

ADMINISTRATIVE REVIEW FEEDBACK SURVEY

2018/19 CYCLE IV

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and Institutional Effectiveness

April 2020

Planning, Research, & Institutional Effectiveness
San Diego Continuing Education at Mesa College
7350 Armstrong Place, San Diego, CA 92111



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FEEDBACK SURVEY RESULTS

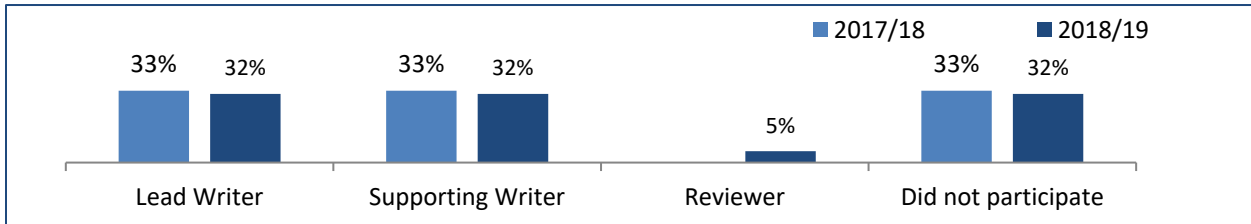
Faculty Authoring Roles and Engagement

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

A. Program Review

Roles	2017/18		2018/19	
Lead Writer	4	33%	6	32%
Supporting Writer	4	33%	6	32%
Reviewer	---	---	1	5%
Did not participate	4	33%	6	32%
Total	12	100%	19	100%

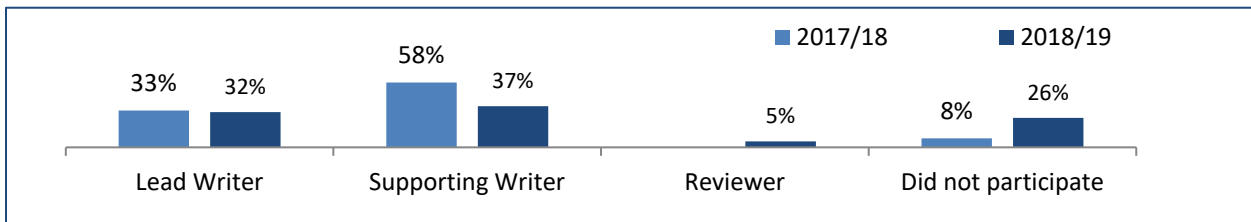
Note. No 2016/17 comparison available and no 2017/18 direct comparison available for some responses.



B. Strategic Plan Update

Roles	2017/18		2018/19	
Lead Writer	4	33%	6	32%
Supporting Writer	7	58%	7	37%
Reviewer	---	---	1	5%
Did not participate	1	8%	5	26%
Total	12	100%	19	100%

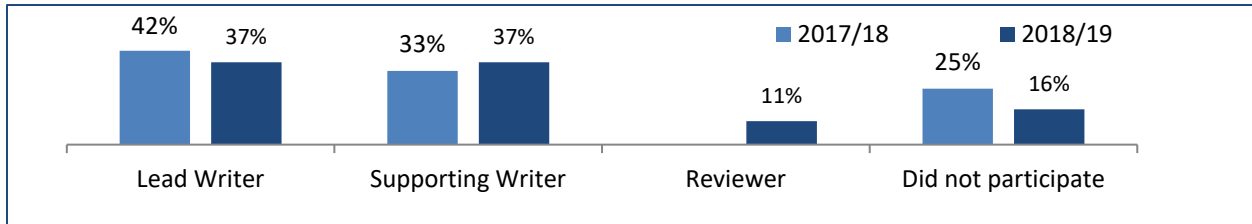
Note. No 2016/17 comparison available and no 2017/18 direct comparison available for some responses.



C. Request for Resources

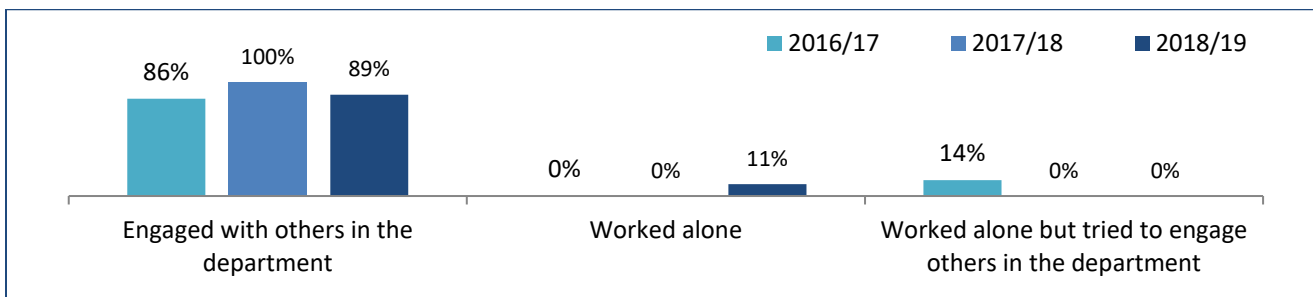
Roles	2017/18		2018/19	
Lead Writer	5	42%	7	37%
Supporting Writer	4	33%	7	37%
Reviewer	---	---	2	11%
Did not participate	3	25%	3	16%
Total	12	100%	19	100%

Note. No 2016/17 comparison available and no 2017/18 direct comparison available for some responses.



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

Work Engagement	2016/17		2017/18		2018/19	
Engaged with others in the department	6	86%	12	100%	17	89%
Worked alone	0	0%	0	0%	2	11%
Worked alone but tried to engage others in the department	1	14%	0	0%	0	0%
Total	7	100%	12	100%	19	100%



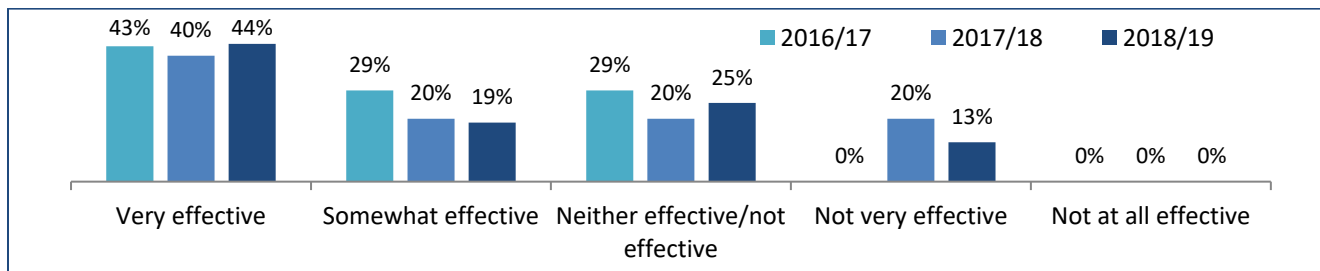
If engagement varied based on the activity (i.e., program review, strategic planning, or requests for resources), please explain:
Assisted with writing a very small portion of Program Review
Collaboration occurred at department meetings.
Engagement was limited to contract staff as most staff are PT NANCE and work study students. PT Intake Coordinators were engaged in planning and updates. It was difficult to navigate as we have 6 programs under R2S which makes it challenging with the current template.
I am working with the Professional Development Committee in the updating of our Governance Handbook and also Resource Allocation review. I also work with IEP on part of the strategic plan, as related to Professional Development
I just learned that the previous Dean did not include the DSPS Dept.
I worked on the program review, strategic planning and resource request with the different department supervisors within the Administrative Services Office.
Small groups worked on various aspects of both Admin review & Strategic Plan. Dept. reviewed final drafts of both.

Effectiveness of Program Review Process in Stimulating Action/Planning

Please rate how effective you believe the integrated planning/administrative review was/will be in stimulating the following for your program:

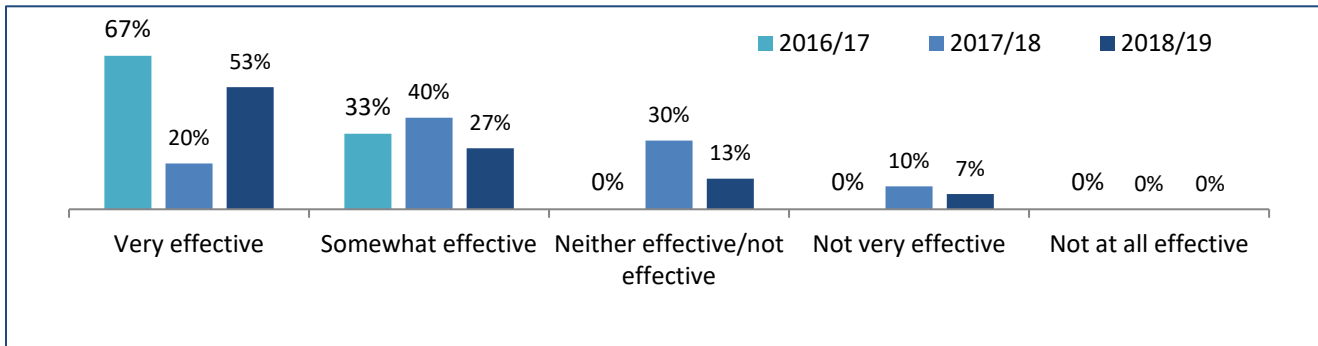
Use of evidence to analyze department quality

Effectiveness	2016/17		2017/18		2018/19	
Very effective	3	43%	4	40%	7	44%
Somewhat effective	2	29%	2	20%	3	19%
Neither effective/not effective	2	29%	2	20%	4	25%
Not very effective	0	0%	2	20%	2	13%
Not at all effective	0	0%	0	0%	0	0%
Total	7	100%	10	100%	16	100%
N/A	0	---	2	---	1	---



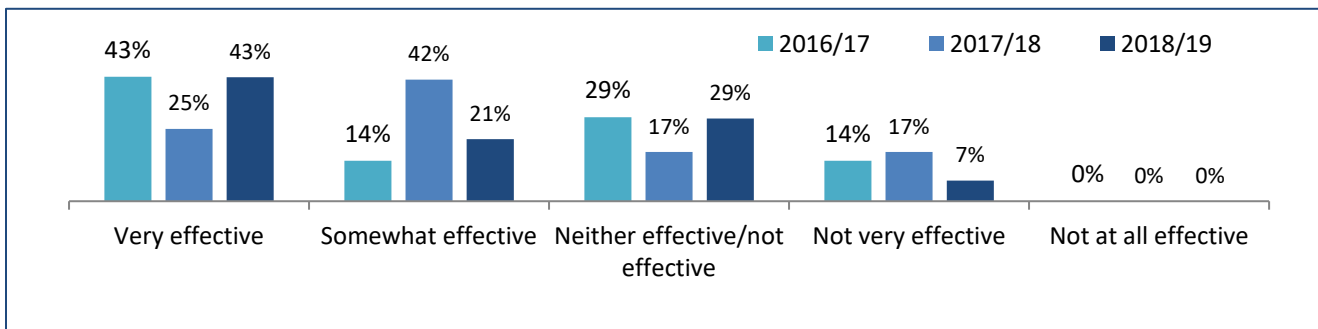
Use of information to support accreditation

Effectiveness	2016/17		2017/18		2018/19	
Very effective	4	67%	2	20%	8	53%
Somewhat effective	2	33%	4	40%	4	27%
Neither effective/not effective	0	0%	3	30%	2	13%
Not very effective	0	0%	1	10%	1	7%
Not at all effective	0	0%	0	0%	0	0%
Total	6	100%	10	100%	15	100%
N/A	0	---	2	---	2	---



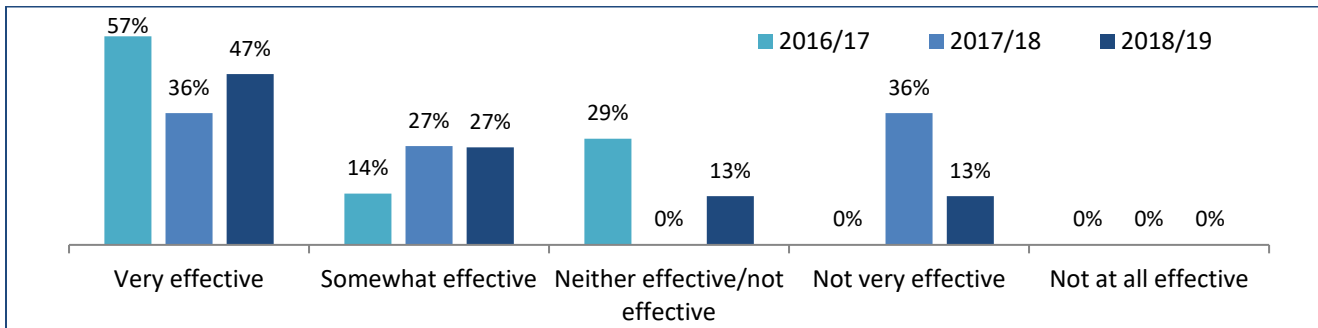
Use of assessment measures for department planning and direction

Effectiveness	2016/17		2017/18		2018/19	
Very effective	3	43%	3	25%	6	43%
Somewhat effective	1	14%	5	42%	3	21%
Neither effective/not effective	2	29%	2	17%	4	29%
Not very effective	1	14%	2	17%	1	7%
Not at all effective	0	0%	0	0%	0	0%
Total	7	100%	12	100%	14	100%
N/A	0	---	0	---	3	---



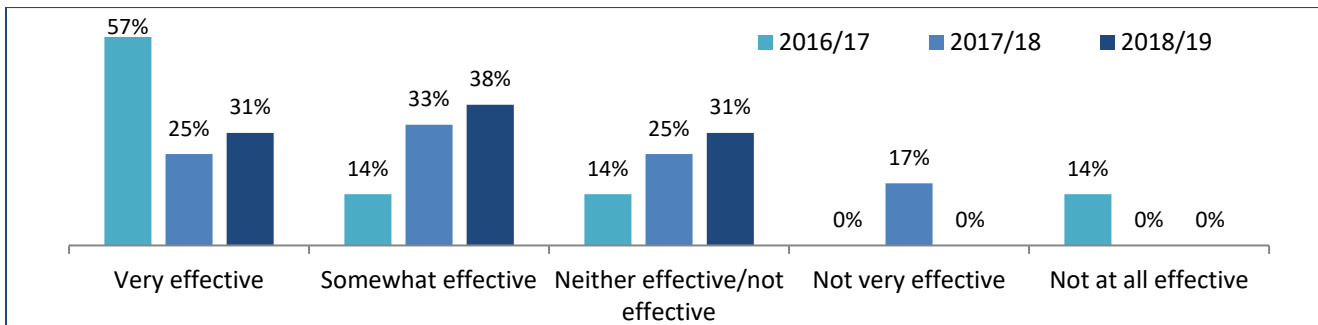
Collection of evidence to analyze department quality

Effectiveness	2016/17		2017/18		2018/19	
Very effective	4	57%	4	36%	7	47%
Somewhat effective	1	14%	3	27%	4	27%
Neither effective/not effective	2	29%	0	0%	2	13%
Not very effective	0	0%	4	36%	2	13%
Not at all effective	0	0%	0	0%	0	0%
Total	7	100%	11	100%	15	100%
N/A	0	---	1	---	2	---



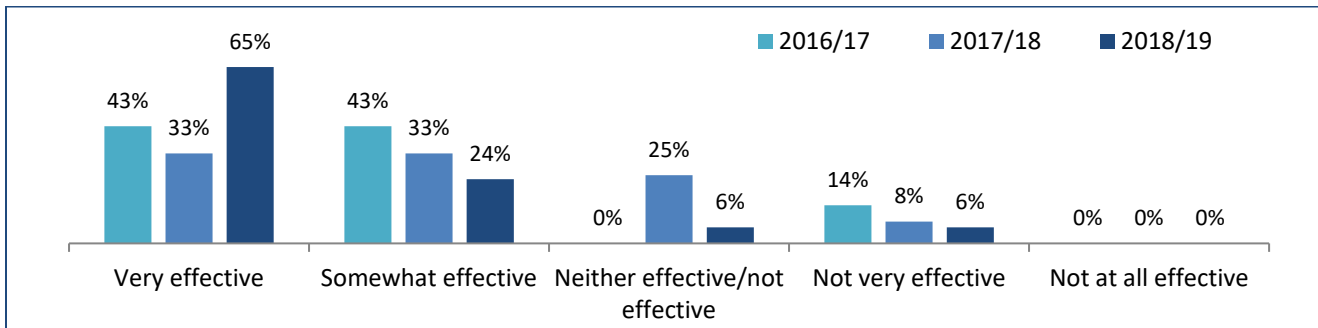
Focus on administrative unit outcomes (AUOs) / key performance indicators (KPIs)

Effectiveness	2016/17		2017/18		2018/19	
Very effective	4	57%	3	25%	4	31%
Somewhat effective	1	14%	4	33%	5	38%
Neither effective/not effective	1	14%	3	25%	4	31%
Not very effective	0	0%	2	17%	0	0%
Not at all effective	1	14%	0	0%	0	0%
Total	7	100%	12	100%	13	100%
N/A	0	---	0	---	4	---



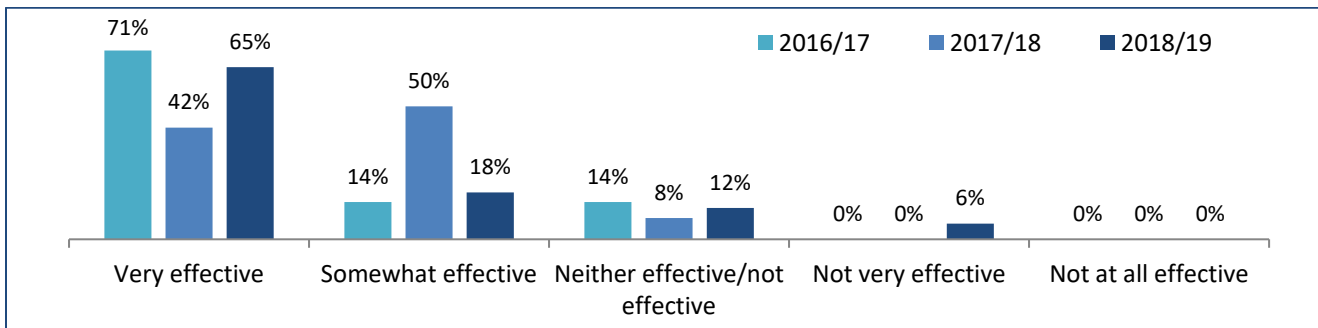
Overall growth in understanding your department

Effectiveness	2016/17		2017/18		2018/19	
Very effective	3	43%	4	33%	11	65%
Somewhat effective	3	43%	4	33%	4	24%
Neither effective/not effective	0	0%	3	25%	1	6%
Not very effective	1	14%	1	8%	1	6%
Not at all effective	0	0%	0	0%	0	0%
Total	7	100%	12	100%	17	100%
N/A	0	---	0	---	0	---



Growth in understanding your department goals and plans in relation to institutional goals

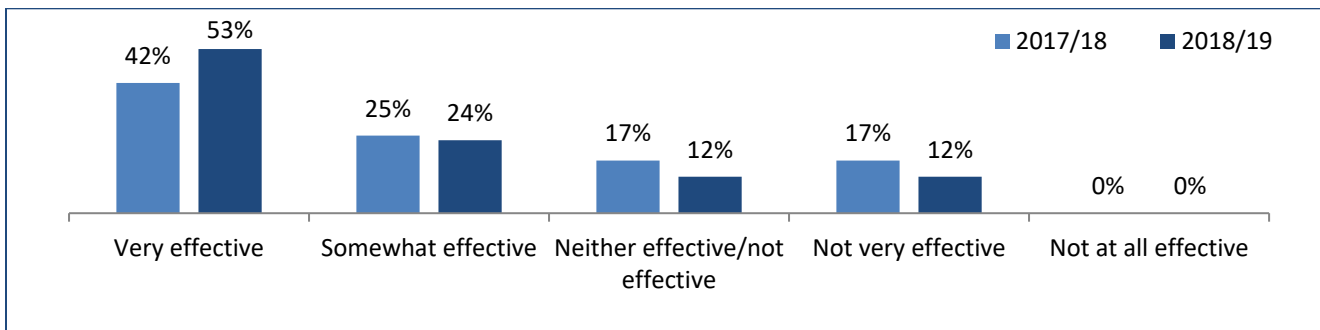
Effectiveness	2016/17		2017/18		2018/19	
Very effective	5	71%	5	42%	11	65%
Somewhat effective	1	14%	6	50%	3	18%
Neither effective/not effective	1	14%	1	8%	2	12%
Not very effective	0	0%	0	0%	1	6%
Not at all effective	0	0%	0	0%	0	0%
Total	7	100%	12	100%	17	100%
N/A	0	---	0	---	0	---



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

Effectiveness	2017/18		2018/19	
Very effective	5	42%	9	53%
Somewhat effective	3	25%	4	24%
Neither effective/not effective	2	17%	2	12%
Not very effective	2	17%	2	12%
Not at all effective	0	0%	0	0%
Total	12	100%	17	100%
N/A	0	---	0	---

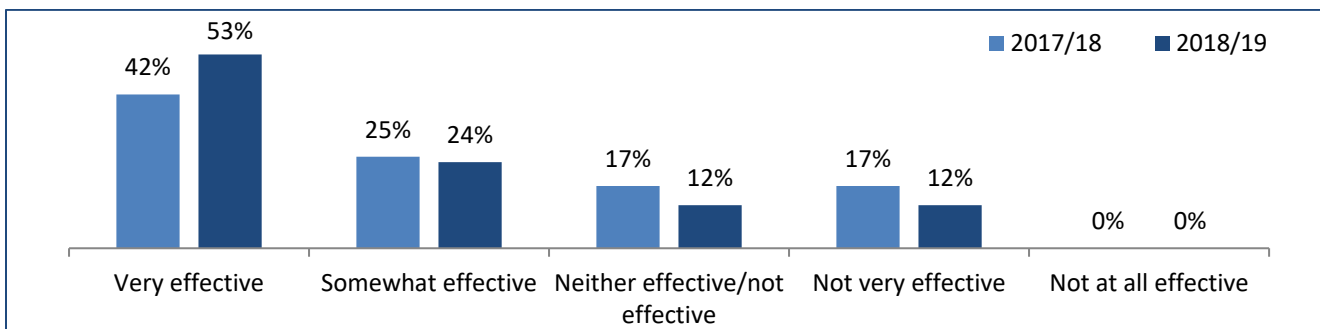
Note. No 2016/17 direct comparison available.



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

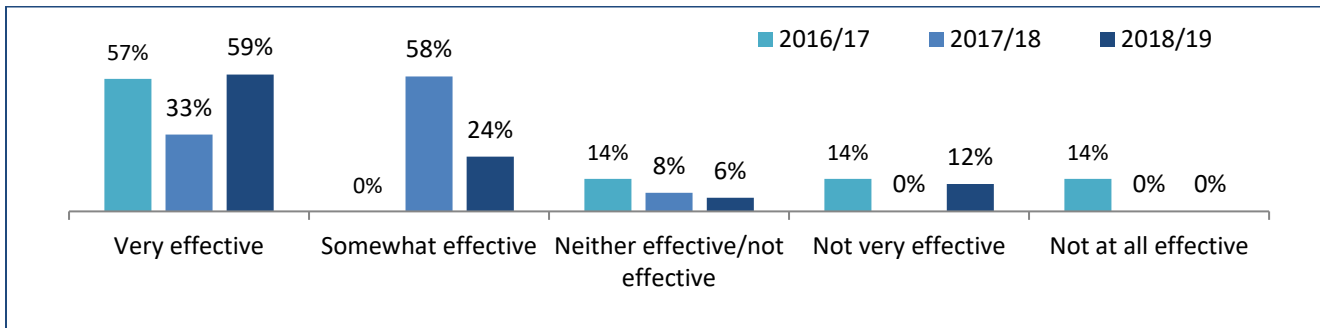
Effectiveness	2017/18		2018/19	
Very effective	5	42%	9	53%
Somewhat effective	3	25%	4	24%
Neither effective/not effective	2	17%	2	12%
Not very effective	2	17%	2	12%
Not at all effective	0	0%	0	0%
Total	12	100%	17	100%
N/A	0	---	0	---

Note. No 2016/17 direct comparison available.



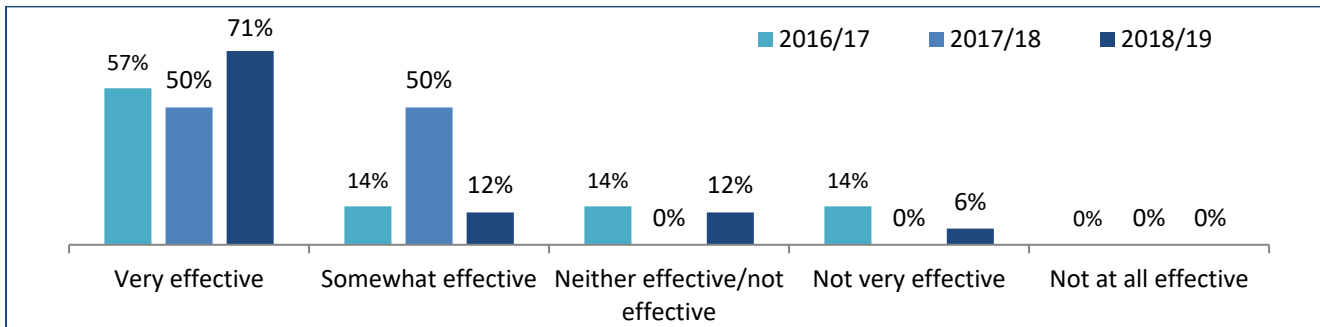
Meaningful conversations about department quality

Effectiveness	2016/17		2017/18		2018/19	
Very effective	4	57%	4	33%	10	59%
Somewhat effective	0	0%	7	58%	4	24%
Neither effective/not effective	1	14%	1	8%	1	6%
Not very effective	1	14%	0	0%	2	12%
Not at all effective	1	14%	0	0%	0	0%
Total	7	100%	12	100%	17	100%
N/A	0	---	0	---	0	---



Meaningful conversations about department future

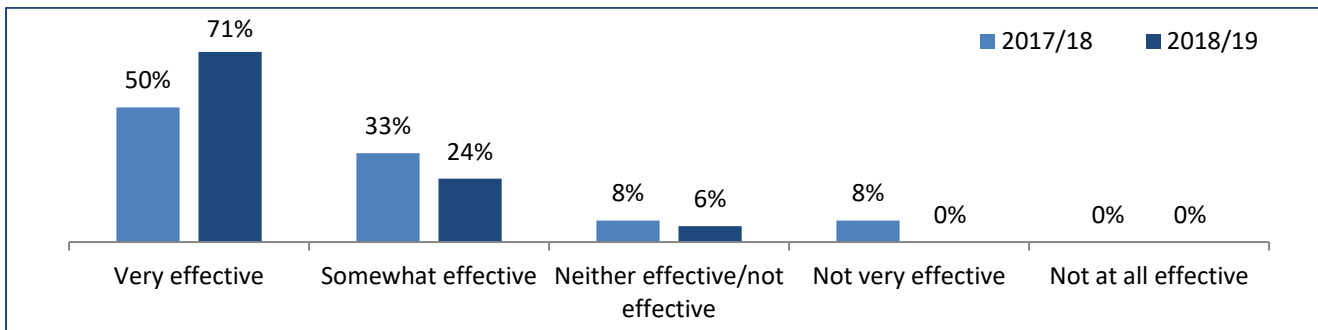
Effectiveness	2016/17		2017/18		2018/19	
Very effective	4	57%	6	50%	12	71%
Somewhat effective	1	14%	6	50%	2	12%
Neither effective/not effective	1	14%	0	0%	2	12%
Not very effective	1	14%	0	0%	1	6%
Not at all effective	0	0%	0	0%	0	0%
Total	7	100%	12	100%	17	100%
N/A	0	---	0	---	0	---



Meaningful conversations about department resources

Effectiveness	2017/18		2018/19	
Very effective	6	50%	12	71%
Somewhat effective	4	33%	4	24%
Neither effective/not effective	1	8%	1	6%
Not very effective	1	8%	0	0%
Not at all effective	0	0%	0	0%
Total	12	100%	17	100%
N/A	0	---	0	---

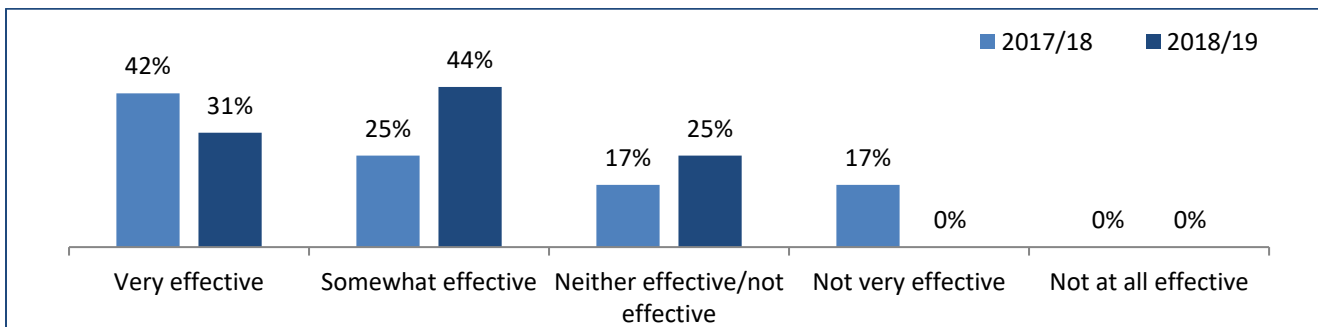
Note. No 2016/17 direct comparison available.



Meaningful conversations about alignment between administrative review, planning and resources

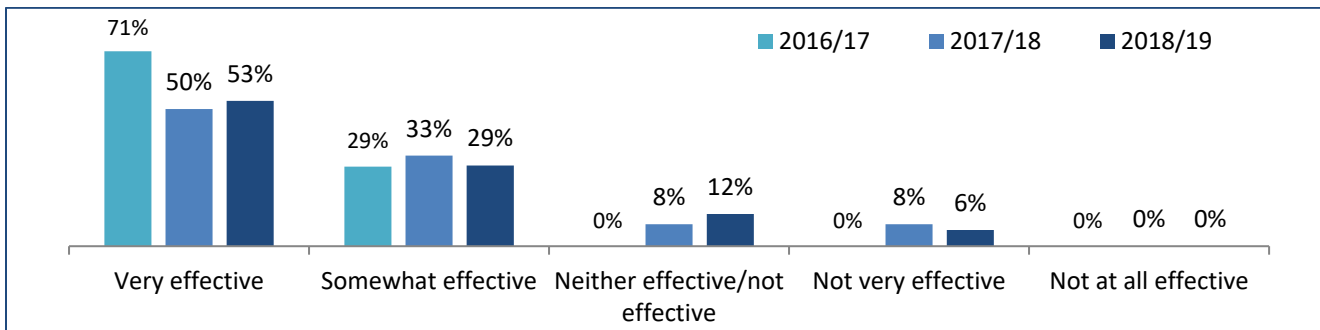
Effectiveness	2017/18		2018/19	
Very effective	5	42%	5	31%
Somewhat effective	3	25%	7	44%
Neither effective/not effective	2	17%	4	25%
Not very effective	2	17%	0	0%
Not at all effective	0	0%	0	0%
Total	12	100%	16	100%
N/A	0	---	1	---

Note. No 2016/17 direct comparison available.



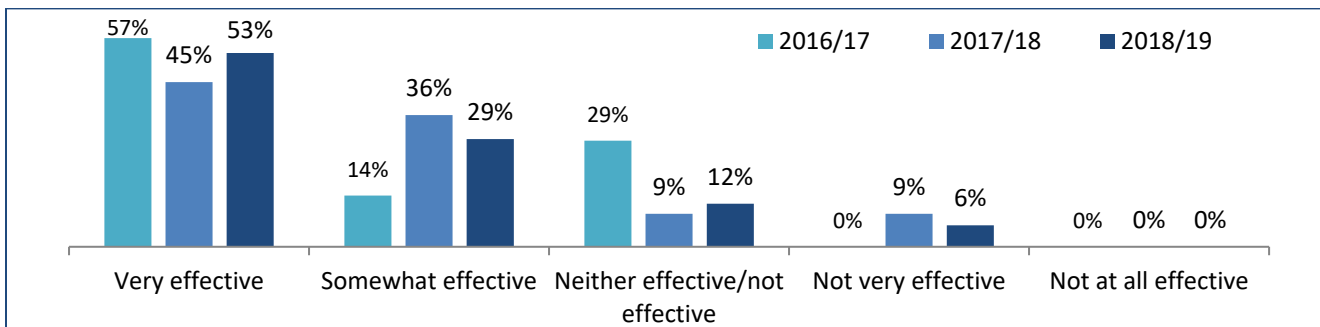
Planning the future of your department

Effectiveness	2016/17		2017/18		2018/19	
Very effective	5	71%	6	50%	12	71%
Somewhat effective	2	29%	4	33%	3	18%
Neither effective/not effective	0	0%	1	8%	1	6%
Not very effective	0	0%	1	8%	1	6%
Not at all effective	0	0%	0	0%	0	0%
Total	7	100%	12	100%	17	100%
N/A	0	---	0	---	0	---



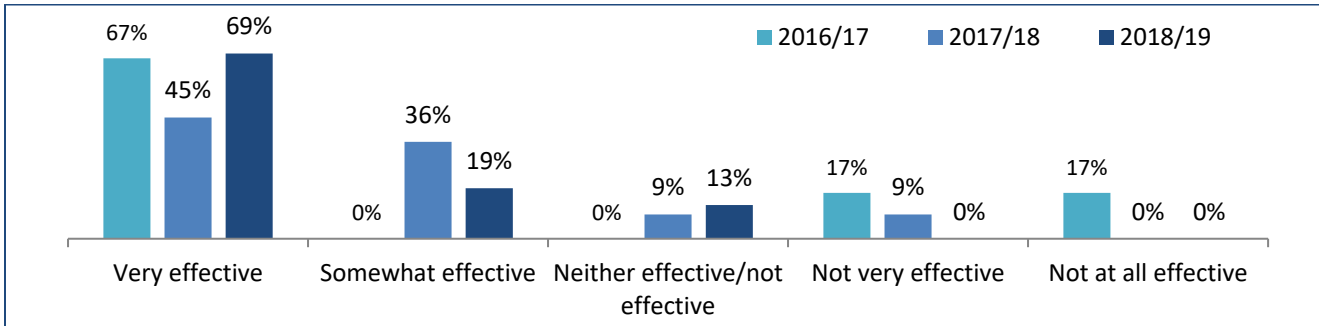
Actions by administrators in support of department quality

Effectiveness	2016/17		2017/18		2018/19	
Very effective	4	57%	5	45%	9	53%
Somewhat effective	1	14%	4	36%	5	29%
Neither effective/not effective	2	29%	1	9%	2	12%
Not very effective	0	0%	1	9%	1	6%
Not at all effective	0	0%	0	0%	0	0%
Total	7	100%	11	100%	17	100%
N/A	0	---	1	---	0	---



Actions by staff in support of department quality

Effectiveness	2016/17		2017/18		2018/19	
Very effective	4	67%	5	45%	11	69%
Somewhat effective	0	0%	4	36%	3	19%
Neither effective/not effective	0	0%	1	9%	2	13%
Not very effective	1	17%	1	9%	0	0%
Not at all effective	1	17%	0	0%	0	0%
Total	6	100%	11	100%	16	100%
N/A	1		1		1	---



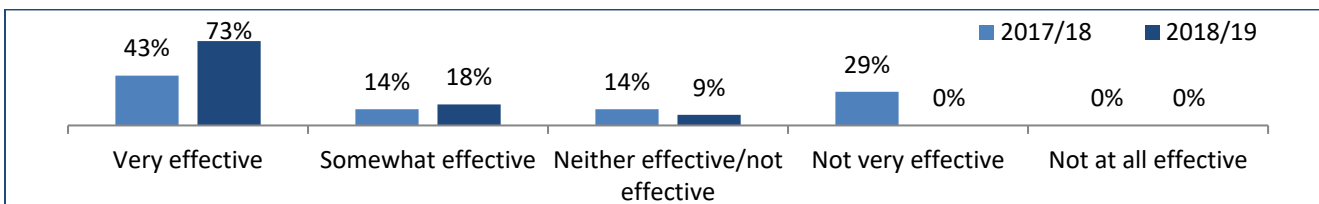
Satisfaction with Assistance Tools

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

In-person trainings (group)

Effectiveness	2017/18		2018/19	
Very effective	3	43%	8	73%
Somewhat effective	1	14%	2	18%
Neither effective/not effective	1	14%	1	9%
Not very effective	2	29%	0	0%
Not at all effective	0	0%	0	0%
Total	7	100%	11	100%
N/A	5	---	6	---

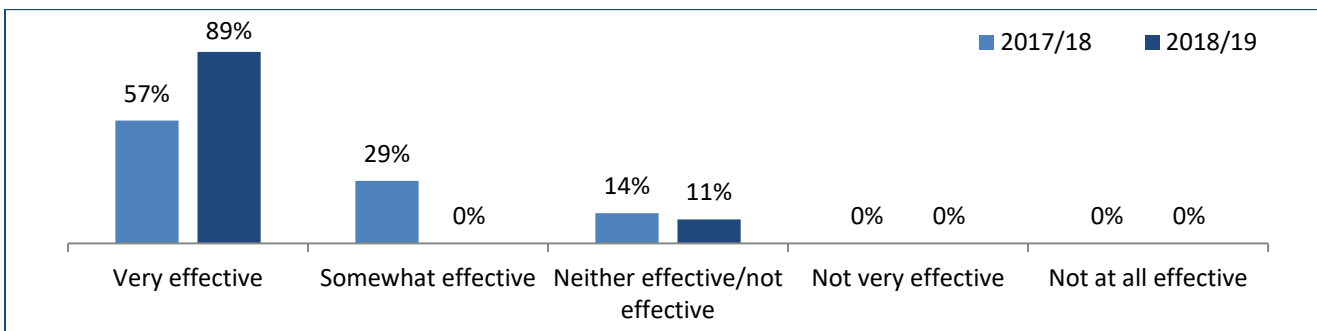
Note. No 2016/17 direct comparison available.



In-person trainings (one-on-one)

Effectiveness	2017/18		2018/19	
Very effective	4	57%	8	89%
Somewhat effective	2	29%	0	0%
Neither effective/not effective	1	14%	1	11%
Not very effective	0	0%	0	0%
Not at all effective	0	0%	0	0%
Total	7	100%	9	100%
N/A	5	---	8	---

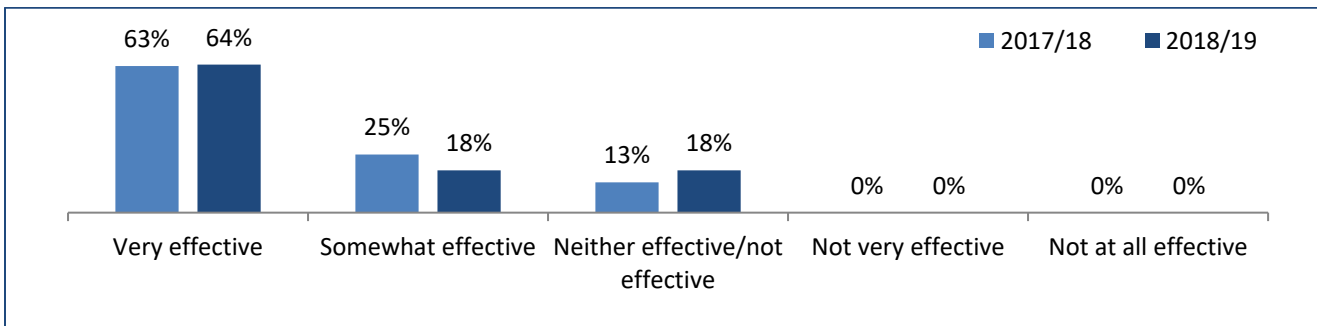
Note. No 2016/17 direct comparison available.



In-person support

Effectiveness	2017/18		2018/19	
Very effective	5	63%	7	64%
Somewhat effective	2	25%	2	18%
Neither effective/not effective	1	13%	2	18%
Not very effective	0	0%	0	0%
Not at all effective	0	0%	0	0%
Total	8	100%	11	100%
N/A	4	---	6	---

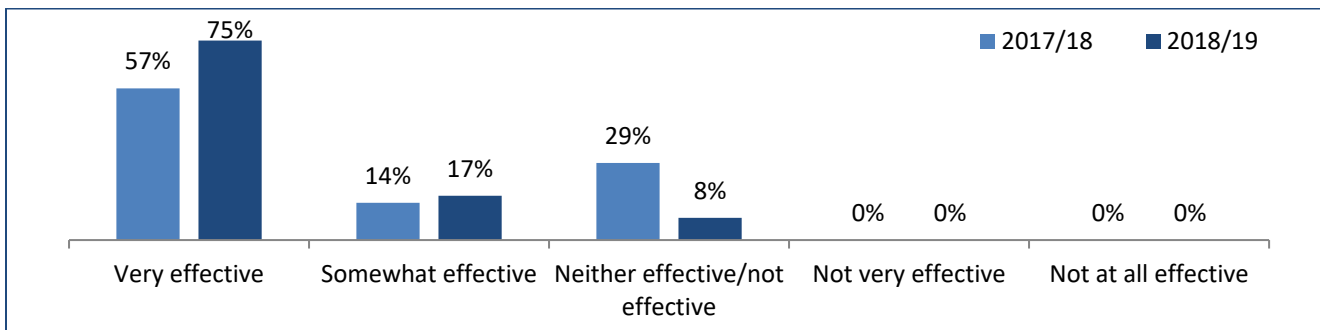
Note. No 2016/17 direct comparison available.



Email/phone support

Effectiveness	2017/18		2018/19	
Very effective	4	57%	9	75%
Somewhat effective	1	14%	2	17%
Neither effective/not effective	2	29%	1	8%
Not very effective	0	0%	0	0%
Not at all effective	0	0%	0	0%
Total	7	100%	12	100%
N/A	5	---	5	---

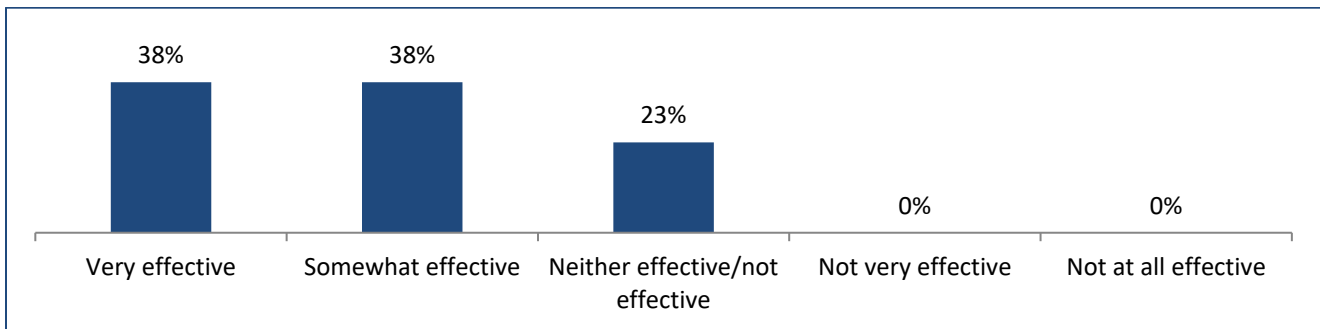
Note. No 2016/17 direct comparison available.



Manuals, instructions and tutorials

Effectiveness	2018/19	
Very effective	5	38%
Somewhat effective	5	38%
Neither effective/not effective	3	23%
Not very effective	0	0%
Not at all effective	0	0%
Total	13	100%
N/A	4	---

Note. No 2016/17 and 2017/18 direct comparison available.



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

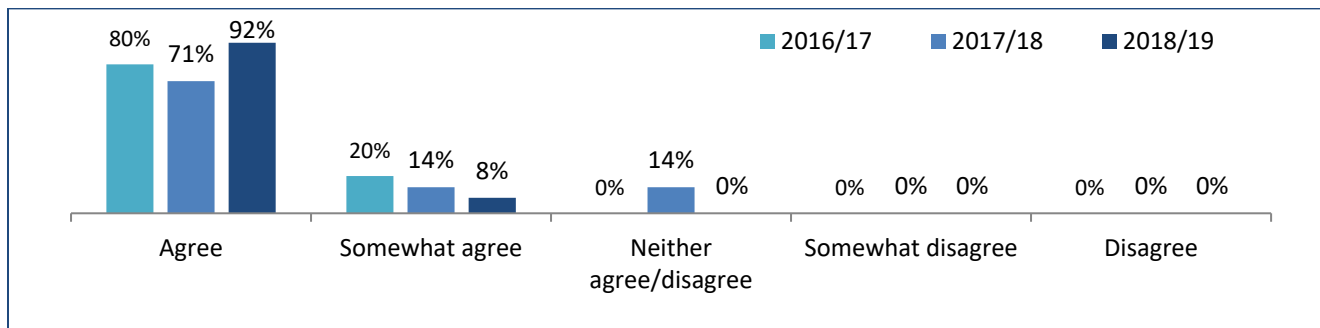
Empower all writers to share their experience and knowledge by allowing them to train and involve their colleagues on performing administrative reviews. This investment in time and effort preserves and passes down the unique history of each department to all current and future users more organically and with more insight. PIE should gradually lessen their role as the first point of contact for support.

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:

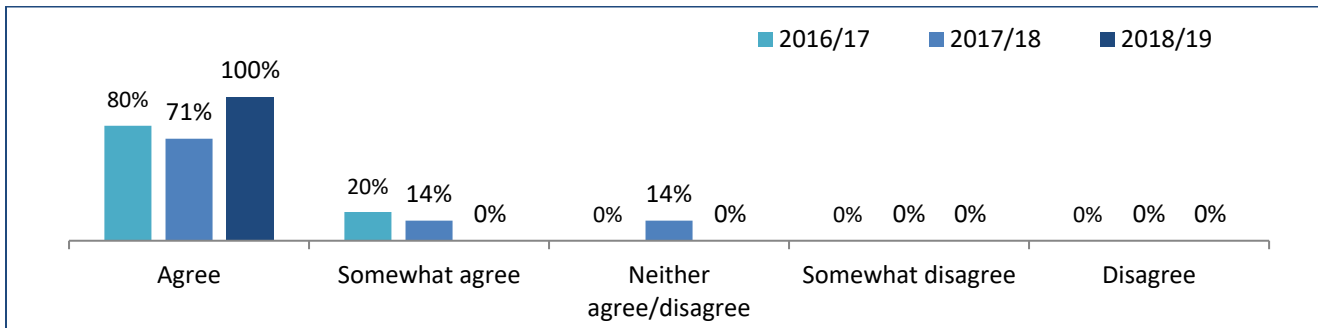
My questions were addressed in a timely manner

Agreement Level	2016/17		2017/18		2018/19	
Agree	4	80%	5	71%	11	92%
Somewhat agree	1	20%	1	14%	1	8%
Neither agree/disagree	0	0%	1	14%	0	0%
Somewhat disagree	0	0%	0	0%	0	0%
Disagree	0	0%	0	0%	0	0%
Total	5	100%	7	100%	12	100%
N/A	2	---	5	---	5	---



My questions were sufficiently answered

Agreement Level	2016/17		2017/18		2018/19	
Agree	4	80%	5	71%	12	100%
Somewhat agree	1	20%	1	14%	0	0%
Neither agree/disagree	0	0%	1	14%	0	0%
Somewhat disagree	0	0%	0	0%	0	0%
Disagree	0	0%	0	0%	0	0%
Total	5	100%	7	100%	12	100%
N/A	2	---	5	---	5	---



Overall Experience with the Program Review Process

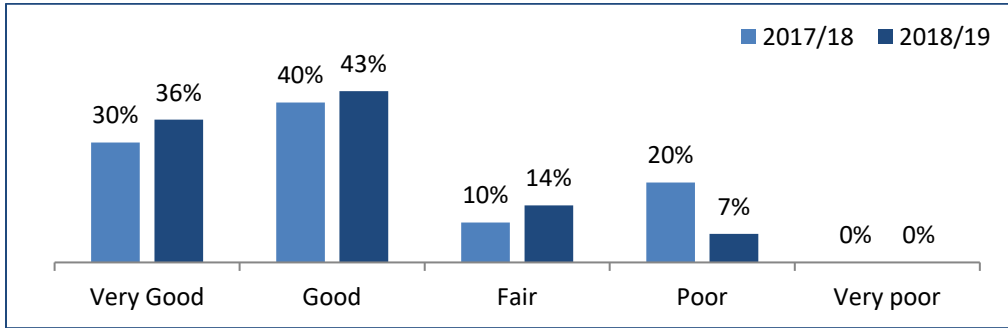
How would you rate your overall experience with the following steps of annual integrated planning?

Program Review: Overall

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

Note. No 2016/17 and 2017/18 direct comparison available.

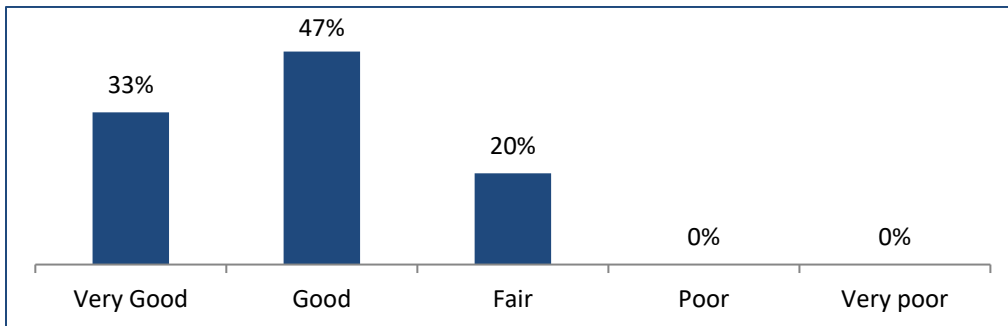
Program Review: Overall (continued)



Updating Strategic Plan

Rating	2018/19	
Very Good	5	33%
Good	7	47%
Fair	3	20%
Poor	0	0%
Very poor	0	0%
Total	15	100%
N/A	2	---

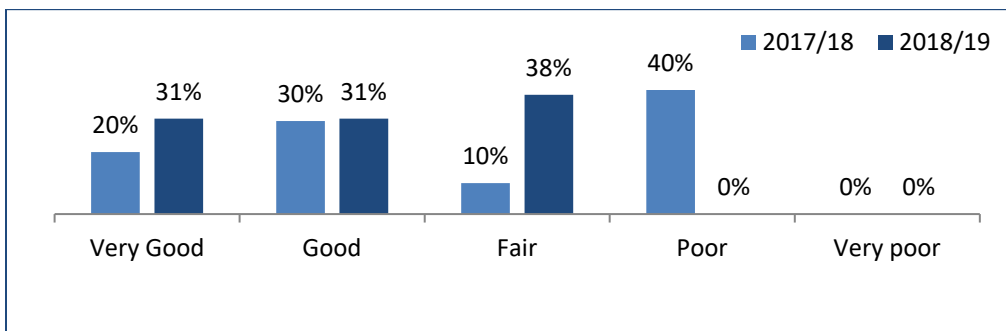
Note. No 2016/17 and 2017/18 direct comparison available.



Filling out Requests for Resources

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

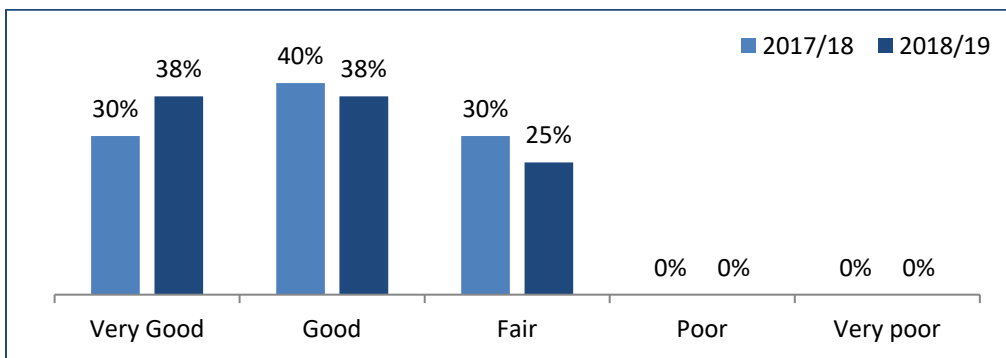
Note. No 2016/17 direct comparison available.



Using Campus Labs

Rating	2017/18		2018/19	
Very Good	3	30%	6	38%
Good	4	40%	6	38%
Fair	3	30%	4	25%
Poor	0	0%	0	0%
Very poor	0	0%	0	0%
Total	10	100%	16	100%
N/A	2	---	1	---

Note. No 2016/17 direct comparison available.



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

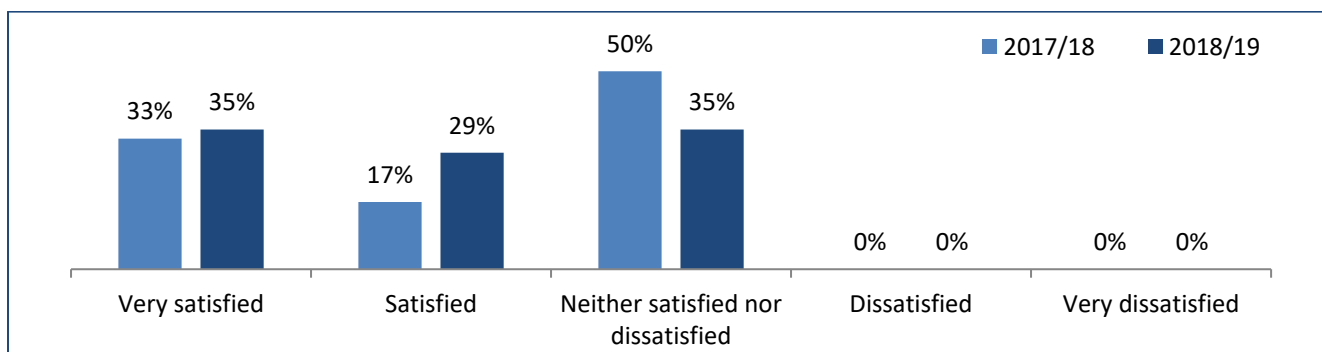
I liked that the program review portion was due at a different time than the strategic plan and requests for resources. It allowed my department to first reflect and look at the data and then focus on planning and resources.

Revisions to Program Review

The Program Review and Planning and Institutional Effectiveness (PIE) 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 these revisions?

Satisfaction Level	2017/18		2018/19	
Very satisfied	4	33%	6	35%
Satisfied	2	17%	5	29%
Neither satisfied nor dissatisfied	6	50%	6	35%
Dissatisfied	0	0%	0	0%
Very dissatisfied	0	0%	0	0%
Total	12	100%	17	100%
N/A	---	---	1	---

Note. No 2016/17 direct comparison available.



Please comment on any satisfaction or dissatisfaction with revisions to this annual integrated planning content, forms, and processes:

I was not here for last year so I have nothing to compare to.

My only comment (which I also heard from colleagues) as this time around, since it is new to a lot of us, did take a lot of time out of already busy schedules. This may get better over time, as we become more adept and comfortable with the work. Also, it is really critical to share all of the 'good' outcomes that are tied to this work, so people can feel that the work has deep value.

Revisions were good to formats and campus lab templates. However, it still remains unclear why each department/program would have a strategic plan and Program Review. In most CCCs, APRs have goals and objectives and drive and support one Institutional Strategic Plan.

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	
Request for Resources	6	100%
Strategic Plan Update	3	50%
Program Review Overall	2	33%

Note. No 2016/17 and 2017/18 direct comparison available.

If you have suggestions for how to improve this process in Request for Resources, please comment below:

Have Departments start working on it early and continuously throughout year vs working on it a few weeks before it is due

It would be great to have a mini-training in the future for faculty leaders and staff, to help them think ahead of projects that will require resource requests but people don't realize it in time. I am not sure if you already did that -- but maybe more of that ongoing.

Reduce paperwork and procedure to avoid unnecessary delays in getting work done more quickly and efficiently. Entrust requestors to make decisions that directly impact their work and effectiveness.

Samples would have been helpful

Simple directions

There is not enough on-hand resources for resources to be accurately quoted and requested.

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

Have Departments start working on it early and continuously throughout year vs working on it a few weeks before it is due

Lists of sample KPIS would be helpful

Simple directions

If you have suggestions for how to improve this process in Program Review Overall, please comment below:

Have Departments start working on it early and continuously throughout year vs working on it a few weeks before it is due

Simple directions