The Wonders of Program Review, Outcomes Assessment, and Guided Pathways

Office of Institutional Effectiveness, Research and Planning

Fall 2021 In-Service



Guided Pathways:The Bottom Line



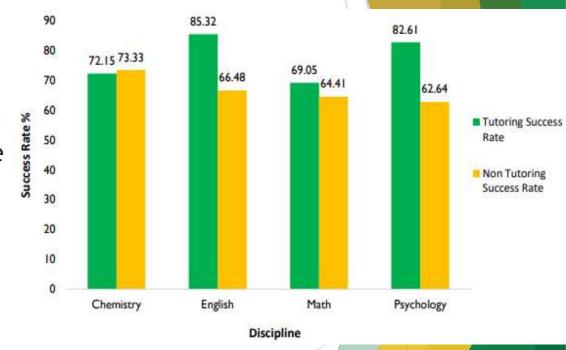
Share Responsibility & Accountability *

- Include students more in shared governance
- Student Life & Clubs
- Honors Institute

Bottom line: Make everyone feel as if they are a part of the decision making.

Student Success

- Online Services Have Increased
- The Chart Depicts Success Rates by Discipline for Students Using Online Tutoring Versus Those Not Using Online Tutoring
- Embedded Tutoring/S.I. Increases
 Equity and Ensures Learning



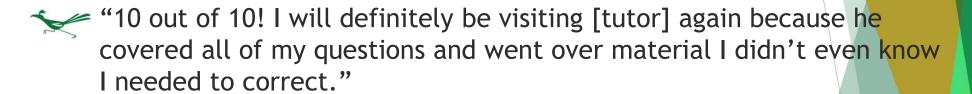


Bottom line: Tutoring Services increases equity and student success.



Student Quotes Spring 2021 Survey on Tutors





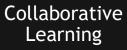
"Totally loved my session! I felt very comfortable and was able to have everything I needed for my tutor! She gave me great help and am very thankful!

Bottom line: Don't underestimate the importance of peer support.

A Welcoming Team Effort



Include Student Services Staff in the conversation



Career Center



Starfish Use: Kudos & Flags

Tutoring Center Online Services



Attend Classified Senate and encourage participation in leadership

Counseling Services

Transfer Resources

Bottom line: Don't underestimate networking and small acts of kindness.

Know Your Community On & Off Campus

- Success of the CTE Program
- Possible growth of a CNA program
 Use Committees to Develop
 Program Viability Reports



The Yucaipa Planning Commission has scrapped plans for a commercial center anchored by a movie theater at Yucaipa Boulevard and Avenue E in favor of a 60,000-square-foot Kaiser Permanente medical center.

Bottom line: Read the local economy and act accordingly to serve your community.

Crafton's job employment rate in its public safety programs ranged from 77% to 100% in the last 3 years. Moreover, 3 of the 4 programs have a job placement rate ranging from 98% to 100%.

According to the Center of Excellence for Labor Market Research summary the CNA program will provide skills needed for an "essential critical infrastructure occupation, which is expected to increase by 13% between 2019 - 2024. CNA is expected to maintain a high demand.

Public Safety Program	2017-2018	2018-2019	2019-2020
EMS	94.0	94.6	98.6
Paramedic	93.6	94.7	97.9
Radiologic Technology	100.0	100.0	100.0
Respiratory Care	82.4	77.8	76.9

Bottom line: Use surveys to measure student interests in new programs.

Data Isn't Just Numbers

- Qualitative Data Projects
- RP Group findings
- Student Voice
- Equifax



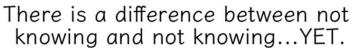


Bottom line: Make data-based decisions.



Growth Mindset and...





Bottom line: You can be the difference!







- How many roadrunners were in this presentation?
 - What works?
 - What needs to change?



Presented by Ruby Zuniga and Diana Vaichis



Agenda

What is PPR and Why is it important?

What does the PPR plan require?

What PPR update do I have scheduled?

Timeline and Meeting Schedule

PPR Login, Resources and Coaching

What are SLO's and SAO's and how are they related to PPR?

What is PPR?

Program Review is a process that provides an opportunity for every college program and service area to reflect on their mission, long term goals, and evidence gathered in support of their respective areas. It also allows an opportunity to request and secure additional resources to meet those mission and goals.

Additionally, it allows the college to determine the impact of its efforts at all levels of the institution with regards to the College's Mission, Vision, and Institutional Goals.

Why is PPR Important?



PPR allows each area to reflect on their success, areas for improvement, future goals, and the resources needed to operate more efficiently.



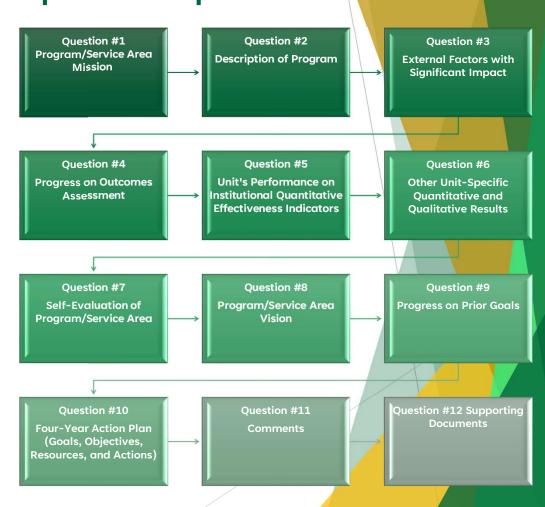
Reviewed by the PPR committee and used to inform the construction of roll-up plan for each area, including college prioritization of objectives.

What does the PPR plan require?

The PPR annual plan provides an opportunity to update current status on outcomes assessment, progress on effectiveness measures, and progress made on set goals and objectives. (See PPR handbook)

There are three types of PPR updates:

- PR (Four-Year Plan): Comprehensive update of questions 1-10. With a strong emphasis on question #4 (progress on outcomes) and #10 (four-year action plan for future goals, objectives, resources, and actions).
- **2yr (Two-Year Plan):** Review and update of questions #4 (progress on outcomes) and #10 (four-year action plan for future goals, objectives, resources, and actions).
- SLOs/SAOs: Assessing and reporting SLOs/SAOs updates and changes.



What PPR update do I have scheduled?

Crafton Hills College

Four-Year Planning Schedule - Start Year 2021-2022

Requirements for Each Type of Plan

- SLOs (Copy prior plan and submit) Programs need to continue assessing and reporting SLOs using the SLO Cloud
 reporting tool. Program Review Plan needs to be copied from the prior year and finalized by the Annual Plan due date.
 (Note: units that are categorized as needing improvement will be required to complete an update every year until they
 have been removed from this status. See requirements for Two-Year Plan if you unit has been categorized as needing
 improvement.)
- Zyr (Two-Year Plan) (Questions #4 and #10 need to be updated) Review and update the goals and objectives and
 the SLOs. Submit the finalized two-year plan by the annual plan due date. The PPRC will review each two-year plan and
 provide written feedback.
- 3. PR Program Review Complete all questions and write a four-year plan.

	2021	2022	2023 2024	2024	2025 2026	2026 2027	2027
Office of the President	0	2	0	0	0	2	0
Institutional Advancement	SLO	PR	SLO	2yr	SLO	PR	SLO
Administrative Services	1	0	2	0	1	0	2
Administrative Services Area (CBO, Communications, Facilities)	2yr	SLO	PR	SLO	2yr	SLO	PR
Aquatics Program	SLO	2yr	SLO	PR	SLO	2yr	SLO
Facilities (Custodial, Maintenance, & Grounds)	2yr	SLO	PR	SLO	2yr	SLO	PR
Technology Services	PR	SLO	2yr	SLO	PR	SLO	2yr
Instruction							100
Social, Information, and Natural Sciences	4	4	3	7	4	4	3
Biological Science and Physical Science							
Biological Sciences	SLO	2yr	SLO	PR	SLO	2yr	SLO
Chemistry	SLO	PR	SLO	2yr	SLO	PR	SLO
Earth Science (Environmental Science, Geography, Geology, Oceanography)	SLO	2yr	SLO	PR	SLO	2yr	SLO
Physics/Astronomy	2yr	SLO	PR	SLO	2yr	SLO	PR
Business, Economics and Information Technology							
Business/Accounting/Marketing	PR	SLO	2yr	SLO	PR	SLO	2yr
CIS	SLO	PR	SLO	2yr	SLO	PR	SLO
Economics	2yr	SLO	PR	SLO	2yr	SLO	PR
Communication and Language							
American Sign Language	SLO	2yr	SLO	PR	SLO	2yr	SLO
Foreign Language	SLO	PR	SLO	2yr	SLO	PR	SLO
Spanish	PR	SLO	2yr	SLO	PR	SLO	2yr
Speech Communication/Journalism	PR	SLO	2yr	SLO	PR	SLO	2yr
Kinesiology/Health Education/Athletics	PR	SLO	2yr	SLO	PR	SLO	2yr
College Honors Institute		PR	SLO	2yr	SLO	PR	SLO
Social Sciences							
History	SLO	2yr	SLO	PR	SLO	2yr	SLO
Interdisciplinary/Multicultural Studies							
Philosophy/Religious Studies	2yr	SLO	PR	SLO	2yr	SLO	PR
Political Science	SLO	2yr	SLO	PR	SLO	2yr	SLO
Sociology	SLO	2yr	SLO	PR	SLO	2yr	SLO
Anthropology	SLO	2yr	SLO	PR	SLO	2yr	SLO

A <u>four-year schedule</u> is provided on the PPR resource webpage.

In it you will find your scheduled update for PR, 2-YR, and SLO/SAO based upon your academic program/service area.

Approved by PPRC on May 10, 2021

Timeline and Meeting Schedule

Piloted for the 21-22 academic year, the new submission deadline for PR (four-year) plans will be end of Fall 2021.

This <u>timeline and meeting schedule</u> will reflect the submission deadline for your respective area

SAVE THE DATE!

Upcoming PPR and 2-Yr Q&A Workshops

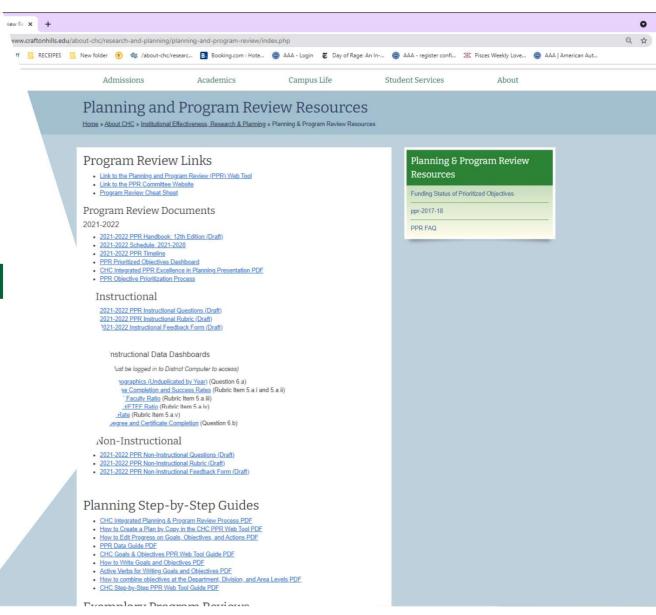
- September 15th
- October 11th
- Two sessions offered each day from 12:00p-1:30p & 3:00p-4:30p

Crafton Hills College Planning and Program Review Committee 2021-2022 Timeline and Meeting Schedule May 10, 2021

Date(s)	Tentative Agenda for Committee Meeting	Program Review Q&A Sessions	Program Review Q&A Sessions
Aug. 11, W	Flex Day Contact with Programs/Introduction of PPR Coaches		
Aug. 12, Th	Flex Day Contact with Programs/Introduction of PPR Coaches		
Aug. 13, F	In-Service Contact with Programs/Introduction of PPR Coaches		
Aug. 30, M	Introduction. Committee meets to go over the Process, Timeline, Web Tool		
Sept. 10, F	No Meeting	Send link to PPR data to chairs, timeline to Deans, and Chairs, and memos and instructions PPR units by September 14.	
Sept. 13, M	Meeting		
Sept. 13, M	PPR Coaches Contact Units		
Sept. 15, W	No Meeting – PPR and 2Yr Workshops	Q and A workshop: PPR/2Yr Plans: 12:00 to 1:30pm: Zoom (Link Q and A workshop: PPR/2Yr Plans: 3:00 to 4:30pm: Zoom (Link to	to be sent out campus-wide via email by 9/8) to be sent out campus-wide via email by 9/8)
Sept. 28, M	Technology Services PPR Plan Due		
Oct. 4, M	Business/Accounting/Marketing PPR Plan Due		
Oct. 11, M	No Meeting – PPR and AP Workshops	Q and A workshop: PPR/2Yr Plans: 12:00 to 1:30pm: Zoom (Link to be sent out campus-wide via email by 10/4) Q and A workshop: PPR/2Yr Plans: 3:00 to 4:30pm: Zoom (Link to be sent out campus-wide via email by 10/4)	
Oct. 11, M	Spanish & Speech Communication/Journalism PPR Plans Due		
Oct. 18, M	Meeting with Unit(s)		
Oct. 18, M	Allied Health/Respiratory Care & Radiologic Technology PPR Plans Due		
Oct. 25, M	Meeting with Unit(s)		
Oct. 25, M	Emergency Medical Services & Counseling PPR Plans Due		

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PPR Login, Resources, and Coaching



Logging into PPR Web Tool

(Network Log-in Required)



PPR Resources Webpage

- Program Review Links
 (web tool, PPR committee and cheat sheet)
- Program Review Documents

 (<u>handbook</u>, <u>schedule</u>, <u>timeline/deadline</u>, and other helpful resources)
- Instructional and Non-Instructional PPR Questions, Rubric and Feedback Form
- Data Dashboards

(course completion and success rates, demographics, fill rate and other helpful resources)

- Planning Step-by-Step Guides

 (create/copy new plan, goals & objectives writing, web tool guide, and more)
- Exemplary Program Review Plans (past academic year submissions)

Program Review Links

- . Link to the Planning and Program Review (PPR) Web Tool
- Link to the PPR Committee Website

Program Review Cheat Sheet

Program Review Documents

2021-2022

- 2021-2022 PPR Handbook: 12th Edition (Draft)
- 2021-2022 Schedule: 2021-2028
- 2021-2022 PPR Timeline
- PPR Prioritized Objectives Dashboard
- CHC Integrated PPR Excellence in Planning Presentation PDF
- PPR Objective Prioritization Process

Instructional

- 2021-2022 PPR Instructional Questions (Draft)
- 2021-2022 PPR Instructional Rubric (Draft)
- 2021-2022 Instructional Feedback Form (Draft)

Instructional Data Dashboards

(Must be logged in to District Computer to access)

- Demographics (Unduplicated by Year) (Question 6.a)
- . Course Completion and Success Rates (Rubric Item 5.a.i and 5.a.ii)
- FT/PT Faculty Ratio (Rubric Item 5.a.iii)
- WSCH/FTEF Ratio (Rubric Item 5.a.iv)
- Fill Rate (Rubric Item 5.a.v)
- Degree and Certificate Completion (Question 6.b)

Non-Instructional

- 2021-2022 PPR Non-Instructional Questions (Draft)
- 2021-2022 PPR Non-Instructional Rubric (Draft)
- 2021-2022 PPR Non-Instructional Feedback Form (Draft)

Planning Step-by-Step Guides

- CHC Integrated Planning & Program Review Process PDF
- How to Create a Plan by Copy in the CHC PPR Web Tool PDF
 How to End Popular Copy in the CHC PPR Web Tool PDF
- How to Edit Progress on Goals_Objectives_and Actions PDF
- PPR Data Guide PDF
- CHC Goals & Objectives PPR Web Tool Guide PDF
- How to Write Goals and Objectives PDF
- Active Verbs for Writing Goals and Objectives PDF
- . How to combine objectives at the Department, Division, and Area Levels PDF
- CHC Step-by-Step PPR Web Tool Guide PDF

Exemplary Program Reviews

2020-2021

- Anthropology
 DSPS
- DSPS
- Math

2019-2020

- Administrative Services
- Fire Academy/Fire Technology
- Tutoring Center

PPR Coaching

2021-2022 PPR Committee Members and Coaching Assignments		
PPR Committee Member	Email	PPR Unit(s) Member is Coaching
Artour Aslanian	aaslanian@craftonhills.edu	Student Life, Kinesiology/Health Ed/Athletics
Shirley Juan	sjuan@craftonhills.edu	Business/Accounting/Marketing
Julie McKee (Co- Chair)	jmckee@craftonhills.edu	Veterans Center
Meridyth McLaren	mmclaren@craftonhills.edu	Emergency Medical Services, Allied Health/Respiratory Care
Karen Peterson	kpeterso@craftonhills.edu	Spanish
Nick Reichert	nreichert@craftonhills.edu	Speech Communication
Giovanni Sosa (Co- Chair)	gsosa@craftonhills.edu	Technology Services
Delmy Spencer	dspencer@craftonhills.edu	Counseling, Dual Enrollment, Transfer Center
Keith Wurtz	kwurtz@craftonhills.edu	Radiologic Technology
Ruby Zuniga	rzuniga@craftonhills.edu	Health and Wellness Center

A PPR Coach is assigned to every program/service area that is scheduled to submit a four-year plan.

The role of coaches is multi-faceted:

- ► They offer program writers with the support and resources needed for the development of a comprehensive plan at every step of the process.
- ► They serve as liaisons and advocates for program units during the entire review process.
- ► For more details, please see <u>PPR</u> handbook.

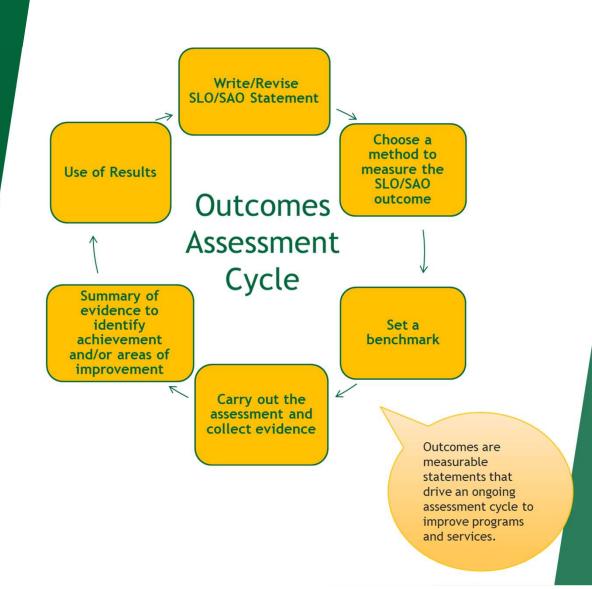
What are SLO's and SAO's and how are they related to PPR?

Student Learning Outcomes (SLO):

A statement which defines what students will know, be able to do, or be able to demonstrate upon the enrollment/ completion of a course or program.

Service Area Outcomes (SAO):

A statement about what a student or employee will experience and/or receive after accessing campus services.



Progress on Outcomes Assessment Examples

Question four of the PPR plan focuses on progress of outcomes for academic programs and/or service areas.

Found on the <u>resource page</u>, under **Exemplary Program Reviews**, many outstanding examples of previous submissions are provided. Example provided in diagram below:

Fire Technology Submission Example

Tutoring Center Submission Example

Outcome Statement:

Cadets will be able to properly demonstrate their knowledge and ability to tie the required firefighter safety knots.

Summary of Evidence:

# of Student Mee	ting SLO Rubric
Rubric 1:	0
Rubric 2:	0
Rubric 3:	9
Rubric 4:	15
Total Assessed	24
% Assessed 3 or Higher	100%
Target Met?	Yes

Use of Results:

Discuss finding with instructor and plan on incorporating strategies that foster reliable oral and written communication skills.

Outcome Statement:

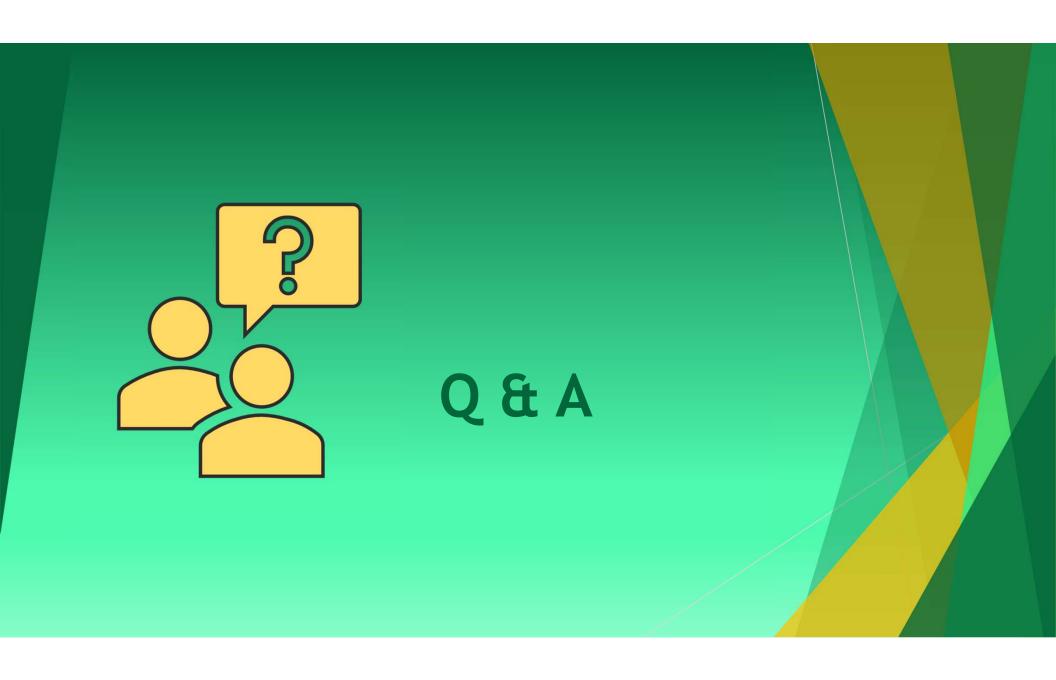
Students who visit the Tutoring Center will feel more confident as independent learners.

Summary of Evidence:

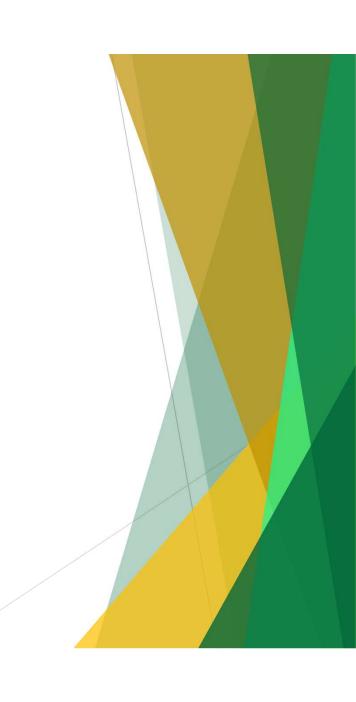
- Assessed Spring 2019
- The Survey question states, "Visiting the Tutoring Center has assisted me in becoming an independent learner."
- Target 80% will agree or strongly agree
- The data show 97.6% either agree or strongly agree. The target was met and exceeded.

Use of Results:

Given their findings, they intend on maintaining flexible walk-in tutoring with no time limits, consistent scheduled tutors, and recruiting additional tutors in multiple disciplines.



SLO Cloud, SAO Spreadsheet, and Accessing PLO's



Overview of the SLO Cloud

► Upcoming changes to the SLO Cloud

You can use the SLO cloud to:

- ► Report your SLO findings on an institutionally embraced four-point scale
- ► Map your specific course-level SLOs to programlevel SLOs, General Education Outcomes (GEOs), and Institutional Learning Outcomes (ILOs)
- ► Identify proposed actions for maintaining and enhancing the acquisition of stated learning outcome

Rubric Descriptions for SLO Cloud

Rubric Value	Broad Rubric Description
1	No demonstrated achievement
2	Minimal evidence of achievement – below expectations
3	Adequate evidence of achievement – met stated outcome or expectations
4	Significant evidence of achievement – surpassed stated outcome, mastery or near mastery of learning expectations
	Total

What are proposed actions and how are they used?

- ► Entering the proposed actions is the most important aspect of the assessment process. What actions can you take to improve students' knowledge, skills, or abilities?
- ▶ Do you have any new insights into teaching and learning process that you learned from the assessment?
- ➤ What did you learn from the assessment that will inform your teaching, student learning, or the curriculum?

What are proposed actions and how are they used?

- ► For student service areas: Based on the data you've collected about your services, do you have any new insights into changes you can make to streamline services or to improve a student's understanding of the services you offer?
- ► What did you learn from the assessment that will inform your how you interact with students receiving services at CHC?

SAO Spreadsheet Purpose and Overview

- ➤ The SLO cloud is primarily designed for instructional areas. This is being revised to better accommodate the needs for both instructional and student service areas.
- ▶ Until this occurs, we have an alternate method to capture this data which is the SAO spreadsheet.
- ► This will allow us to capture outcomes data while we wait for the SLO cloud to be updated.

ILO/GEO Outcomes & Alignment

Institutional Learning Outcomes

- ► ILOs reflect the core aspects of learning that students experience at Crafton Hills.
- ► These relate to the knowledge, skills, and abilities that students develop through their experiences at Crafton Hills College (in every area such as courses, programs, and student services)

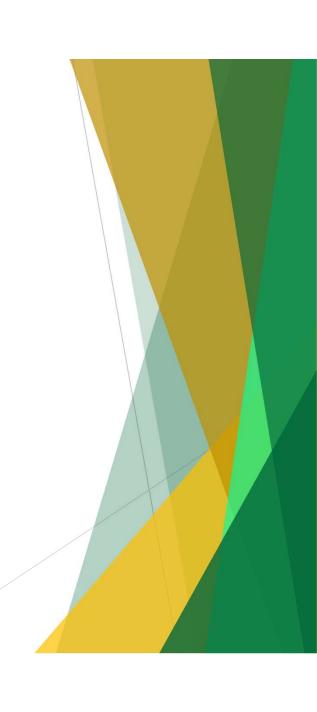
Why Do ILOs Matter?

- ► Allows us to assess ourselves as an institution by measuring student growth across areas and activities.
- ► Encourages us to engage in dialog about what we want each student to know or be able to do upon leaving Crafton Hills College.

Institutional Learning Outcomes

ILOs:

- ► Critical Thinking
- ► Written and Oral Communication
- ►Interpersonal and Group Skills
- ► Society and Culture
- ►Information Literacy
- ► Ethics and Values



General Education Outcomes

- ► General education outcomes are course-related outcomes.
- ► These apply to students taking classes that align with the following general education areas:
 - Natural Science
 - Social & Behavioral
 Sciences
 - Humanities
 - Fine Arts
 - Written Traditions
 - Oral Traditions

- Quantitative Reasoning
- Critical Thinking & Information Literacy
- Health & Wellness
- Diversity & Multiculturalism
- American Heritage

2020-21 ILO Summary Report (as of 8/6/21)

ILO			# 3 or	% 3 or		
	1	2	3	4	higher	higher
Critical Thinking	1392	779	2209	6557	8766	80.2
Written and Oral Communication	382	227	562	2283	2845	82.4
Interpersonal and Group Skills	54	65	162	454	616	83.8
Society and Culture	495	251	468	1773	2241	75.0
Information Literacy	343	111	283	1580	1863	80.4
Ethics and Values	49	21	47	442	489	87.5
N/A	282	285	533	3249	3782	87.0

ILO Group Work

- Will be placed in breakout rooms with groups of two or more and review assigned ILO
- ► Examine and discuss the 2020-21 proposed actions and data offered by those mapping their course SLOs to the given ILO
 - ► Were enough students assessed?
 - ▶ Is the percentage of students earning a score of 3 or 4 sufficiently high?
- ► Given your analysis of the ILO report, develop proposed actions for the corresponding ILO
 - ► For instance, recommend specific learning strategies or techniques for imbedding specific ILO skills across the curriculum

ILO Group Work (Continued)

Large Group Meeting

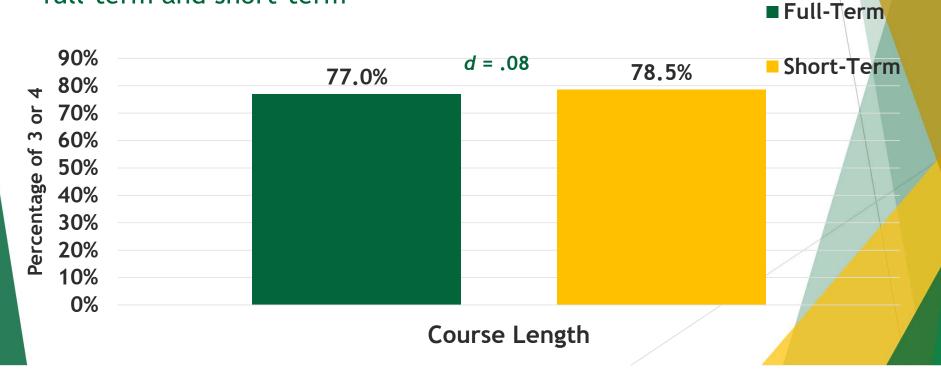
- ▶ Brief discussion of newly developed ILO proposed actions
- ▶ Discussion of N/A ILO mapping

Disaggregated Course Level Cloud Data

Session #5
Disaggregated Course-Level SLO
Data

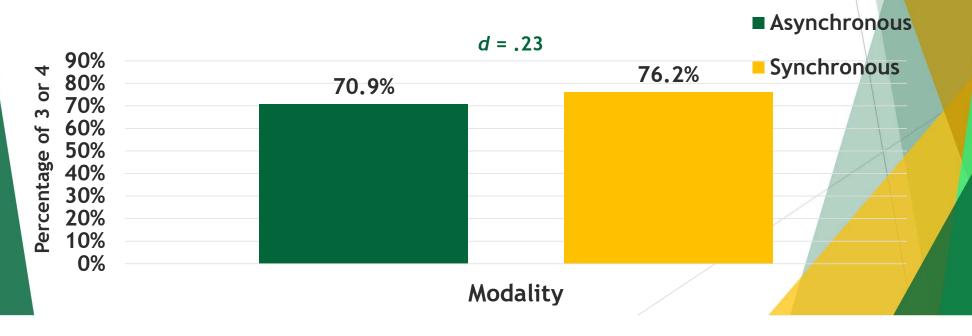
The Campuswide Percentage of SLO Cloud Scores of Three or Four by Full-Term and Short-Term Courses in 2020-2021

No statistical difference in rate among courses offered as both full-term and short-term



The Campuswide Percentage of SLO Cloud Scores of Three or Four by Asynchronous and Synchronous Instructional Modalities in 2020-2021

No statistically significant difference in rate among courses offered as both asynchronous and synchronous, but a small practically significant effect favors synchronous courses



Using the Disaggregated SLO Data

					\		
		Full-Term (17+ weeks)		Short-Term (Less than 17 weeks)			
						Asynchronous	
		Total		Total		Total	
		Students		Students		Students	
Outcome Statement	Proposed Actions	Assessed	% 3 or 4	Assessed	% 3 or 4	Assessed	% 3 or 4
	Many of the students who didn't do well were experiencing issues and hardships outside of						
Demonstrate critical reading skills.	the scope of the classroom.	194.00	83.51	55.00	83.64	19.00	78.95
	Many of the students who didn't do well were experiencing issues and hardships outside of						
Demonstrate effective problem solving skills.	the scope of the classroom.	194.00	80.93	55.00	78.18	19.00	63.16
Student were asked to compose essays that required personal reflection and direct interaction with specific texts.	Work on ways to encourage participation in an unexpected online format.	43.00	62.79	#NULL!	#NULL!	43.00	62.79
Students were asked to respond to various authors and each other in critical ways. This was accomplished through weekly assigned	Work on ways to encourage participation in an	42.00	62.70			42.00	62.70
readings and discussion board posts.	unexpected online format.	43.00	62.79	#NULL!	#NULL!	43.00	62.79

https://sbccd-

my.sharepoint.com/:x:/g/personal/gsosa_sbccd_cc_ca_us/EcerMMoJCtVBvkNT gAoGVawBClZdsZrr-pVC5ggteYrPqA?e=FInBsI

PPR Work Session and Resources

PPR Work Session

Goals of Work Session

- ▶ Breakout rooms by department (Instruction, Student Services, & Admin Services)
- Review of <u>Equity Data</u> and/or other available evidence
- ► Review SLO/SAO data and complete Question 4

PPR Work Session Cont'd

Goals of Work Session

- ► Use of evidence to inform goals and objectives (Question 10)
- ► Removal of already funded resource requests (Question 10)
- ► Program (4 Yr. Plan) vs. Course-Level SLOs (Two-Year Plan)

SLO Cloud and PPR Cheat Sheet



SLO Cloud and PPR Cheat Sheet

SLO Cloud and Outcomes

- What are SLOs for and how do I assess them?
- · How can I access the SLO Cloud?
- · How do I use the SLO Cloud?
- What do the numeric scales in SLO rubric mean?
- Where can I find more resources for learning about SLOs/SAOs?
- What are the steps of designing and refining SLOs?
 - 1. Define/Refine SLOs
 - 2. Design Assessments and Rubrics
 - 3. Implement Assessment Plans
 - 4. Analyze Learning Evidence
 - 5. Identify Gaps in Student Performance
 - 6. Document Results and Plan Changes

Planning and Program Review

- What is PPR and where can I learn more about it?
- · How do I access the PPR Web Tool?
- . What PPR Plan do I have to submit this year?
- I am due for a 4-year plan, when am I supposed to submit my plan and meet with the committee?
- What are some examples of recent PPR submissions that I can look to as examples?
 - o Administrative Services
 - o Fire Academy/Fire Technology
 - o <u>Tutoring Center</u>
- Where can I find the data that I need to complete my PPR?
- After the PPR is received, how can I view the prioritization of the objectives for the campus? (need to be logged into campus network for this link to work)
- · Where can I access the PPR FAQ?
- Where can I find more resources for learning about PPR?

Can find a copy at: https://rebrand.ly/cheat_sheet

Q & A

