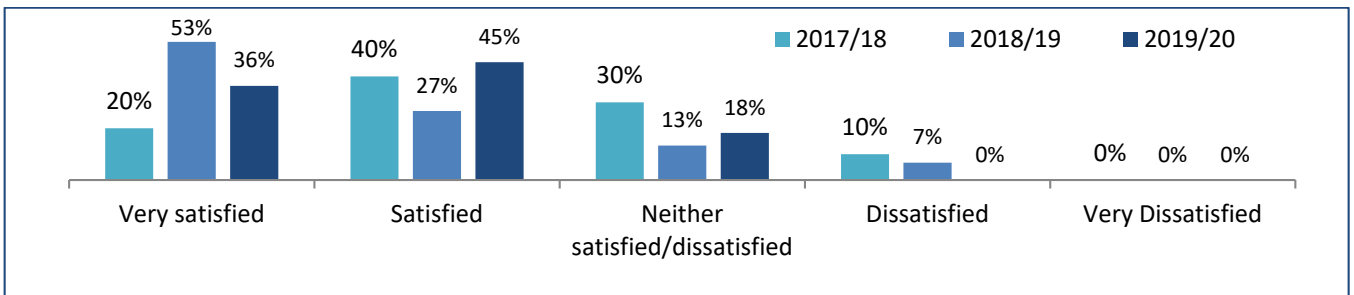
Use of assessment measures for department planning and direction

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	3	25%	6	43%	3	27%
Satisfied	5	42%	3	21%	3	27%
Neither satisfied/dissatisfied	2	17%	4	29%	5	45%
Dissatisfied	2	17%	1	7%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**14**	**100%**	**11**	**100%**
N/A	*0*	*---*	*3*	*---*	*1*	*---*
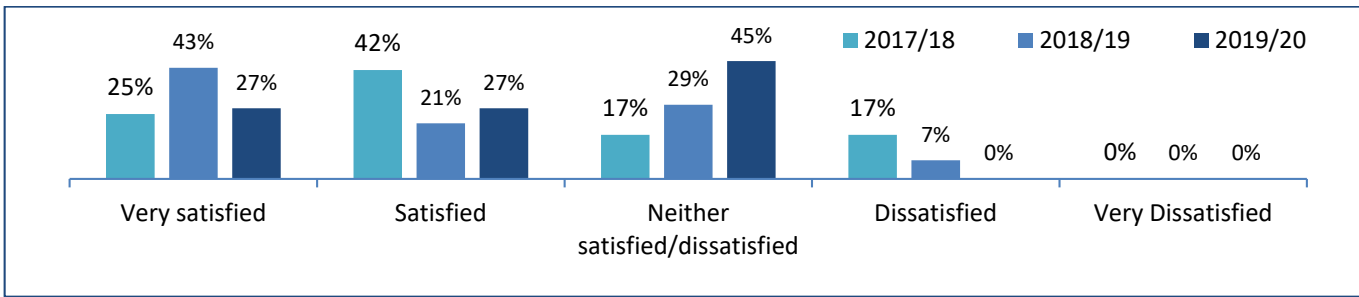
Collection of evidence to analyze department quality

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	4	36%	7	47%	3	30%
Satisfied	3	27%	4	27%	2	20%
Neither satisfied/dissatisfied	0	0%	2	13%	5	50%
Dissatisfied	4	36%	2	13%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**11**	**100%**	**15**	**100%**	**10**	**100%**
N/A	*1*	*---*	*2*	*---*	*2*	*---*
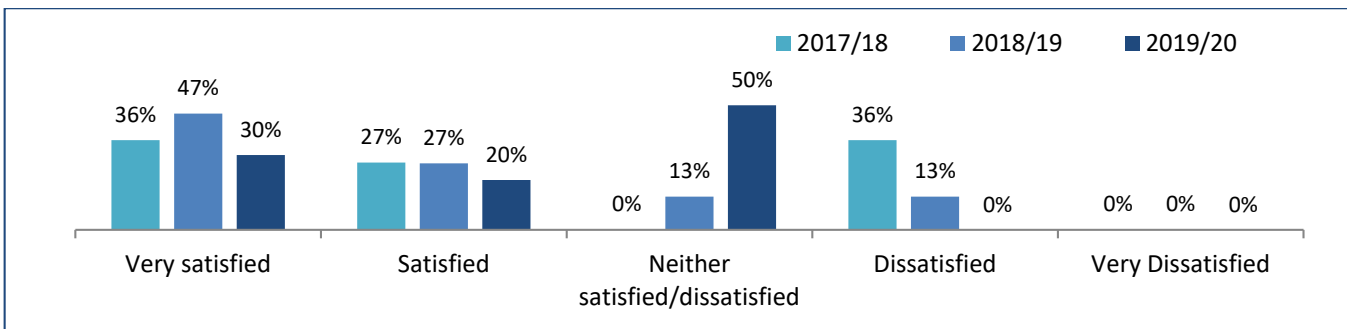
Focus on administrative unit outcomes (AUOs) / key performance indicators (KPIs)

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	3	25%	4	31%	3	27%
Satisfied	4	33%	5	38%	4	36%
Neither satisfied/dissatisfied	3	25%	4	31%	4	36%
Dissatisfied	2	17%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**13**	**100%**	**11**	**100%**
N/A	*0*	*---*	*4*	*---*	*1*	*---*
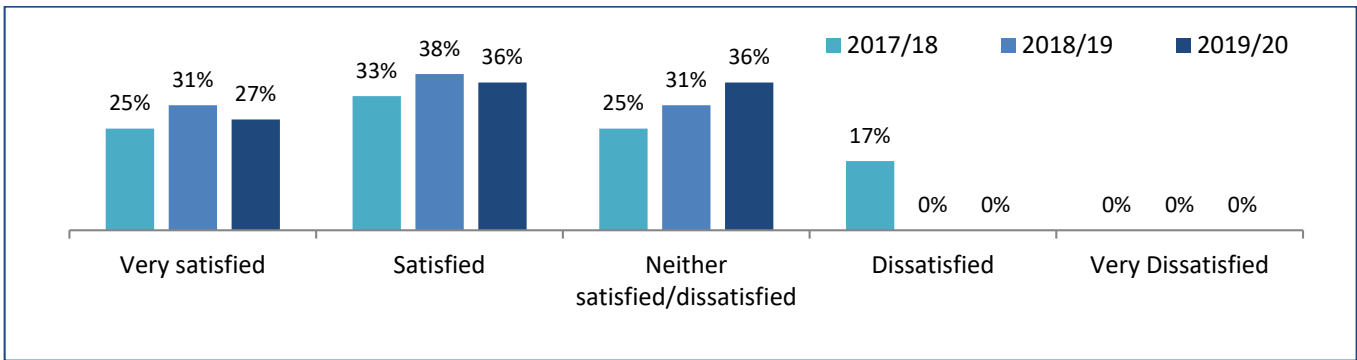
Overall growth in understanding your department

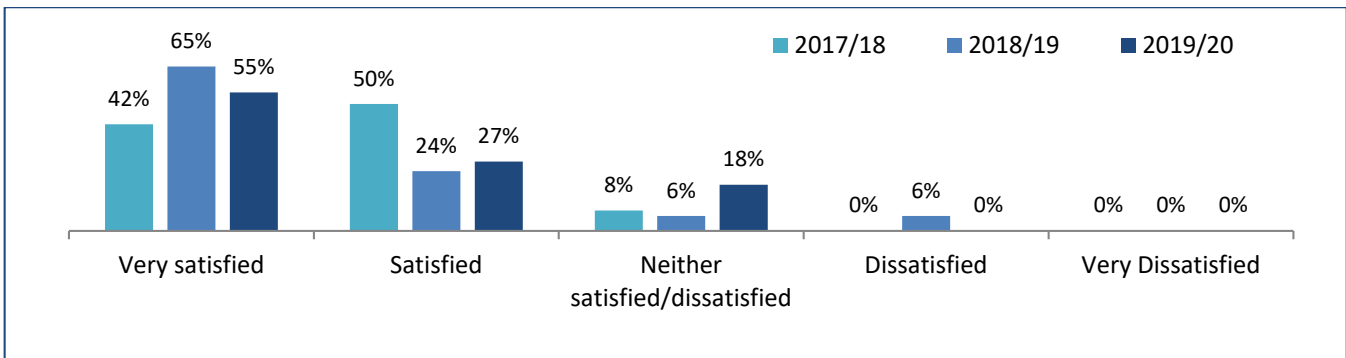| Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	4	33%	11	65%	6	55%
Satisfied	4	33%	4	24%	3	27%
Neither satisfied/dissatisfied	3	25%	1	6%	2	18%
Dissatisfied	1	8%	1	6%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**17**	**100%**	**11**	**100%**
N/A	*0*	*---*	*0*	*---*	*1*	*---*
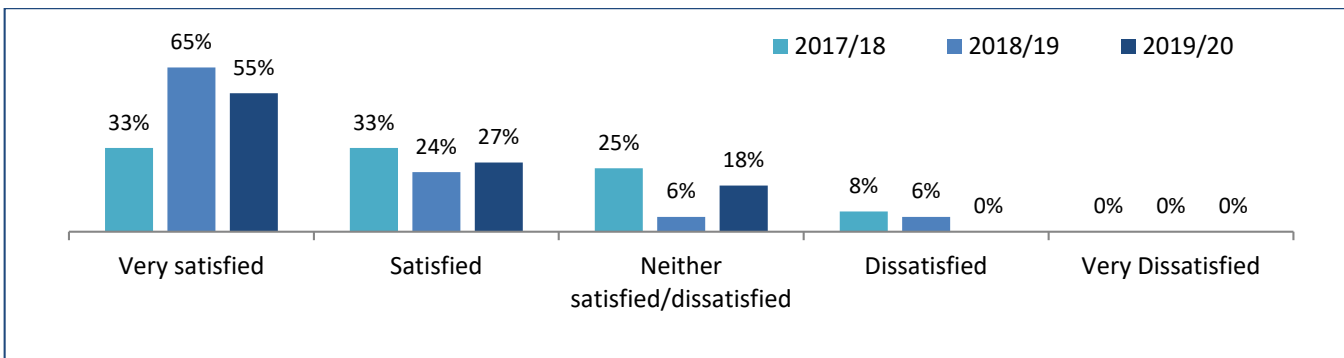
Growth in understanding your department goals and plans in relation to institutional goals

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	5	42%	11	65%	6	55%
Satisfied	6	50%	4	24%	3	27%
Neither satisfied/dissatisfied	1	8%	1	6%	2	18%
Dissatisfied	0	0%	1	6%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**17**	**100%**	**11**	**100%**
N/A	*0*	*---*	*0*	*---*	*1*	*---*

Growth in understanding about the impact of integrated planning on the institution

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	5	42%	11	65%	6	55%
Satisfied	6	50%	4	24%	3	27%
Neither satisfied/dissatisfied	1	8%	1	6%	2	18%
Dissatisfied	0	0%	1	6%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**17**	**100%**	**11**	**100%**
N/A	*0*	*---*	*0*	*---*	*1*	*---*

Growth in understanding about the impact of integrated planning on your department

Effectiveness	2017/18	2018/19	2019/20

Very satisfied	5	42%	9	53%	6	55%
Satisfied	3	25%	4	24%	3	27%
Neither satisfied/dissatisfied	2	17%	2	12%	2	18%
Dissatisfied	2	17%	2	12%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**17**	**100%**	**11**	**100%**
N/A	*0*	*---*	*0*	*---*	*1*	*---*
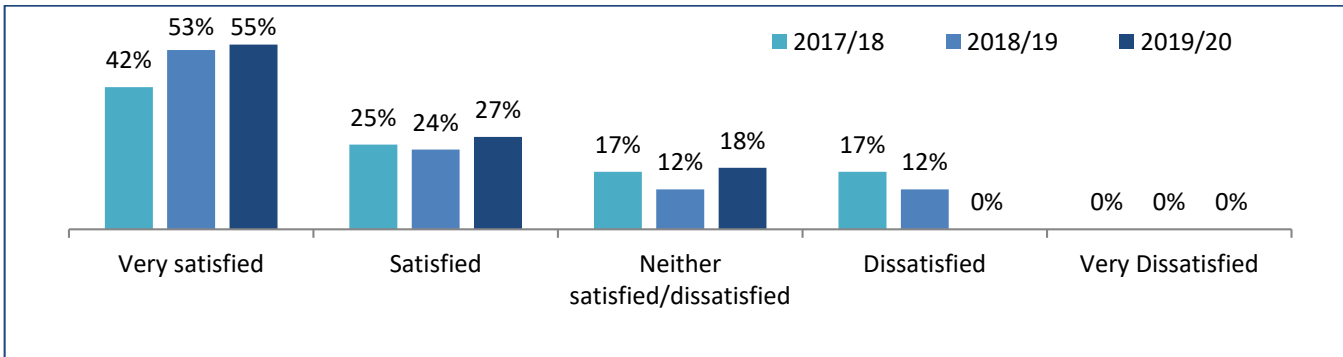
Growth in understanding about the impact of integrated planning on the institution

Effectiveness	2018/19		2019/20	
Very satisfied	9	53%	5	45%
Satisfied	4	24%	4	36%
Neither satisfied/dissatisfied	2	12%	2	18%
Dissatisfied	2	12%	0	0%
Very Dissatisfied	0	0%	0	0%
Total	**17**	**100%**	**11**	**100%**
N/A	*0*	*---*	*1*	*---*

Note. No 2017/18 direct comparison available
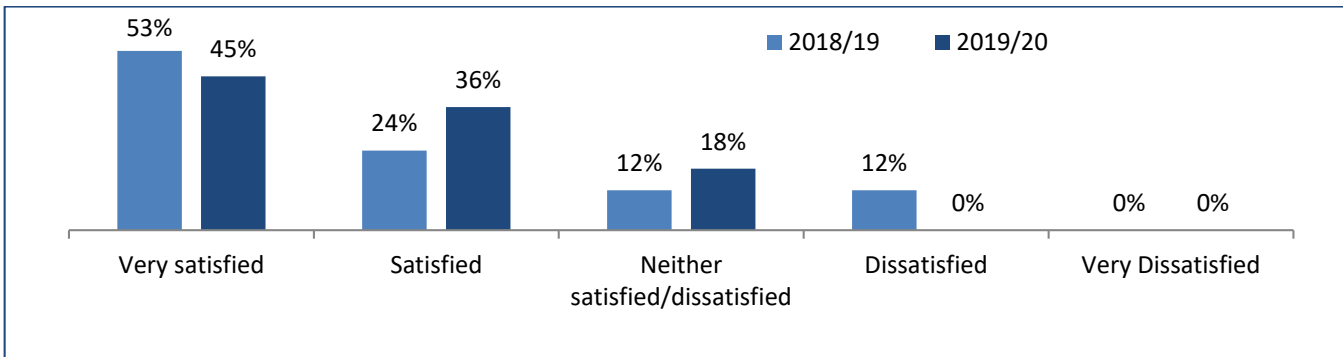
Meaningful conversations about department quality

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	4	33%	10	59%	6	55%
Satisfied	7	58%	4	24%	4	36%
Neither satisfied/dissatisfied	1	8%	1	6%	1	9%
Dissatisfied	0	0%	2	12%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**17**	**100%**	**11**	**100%**
N/A	*0*	*---*	*0*	*---*	*1*	*---*
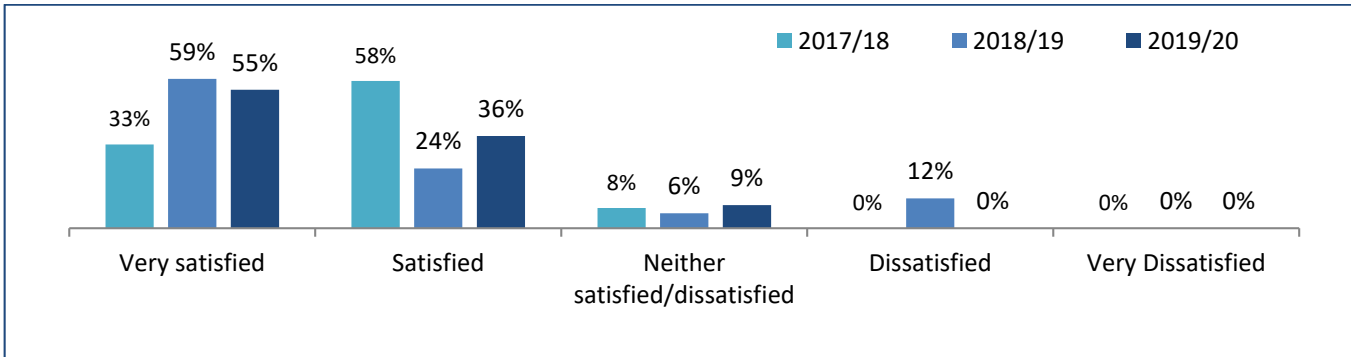
Meaningful conversations about department future

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	6	50%	12	71%	6	55%
Satisfied	6	50%	2	12%	4	36%
Neither satisfied/dissatisfied	0	0%	2	12%	1	9%
Dissatisfied	0	0%	1	6%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**17**	**100%**	**11**	**100%**
N/A	*0*	*---*	*0*	*---*	*1*	*---*
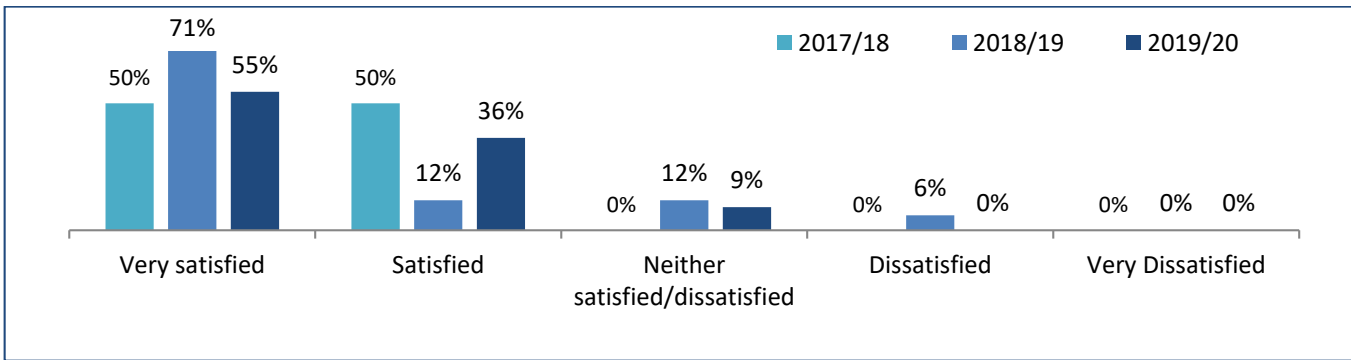
Meaningful conversations about department resources

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	6	50%	12	71%	7	64%
Satisfied	4	33%	4	24%	3	27%
Neither satisfied/dissatisfied	1	8%	1	6%	1	9%
Dissatisfied	1	8%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**17**	**100%**	**11**	**100%**
N/A	*0*	*---*	*0*	*---*	*1*	*---*
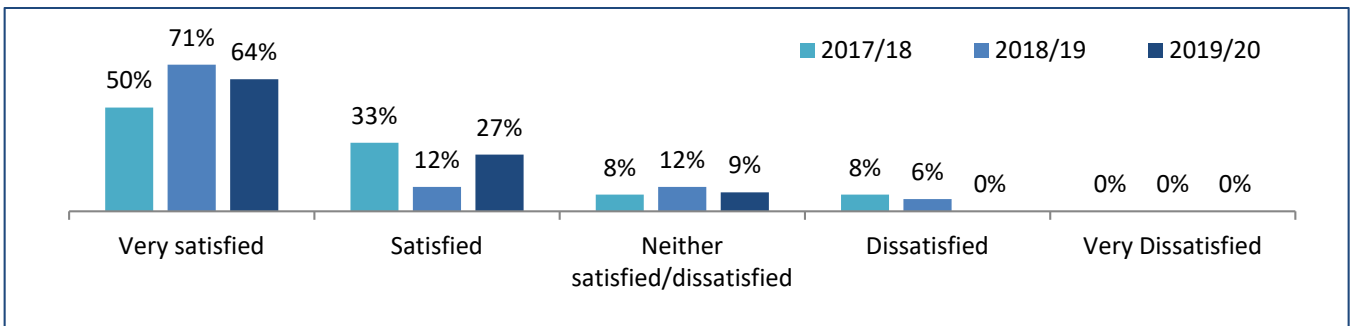
Meaningful conversations about alignment between administrative review, planning and resources

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	5	42%	5	31%	5	45%
Satisfied	3	25%	7	44%	5	45%
Neither satisfied/dissatisfied	2	17%	4	25%	1	9%
Dissatisfied	2	17%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**16**	**100%**	**11**	**100%**
N/A	*0*	*---*	*1*	*---*	*1*	*---*
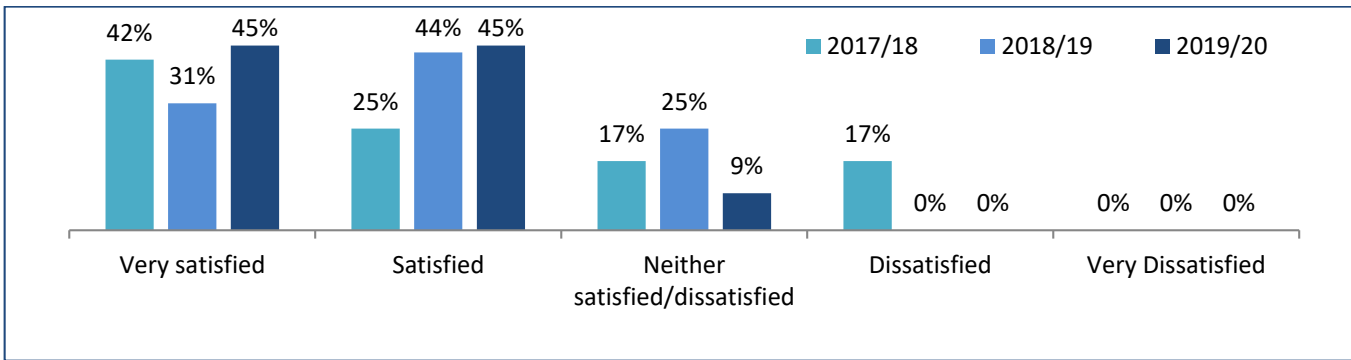
Planning the future of your department

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	6	50%	12	71%	8	73%
Satisfied	4	33%	3	18%	3	27%
Neither satisfied/dissatisfied	1	8%	1	6%	0	0%
Dissatisfied	1	8%	1	6%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**12**	**100%**	**17**	**100%**	**11**	**100%**
N/A	*0*	*---*	*0*	*---*	*1*	*---*
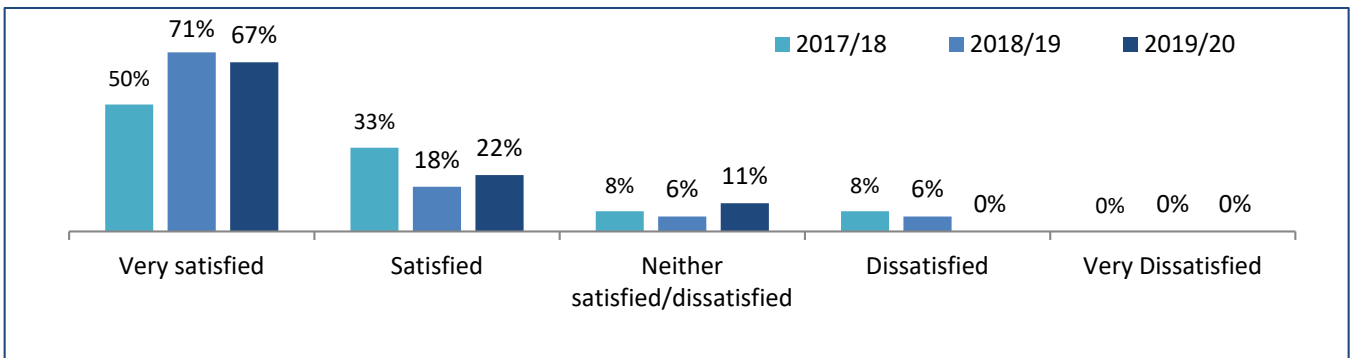
Actions by administrators in support of department quality

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	5	45%	9	53%	6	67%
Satisfied	4	36%	5	29%	2	22%
Neither satisfied/dissatisfied	1	9%	2	12%	1	11%
Dissatisfied	1	9%	1	6%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**11**	**100%**	**17**	**100%**	**9**	**100%**
N/A	*1*	*---*	*0*	*---*	*2*	*---*
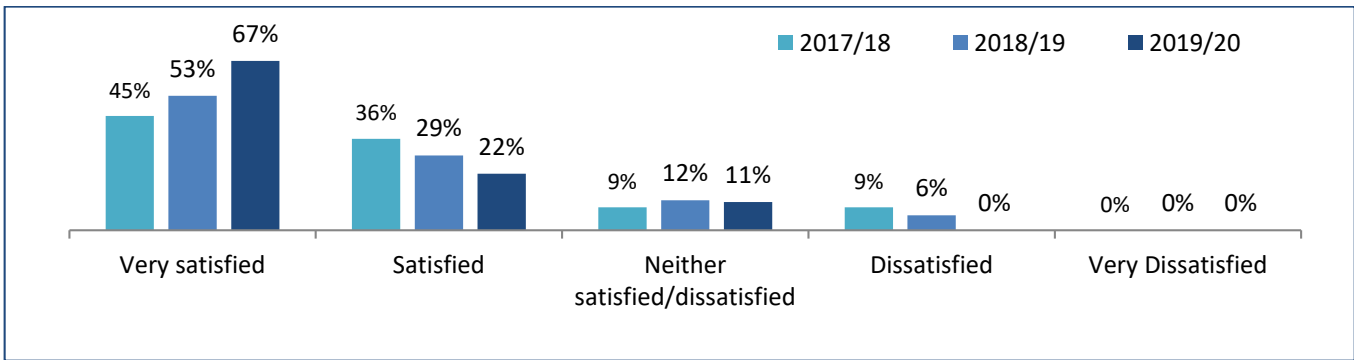
Actions by staff in support of department quality

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	5	45%	11	69%	6	60%
Satisfied	4	36%	3	19%	3	30%
Neither satisfied/dissatisfied	1	9%	2	13%	1	10%
Dissatisfied	1	9%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**11**	**100%**	**16**	**100%**	**10**	**100%**
N/A	*1*	*---*	*1*	*---*	*2*	*---*
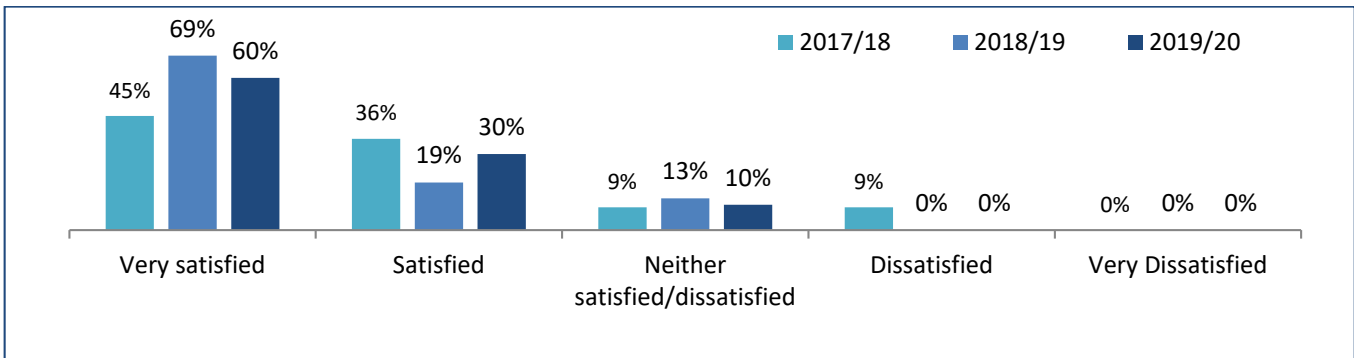
Satisfaction with Assistance Tools

How satisfied are you with the following supports to assist writers in completing their administrative review?

Email/phone support

Effectiveness	2017/18		2018/19		2019/20	
Very satisfied	4	57%	9	75%	8	80%
Satisfied	1	14%	2	17%	1	10%
Neither satisfied/dissatisfied	2	29%	1	8%	1	10%

Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Total	**7**	**100%**	**12**	**100%**	**10**	**100%**
N/A	*5*	*---*	*5*	*---*	*4*	*---*
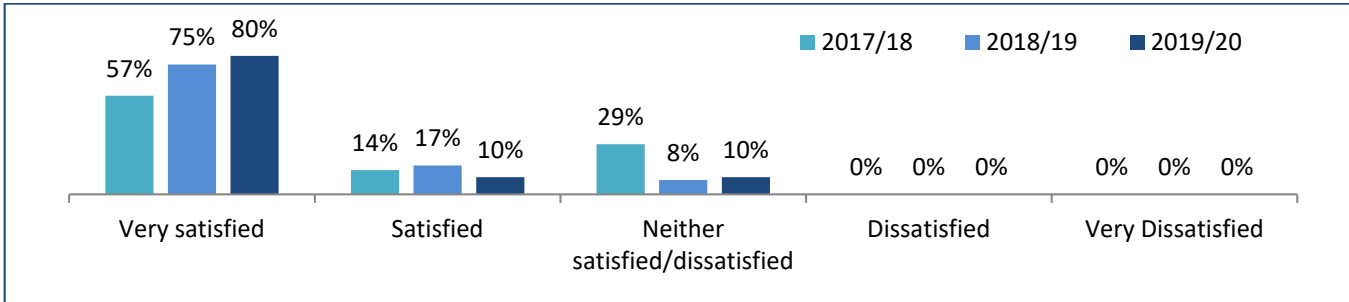
Manuals, instructions and tutorials

Effectiveness	2018/19		2019/20	
Very satisfied	5	38%	4	40%
Satisfied	5	38%	5	50%
Neither satisfied/dissatisfied	3	23%	1	10%
Dissatisfied	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%
Total	**13**	**100%**	**10**	**100%**
N/A	*4*	*---*	*4*	*---*

Note. 2017/18 direct comparison available.
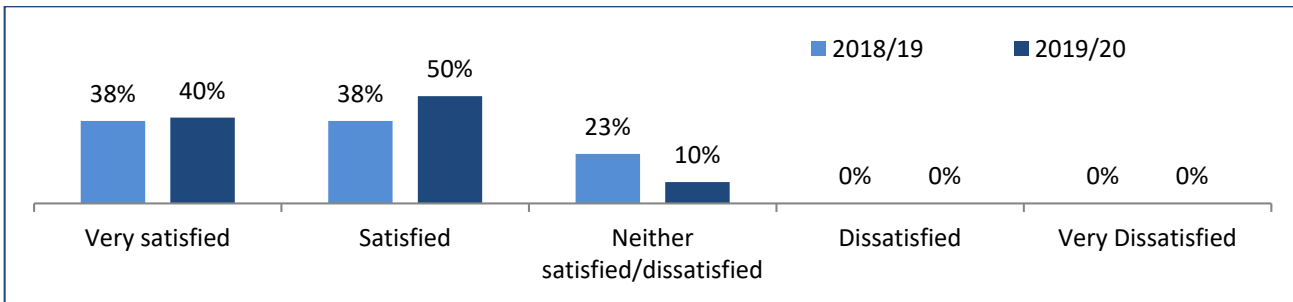
What are your suggestions for improvements to any of the existing assistance supports, or suggestions for new assistance supports?
Easier navigation in canvas or post in SharePoint or OneDrive
The Canvas shell was great!

Satisfaction with Committee Response to Writer Questions

If you had questions while completing the annual integrated planning process, please rate your agreement or disagreement with the following statements:

My questions were addressed in a timely manner

Agreement Level	2017/18		2018/19		2019/20	
Agree	5	71%	11	92%	10	100%
Somewhat agree	1	14%	1	8%	0	0%
Neither agree/disagree	1	14%	0	0%	0	0%
Somewhat disagree	0	0%	0	0%	0	0%
Disagree	0	0%	0	0%	0	0%
Total	**7**	**100%**	**12**	**100%**	**10**	**100%**
N/A	*5*	*---*	*5*	*---*	*4*	*---*
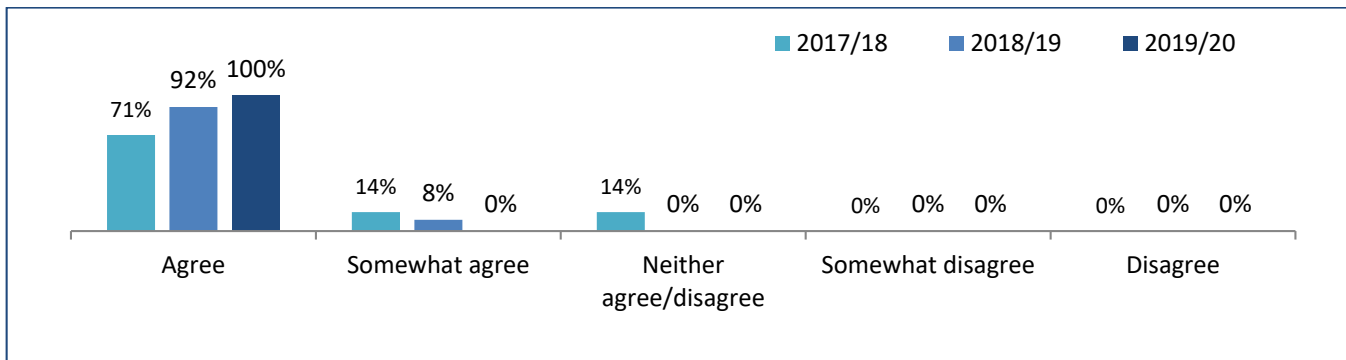
My questions were sufficiently answered

Agreement Level	2017/18		2018/19		2019/20	
Agree	5	71%	12	100%	11	100%
Somewhat agree	1	14%	0	0%	0	0%
Neither agree/disagree	1	14%	0	0%	0	0%
Somewhat disagree	0	0%	0	0%	0	0%
Disagree	0	0%	0	0%	0	0%
Total	**7**	**100%**	**12**	**100%**	**11**	**100%**
N/A	*5*	*---*	*5*	*---*	*3*	*---*
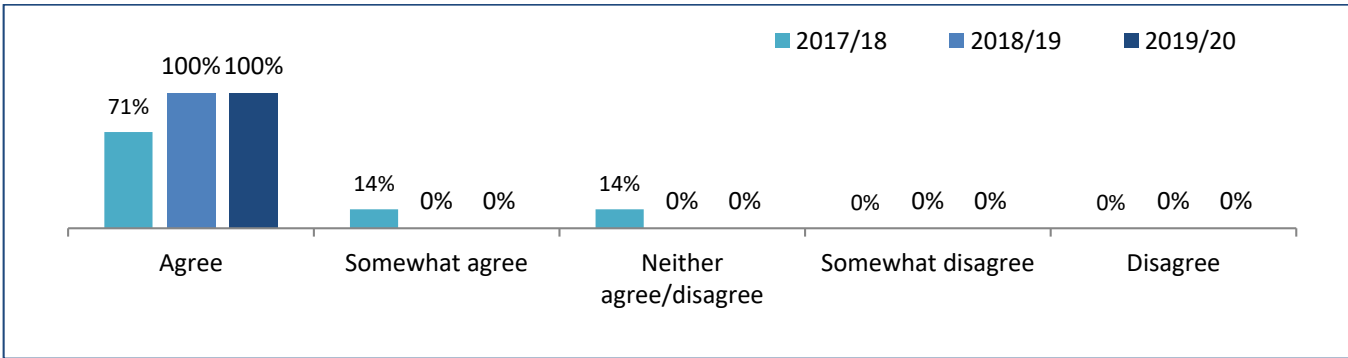
Comments
The Canvas shell and trainings/documents in it made it so I could go there and quickly access what I needed. I didn't need to reach out with questions.
Support staff are very helpful, flexible and super competent. They are always also kind and patient - this is critical for those of us who have a different skill set and need support. I have also learned a lot from them.

Overall Experience with the Program Review Process

How would you rate your overall experience with the following steps of annual integrated planning?

Program Review: Overall

Rating	2017/18		2018/19		2019/20	
Very Good	3	30%	5	36%	3	33%
Good	4	40%	6	43%	6	67%
Fair	1	10%	2	14%	0	0%
Poor	2	20%	1	7%	0	0%
Very poor	0	0%	0	0%	0	0%
Total	**10**	**100%**	**14**	**100%**	**9**	**100%**
N/A	*2*		*3*	*---*	*2*	*---*
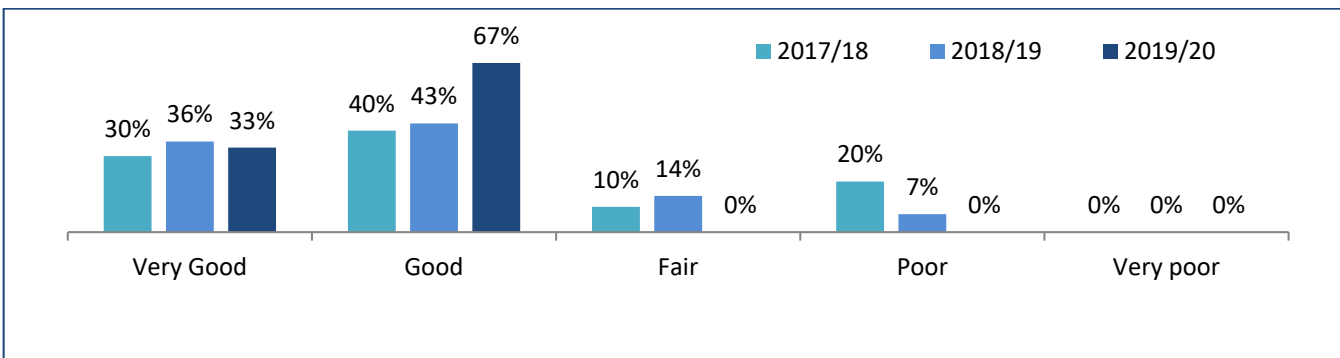
Updating Strategic Plan

Rating	2018/19		2019/20	
Very Good	5	33%	3	38%
Good	7	47%	4	50%
Fair	3	20%	1	13%
Poor	0	0%	0	0%
Very poor	0	0%	0	0%
Total	**15**	**100%**	**8**	**100%**
N/A	*2*	*---*	*3*	*---*
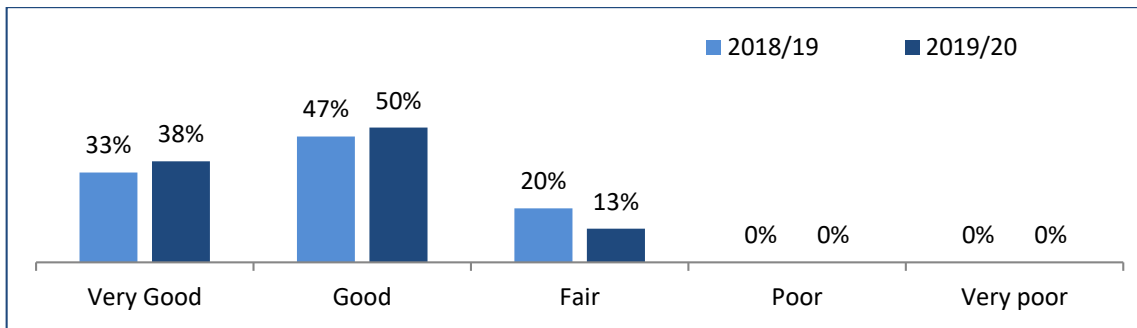
Filling out Requests for Resources

Rating	2017/18		2018/19		2019/20	
Very Good	2	20%	4	31%	3	38%
Good	3	30%	4	31%	5	63%
Fair	1	10%	5	38%	0	0%
Poor	4	40%	0	0%	0	0%
Very poor	0	0%	0	0%	0	0%
Total	**10**	**100%**	**13**	**100%**	**8**	**100%**
N/A	*2*	*---*	*4*	*---*	*3*	*---*
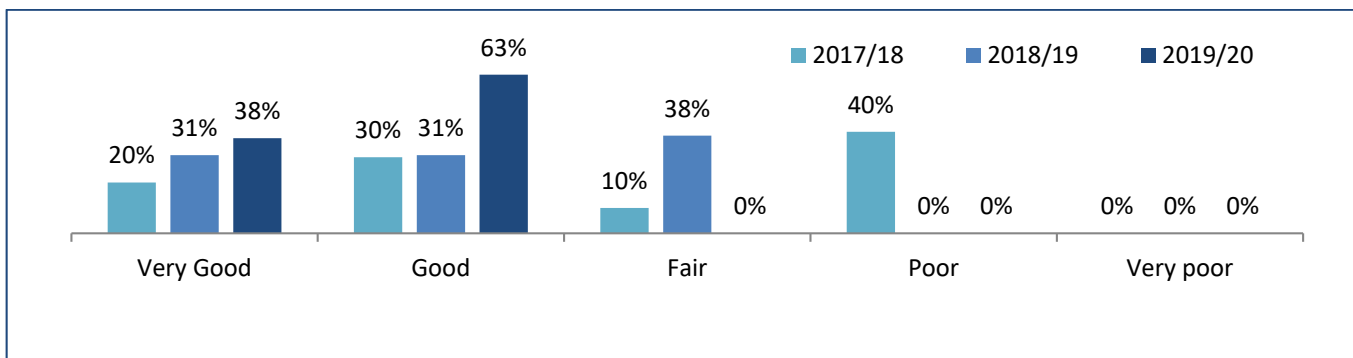
Using Campus Labs

Rating	2017/18		2018/19		2019/20	
Very Good	3	30%	6	38%	5	56%
Good	4	40%	6	38%	4	44%
Fair	3	30%	4	25%	0	0%
Poor	0	0%	0	0%	0	0%
Very poor	0	0%	0	0%	0	0%
Total	**10**	**100%**	**16**	**100%**	**9**	**100%**
N/A	*2*	*---*	*1*	*---*	*2*	*---*
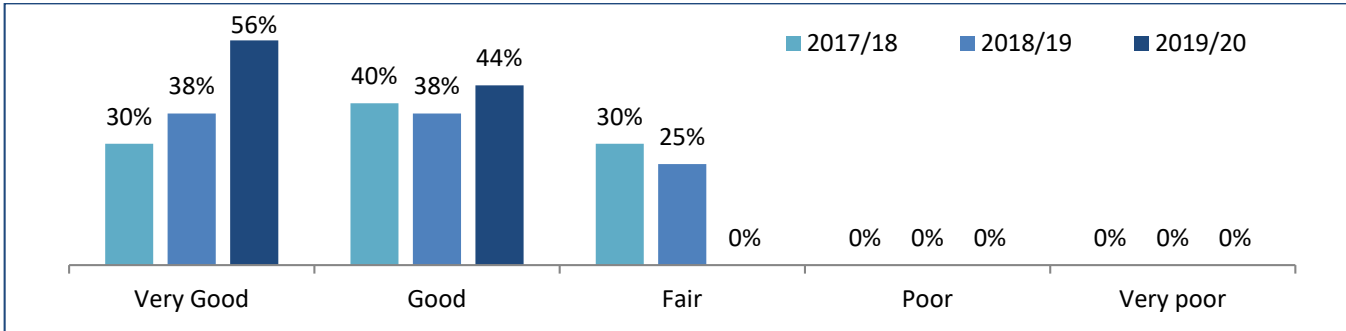
Please comment on any satisfaction or dissatisfaction with your overall experience with annual integrated planning:
I can repeat what I stated before - the staff are extremely competent, flexible and supportive at all times in my interactions.
Linking requests back to the strategic plan is something that's hard to remember year to year, so refresh is good.

Revisions to Program Review

The Program Review and Planning and Institutional Effectiveness committees implemented revisions to this cycle's annual integrated planning content, forms, and processes based upon input from last year's Feedback Survey. In general, how satisfied are you with the following changes? Please comment below:

Canvas shell contents replaced face-to-face trainings
Canvas is harder to navigate
Good idea though I did not attend.
I didn't really use
N/a
N\A

NA
They were really helpful. This is a good replacement to long in-person trainings.

Answers from last's years Program Review were rolled over to this year
helpful
Satisfied
Satisfied
Somewhat.
That was really helpful. It cut down on a lot of time in some instances where there weren't many changes. Also helped me to remember what I spoke to the year before right in the same form.
This helps gage where we were and where we are now
This makes sense - very helpful
Very helpful and satisfied.

Request for resources from last year were rolled over to this year
helpful
Love this feature! It cuts down on a lot of time. Now need to be able to copy current requests
N/a
Satisfied
Somewhat
This makes sense - very helpful
Very helpful and satisfied.
Very helpful!

Suggestions to improve Annual Integrated Planning/Administrative Review Process

Some areas of integrated planning may have been more challenging than others. If you have suggestions for how to improve this process in a specific area, please comment below:

Improvement Areas	2018/19		2019/20	
Request for Resources	6	100%	1	50%
Strategic Plan Update	3	50%	2	100%
Program Review Overall	2	33%	0	0%
Respondents	6	100%	2	100%

	2018/19	2019/20
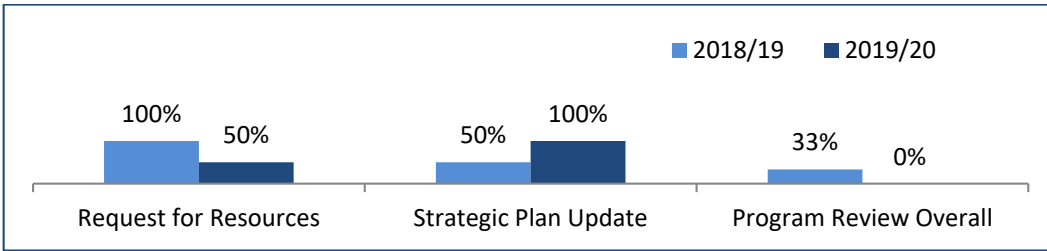
If you have suggestions for how to improve this process in Request for Resources, please comment below:

I thought there would be pull downs for equipment costs

If you have suggestions for how to improve this process in Strategic Plan Update, please comment below:

Clear instructions on connecting to institutional goals and objectives

It was more complex than we remembered and we didn't leave enough time

Appendix: Survey Instrument

* 1. *[For classification purposes only:]* Please select your program/department (*select all that apply*)

☐ ABE/ASE	☐ Fashion	☐ Instructional Services Office
☐ Automotive	☐ Healthcare	☐ Planning Research & IE Office
☐ Business and Accounting	☐ Hospitality and Culinary Arts	☐ President's Office
☐ Child Development	☐ Information Technology	☐ Public Information Office
☐ Digital Media	☐ Skilled and Technical Trades	☐ R2S Student Equity Centers
☐ DSPS	☐ Business Services Office	☐ Student Services Office
☐ Emeritus	☐ Career & College Transitions	
☐ ESL	☐ Counseling/SSSP	

2. WHAT WAS YOUR ROLE IN THE COMPLETION OF THE ANNUAL INTEGRATED PLANNING ACTIVITIES?

	Lead Writer	Supporting Writer	Reviewer	Did not participate
1) Program/department review	○	○	○	○
2) Strategic plan update	○	○	○	○
3) Request for resources	○	○	○	○

If you participated in multiple program/department reviews please specify your role in each one here:

3. DID YOU WORK ALONE OR ENGAGE WITH OTHERS IN YOUR PROGRAM/DEPARTMENT TO COMPLETE THE REVIEW?

◯ Engaged with others in the program/department

◯ Worked alone

◯ Worked alone but tried to engage others in the program/department

If engagement varied based on the activity (i.e., program review, strategic planning, or requests for resources), please explain:

4. PLEASE RATE HOW EFFECTIVE YOU BELIEVE THE ANNUAL INTEGRATED PLANNING WAS IN STIMULATING THE FOLLOWING FOR YOUR PROGRAM:

	Very Satisfied	Satisfied	Neither Satisfied/Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
a) Use of evidence to analyze program quality	○	○	○	○	○	○
b) Use of labor market information for program planning and direction	○	○	○	○	○	○
c) Use of information to support accreditation	○	○	○	○	○	○
d) Focus on student learning outcomes	○	○	○	○	○	○
e) Overall growth in understanding your program(s)	○	○	○	○	○	○
f) Growth in understanding your program goals and plans in relation to institutional goals	○	○	○	○	○	○
g) Growth in understanding about the impact of integrated planning on your program	○	○	○	○	○	○
h) Growth in understanding about the impact of integrated planning on the institution	○	○	○	○	○	○
i) Meaningful conversations about program quality	○	○	○	○	○	○

5. (CONTINUED) PLEASE RATE HOW EFFECTIVE YOU BELIEVE THE ANNUAL INTEGRATED PLANNING WAS IN STIMULATING THE FOLLOWING FOR YOUR PROGRAM:

	Very effective	Somewhat effective	Neither effective/not effective	Not very effective	Not at all effective	N/A
j) Meaningful conversations about program future	○	○	○	○	○	○
k) Meaningful conversations about program resources	○	○	○	○	○	○
l) Meaningful conversations about alignment between instructional review, planning and resources	○	○	○	○	○	○
m) Planning the future of your program(s)	○	○	○	○	○	○
n) Actions by faculty in support of program quality	○	○	○	○	○	○
o) Actions by dean in support of program quality	○	○	○	○	○	○

6. PLEASE RATE HOW EFFECTIVE YOU BELIEVE THE ANNUAL INTEGRATED PLANNING WAS IN STIMULATING THE FOLLOWING FOR YOUR DEPARTMENT:

	Very Satisfied	Satisfied	Neither Satisfied/Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
a) Use of evidence to analyze department quality	○	○	○	○	○	○
b) Use of information to support accreditation	○	○	○	○	○	○
c) Use of assessment measures for department planning and direction	○	○	○	○	○	○
d) Collection of evidence to analyze department quality	○	○	○	○	○	○
e) Focus on administrative unit outcomes (AUOs) / key performance indicators (KPIs)	○	○	○	○	○	○
f) Overall growth in understanding your department	○	○	○	○	○	○
g) Growth in understanding your department goals and plans in relation to institutional goals	○	○	○	○	○	○
h) Growth in understanding about the impact of integrated planning on your department	○	○	○	○	○	○

7. (CONTINUED) PLEASE RATE HOW EFFECTIVE YOU BELIEVE THE ANNUAL INTEGRATED PLANNING WAS IN STIMULATING THE FOLLOWING FOR YOUR DEPARTMENT:

	Very effective	Somewhat effective	Neither effective/not effective	Not very effective	Not at all effective	N/A
i) Growth in understanding about the impact of integrated planning on the institution	○	○	○	○	○	○
j) Meaningful conversations about department quality	○	○	○	○	○	○
k) Meaningful conversations about department future	○	○	○	○	○	○
l) Meaningful conversations about department resources	○	○	○	○	○	○
m) Meaningful conversations about alignment between administrative review, planning and resources	○	○	○	○	○	○
n) Planning the future of your department	○	○	○	○	○	○
o) Actions by administrators in support of department quality	○	○	○	○	○	○
p) Actions by staff in support of department quality	○	○	○	○	○	○

8. HOW SATISFIED ARE YOU WITH THE FOLLOWING SUPPORTS TO ASSIST WRITERS IN COMPLETING THE ANNUAL INTEGRATED PLANNING PROCESS?

	Very satisfied	Somewhat satisfied	Neither satisfied/dissatisfied	Somewhat dissatisfied	Very dissatisfied	Did not use/attend (N/A)
a) Email/phone support	○	○	○	○	○	○
b) Manuals, instructions and tutorials	○	○	○	○	○	○

What are your suggestions for improvements to any of the existing assistance supports, or suggestions for new assistance supports?

9. **IF YOU HAD QUESTIONS WHILE COMPLETING THE ANNUAL INTEGRATED PLANNING PROCESS, PLEASE RATE YOUR AGREEMENT OR DISAGREEMENT WITH THE FOLLOWING STATEMENTS:**

	Agree	Somewhat agree	Neither agree/disagree	Somewhat disagree	Disagree	No questions (N/A)
a) My questions were addressed in a timely manner	○	○	○	○	○	○
b) My questions were sufficiently answered	○	○	○	○	○	○

Please comment on any satisfaction or dissatisfaction with provided support and/or address of questions:

10. HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE WITH THE FOLLOWING STEPS OF ANNUAL INTEGRATED PLANNING?

	Very Good	Good	Fair	Poor	Very poor	Did not use (N/A)
a) Program Review: Overall	○	○	○	○	○	○
b) Program Review: Analyzing your program's data	○	○	○	○	○	○
c) Updating Strategic Plan	○	○	○	○	○	○
d) Filling out Requests for Resources	○	○	○	○	○	○
e) Using Campus Labs	○	○	○	○	○	○

Please comment on any satisfaction or dissatisfaction with your overall experience with annual integrated planning:

11. HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE WITH THE FOLLOWING STEPS OF ANNUAL INTEGRATED PLANNING?

	Very Good	Good	Fair	Poor	Very poor	Did not use (N/A)
a) Program Review: Overall	○	○	○	○	○	○
b) Updating Strategic Plan	○	○	○	○	○	○
c) Filling out Requests for Resources	○	○	○	○	○	○
d) Using Campus Labs	○	○	○	○	○	○

Please comment on any satisfaction or dissatisfaction with your overall experience with annual integrated planning:

12. **THE PROGRAM REVIEW AND PLANNING AND INSTITUTIONAL EFFECTIVENESS COMMITTEES IMPLEMENTED REVISIONS TO THIS CYCLE'S ANNUAL INTEGRATED PLANNING CONTENT, FORMS, AND PROCESSES BASED UPON INPUT FROM LAST YEAR'S FEEDBACK SURVEY. IN GENERAL, HOW SATISFIED ARE YOU WITH THE FOLLOWING CHANGES? PLEASE COMMENT BELOW:**

Data were provided in one spreadsheet as opposed to multiple pdf's

Answers from last's years Program Review were rolled over to this year

Request for resources from last year were rolled over to this year

Canvas shell contents replaced face-to-face trainings

13. **THE PROGRAM REVIEW AND PLANNING AND INSTITUTIONAL EFFECTIVENESS COMMITTEES IMPLEMENTED REVISIONS TO THIS CYCLE'S ANNUAL INTEGRATED PLANNING CONTENT, FORMS, AND PROCESSES BASED UPON INPUT FROM LAST YEAR'S FEEDBACK SURVEY. IN GENERAL, HOW SATISFIED ARE YOU WITH THE FOLLOWING CHANGES? PLEASE COMMENT BELOW:**

Answers from last's years Program Review were rolled over to this year

Request for resources from last year were rolled over to this year

Canvas shell contents replaced face-to-face trainings

14. **SOME AREAS OF INTEGRATED PLANNING MAY HAVE BEEN MORE CHALLENGING THAN OTHERS. IF YOU HAVE SUGGESTIONS FOR HOW TO IMPROVE THIS PROCESS IN A SPECIFIC AREA, PLEASE COMMENT BELOW:**

Program Review Overall

Program Review: Quantitative data

Strategic Plan Update

Request for Resources

15. **SOME AREAS OF INTEGRATED PLANNING MAY HAVE BEEN MORE CHALLENGING THAN OTHERS. IF YOU HAVE SUGGESTIONS FOR HOW TO IMPROVE THIS PROCESS IN A SPECIFIC AREA, PLEASE COMMENT BELOW:**

Program review overall

Strategic plan update

Request for resources

Thank you for participating in the survey. The report will be made available early 2021.