



Program Review Readers Survey Results

Integrated Planning & Budget (IP&B)
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Overview

- Program Readers
 - Classified Staff
 - Deans
 - Faculty



Online Survey

- June 1 to July 7, 2020
- Response Rate: 69%
 - 22 out of 28
 - Classified Staff: 27%
 - Deans: 9%
 - Faculty: 64%



Program Review: The Good

“Very Easy” or “Somewhat Easy”
To use the program review rubric

90%



Program Review: The Good

“Very Easy” or “Somewhat Easy”
To meet the program review
rubric deadline

91%



Program Review: The Good

“Very Easy”

To find someone to answer questions about the rubric

63%



Program Review: The Good

“Very Helpful”
Reader Training Session

50%



Program Review: The Good

**“Very Helpful” or
“Moderately Helpful”
Program Review Manual**

76%



Program Review: The Good

“Very Successful” or
“Moderately Successful”
Help me feel confident
when it is my program’s turn

80%



Program Review: The Good

“Very Successful” or
“Moderately Successful”
Create a culture of continuous
improvement

77%



Program Review: The Good

“Very Successful” or
“Moderately Successful”
Create a safe space to discuss
weaknesses in a program

76%



Program Review: The Good

I appreciated how the data was integrated into the review form. I also appreciated the specificity of the rubric criteria and standards because for me, it was quite clear which standard to apply.

I liked having the rubric. I appreciate that the program review writer will be given feedback and the chance to improve the program review so that it meets the standards under which it will be evaluated.



Program Review: The Not As Good?

Time needed to write feedback
and submit rubric

1 to 6 hours

10+ hours

55%

27%

4 readers
needed 2 hrs

3 readers
needed 20+ hrs



Program Review: The Not As Good?

Difficulty writing the feedback	41%
Understanding instructions of completing rubric	23%
Difficulty navigating the rubric	18%
Difficulty understanding the data	18%



Program Review: The Not As Good?

“Not Successful”

Help me forge connections with
others in the college

27%



Program Review: COVID-19 Impact

I have been overwhelmed with online teaching this quarters, and I know it played a factor in how I was able (actually struggled) to process online data and rubrics. Had this external factor been eliminated, I would have had an easier time processing the PR process and data.

I'm grateful for the opportunity and just wish I hadn't been interrupted by COVID-19 as I feel my full attention couldn't be devoted to this with all the unexpected changes. I look forward to participating again!



Program Review: The Not As Good?

Limitations in narrative word count may have led to cryptic narratives that were hard to evaluate with given rubric.

I often felt that the writer gave easy pat answers, quoting data, but not giving any analysis or thoughts...There was no suggestion of reflection.



Program Review: The Not As Good?

I was frustrated with the criteria questions. Often they were cookie cutter, "same question, different data", and it didn't always fit what was being reviewed. There has to be a better way for the writer to give feedback that has real meaning.

Is the basis of the feedback supposed to be repeating the writer's points, or verifying that the required criteria are met?



Program Review: The Not As Good?

The program review went OK, but there is definitely something lost in it. I don't get a true flavor of what's really happening with the department. Also, we seem to put great value on improving course success rates. That's actually really easy to accomplish. The question is if students are really achieving the learning goals.

It was hard to understand what the data really meant since there were non-academic/community factors to consider when evaluating the data.



Program Review: To Improve

- Data
 - Student perspectives
 - Fill rate
 - FT to PT ratio
 - Online success rates
 - Support services use
 - Advisory Board minutes
 - Regional cost of living



Program Review: To Improve

- Reader Experience
 - More examples
 - Group sessions
 - Success measured in multiple ways
 - Appropriate comparison group



Program Review: To Improve

Maybe color-coding of some sort to know what piece of data we had to look at based on the questions we were assigned...maybe group sessions to discuss the data and complete the rubric.

Maybe include some examples in the F2F training session on what passes the criteria, and what doesn't cut it or is erroneous.

I would like to know how it turns out ~ what are the program's responses? What did the other readers find?



Program Review: Final Thoughts

I liked having the rubric. I appreciate that the program review writer will be given feedback and the chance to improve the program review so that it meets the standards under which it will be evaluated.

Honestly, for the first time in my career, I am actually looking forward to working on our department's PR. How weird is that?!



Next Steps: Continuous Improvement

- Reader training
 - Timing
 - Discussions
- Rubric format
 - Fonts/Style
- Feedback loop
 - Responses to feedback

For reference: [Full Report](#)



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