

# PLANNING, RESEARCH, AND INSTITUTIONAL EFFECTIVENESS FEEDBACK SURVEY 2017/18

OFFICE OF PLANNING, RESEARCH, AND  
INSTITUTIONAL EFFECTIVENESS

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*Prepared by:  
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Research, and  
Institutional Effectiveness*

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*Fall 2018*



OFFICE OF PLANNING, RESEARCH,  
& INSTITUTIONAL EFFECTIVENESS

SAN DIEGO  
CONTINUING  
EDUCATION

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## Purpose

The Office of Planning, Research, and Institutional Effectiveness (PRIE, formerly known as the Office of Institutional Effectiveness) invited faculty, classified professionals, and administrators at San Diego Continuing Education (SDCE) to provide feedback regarding their personal experience(s) with the office and its staff. The information collected via online survey will inform PRIE's program review, strategic planning, and future departmental improvements. Additionally, this report is intended to contribute to institutional transparency by making it available to the public.

## Methodology

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 utilized five Likert-type question sets to assess the following:

- 1) PRIE's institutional impact (e.g. student learning and integrated planning)
- 2) Individuals' interactions with PRIE's personnel
- 3) PRIE website
- 4) Familiarity with the research request process
- 5) Services received from PRIE

Additionally, two single choice individual questions were asked to determine individuals' usage of PRIE's website and overall satisfaction with the services they have received from PRIE. Lastly, two open-ended questions collected information on what individuals would change and what do they like the most about PRIE.

PRIE conducted online survey data collection from April 24 through May 8, 2018 via SDCE's email distribution list, which included all non-student members of the SDCE community. Survey invitation and reminders were sent to 1,223 recipients and 63 surveys were submitted by respondents (5% response rate).

## Summary of the Findings

### PRIE's Supporting Impact

The majority of respondents agreed that PRIE had a positive impact in supporting the improvement of the following areas:

- Integrated planning (64%)
- Evidence-based planning and decision-making (63%)
- Student Services (63%)
- Administrative processes (58%)
- Student learning (52%)

Between 22% and 35% remained neutral (neither agree nor disagree) when asked about PRIE's impact.

### Interactions with PRIE's Personnel

A large majority of respondents have a positive opinion regarding their interactions with PRIE's personnel:

- 91% reported they were treated courteously by the staff
- 86% reported it was easy to communicate with the staff
- 86% reported the staff was professional
- 83% reported the staff was able to answer their question
- 76% reported that the PRIE's trainings they have attended helped them understand the topic being delivered
- 70% reported they can schedule a meeting within a reasonable time period

### PRIE's Website Usage and Evaluation

Less than half of respondents had used PRIE's website within the last six months (41%). Among respondents that used PRIE's website within the last six months:

- 91% reported that the website has useful information
- 82% found the website to be user-friendly

### Familiarity with the Research Request Process

The research request process was identified as an area for improvement:

- Less than half (48%) agreed that the process for requesting data and information is clear, while 43% expressed neutrality, and 10% disagreed.

*Note. Percentages may not total 100% due to rounding error.*

Source: SDCCD Information System

- While 54% of respondents claimed to know where to go on the website to access a Research Request Form, over a quarter (27%) did not, and 20% remained neutral.
- Likewise, 55% of respondents reported they knew who to submit a research request to, but 25% did not, and 21% remained neutral.

### **Services Received from PRIE**

The overall satisfaction with the services received from PRIE was at 50%, with a large number remaining neutral (42%), and 8% expressing dissatisfaction. Respondents evaluated specific aspects of the services received as follows:

- 64% perceived that the initial response to their request for data/information was prompt
- 68% reported they received data/information in a timely manner
- 61% reported that the data received fulfilled their request and/or answered their question
- 59% reported receiving quality data/information
- 69% reported that the information they received was easy to understand

Between 25% and 41% remained neutral (neither agree nor disagree) when asked to evaluate the services they received from PRIE.

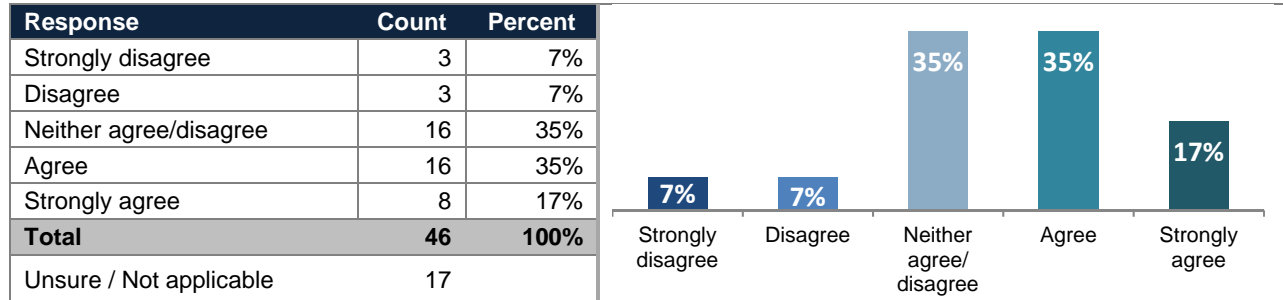
*Note. Percentages may not total 100% due to rounding error.*

Source: SDCCD Information System

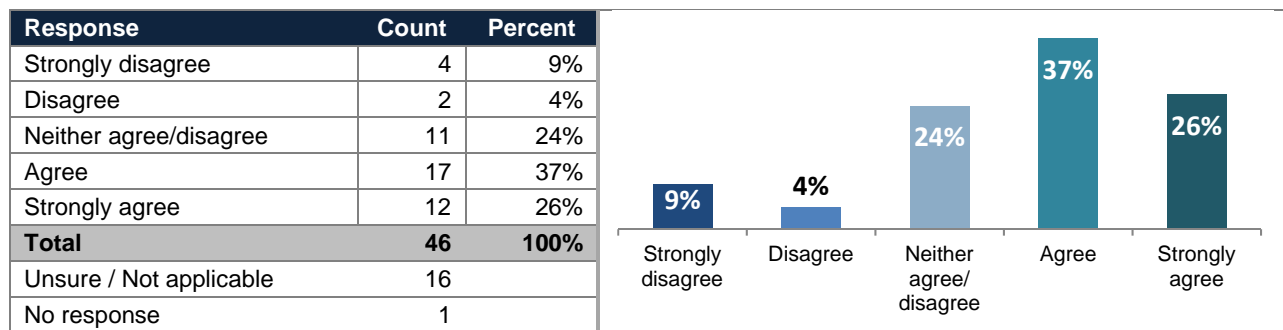
## Feedback Survey Results

### Assessment of PRIE's Positive Impact in Supporting Improvements in Various Areas

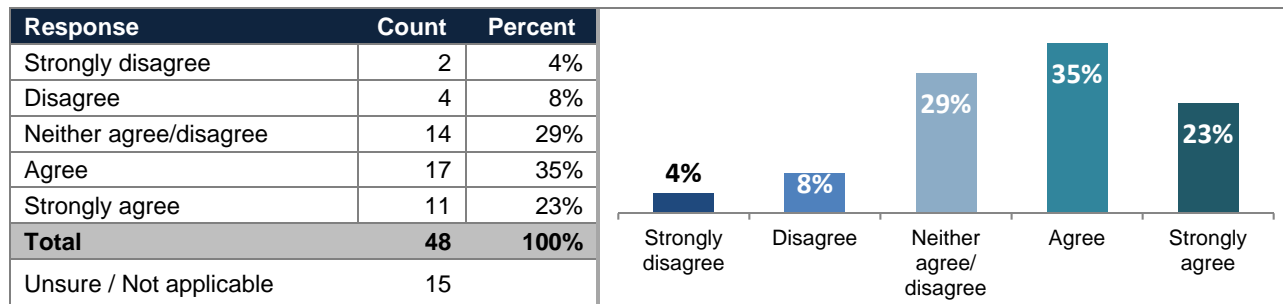
#### Student learning



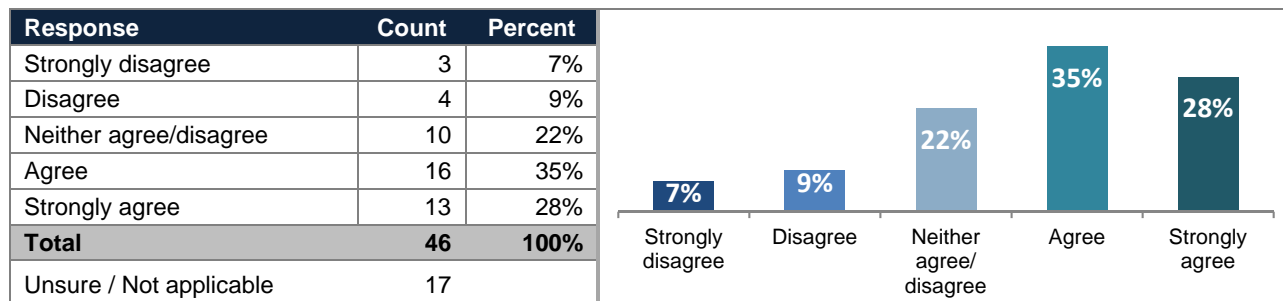
#### Student services



#### Administrative processes



#### Evidence-based planning and decision-making

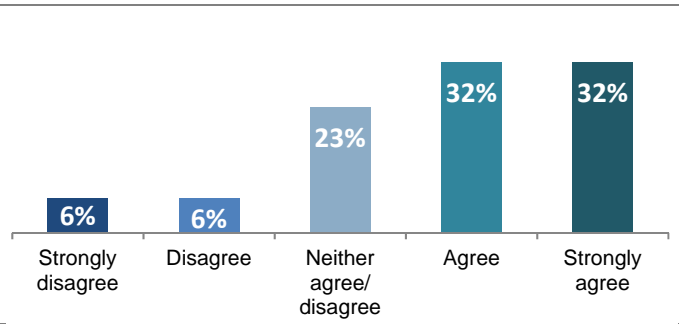


Note. Percentages may not total 100% due to rounding error.

Source: SDCCD Information System

### Integrated planning

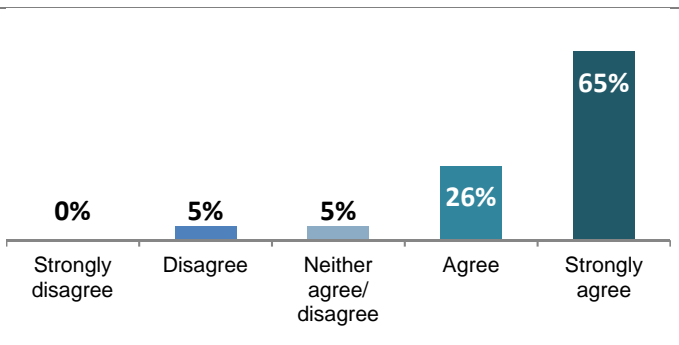
Response	Count	Percent
Strongly disagree	3	6%
Disagree	3	6%
Neither agree/disagree	11	23%
Agree	15	32%
Strongly agree	15	32%
<b>Total</b>	<b>47</b>	<b>100%</b>
Unsure / Not applicable	16	



### Interacting with PRIE's Personnel

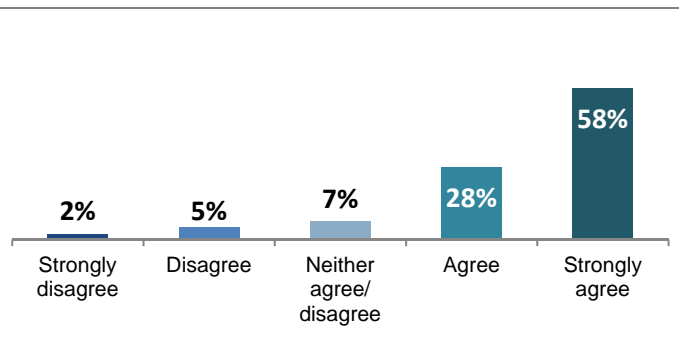
#### I was treated courteously by the staff

Response	Count	Percent
Strongly disagree	0	0%
Disagree	2	5%
Neither agree/disagree	2	5%
Agree	11	26%
Strongly agree	28	65%
<b>Total</b>	<b>43</b>	<b>100%</b>
Not applicable	14	
No response	6	



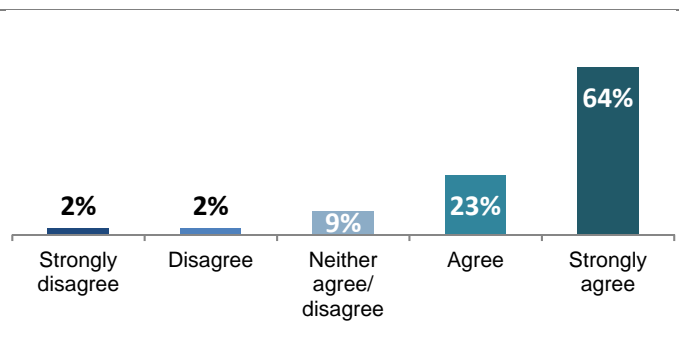
#### It was easy to communicate with the staff

Response	Count	Percent
Strongly disagree	1	2%
Disagree	2	5%
Neither agree/disagree	3	7%
Agree	12	28%
Strongly agree	25	58%
<b>Total</b>	<b>43</b>	<b>100%</b>
Not applicable	14	
No response	6	



#### The staff was professional

Response	Count	Percent
Strongly disagree	1	2%
Disagree	1	2%
Neither agree/disagree	4	9%
Agree	10	23%
Strongly agree	28	64%
<b>Total</b>	<b>44</b>	<b>100%</b>
Not applicable	13	
No response	6	

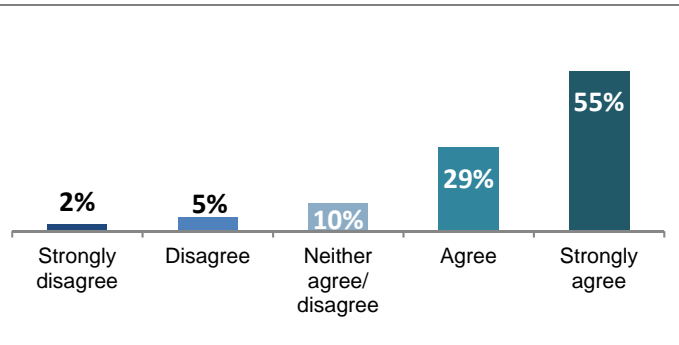


Note. Percentages may not total 100% due to rounding error.

Source: SDCCD Information System

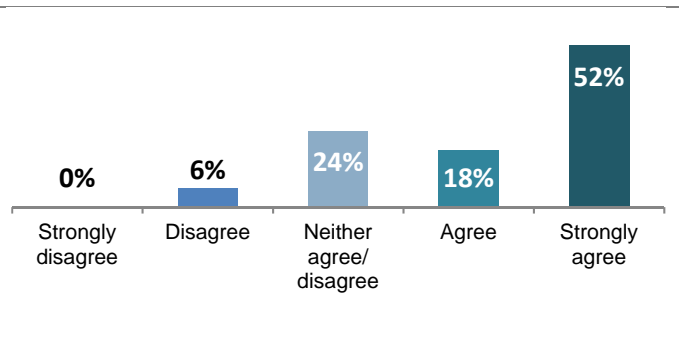
### The staff was able to answer my questions

Response	Count	Percent
Strongly disagree	1	2%
Disagree	2	5%
Neither agree/disagree	4	10%
Agree	12	29%
Strongly agree	23	55%
<b>Total</b>	<b>42</b>	<b>100%</b>
Not applicable	15	
No response	6	



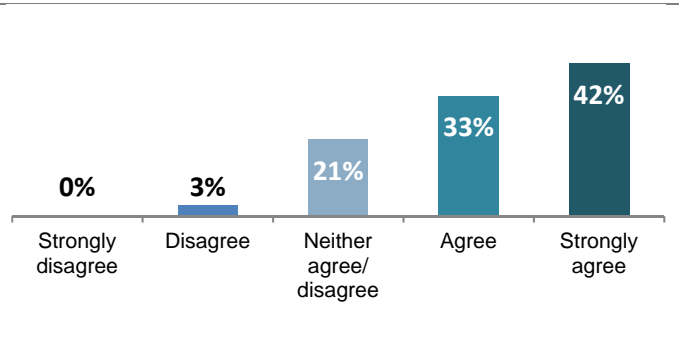
### I can schedule a meeting within a reasonable time period

Response	Count	Percent
Strongly disagree	0	0%
Disagree	2	6%
Neither agree/disagree	8	24%
Agree	6	18%
Strongly agree	17	52%
<b>Total</b>	<b>33</b>	<b>100%</b>
Not applicable	24	
No response	6	



### The PRIE trainings I attended helped understand the topic being delivered

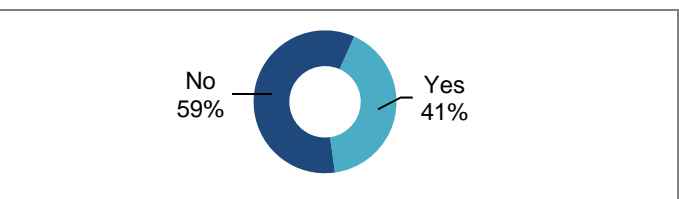
Response	Count	Percent
Strongly disagree	0	0%
Disagree	1	3%
Neither agree/disagree	7	21%
Agree	11	33%
Strongly agree	14	42%
<b>Total</b>	<b>33</b>	<b>100%</b>
Not applicable	23	
No response	7	



## PRIE's Website Usage and Evaluation

### Accessed PRIE's website within the last six months

Response	Count	Percent
Yes	23	41%
No	33	59%
<b>Total</b>	<b>56</b>	<b>100%</b>
No response	7	



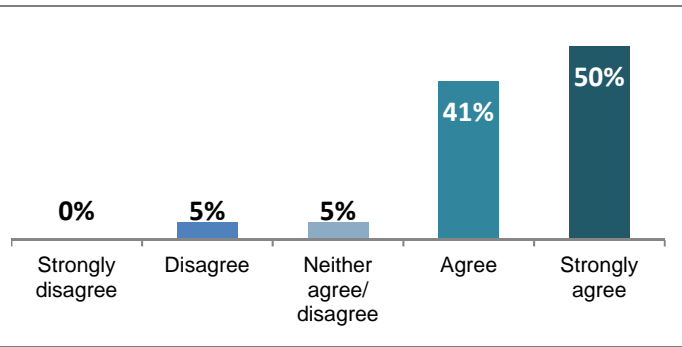
Note. Percentages may not total 100% due to rounding error.

Source: SDCCD Information System



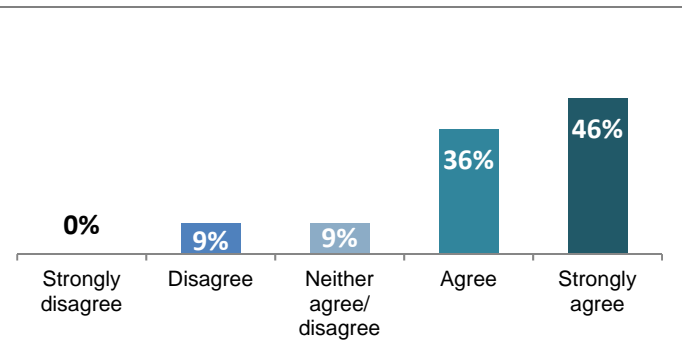
**PRIE’s website has useful information**

Response	Count	Percent
Strongly disagree	0	0%
Disagree	1	5%
Neither agree/disagree	1	5%
Agree	9	41%
Strongly agree	11	50%
<b>Total</b>	<b>22</b>	<b>100%</b>
No response	1	
Not asked	40	



**PRIE’s website is user-friendly**

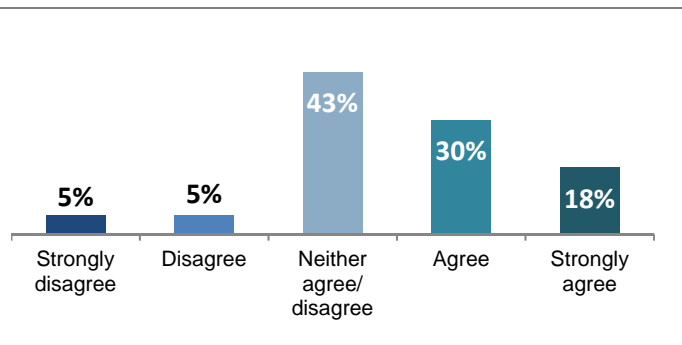
Response	Count	Percent
Strongly disagree	0	0%
Disagree	2	9%
Neither agree/disagree	2	9%
Agree	8	36%
Strongly agree	10	46%
<b>Total</b>	<b>22</b>	<b>100%</b>
No response	1	
Not asked	40	



**Familiarity with the Research Request Process**

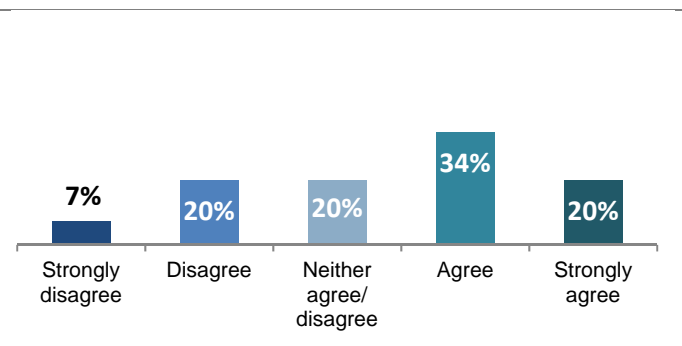
**The process for requesting data and information is clear**

Response	Count	Percent
Strongly disagree	2	5%
Disagree	2	5%
Neither agree/disagree	17	43%
Agree	12	30%
Strongly agree	7	18%
<b>Total</b>	<b>40</b>	<b>100%</b>
Not applicable	15	
No response	8	



**I know where to go on the PRIE website to access a Research Request Form**

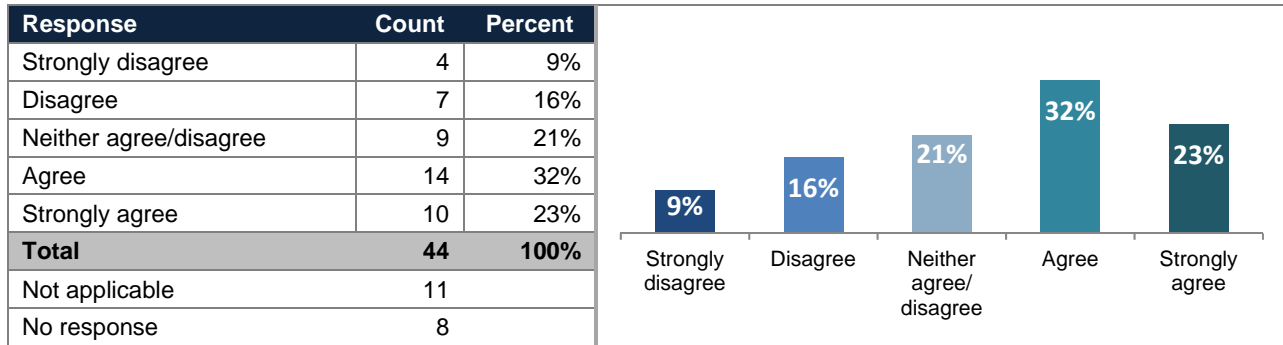
Response	Count	Percent
Strongly disagree	3	7%
Disagree	8	20%
Neither agree/disagree	8	20%
Agree	14	34%
Strongly agree	8	20%
<b>Total</b>	<b>41</b>	<b>100%</b>
Not applicable	14	
No response	8	



Note. Percentages may not total 100% due to rounding error.

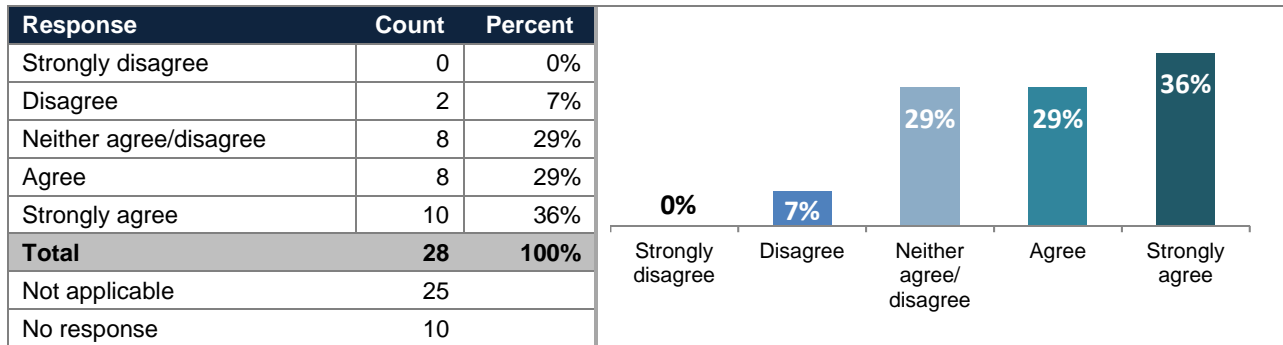
Source: SDCCD Information System

**I know who to submit a request for research to**

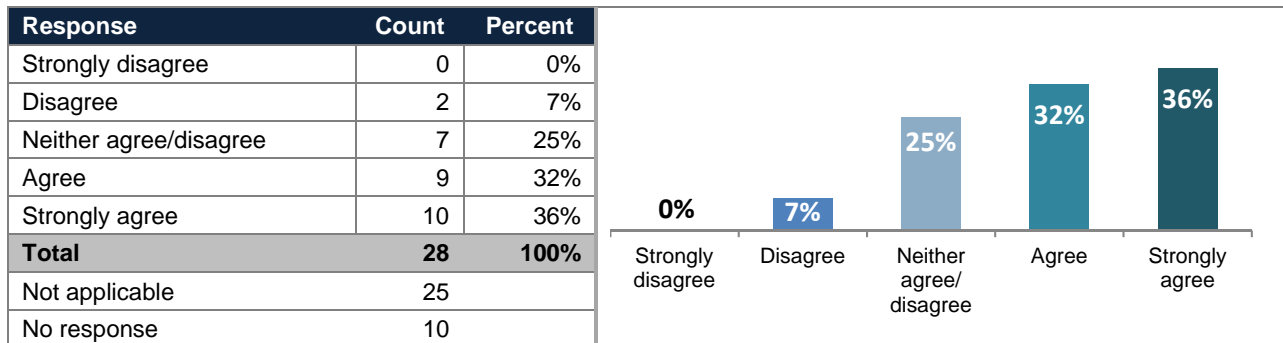


**Assessment of Services Received from PRIE**

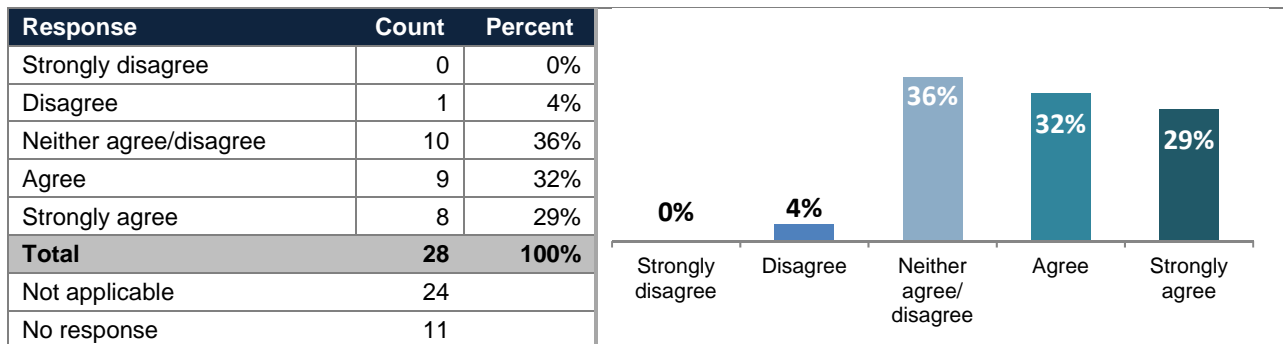
**The initial response to my request for data / information was prompt**



**I received data / information in a timely manner**



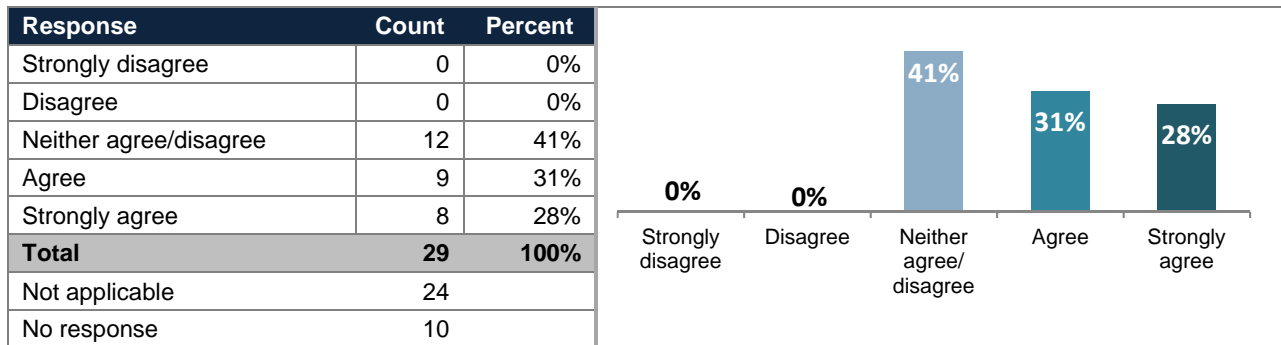
**The data I received fulfilled my request and / or answered my question(s)**



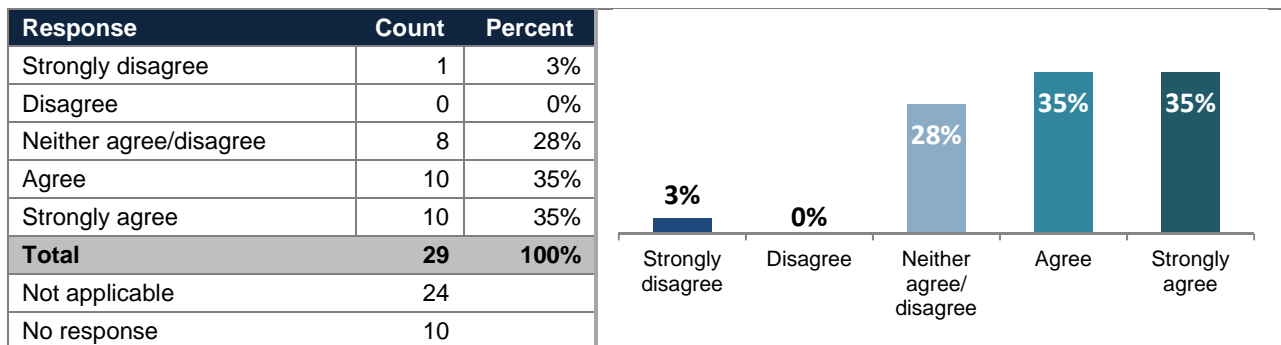
Note. Percentages may not total 100% due to rounding error.

Source: SDCCD Information System

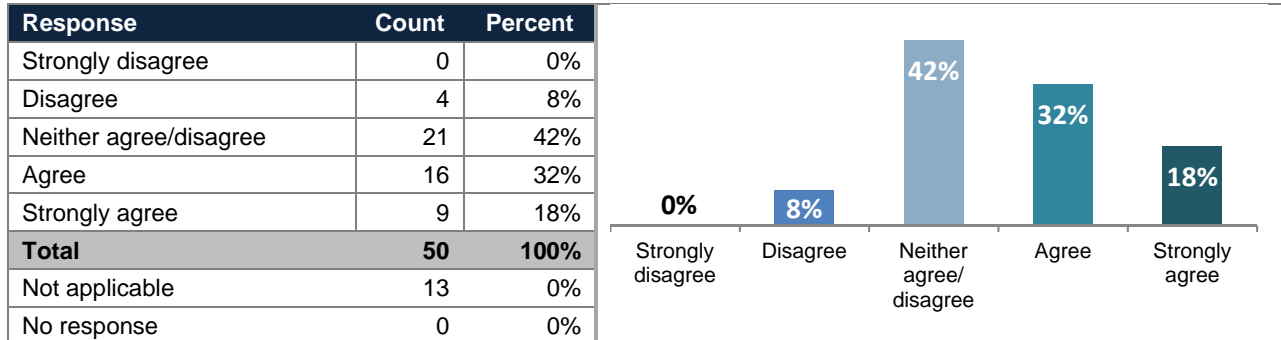
### I received high quality data / information



### The data / information I received was easy to understand



### Overall, I am satisfied with the services I received from PRIE



## Open-Ended Responses

### If you could change one thing about PRIE, what would it be?

1. ? Perhaps you could tell us what your office does and how to see your website and get in touch with you.
2. All instructors should receive the award data at least once a year.
3. Customer Service for the students. Resolutions for minimizing complaints.
4. Explain forms more clearly
5. Explain what the Institutional Effectiveness office does for the organization at a whole.
6. Make more documents that are extremely user-friendly, like infographics. Also, include links to some websites that include simple explanations of things like p-values etc or other info that is helpful for putting your research in context.
7. More communication is needed.

Note. Percentages may not total 100% due to rounding error.

Source: SDCCD Information System

8. More staff and researchers
9. n/a
10. NA
11. Nothing at this time
12. Nothing.
13. Please inform ESL teachers in CE how to submit a proposal for research of ESL teaching practices that work
14. Reduce paperwork. The strategic plans are cumbersome and reduce the institution's ability to move flexibly. They are time consuming as well. As a classroom instructor, I have seen no impact on learner persistence and success because of OIE. I wonder if this is money well spent.
15. Share information about what you do/goals, and what you have achieved in the past, plus what you expect to achieve in the future.
16. Staff should receive training on how to present information to Faculty and Staff who are unfamiliar with what is being presented. Most of us are not data people. Make this user friendly! Pretend you are teaching us this information, not just presenting it.
17. Updating the Strategic Plans was not that easy - all that color-coding added hours of work for no good reason sorry! I hope that changes.
18. was not aware of its existence
19. web easiness
20. what the data means and how can it be utilized. organizational priorities for research and data needs are determined more widely (versus only individual, department, or case by case request)
<b>No response = 43</b>

### What do you like best about PRIE?

1. Assisting students in navigating through the system.
2. everyone is nice
3. Great to work with. Best staff in the world.
4. Measuring outcomes and using data is essential to our mission. They play a critical role.
5. n/a
6. see above answer
7. Streamlining the process
8. That the department is taking on tasks that will help us with integrated planning.
9. The staff.
10. Their professionalism
11. They help you understand what you need to do. And they are friendly to everyone.
12. Very professional
13. Website
14. You all seem to care a lot about what you do.
15. Your support
<b>No response = 48</b>

*Note. Percentages may not total 100% due to rounding error.*

Source: SDCCD Information System

## OIE Department Satisfaction Survey

**As a member of SDCE's community, we would like to invite you to provide feedback regarding your experience(s) with SDCE's Office of Institutional Effectiveness (OIE). The information collected in this survey will inform our program review, strategic planning, and future departmental improvements. Additionally, a summary of the findings will be made public in the fall. We thank you in advance for your participation.**

1. The Office of Institutional Effectiveness has had a positive impact in supporting the improvement of \_\_\_\_\_:

	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree	Unsure/ Not Applicable
a) Student learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Student services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Administrative processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Evidence-based planning and decision-making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Integrated planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Based on your interactions with Office of Institutional Effectiveness staff (i.e. all office personnel), please indicate your level of agreement with the following statements.

	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree	Not Applicable
a) I was treated courteously by the staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) It was easy to communicate with the staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The staff was professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The staff was able to answer my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) I can schedule a meeting within a reasonable time period.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The OIE trainings I attended helped understand the topic being delivered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Have you accessed the Office of Institutional Effectiveness website within the last six months?

Yes       No [IF NO, SKIP TO Q5]

4. Please indicate your level of agreement with the following statements about the OIE website.

	Strongly disagree	Disagree	Neither agree/ disagree	Agree	Strongly agree	Not Applicable
a) The OIE website has useful information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The OIE website is user-friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Please indicate your familiarity with the research request process by indicating your level of agreement with the following statements.

	Strongly disagree	Disagree	Neither agree/ disagree	Agree	Strongly agree	Not Applicable
a) The process for requesting data and information is clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) I know where to go on the OIE website to access a Research Request Form.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) I know who to submit a request for research to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please evaluate the service(s) you received by indicating your level of agreement with the following statements.

	Strongly disagree	Disagree	Neither agree/ disagree	Agree	Strongly agree	Not Applicable
a) The initial response to my request for data / information was prompt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) I received data / information in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The data I received fulfilled my request and / or answered my question(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) I received high quality data / information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) The data / information I received was easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Overall, I am satisfied with the services I received from the Office of Institutional Effectiveness

- Strongly disagree
- Disagree
- Neither agree/disagree
- Agree
- Strongly Agree

8. If you could change one thing about the Office of Institutional Effectiveness, what would it be?

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9. What do you like best about the Office of Institutional Effectiveness?

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*Thank you for participating in the survey.*