Program Efficacy Team Report (Administrative Services)

Spring 2020

Name of Department: CTS-Campus Technology Services

Efficacy Team: Sandra Moore, Kay Dee Yarbrough, Maria Lopez

Overall Recommendation: The overall recommendation is Continuation.

☒Continuation   ☐Conditional   ☐Probation

Rationale for Overall Recommendation: The only Does Not Meet area was Culture and Climate where the team gave feedback on the lack of specificity in some areas. Pattern of Service, Professional Development, Productivity, Challenges, and Facilities are areas identified with some deficiencies in the report, but the team felt they did not sink to the level of Does Not Meet.

Part I: Questions Related to Strategic Initiative: <u>Increase Access</u>

Goal: SBVC will improve the application, registration, and enrollment procedures for all students.

SBVC Strategic Initiatives: Strategic Directions + Goals

	Does Not Meet	Meets	Exceeds
Demographics	The program **does not provide** an appropriate analysis regarding identified differences in the program's population compared to that of the general population.	The program **provides an analysis** of the demographic data and provides an interpretation in response to any identified variance. The program **discusses the plans or activities** that are in place to recruit and retain underserved populations as appropriate.	In addition to the meets criteria, the program's analysis and plan **demonstrates a need** for increased resources.
Pattern of Service	The program's pattern of service is **not related to the needs of students**.	The **program provides** evidence that the pattern of service or instruction meets student needs. The program **discusses the plans or activities** that are in place to meet a broad range of needs.	In addition to the meets criteria, the program **demonstrates that the pattern of service needs to be extended**.

☐ **Does Not Meet**   ☒ **Meets**   ☐ **Exceeds**

<u>Efficacy Team Analysis and Feedback</u>:   Demographics: The demographics area is brief and there appears to be no analysis other than a statement of no discrimination.
Pattern of Service: The program does provide evidence of the pattern of service. There is no discussion of plans to deal with the new buildings that will increase the need for technology.

Efficacy Team Recommendations to Address Does Not Meets (if applicable)**:**

Part II: Questions Related to Strategic Initiative: **Promote Student Success**

Goal: SBVC will increase course success, program success, access to employment, and transfer rates by enhancing student learning.

SBVC Strategic Initiatives: Strategic Directions + Goals

	Does Not Meet	**Meets**	**Exceeds**
Data/Analysis demonstrating achievement of instructional or service success	Program **does not provide an adequate analysis** of the data provided with respect to relevant program data.	Program **provides an analysis** of the data which indicates progress on departmental goals.	In addition to the meets criteria, the program **uses the achievement data** in concrete planning and **demonstrates** that it is prepared for growth.
Service Area Outcomes	Program **has not demonstrated** that it is continuously assessing Service Area Outcomes (SAOs) Evidence of data collection, evaluation, and reflection/feedback, and/or connection to area services is **missing or incomplete**.	Program **has demonstrated** that it has fully evaluated within a four-year cycle and is continuously assessing <u>all</u> Service Area Outcomes (SAOs)	In addition to the meets criteria, the program **demonstrates that it has fully incorporated Service Area Outcomes (SAOs) into its planning, made appropriate adjustments, and is prepared for growth**.

☐ **Does Not Meet**   ☒ **Meets**   ☐ **Exceeds**

Efficacy Team Analysis and Feedback: Data/Analysis: There is an analysis of the EMP data, but not an analysis of staff and how that might impact Student Success. The EMP data is based on Campus Climate Survey data from 2017-2018. The department is dependent on the Campus Climate Survey for its data.
Service Area Outcomes: Program has demonstrated that it has evaluated the SAOs. It is possible that SAOs may need to be increased and more specific in future efficacy reports. As long as SAOs are assessed using Campus Climate Surveys continuous assessment does not seem possible unless the department chooses to conduct its own surveys.

Efficacy Team Recommendations to Address Does Not Meets (if applicable)**:**

Part III: Questions Related to Strategic Initiative: **Improve Communication, Culture & Climate**

Goal: SBVC will promote a collegial campus culture with open line of communication between all stakeholder groups on and off-campus.

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	Does Not Meet	Meets	Exceeds
Communication	The program **does not identify** data that demonstrates communication with college and community.	The program **identifies** data that demonstrates communication with college and community.	In addition to the meets criteria, the program **demonstrates** the ability to communicate more widely and effectively, **describes** plans for extending communication, and provides data or research that **demonstrates** the need for additional resources.
Culture & Climate	The program **does not identify** its impact on culture and climate or the plans are not supported by the data and information provided.	The program **identifies and describes** its impact on culture and climate. Program **addresses** how this impacts planning.	In addition to the meets criteria, the program provides data or research that **demonstrates** the need for additional resources.

☒ **Does Not Meet** ☐ **Meets** ☐ **Exceeds**

Efficacy Team Analysis and Feedback: Communication: There is a lack of detail in how the department identifies ways it is communicating with the college and community. They could have given examples of the emails they send to the entire campus.

Culture and Climate: Examples of the types of tools and services provided to the campus community needed to be added to the description of the impact of the department in terms of culture and climate. Planning needs to be described in more detail. There is no discussion of planning for initiatives or achieving department goals.

Efficacy Team Recommendations to Address Does Not Meets (if applicable)**:** The Does Not Meet applies to the Culture and Climate section where more examples of the types of tools and services provided to the campus community could have been given in detail. There is a lack of discussion of planning in terms of how these services are or will be provided.

IV: Questions Related to Strategic Initiative: Maintain Leadership & Promote Professional Development

Goal: SBVC will maintain capable leadership and provide professional development to a staff that will need skills to function effectively in an evolving educational environment.

SBVC Strategic Initiatives: [Strategic Directions + Goals](#)

	Does Not Meet	Meets	Exceeds
Professional Development	The program **does not identify** currency in professional development activities.	Program **identifies current avenues** for professional development.	In addition to the meets criteria, the program shows that professional development has **impacted/expanded** the program and **demonstrates** that the program is positioning itself for growth.

☐ **Does Not Meet** ☒ **Meets** ☐ **Exceeds**

Efficacy Team Analysis and Feedback: The department does identify current avenues for professional development, however, the specific types of training done through vendors could have been mentioned. The frequency of training could be specified. The department needed to explain what Extron is and why only one staff member was trained by Extreme Networks.

Efficacy Team Recommendations to Address Does Not Meets (if applicable)**:**

V: Questions Related to Strategic Initiative: Effective Evaluation & Accountability

Goal: SBVC will improve institutional effectiveness through a process of evaluation and continuous improvement.

SBVC Strategic Initiatives: Strategic Directions + Goals

	Does Not Meet	Meets	Exceeds
Mission/ Statement of Purpose	The program **does not have** a mission/ statement of purpose, or it **does not clearly link** with the institutional mission.	The program **has** a mission/statement of purpose, and it **links** clearly with the institutional mission.	
Productivity	The data **does not show** an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed.	The data **shows** the program is productive at an acceptable level.	The program functions at a highly productive level and is positioning itself for growth.
Currency	The program **does not show** evidence of currency.	The program **provides evidence** that it maintains currency within the published documents.	In addition to the meets criteria, the program **provides** support for future planning.
Challenges	The program **does not incorporate** weaknesses and challenges into planning.	The program **incorporates** weaknesses and challenges into planning.	The program **incorporates** weaknesses and challenges into planning that demonstrate the need for expansion.

☐ **Does Not Meet**   ☒ **Meets**   ☐ **Exceeds**

Efficacy Team Analysis and Feedback: Mission: The brief Mission Statement appears to link with the institutional mission.
Productivity: The data presented for productivity suggests that the program is productive, but there needs to be clarity on whether this is an acceptable level. There is no data on response times for help requests, for example. There is only customer satisfaction data from Campus Climate Survey.
Currency: The program provides evidence that it maintains currency within the published documents.
Challenges: The program does not discuss the challenges from the EMP document here. The program does not clearly state how they plan to improve on their challenges.

	Efficacy Team Recommendations to Address Does Not Meets (if applicable):

VI: Questions Related to Strategic Initiative: Provide Exceptional Facilities

Goal: SBVC will support the construction and maintenance of safe, efficient, and functional facilities and infrastructure to meet the needs of students, employees, and the community.

SBVC Strategic Initiatives: Strategic Directions + Goals

	Does Not Meet	Meets	Exceeds
Facilities	The program **does not provide an evaluation** that addresses the sustainability of the physical environment for its programs.	Program **provides an evaluation** of the physical environment for its programs and **presents evidence** to support the evaluation.	In addition to the meets criteria, the program has **developed a plan** for obtaining or utilizing additional facilities for program growth.

☐ **Does Not Meet**　　☒ **Meets**　　　　☐ **Exceeds**

Efficacy Team Analysis and Feedback: Facilities: The program provides a list of the equipment and the facilities that are being used. There is no real evaluation of the physical facilities. A discussion of how the old technology impacts students and staff as well as what equipment needs to be replaced would be a more complete evaluation. A plan for how future facilities impacts the program is not required here, but it would certainly help the program make the case for more personnel.

Efficacy Team Recommendations to Address Does Not Meets (if applicable)**:**

VII: Previous Does Not Meet Categories

☐ **Does Not Meet**　　☐ **Meets**　　　　☐ **Exceeds**

Efficacy Team Analysis and Feedback:　No previous does not meet categories.

Efficacy Team Recommendations to Address Does Not Meets (if applicable)**:**