



2017-2018 Program/Service Review Executive Summary

The Program Review Steering Committee (PRSC) uses established guidelines and criteria to evaluate support for Collin College’s mission, core values, and strategic plan; processes; procedures; outcomes; and opportunities for improvement summarized in self-assessment documents generated by academic programs, workforce education programs, and service units during the fifth year of the performance improvement cycle. Overall, this year’s submissions reflected an enhanced understanding of the work conducted by instructional programs and service units and demonstrated better use of evidence/data to support their claims. Training tools developed by the PRSC last summer focused on these areas, and the Committee believes these tools may have been beneficial as instructional programs and service units developed their presentations. Analyzing evidence/data and identifying areas of success or improvement were still weaknesses in a majority of the submissions. The committee will be developing additional training resources this summer to clarify expectations and assist review teams with analysis.

What Are PRSC Judgments?

PRSC judgments are decisions reflecting the quality of each instructional program or service unit self-assessment with regard to their assertions, supporting evidence, conclusions, and improvement plans. They are not judgments about the viability of the instructional programs and service units. Viability decisions belong to executive and academic leadership for instructional programs and to executive leadership and managers for service units. The Program/Service Review represents one input, among others, on which executives, academic administrators, and managers can draw for making critical decisions about instructional program and service unit viability.

There were 19 programs slated for evaluation during 2017-2018. Nursing and Business Services did not submit a report. Of the remaining 17 programs, the committee found the following:

Acceptable without Recommendation	2 (12%)
Acceptable with Recommendation	12 (71%)
Revisit and Revise	3 (18%)

Judgments for 2017-2018 Program Review Submissions

Accepted without Recommendations: 2

- Computer Science Field of Study
- Surgical Technology

Accepted with Recommendations: 12

- Animation
- Associate of Arts (AA)/Associate of Science (AS)
- Associate of Arts in Teaching (AAT)

- Biotechnology
- Communications Field of Study
- Computer Networking
- Financial Aid and Veteran's Services (Service Unit)
- Fire Academy
- Geospatial Information Science (GIS)
- Information Systems - Cybersecurity
- Public Relations (Service Unit)
- Real Estate

Revisit & Revise: 3

- Business Management
- Continuing Education & Workforce Development (Service Unit)
- Marketing

Not Received: 2

- Business Services (Service Unit)
- Nursing RN

Evaluating the Process

The goal of the Committee is to provide ever-improving tools, training, and feedback to help programs and service units actively engage in performance improvement. By the same token that instructional programs and service units are expected to engage in continuous improvement, PRSC engages in ongoing improvement efforts.

Program Review Process: Opportunities for Improvement (To Be Conducted Summer 2018)

Modification of documents to simplify and enhance understanding (Policies and Procedures Taskforce). The Committee identified places on the evaluation templates that need to be simplified, clarified, or otherwise improved. This Taskforce will also ensure that program and service review templates are consistent with the new SACS COC accreditation standards.

Training for specific tasks related to analysis and interrater reliability (Training Taskforce). It was determined that training and tools need to be developed to introduce more objectivity and consistency into the reviewer role and process. The Taskforce will also enhance training to more effectively communicate expectations and methods related to "analysis" to help programs and service units working on their reviews.

Develop a communications plan for the committee (Communications Taskforce). Internal and external communications are important to the clarity and flow of this process. Effectively messaging resources and assistance throughout the evaluation process and communicating PRSC decisions to leadership

facilitate efficiency and transparency. This Taskforce will work on creating a communications plan and structure that will enhance messaging from the Committee.

Individual Instructional Program and Service Unit Recommendations

Individual instructional program and service unit recommendations are shown in checklists found within each program and unit folder on the College's shared J:\ drive (at J:\Program Review\). This information will be made accessible to the executive leadership. Per PRSC guidelines, the Program/Service Review submissions of the various instructional programs and service units will be posted on the Institutional Effectiveness Program Review intranet page after the programs or units whose submissions were accepted with recommendations have had an opportunity to submit edited documents, by August 1, 2018.

Appendix

Table 1. *Average Ratings by Review Section and Rating Category of Academic Programs That Were Reviewed during 2017-2018. (Associate of Arts/Associate of Science, Associate of Arts in Teaching, Communication Field of Study, and Computer Science Field of Study)*

Average of Available Category Ratings for 2018 Academic Program Review Submissions

Where 1= Revisit & Revise, 2= Accepted With Recommendations, 3= Accepted Without Recommendations

Review Section	Responsiveness	Evidence	Analysis	Overall Judgment
1. What does the program do?	2.5			2.0
2. Program's relationship to the college mission, core values, & strategic plan.	3.0	2.0	2.0	3.0
3. Program has a transfer pathway to a related baccalaureate award.	2.5	2.0	2.0	2.3
4. Program's relationship to student demand.	3.0	2.5	3.0	2.5
5. What marketable skills should students have after completion?	3.0	3.0	3.0	2.8
6. How effective is the program's curriculum?	2.3	3.0	2.0	2.0
7. How well does program communicate?	2.0	2.0	1.5	2.0
8. How well are partnership resources built and leveraged?	3.0	3.0	3.0	2.8
9. Are qualified faculty hired and supported with professional development?	3.0	3.0	3.0	3.0
10. Is the program well-supported with facilities, equipment, and financial resources?	2.3	3.0	2.0	2.5
11. How does the program intend to improve?	3.0	2.0	3.0	2.3
12. How will program success be evaluated (CIP)?	2.3	2.0	2.0	1.8
13. How will improvement plans impact the program budget?	2.7	3.0	3.0	3.0

Table 2. Average Ratings by Review Section and Rating Category of Workforce Education Programs That Were Reviewed during 2017-2018. (Animation, Biotechnology, Business Management, Computer Networking, Fire Academy, GIS, Cybersecurity, Marketing, Real Estate, and Surgical Technology)

Average of Available Category Ratings for 2018 Workforce Program Review Submissions

1=Revisit & Revise, 2=Accepted With Recommendations, 3=Accepted Without Recommendations

Review Section	Responsiveness	Evidence	Analysis	Overall Judgment
1. What does the workforce program do?	2.8			2.6
2. Program relationship to the college mission, core values, and strategic plan.	2.7	2.5	2.3	2.2
3. Program's relationship to student demand.	2.1	2.5	1.8	1.8
4. Program's relationship to market demand.	2.3	1.7	2.0	1.8
5. How effective is the program's curriculum?	2.0	2.0	1.9	1.7
6. How well does the program communicate?	2.6	2.4	2.5	2.2
7. How well are partnership resources built & leveraged?	2.6	2.7	2.2	2.4
8. Are the faculty qualified and supported with professional development?	2.5	2.4	2.3	2.1
9. Does the program have adequate facilities, equipment, and financial resources?	2.6	2.9	2.6	2.3
10. Given its present status, how does the program intend to improve?	2.3	2.4	2.1	2.0
11. How will the program evaluate its success (CIP)?	2.7	2.3	2.2	2.1
12. How will the improvement plans impact the program's budget?	2.3	1.8	2.1	2.2

Table 3. Average Ratings by Review Section and Rating Category for Service Units That Were Reviewed during 2017-2018. (Continuing Education & Workforce Development, Financial Aid/Veteran's Services, and Public Relations)

Average of Category Ratings for 2018 Service Unit Review Submissions

1= Revisit & Revise, 2= Accepted With Recommendations, 3= Accepted Without Recommendations

Review Section	Responsiveness	Evidence	Analysis	Overall Judgment
1. What does the unit do?	3.0			3.0
2. What is the unit's relationship to the college mission, core values, & strategic plan?	2.7	2.0	1.7	2.3
3. Why are the unit processes done?	2.3	2.3	2.0	2.3
4. How does the unit impact student outcomes?	2.0	1.0	1.0	1.0
5. How effectively does the unit communicate?	2.3	2.3	2.3	2.3
6. Does the unit leverage partnership resources?	1.7	1.7	1.0	1.0
7. Are staff qualified and supported with professional development?	2.7	2.7	1.7	2.3
8. Does the unit have sufficient facilities and equipment?	2.0	2.0	1.7	1.7
9. How does the unit intend to improve?	2.3	2.0	1.3	2.0
10. How will the unit evaluate its success? (CIP)	2.3	2.7	2.7	2.3
11. How do the unit's improvement plans impact its budget?	2.0	1.7	1.7	1.7