

Non-Academic Program Review
Annual Update
September, 2007

Goal Statement

Develop and implement a non-academic program review process at Central Arizona College.

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

As part of this process, the team developed, piloted and revised assessment instruments to be used in the review. These assessment tools included a Customer Service Survey, an Employee Survey and a Self Assessment Survey. The Customer Service Survey is to be distributed to both internal and external customers. The Employee Survey is to be completed by employees within the unit completing the review. After the results are compiled from the Customer and Employee surveys, a designated person or team from the unit will complete the Self Assessment Survey. After the initial pilot of the assessment instruments the team spent significant time revising the assessment instrument to ensure results would provide individual units with meaningful and useful information. [Note: The templates for the assessment instruments are to be available to view online on the CAC AQIP webpage. CAC is currently in the process of rolling over to a new website. Currently we do not have ability to add new content to the website. The new website is expected to debut early in October, 2007].

The purpose and process to be followed for non-academic program review was finalized:

Central Arizona College
Non-Academic Quality Improvement Program (NAQIP)
Review Process

Purpose

The goal and intention of the non-academic program review is to recognize program strengths, identify opportunities, develop action plans for improvement and provide recommendations for improvements or modifications. The non-academic program review will assist program management and college administration to apply continuous quality improvement within the program to be incorporated in the unit operational plans. Each non academic unit (e.g accounts receivable, payroll, financial aid, registration) will complete a mandatory comprehensive review on a five year rotation. Results and actions plans will be used in the unit operational planning process and documented in TracDat. Annual updates will be integrated into the annual operational planning process for the unit and reviewed in TracDat by the Non-Academic Program Review Committee.

Review Process

1. Conduct a Unit Organizational Meeting. Provide information about the purpose and process to all unit employees. All unit employees should participate in the program review process. For larger departments, the director/manager of the program being reviewed may appoint a program review committee to drive the process. **(July – August)**
2. Meet with Executive Director of Institutional Planning Research and Knowledge Systems (IPRKS), to set up timeline for surveys. Determine who will be the contact person that will communicate with IPRKS. Templates are set for the Self Assessment Survey, Employee Survey, and the Customer Survey. Each unit will determine the key support systems and processes and provide this information to IPRKS. IPRKS will customize the surveys with the information provided by the unit and make the surveys available in electronic format.
3. Conduct Assessment Surveys (Employee and Customer Service Satisfaction) Employee Surveys to be completed by all employees in the unit being reviewed. Determine who will be requested to complete the Customer Surveys (e.g. departments within the college, external customers, students). **(July – September)**
4. Compile Results and Complete Final Self Assessment (Program Review). Use the information gathered in the Employee Survey and the Customer Survey to complete the Self Assessment Survey. The items in the Employee Survey tie directly to the Self Assessment Survey. This process should include identification of strengths, opportunities and action plans for improvement, all of which are to be documented in the operational plan in TracDat. **(October)**
5. The Self-Assessment report is to be submitted to the Non-Academic Program review Committee. The unit should prepare a presentation including results from the assessments that document unit strengths and opportunities for improvement. Action plans for improvement should be included as well. **(October/November)**
6. A final report will be prepared by the district Non-Academic Program Review committee. The final report will include observations concerning the program under review, areas of strength and opportunities and possibly additional recommendations for improvement. The final report will be submitted to the program supervisor and the President’s Cabinet. **(November/December)**
7. Annual updates will be integrated into the annual operational planning process for the unit and reviewed in TracDat by the Non-Academic Program Review Committee. The Non-Academic Unit may require the Unit to provide a follow up presentation. **(January – March)**

Finally, a timeline for implementation of the Non-Academic Program Review institutionally was developed. The steps involved are explained in detail in part 2 of this Annual Update.

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

The action project team is comprised of various individuals across non-academic units in the organization. Regular meetings were held and updates via email were sent. Key players from impacted areas were invited to participate when deemed appropriate by the action project team.

3. Describe your planned next steps for the Action Project.

A time line for completing the following steps has been set:

Define non-academic units. CAC is comprised of various types and sizes of units. The team will define what is meant by a non-academic unit and will produce a list of the units expected to participate in the non-academic program review process.

Develop a five year rotation for non-academic program review. Non-academic units will complete a comprehensive review every five years. The units defined by the institution will be placed on a rotation schedule. Units will be required provide annual updates documenting progress as part of the unit operational plan in TracDat.

Develop and implement Non-Academic Program Review Committee. CAC has process for development of standing committees and is defined by college Policy & Procedure.

Provide training to Non-Academic Units. The action project team will be responsible to train the Non-Academic Review Committee and designated individuals from non-academic units on the process.

4. Describe any effective practices that resulted form your work on this Action Project.

Many institutions already are engaged in a process of reviewing non-academic programs. The process we are implementing embeds the process into the operational planning process. As a result, continuous review and improvement is not a special required activity. Rather, it is part of regular business for all units of the college.

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

At this point, things appear to be running smoothly. Our final timeline is set and the institution is committed to providing the resources for implementation.