

**Program Review**

***End-of-Cycle Report***

***FY2023***

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August 8, 2023

**Table of Contents**

Contents

[**List of Figures** iii](#_Toc142402707)

[**Summary** 1](#_Toc142402708)

[**SACSCOC Linkage** 2](#_Toc142402709)

[**Program Review Submission Process 2022-2023** 3](#_Toc142402710)

[**The CIP Process** 4](#_Toc142402711)

[**What Worked in the Program Review Process?** 4](#_Toc142402712)

[**What Needs to be Revised or Improved?** 5](#_Toc142402713)

[**Subcommittees in Progress during Summer 2023** 5](#_Toc142402714)

[**Communication** 6](#_Toc142402715)

[**Faculty Concerns for Participating in the Program Review Process** 7](#_Toc142402716)

[**Action Items for the Upcoming Program Review Cycle 2023-2024** 7](#_Toc142402717)

[**Appendix A – Programs Reviews due for 2023-2024** 8](#_Toc142402718)

[**Appendix B – Year 2 CIPs due for 2023-2024** 9](#_Toc142402719)

[**Appendix C – Year 4 CIPs due for 2023-2024** 10](#_Toc142402720)

### **List of Figures**

Figure 1.1 – Web Portal Screen Shot for Program Review Documents ……………..…………2

**2022-2023 Program Review Results**

### **Summary**

Collin College has committed to an ongoing, cyclic, comprehensive program review process of its instructional programs and service units. Program review is an essential part of the College’s overall planning and continuous improvement plan, conducted on a five-year cycle. The FY2023 Program Review process began on August 1, 2022 and was completed on April 21, 2022. The Program Review Steering Committee (PRSC) provided oversight to the Program Review process.

The PRSC utilizes the defined process to facilitate and guide instructional program and service units’ quality improvements in alignment with the college’s missions and strategic priorities, maintain accreditation standards, and address institutional resource needs and demands. The Program Review process helps instructional programs and service units self-assess their performance within a framework that consists of past development and plans for the future, which is in alignment with SACSCOC guidelines. The PRSC consists of informed colleagues outside the programs under review, who provide the instructional programs and service units with an impartial assessment of and response to the information and analysis presented in the Program Review Report. The effort exerted in the systematic process of the Program Review reaps important benefits in building a sustainable culture of assessment, using data to document effectiveness, drive planning, and data-driven decision-making.

During the FY2023 Program Review process, several improvements and enhancements were developed, implemented, and completed. The most dramatic improvement was a new web portal designed from the ground up to provide transparency, accountability, and information for not only the Program Review process, but also for the Continuous Improvement Plan (CIP) for Collin College’s academic, workforce and support units. In addition, the new web portal has allowed for an inventory and tracking of documents, both for historical purposes and active reviews for the upcoming SACSCOC Accreditation Review. Prior to 2022, documents were stored (if at all) to a departmental or college drive that was not accessible to all internal college personnel. With the new web portal, the documents are easy to locate, which provides an increased level of both accountability and transparency (**Figure 1.1**).



**Figure 1.1 – Web Portal Screen Shot for Program Review Documents**

### **SACSCOC Linkage**

The Program Review process is critical for the SACSCOC evaluation process. The Program Review process demonstrates that Collin College assesses programs and support units, which are critical in serving the students in how they learn and gain success as students progress through Collin College. The Program Review process and the CIPs, are both reviewed by SACSCOC to evaluate whether or not Collin College is assessing the programs in workforce, academic, continuing education and support units to ensure that the organization is continuing to improve the learning process and outcomes for the students. The Program Review process not only serves to document the assessment process at Collin College, but it also can be used for an increase in accountability to ensure compliance for the Program Review process.

### **Program Review Submission Process 2022-2023**

 There were 18 programs scheduled to submit Program Reviews in 2022 -2023, which had approximately 50 reviewers actively reviewing all of the Program Review documents submitted to the PRSC. This year there was 100% compliance with all programs submitting documents to the PRSC; 12 of those were Workforce Programs, two Academic Programs and four of those being support units. Two of these programs had failed to submit documents last year but did submit documents for the 2022-2023 PRSC Program Review cycle. Additionally, there were three programs from last year that had to go through the process a second time due to having Revised and Resubmit designations from 2021-2022 PRSC program review.

 There were five Programs whose reports were accepted without recommendations for the 2022-2023 Program Review cycle. These programs and their discipline leads should be commended for performing a high level of work to set a standard for the Program Review Process.

* Biotechnology
* Communications FOS
* Financial Aid and Veterans Affairs
* Health Professions
* Surgical Technology

There were eight Programs included in the 2022-2023 Program Review Cycle that were Accepted with Recommendations. These program discipline leads did take effort to do a thorough job on their Program Review documents. A question was raised about creating an appeal process in the case of one Program Review in particular that questioned its rating as Accepted with Recommendations. The PRSC will be addressing this issue in the summer session by formulating policies and procedures for an appeal process since having due process is important in the Program Review cycle. In many cases there were one or two sections that needed to be strengthened to be graded as Acceptable without Recommendations. Many of these Program Reviews fell just short of that goal.

* Business Management
* Computer Networking
* Computer Science and IT Field of Study
* HVAC
* Marketing
* Communications (Public Relations)
* Supply Chain Management
* Welding (Failed to Submit Documents in 2021-2022)

There were also the three programs that had to be resubmitted through the process for 2022-2023 since they received a Revised and Resubmit rating from the previous cycle. The highest rating these could obtain by direction of the PRSC is Accepted with Recommendations. As a note, all three programs did an admirable job of improving their Program Review documents.

* Early Childhood Development
* Facilities and Grounds
* Electronic Engineering Technology

There were four programs which received a Revise and Resubmit rating from the reviewers that will have to submit revised Program Review documents by October 1, 2023 to the PRSC for review. These programs were noted for a number of deficiencies by the reviewers and had a number of areas noted for improvement.

* Animation and Game Arts (Incomplete Documents Submitted)
* Real Estate Management
* Simulation Unit (Did not submit documents in 2021-2022 Program Review Cycle)
* Surgical Assisting

While many would focus on the programs that received a Revise and Resubmit rating, there also should be a focus on the programs that did well and what the PRSC learned from this year’s Program Review cycle in terms of what worked, what needs improvement, and what areas of the review process need revision.

### **The CIP Process**

 For 2022-2023, a great deal of focus was given to getting programs to submit their Year-2 CIP documents, Year-4 CIP documents, last-approved Assessment Plan, and any data used in assessing their programs. This year there was 100% compliance obtaining these documents from the programs, which is a first for Collin College. As soon as these documents were submitted to Institutional Research Office, those documents were posted online.

### **What Worked in the Program Review Process?**

 Clearly the new Program Review Web Portal was the big winner in the new process. The users were happy with the interface, could find documents and everyone could see what documents had been submitted. In the case of supervisors, they could easily see online what documents were submitted and see what documents had not been submitted to the Institutional Research Office. The information for Program Review was easy to find and provided a level of transparency and accountability not seen previously at Collin College. In addition, the communication in email to the discipline leads, Deans, Associate Deans, Provosts, and Vice Presidents was comprehensive and complete. The Web Portal will continue to evolve as its use increases during future Program Review and CIP processes.

### **What Needs to be Revised or Improved?**

 One of the biggest shortfalls seen that will need to be addressed this summer is there are no written PRSC policies and procedures for the PRSC to operate. This leaves a number of issues that could not be addressed effectively by the PRSC in certain areas of concern. For example, the PRSC stated there is also the need for an appeals process to ensure due process has been followed.

### **Subcommittees in Progress during Summer 2023**

Throughout this summer, PRSC subcommittees are meeting to develop revised templates for Program Review and Continuous Improvement Process (CIP) to integrate the approved assessment plans for academic and workforce education programs, create a policy and procedure manual for the Program Review process, develop and evolve training documents and presentations, and finally to revise the HEAT Map for the Program Review. This HEAT Map serves to standardize the review process and ensure that weight is distributed evenly regardless of the reviewer.

*Template Subcommittee* is charged with reviewing and updating the templates for the Program Review process.

* Lydia Danton
* Pamela Lee
* Jeni McMillin
* Ryan Rynbrandt
* Josh Snyder
* Nicolas Valcik
* Gage Waggoner

*Training Subcommittee and Video Subcommittee* are one and the same for the time being. If needed, they will split and recruit more members. This group is charged with improving training for new committee members/senior reviewers and with updating training videos.

* Shannon Bates
* Benedict Nguyen-Lee
* Lee Powell
* Julia Williams
* Katie Robinson

*Revise and Resubmit/Heatmap Subcommittee* is charged with Heat Map updates and with reviewing assessment findings (What constitutes Revisit/Revise versus Accepted with Recommendations?) The Heat Map is the overall composite assessment by the Review Team of the Program Review for a program.

* Cyndie Amerson
* Daphne Babcock
* Alexis Bohanna
* Henry Canfield
* Mark Henton
* Shanna Irwin-Coury
* Marshall Pittman
* Dawn Richardson
* Kristin Streater
* Katie Robinson

*Procedures/Handbook Subcommittee* is charged with developing a procedure manual.

* Brandy Fair
* Jeffrey Johnson
* Andrea Szlachtowski
* Wendy Gunderson
* Nicolas Valcik

### **Communication**

 A main focus for the latest Program Review cycle was to improve communication from the Institutional Research Office and the PRSC. Since two programs failed to submit documents for last year’s review cycle, a concerted effort was made to obtain all of the Program Review documents for each program coming up for review this year as well as the two that failed to submit documents last year. Email messages were sent at key times to remind (and keep everyone in the loop at the upper levels of administration) when documents were due for both the Program Review and CIP for each program. Furthermore, the schedule was created to stagger submission and review dates in order for the programs and Deans to work on each document as well as have them reviewed. This effort was successful aided greatly by the new web portal design which provided transparency, accountability, document storage and communication through the use of the new pages that were developed and implemented. The emails in particular proved to be effective since it provided information on the progress of submission of each program to the respective Vice Presidents or Provosts.

### **Faculty Concerns for Participating in the Program Review Process**

 A number of faculty members expressed concern with not being given released time to engage in Program Review Steering Committee meetings and activities. We believe this needs to be addressed by the administration to provide faculty members the ability to have a substitute or have some type of relief while performing duties pertaining to the Program Review Process. There are a number of faculty members who made statements to the effect that they had no additional time to do duties as required for the Program Review Process. We encourage administration to explore this issue to determine what remedies might be made to allow more time for faculty members to work on the Program Review Process.

### **Action Items for the Upcoming Program Review Cycle 2023-2024**

 For the upcoming Program Review Cycle of 2023-2024, Program Reviews that are due for the upcoming year are listed in Appendix A. Year-2 CIPs due during 2023-2024 are listed in Appendix B and Year-4 CIPs are listed in Appendix C. This is a great time to get the Provosts, Deans, Associate Deans and Discipline Leads galvanized to begin the process of the Program Review Cycle for the upcoming year.

### **Appendix A – Programs Reviews due for 2023-2024**

* Computer-Aided Drafting and Design
* Construction Management
* Culinary/Pastry Arts
* Dental Hygiene
* Diagnostic Medical Sonography
* Engineering FOS – Civil
* Engineering FOS – Electrical
* Engineering FOS – Mechanical
* Music FOS
* Paralegal/Legal Assistant
* Polysomnographic Technology
* Video Production

### **Appendix B – Year-2 CIPs due for 2023-2024**

* Associate of Arts in Teaching
* Banking and Financial Services
* Commercial Photography
* Core Curriculum, AA, AS
* Drama FOS
* Early Childhood Education
* Economics FOS
* Electronic Engineering Technology
* Emergency Medical Services Professions
* Fine Arts FOS
* Geographic Information Systems
* Health Information Management
* Human Resources (Academic)
* Political Science FOS
* Psychology FOS
* Sociology FOS
* Urban Sustainable Agriculture

### **Appendix C – Year-4 CIPs due for 2023-2024**

* Business Office Systems Support
* Communication Design
* Computer Systems
* Criminal Justice FOS
* Information Systems Cybersecurity – AAS & BAT
* Interior Design
* Nursing RN
* Nursing BSN
* Respiratory Care
* Web and Mobile Development