



Academic  
Quality Improvement  
Project

The Higher Learning Commission NCA

## View Review

Review of 9/21/02  
submission

**Action Project:** Evaluate the viability and effectiveness of instructional degrees and certificates (hereinafter "programs");

**Institution:** Glen Oaks Community College

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A. Describe the past year's accomplishments and the current status of this Action Project.

A. Accomplishments: The Program Review Committee established in year one of this project completed assigned task of determining a review schedule and creating a rating system to be used to evaluate the viability and effectiveness of the instructional degrees and certificates granted by the college. The committee identified purposes of program evaluation: 1. To increase the effectiveness of existing programs 2. To identify programs which need more support 3. To eliminate programs which are not effective 4. To improve external and internal customer satisfaction. The committee also identified criteria that form the basis of program review: 1. Need for the program 2. Quality of the program 3. Cost of the program. In addition, the committee developed a set of indicators of program viability and effectiveness. (See the attached table.) The indicators address the criteria. Some apply to occupational programs only; some to academic/transfer programs only; most apply to all programs. Furthermore, the committee established a process of program evaluation, including proposed guidelines for the selection of members of evaluation committees formed by the Dean of the College to examine specific programs. The evaluation committee is to: 1. Gather information to assess the program's need, quality, and cost. a. Collect data. b. Create focus groups to obtain feedback. c. Analyze findings. 3. Write a report of the findings. 4. Recommend to the college president and executive council that a status category be assigned to the program. Categories include: a. Highest commendation for quality program b. Continue with minor improvements c. Modify significantly d. Discontinue e. Schedule for further review in the coming year. 5. Submit a report where applicable to Perkins Postsecondary Unit. 6. Continue to monitor the progress of the recommendations. 7. Continue to monitor the indicators of program viability and effectiveness. Finally the committee proposed a timeline for the process of program evaluation.

B. Current Status: The above process was presented to the college's quality council (Team GO) for approval. Upon the council's recommendation, the Dean of the College adopted the process. During summer '02, the dean implemented the process and formed the college's first program review committee. The dean and the committee developed the 2002 - 2003 plan for program review, expanding the quantitative stretch target from the Goals Commitment Declaration from two programs to ten. (The second attached document reflects the specific application of the process and the ambitious extension of the target.)

**Review:** AQIP congratulates you on your accomplishments over the last year related to your Action Project: Evaluate the Viability and Effectiveness of Instructional Degrees and Certificates. You have made significant progress in meeting this goal by determining a review schedule and creating a rating system for program review. It is particularly noteworthy that you felt confident in expanding your quantitative stretch target from two programs to ten.

B. Describe how the institution involved people in work on this Action Project.

The initial action project committee included representatives from the following areas of the college: Business Office College Operations Faculty Institutional Research Student Services While developing the

2002 – 2003 plan for program review, The Dean of the College included representatives from the following areas of the college: Business Office College Operations Community/Resource Development Faculty Institutional Research Student Services On August 30, 2002, the Dean of the College presented the 2002 2003 plan at the faculty in-service.

**Review:** The success of any program review process requires the involvement of not only program faculty but also faculty from other disciplines and stakeholders around the college as well. It is clear that Glen C Community College is engaging faculty in this process and this Action Project. In addition, you have involved stakeholders from the Business Office, Institutional Research, and Student Services. This broad based involvement will result in a better assessment of program strengths and weaknesses, and will result in a “fresh view” from those not so directly involved with the program. Presenting the plan at the faculty in service should lead to greater faculty support for the process of program review. It is essential that faculty understand the process, the value of the process, how it will ultimately strengthen most programs, and the role that they play in the assessment process. Faculty should be actively involved as well in the evaluation process as it is implemented.

C. Describe your planned next steps for this Action Project.

The attachment, AQIP Program Review: 2002 – 2003 Plan, details the next steps for this Action Project.

**Review:** The Program Review Plan for 2002-2003 clearly outlines the next steps for Glen Oaks in the implementation of a program review process. By establishing specific tasks, identifying the person(s) responsible, and the target date for each task, you have provided an organizational structure that should enhance the implementation and help all on campus to understand the process.

D. Describe any "effective practice(s)" that resulted from your work on this Action Project.

Using current college reports to address the criteria for program review (need, quality, and cost of a program) seems an “effective practice.” The attachment, AQIP Program Review: 2002 – 2003, reflects that use. By including the attachment in this report, Glen Oaks Community College shares this practice with the broader higher education community.

**Review:** Using existing college reports in program review speaks highly of Glen Oaks internal documentation and information resources. While this is commendable, the effective practice may relate more to the organizational process you have developed for program review that will ensure consistent review of all programs. Involving individuals and groups from around the college in program review will also ensure that the process is understood college-wide and that you will receive input from those closely related to the process and those who are not. Often some of the best insight comes from those who can bring a fresh perspective to the topic. The process clearly defines responsibility for tasks in program review and that should provide a measure of accountability for all involved. As you implement your process for program review and you have the opportunity to evaluate its effectiveness, you may decide that it is an “effective practice” that could benefit the broader higher education community. If so, please inform AQIP so that you may recognize your efforts and share your process with other institutions of higher education.

E. What challenges, if any, are you still facing in regards to this Action Project?

Some challenges still remain: 1. A common format and forms for data collection need to be created. 2. We need to agree on standard documents for measuring stakeholder satisfaction. The ambitious review schedule projected in the 2002 – 2003 plan sets mid-October as the goal for obtaining most of the data, giving the committee more time for review and analysis. By June 30, 2003, the committee is to report on the status of each program reviewed. This may be a challenge.

**Review:** Data collection will be critical to your success in this endeavor as it will document performance help you establish goals for programs and meet immediate needs. A common format and forms will ensure consistency in your collection and analysis of data. You have established an ambitious first round of project reviews, but one that can be managed. The process is one that should become easier with time as you refine your process. Eventually, you can conduct reviews on a cycle that allows proper attention to each program being reviewed. Continue your efforts on this Action Project. It is one that will benefit the college as a whole and, most importantly, the students.

F. If you would like to discuss the possibility of AQIP providing you help to stimulate progress on this action project, explain your need(s) here and tell us who to contact and when?

No additional assistance is needed to stimulate progress on the project.

**Review:**

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