Program Review Peer Review

Program/Division/Area Name:	Executive Council of the College
Date:	7/18/2019

On behalf of the Program Review Committee (PRC), we thank you for your time and effort in completing the Comprehensive Program Review this year and for your ongoing efforts to continuously improve AVC's programs and services for our students. Your program review allows the rest of AVC to better understand your efforts and how they support the college mission, vision, EMP and other goals.

Program Review Committee Feedback

Program Review Report Section	Exemplary: Reflects a clear and thorough report that presents a well-documented review of the program.	Adequate: The self-study adequately presents program information for each section e.g. analysis of data; narrative information is provided regarding goals/objectives, planning, and recommendations relating to the analysis and use of data, institutional learning outcomes, and mission.	Improvement Needed: One or more sections of the report are lacking and/or contain some inaccuracies. The report must be revised and resubmitted in order to meet the requirements of the program review process. Complete/revise Part(s) mentioned in the Comments Section.	Comments:
Program Overview, Overall	☐	X	☐	Please see comments at the end, specific to each area.
1.1.Program's contribution to the District Mission	☐	X	☐	Please see comments at the end, specific to each area.
1.2.Program highlights	☐	X	☐	Please see comments at the end, specific to each area.
2.A. Results of environmental scan information for program	☐	X	☐	Please see comments at the end, specific to each area.

2.B. Analysis of program review data	☐	X	☐	Please see comments at the end, specific to each area.
2.C. Progress towards SLO/PLO/OO Action Plans	☐	X	☐	Please see comments at the end, specific to each area.
2.D. Progress towards past program review goals	☐	X	☐	Please see comments at the end, specific to each area.
3. 2020-2021 Planning: Division/Program/Area Goals	☐	X	☐	Please see comments at the end, specific to each area.
4. Resource Requests that Support Program Needs	☐	X	☐	Please see comments at the end, specific to each area.

Additional Comments:

The Executive Council has presented a series of Program Review Reports that combined clearly describe accomplishments with plans that reflect changes initiated by the Chancellor's Office and local authority. While it is evident that much good work is being done, the process of documenting, gathering and analyzing data for the use in planning, setting goals and allocating resources could be improved in some areas. Some areas wrote very complete and thoughtful reports, while others left many blanks and deficiencies. The use of data was lacking in many areas, which resulted in very anecdotal analysis. It seems that several areas may need assistance with Operational Outcomes and Action Plans. The Outcomes Committee and Program Review Committee would gladly provide training and assistance. Because "Executive Council" is comprised of such a broad and complex group, please see comments below by area.

- Executive Council – The summary letter is helpful but not required. Unfortunately it appears incomplete, as it ends with "Goals and Initiatives:" and then nothing more. Completing the new shorter program review form for the Office of the President would be preferable in the future.
- Academic Affairs – No report submitted. VP AA position vacancy does negate the requirement to complete the Comprehensive Program Review report.
- Business Services – Part 1.1 could be better tied to the district's mission. Part 1.2 is your opportunity to brag about accomplishments in your area. This should not be left blank as that would indicate that there are no accomplishments. Part 2.A is blank, which is not acceptable. There is data provided at the bottom of the report. Please analyze and comment on

this data and any other relevant data. Reviewing and analyzing data is a critical part of program review. The SWOT analysis in Part 2.B is well done, but seems anecdotal as it is not backed by data from Part 2.A. Part 2.C appears to be a list of action plans, but does not comment on any progress made. Part 2.D It sounds like good progress was made on prior program review goals. Part 3 The goals seem well-written and thoughtful with clear concise steps to be taken. Part 4 There are several resource requests that do not seem to be supported by the goals written in Part 3. Resource requests must be supported by corresponding data and goals that point to the need for resources. Please indicate if the resource requests are new or repeat, not yes or no.

- Facilities Services – It is clear that the author and contributors to this report took it very seriously and worked hard to create a quality, meaningful document. The use of data and analysis of the data is evident. The S3 concept is motivating and is carried into the broad goals written in Part 3, however the goals may need to be more specific to provide support for the resources requested in Part 4, specifically Physical/Facilities. Resource requests must be supported by corresponding data and goals that point to the need for resources.

- Foundation – The accomplishments listed in Part 1.2 are impressive and a wonderful reminder of the important work being done by the Foundation to support AVC students. These statistics could also be used as part of the data analysis in Part 2.A. Part 2.C The Foundation doesn't have PLOs, but maybe should have OOs (Operational Outcomes). It appears there is some form of action plans here and the data presented previously indicates that data is being gathered and utilized, so it may just be an issue of using different words for the same idea. Based on Part 2.D, it sounds like the Foundation has made good progress toward its goals. For Part 3, the goals should be listed again, along with which ILO/PLO/SLO/OO is supported and steps to achieve the goal.

- Human Resources/Payroll/Risk Management – Part 1.1 should also address Payroll and Risk Management in relation to the mission. Even the description for Human Resources seems to be lacking, as HR encompasses much more than just hiring qualified personnel. Part 1.2 The text written here probably belongs in Part 2.C or 2.D, explaining progress toward specific goals. Instead, Part 1.2 is your opportunity to brag about accomplishments in your area. Part 2.A says "None," which is not acceptable. Reviewing and analyzing data is a critical part of program review. For HR, Payroll and Risk Management, there is certainly both internal and external data and other factors that should be considered here. Part 2.B Clearly, there is work being done and accordingly there should be some form of data as a result. There is no data referenced in Part 2.A or 2.B, nor anything attached at the end of the report. The SWOT analysis in Part 2.B is short and seems somewhat anecdotal, as it is not backed by any data. Part 2.C Not having Operational Outcomes is not acceptable. Operational Outcomes should have been written approximately 10 years ago and data findings pertaining to those Outcomes should be gathered each academic year and utilized in planning, decision-making and resource allocation. If you need assistance with Outcomes, please schedule a meeting with the co-chair of the Outcomes Committee. Part 3 The goals seem well-written and thoughtful with clear concise steps to be taken and provide the support for the resources requested in Part 4.

- IERP / Library Services – Part 1.1 The mission of each area is stated instead of describing how each area contributes to the district mission. In Part 2.B, the threats are rather vague. Otherwise, the report is well-documented, uses data, and supports its resource requests with the goals written in Part 3.

- Internal Audit Services – Part 2.A could be strengthened, as there are clearly many (changing) requirements that affect the audit environment at the college. The SWOT analysis in Part 2B is excellent but could be more connected to data about what IAS has accomplished. Part 2.C needs to be completed. Operational Outcomes should have been written previously and data findings pertaining to those Outcomes should be gathered each academic year and utilized in planning, decision-making and resource allocation. If you need assistance with Outcomes, please schedule a meeting with the co-chair of the Outcomes Committee. Part 2.D "See Part 1.2" is not an acceptable response. The accomplishments listed in Part 1.2 are impressive and important, but do not answer the question. Unfortunately, IAS did not write Program Review goals last year, so it is impossible to comment on progress toward those goals. The honest answer would be, "No program review goals were written previously." That said, Part 3 cannot be left blank. IAS has done a wonderful job with the SWOT analysis and should utilize the thoughts there to develop basic goals for the area. If you need assistance with writing Program Review goals, please schedule a meeting with the co-chair of the Program Review Committee.

- ITS & IMS – Part 1.1 The description is good, but needs to more directly explain the contribution to the district mission. Part 1.2 is your opportunity to brag about accomplishments in your area. This should not be left blank as that would indicate that there are no accomplishments. Part 2.A should include results of the annual ITS survey. Much of the text in Part 2.A could be used in Part 1.2 or might belong in Part 2.C or 2.D. Part 2.B should make use of data pertaining to quantity, quality, and efficiency of services provided. The SWOT analysis is good, but seems anecdotal as it is not supported by data. Part 2.C seems to have been deleted from the report, which is not acceptable. Part 2.C needs to be completed. Operational Outcomes should have been written previously and data findings pertaining to those Outcomes should be gathered each academic year and utilized in planning, decision-making and resource allocation. If you need assistance with Outcomes, please schedule a meeting with the co-chair of the Outcomes Committee. Part 3 The goals written are thoughtful and include concise steps to be taken to achieve the goals. Part 4 Most of the resources requested are not supported by the goals in Part 3. Resource requests must be supported by corresponding data and goals that point to the need for resources.

- Marketing & Public Information – Part 1.1 needs to explain the contribution to the district mission. Part 2.A should not be blank. Reviewing and analyzing data is a critical part of program review. It seems there should be both internal and external data and other factors that should be considered here. Part 2.B Clearly, there is work being done and accordingly there should be some form of data as a result. There is no data referenced in Part 2.A or 2.B, nor anything attached at the end of the report. The SWOT analysis in Part 2.B is short and seems somewhat anecdotal, as it is not backed by any data. Part 2.C needs to be completed. Operational Outcomes should have been written previously and data findings pertaining to those Outcomes should be gathered each academic year and utilized in planning, decision-making and resource allocation. If you need assistance with Outcomes, please schedule a meeting with the co-chair of the Outcomes Committee. Part 2.D should not be left blank. There were Program Review goals written in the prior year report and you should comment on progress

made. The new goals in Part 3 seem appropriate, but you may want to consider whether the prior goals have been completed or if they should be carried over.

- Student Services – Part 2.A should not be blank. Reviewing and analyzing data is a critical part of program review. It seems there should be both internal and external data and other factors that should be considered here. Part 2.B Clearly, there is work being done and accordingly there should be some form of data as a result. There is no data referenced in Part 2.A or 2.B, nor anything attached at the end of the report. The SWOT analysis in Part 2.B is short and seems somewhat anecdotal, as it is not backed by any data. Part 2.C needs to be completed. Operational Outcomes should have been written previously and data findings pertaining to those Outcomes should be gathered each academic year and utilized in planning, decision-making and resource allocation. If you need assistance with Outcomes, please schedule a meeting with the co-chair of the Outcomes Committee. Part 2.D Unfortunately, Student Services did not write Program Review goals last year, so it is impossible to comment on progress toward those goals. The honest answer would be, "No program review goals were written previously." The goals in Part 3 could be restated as "Improve student success" and "Improve student completion" and then the steps to achieve those goals could include the verbiage that is listed under Goal # and Description of Goal.