HAWAI`I COMMUNITY COLLEGE
ANNUAL UNIT REVIEW TEMPLATE

Institutional Research Office

November 27, 2013

July 1, 2012 to June 30, 2013

Initiator: Shawn Flood

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Program/Unit Review at Hawai'i Community College is a shared governance responsibility related to strategic planning and quality assurance. It is an important planning tool for the college budget process. Achievement of Program/Unit Outcomes is embedded in this ongoing systematic assessment. Reviewed by a college-wide process, the Program/Unit Reviews are available to the college and community at large to enhance communication and public accountability.

CERC Comments and Feedback (If you submitted a Comprehensive Unit Review in 2011 or 2012, please complete this section)

CERC gave recommendations intended as suggestions for improvement. Provide a brief response to the suggestions made. i.e. Were suggestion(s) valid? What change(s) were made as a result of the suggestion(s)?, etc.

Unit Description (In addition, give more in depth explanation of what the unit does, who it serves and generally describe its accomplishments)

Part I: Quantitative Indicators
> *NO ENTRY*

Part II: Analysis of the Unit

Alignment with College Mission and ILOs

Write a brief narrative describing the unit and how it supports the College's mission and Institutional Learning Outcomes (ILOs).

College's mission:
Hawai`i Community College (Hawai`iCC) promotes student learning by embracing our unique Hawai`i Island culture and inspiring growth in the spirit of "E `Imi Pono." Aligned with the UH Community Colleges system's mission, we are committed to serving all segments of our Hawai`i Island community.

Unit Mission:
The Institutional Research Office (HawCC IRO) provides Hawaii Community College with information to support institutional planning, academic program development, and data driven decision making. The office also responds to adhoc requests for institutional data.

Describe how this unit supports the College's mission.
The Institutional Research Office (HawCC IRO) promotes student learning at Hawaii Community College by providing data and information to the decision makers in the organization in support of student achievement.

Describe how this unit supports the College's Institutional Learning Outcomes below.

ILO 1: Our graduates will be able to communicate effectively in a variety of situations.

Describe how the Unit supports ILO1:
As a support function for the college, the IR Office only indirectly seeks to enable our students to communicate effectively.

ILO 2: Our graduates will be able to gather, evaluate and analyze ideas and information to use in overcoming challenges, solving problems and making decisions.
Describe how the Unit supports ILO 2:
As a support function for the college, the IR Office only indirectly seeks to enable our students to gather information to make decisions.

ILO 3: Our graduates will develop the knowledge, skills and values to make contributions to our community in a manner that respects diversity and Hawaiian culture.
Describe how the Unit supports ILO 3:
As a support function for the college, the IR Office only indirectly seeks to enable our students to make contributions to our community.

Annual Report of Unit Data (ARPD)

Based on the data from this Unit's ARPD, analyze the Unit's strengths and weaknesses in terms of demand, efficiency, effectiveness, and any other data provided. Disregard Indicators not relevant to your unit.

Overall Health-- Healthy

Demand -- Healthy

Efficency -- Healthy

Effectiveness -- Healthy

Other Data

Previous Unit Actions

From previous Reviews, list the Unit Actions for this unit. Give a progress report for each Unit Action, describe the degree of achievement. Indicate "Delete" if this Unit Action will no longer be a priority Unit Action

Unit Actions	Progress Evaluation
In order to better communicate the data/services request process to the campus, the IR office will be sending out a campus-wide info-message in the Fall (once everyone is back on campus) to refresh everyone's memory regarding our local data request process, and to highlight improvements in office best practices.	Complete Fall 2013
Although the IR office already responds to requests to meet, the office will further clarify this by adding a bullet to the IR Office webpage highlighting personal consultation as an actual "service" to the college. In addition to that, a checkbox will be added to the data request form so that a more formal means of requesting the consultation can be sought.	Complete Fall 2013
Not everyone that receives data or services has gone through the formal process of requesting data or services by means of the request process, so it is not at all surprising that some folks may not be aware of the process. Sending out an informative email in the Fall to remind everyone of our current local process will help.	Complete Fall 2013
Of all of the people that answered the question, every one of them said that their request was answered on time, which is encouraging. I will reword the question on the next survey to allow the survey taker to indicate that they did not use the request form	Complete Fall 2013
Of all of the responses, everyone indicated that they had received the	Complete Fall 2013

data or service they were requesting, which is encouraging. I will also reword this question to include something like…regardless of whether you submitted a data request form or not, did you receive the data or service you requested.	
All of the comments seemed to be of a positive nature so I don't think that there is any immediate need for attention within the IR office. I would like to further refine the survey questions and get more responses back in future assessments, though.	Complete Fall 2013

Significant Unit Actions for 2012-2013. (include gain/loss of positions, changes in procedures, etc.)

1. Change of procedures in office (see above)
2. Better communication to college to remind of services (see above)
3. Updated survey instrument to gain more actionable responses (see above)

Analysis of Strengths and Weaknesses

Briefly describe the unit's top 3 strengths and 3 weaknesses. Provide an explanation <u>and</u> supporting evidence for each strength and weakness (e.g. assessment results, data elements from ARPD, surveys, etc.)

Strengths	Using supporting evidence, describe why this is a strength
S1. Most people (3 out of 4) responding to the IR Satisfaction survey on campus indicate that there is not much more to do to improve services provided by office.	75% positive responses received from question #5 on the 2013 IR Satisfaction Survey.
S2. All 5 people responding to the IR Satisfaction survey on campus indicate that they received the data or service they requested.	100% positive responses received from question #3 on the 2013 IR Satisfaction Survey.
S3. All 5 people responding to the IR Satisfaction survey on campus indicate that their request was satisfied by the deadline indicated on the data request form.	100% positive responses received from question #2 on the 2013 IR Satisfaction Survey.

Weaknesses	Using supporting evidence, describe why this is a Weakness
W1. Response rate for the IR Satisfaction Survey on campus is too low.	5 responses in not really enough information to make a decision upon, however I have done all I can to improve the services of the office with the comments I have received. I will send the survey out to the entire campus next time to see if I can improve on the number of responses.
W2. Survey was sent out over the course of the summer as there was a deadline for completion that my office was not able to plan for.	The IR office will schedule future satisfaction surveys to occur 3 weeks prior to the end of the spring semester. This will allow the office to collect the most responses while 9 month faculty are still on-site, and allow the office to be better prepared for a July 1st deadline for the assessment plan.
W3. Some responses on the IR Satisfaction Survey were not actionable based on survey design (wording).	Based on some the responses from last year's satisfaction survey, the survey will be improved to collect more actionable information.

Trends and Other Factors

Describe trends including comparisons to any applicable standards, such as government regulations, national standards from accrediting associations, etc. Include, if relevant, a summary of Satisfaction Survey Results, special studies and/or instruments used, e.g., CCSSE, etc. Describe any external factors affecting the unit or additional unit changes not included elsewhere.

The most impactful external factor affecting the unit is the fact that the published organizational chart has never been correct for the Institutional Research Office. The published organizational chart indicates that the office has 3 resources. The office has never had 3 resources. The office has one resource. This needs to be corrected so that we are accurately portraying the number of resources the organization has invested in, to support institutional research at the college.

Part III: Action Plan

Goals and Planning

List the top 3 immediate Unit Actions (Goals) for this unit for unit success. Identify the AMP Priorities (if applicable), College's ILOs, Strategic Plan Action Strategies, and UH System collaboration (if applicable) to which these Unit Action(s) align.

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For Academic Support Units: List additional Unit Action(s), not included in the AMP to be implemented for unit success. Identify the AMP Priorities, College's ILOs, Strategic Plan Action Strategies, and UH System collaboration (if applicable) to which these Program Action(s) align.

Unit Action 1	**AMP Priorities** (disregard if NA)	**ILO Alignment** (select up to 3)	**Strategic Plan Alignment** (select best alignment; max 3)		**UH System Collaboration**
			Performance Measure	**Action Strategy**	
There are no additional unit actions, not included in the AMP that needs to be implemented for unit success. The unit will be successful without additional unit action.	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	

Link to Hawaii Community College Institutional Learning Outcomes
Link to Hawaiʻi Community College Strategic Plan
Link to Hawaii Community College Academic Master Plan

Narrative of New Strategy for Strategic Plan:

1.
2.
3.

Briefly explain how **Unit Action 1** aligns to the College's AMP Priorities (if applicable), ILOs, Strategic Plan, and UH System collaboration (if applicable):

Calendar of planned activities for **Unit Action 1** – In chronological order, briefly describe the procedures/activities planned to achieve **Unit Action 1**

Activity(ies)	**When will the activity take place**
Example: Fire Drill	Fall 2014

Unit Action 2	**AMP**	**ILO**	**Strategic Plan**	**UH System**

	Priorities (disregard if NA)	**Alignment** (select up to 3)	**Alignment** (select best alignment; max 3)		**Collaboration**
			Performance Measure	Action Strategy	
There are no additional unit actions, not included in the AMP that needs to be implemented for unit success. The unit will be successful without additional unit action.	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	

Narrative of New Action Strategy for Strategic Plan:

1.
2.
3.

Briefly explain how **Unit Action 2** aligns to the College's AMP Priorities (if applicable), ILOs, Strategic Plan, and UH System collaboration (if applicable):

Calendar of planned activities for **Unit Action 2** – In chronological order, briefly describe the procedures/activities planned to achieve **Unit Action 2**

Activity	**When will the activity take place**

Unit Action 3	**AMP Priorities** (disregard if NA)	**ILO Alignment** (select up to 3)	**Strategic Plan Alignment** (select best alignment; max 3)		**UH System Collaboration**
			Performance Measure	Action Strategy	
There are no additional unit actions, not included in the AMP that needs to be implemented for unit success. The unit will be successful without additional unit action.	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	

Narrative of New Strategy for Strategic Plan:

1.
2.
3.

Briefly explain how **Unit Action 3** aligns to the College's AMP Priorities (if applicable), ILOs, Strategic Plan, and UH System collaboration (if applicable):

Calendar of planned activities for **Unit Action 3** – In chronological order, briefly describe the procedures/activities planned to achieve **Unit Action 3**

Activity	When will the activity take place

Part IV: Resource Implications

List Top 3 Cost Items needed for unit success. Identify alignment to the AMP Program Actions (if applicable), Strategic Plan Action Strategies and/or Strengths and/or Weaknesses to address.

Cost Item 1	Type	Cost	Strategic Plan Alignment (select best alignment; max 3)		AMP Alignment (select best alignment; max 3)	Strength	Weakness
				Action Strategy	Program Action from AMP (ie 4.3) or write "New Strategy"	From Part II above	From Part II above
	Equipmen		A1.1	New Strategy		S1	W1
			A1.1	New Strategy		S1	W1
			A1.1	New Strategy		S1	W1

Link to Hawaii Community College Institutional Learning Outcomes
Link to Hawai'i Community College Strategic Plan
Link to Hawaii Community College Academic Master Plan

Briefly explain why **Cost Item 1** is necessary to meet priorities of unit and/or to address strengths and/or weaknesses.

Cost Item 2	Type	Cost	Strategic Plan Alignment (select best alignment; max 3)		Academic Master Plan Alignment (select best alignment; max 3)	Strength	Weakness
				Action Strategy	Program Action from AMP (ie 4.3) or write "New Strategy"	From Part II above	From Part II above
	Equipmen		A1.1	New Strategy		S1	W1
			A1.1	New Strategy		S1	W1
			A1.1	New Strategy		S1	W1

Briefly explain why **Cost Item 2** is necessary to meet priorities of unit and/or to address strengths and/or weaknesses.

Cost Item 3	Type	Cost	Strategic Plan Alignment (select best alignment; max 3)		Academic Master Plan Alignment (select best alignment; max 3)	Strength	Weakness
				Action Strategy	Action from AMP (ie 4.3) or write "New Strategy"	From Part II above	From Part II above
	Equipmen		A1.1	New Strategy		S1	W1
			A1.1	New Strategy		S1	W1
			A1.1	New Strategy		S1	W1

Briefly explain why **Cost Item 3** is necessary to meet priorities of unit and/or to address strengths and/or weaknesses.

Part V: Unit Outcomes

For the 2012-2013 year, list all Unit Outcomes and check mark those assessed this year.

	Check mark if Assessed this year	Unit Outcomes
1	☒	The IR Office will communicate a clear process for requesting data, information, and services to the campus.
2	☐	The IR Office will provide data, training, and support to the College for Annual and Comprehensive Program & Unit Reviews.

3	☐	The IR Office provides data and information to the campus.
4	☐	
5	☐	
6	☐	
7	☐	
8	☐	
9	☐	
10	☐	

A) Expected Level of Achievement – Describe the different levels of achievement for each characteristic of the outcome(s) that were assessed. What represented "excellent," "good," "fair," or "poor" performance using a defined rubric and what percentages were set as goals for student success. i.e. 85% of students will achieve good or excellent in the assessed activity
A rubric will be developed when sufficient responses are received to make a decision upon.

B) Assessment Strategy/Instrument – Describe what, why, where, when, and from whom assessment artifacts were collected.
The IR Office developed a Satisfaction Survey to serve as the assessment instrument on campus. The planned assessment strategy for the IR Office this year was to evaluate responses from the previous survey, make improvements as needed to office processes in order to refine best practices, and communicate those changes out to the college. Following the communication about what the office would be doing differently based on the satisfaction survey results, the office will refine the survey if needed and resurvey. The improved survey was sent out to 20 contacts (including the entire admin team in support of annual program and unit review planning, training, and data delivery) that had requested data and or services from the IR office in the last full year, and according to the schedule below:

Survey Sent: 13Jun13

1st Reminder: 17Jun13

Final Reminder: 8am   20Jun13

Survey Closed: 5pm   20Jun13

Number of surveys sent out: 20

Number of surveys returned: 7

Survey Response Rate: 35%

C) Results of Unit Assessment

Last year the IR office found out that there was a very small response rate using the contacts listed from the prioritization spreadsheet, so it was determined that this year the entire college would be surveyed in order to get a better response rate. According to the assessment plan developed last year, and in response to the fact that there were only nine respondents, it was determined that the IR office satisfaction survey would be deployed in the Fall, and to the entire campus.

Since the due date for this assessment is July 1st it does not appear that surveying the campus in Fall (and in time to meet the current July 1st deadline) will be possible. The office will make the assumption that the due date for this work will be every year roughly around July 1st. In order to plan for this the office will be deploying the IR office satisfaction survey 3 weeks prior to the end of Spring semester going forward. This will allow the office to collect survey responses while our 9 month faculty members are still on campus. It is hoped that this will increase the response rate for the office's satisfaction survey.

The survey was updated this year partly in response to the fact that some respondents from last year indicated that they did not receive the service they requested. The IR office added an additional question to try to ferret out the reason that some have this perception, as no comment was added to the comment box in the survey to explain why this might be.

D) Other Comments – Include any information that will clarify the assessment process report.

E) Next Steps – Describe what the unit will do to improve the results.

1. The IR office will schedule future satisfaction surveys to occur 3 weeks prior to the end of the spring semester. This will allow the office to collect the most responses while 9 month faculty are still on-site, and allow the office to be better prepared for a July 1st deadline for the assessment plan.

2. The data/services prioritization spreadsheet for the IR office will include the office's assessment scheduling as an on-going deliverable to the Academic Support Unit.

3. Based on some the responses from last year's satisfaction survey, the survey will be improved to collect more actionable information.

4.   The IR website will be updated to include a service regarding personal consultations for data requests and services.

5.   The data request form will be modified to include a checkbox to ensure a "formal" invitation to meet for personal consultations is provided to the college.

6.   A message will be sent out to the campus in the fall highlighting the changes made in the IR Office based on the satisfaction survey as listed above. This will help inform and remind the campus about our existing process for requesting data and services.