



**Program Review End-of-Cycle Report**  
**AY 2023-2024**

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## **Executive Summary**

The FY2024 Program Review process began on August 1, 2023, and was completed on April 12, 2024. Main action items that have been completed in this Program Review Cycle:

- There were 18 programs scheduled to submit Program Reviews in 2023 -2024, which had approximately 58 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; 11 of those were Workforce Programs, two Academic Programs and five of those being support units. Four programs from last year had to go through the process a second time due to having Revised and Resubmit designations from 2022-2023 PRSC program review.
- There were 22 programs scheduled to submit Year 2 CIP documents and 16 programs scheduled to submit Year 4 CIP documents in 2023 -2024 to the PRSC. For 2023-2024, 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. For a second year in a row there was 100% compliance obtaining these documents from the programs in the Year-2 CIP and 100% compliance for Year 4 CIP documents.
- Institutional Effectiveness staff has had both measures., 7.1 Institutional Planning and 7.3 Administrative Effectiveness of SACSCOC pass the SACSCOC evaluation process for the most recent external review committee.
- Policy and Procedures Manual has now been constructed and implemented.
- Dashboards have been constructed to show summary data as well as enhanced program level data that align to prompts in the program review templates and are currently being tested.
- The Program Review Template Subcommittee has continued to evolve the templates for Program Review.
- The Program Review Subcommittee for HEAT maps/Rubrics has updated the HEAT maps and Rubrics document.
- The *Training Subcommittee and Video Subcommittee* has developed additional training materials.



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# 2023-2024 Program Review Results

## Introduction

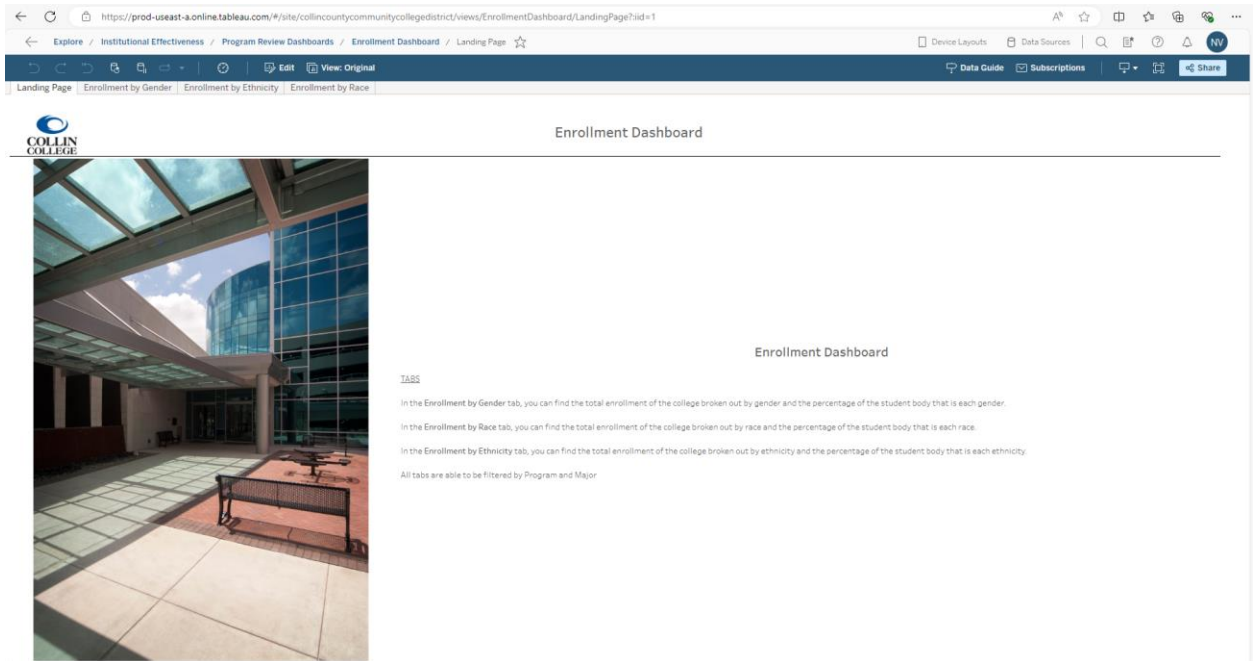
Collin College has committed to an ongoing, cyclic, comprehensive program review process of its instructional programs and service units. Program review is an essential part of the College's overall planning and continuous improvement plan, conducted on a five-year cycle. The FY2024 Program Review process began on August 1, 2023, and was completed on April 12, 2024. The Program Review Steering Committee (PRSC), comprised of 59 staff and faculty, 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 membership 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, driving planning, and informing decisions with data.

During the FY2024 Program Review process, several improvements and enhancements were developed, implemented, and completed. Dashboards have been constructed to show summary data as well as enhanced program level data that align to prompts in the program review templates, evolution of the templates, HEAT maps/Rubrics and the addition of a Policy and Procedures Manual. Currently the dashboards are in testing phase, and it is expected that they will be brought up at the beginning of the next program cycle in Fall 2024. Bringing these dashboards up to production status will occur after an internal review in the Institutional Research Office occurs as well as additional input from external test users has occurred (Figure 1, Figure 2 and Figure 3).

**Figure 1**

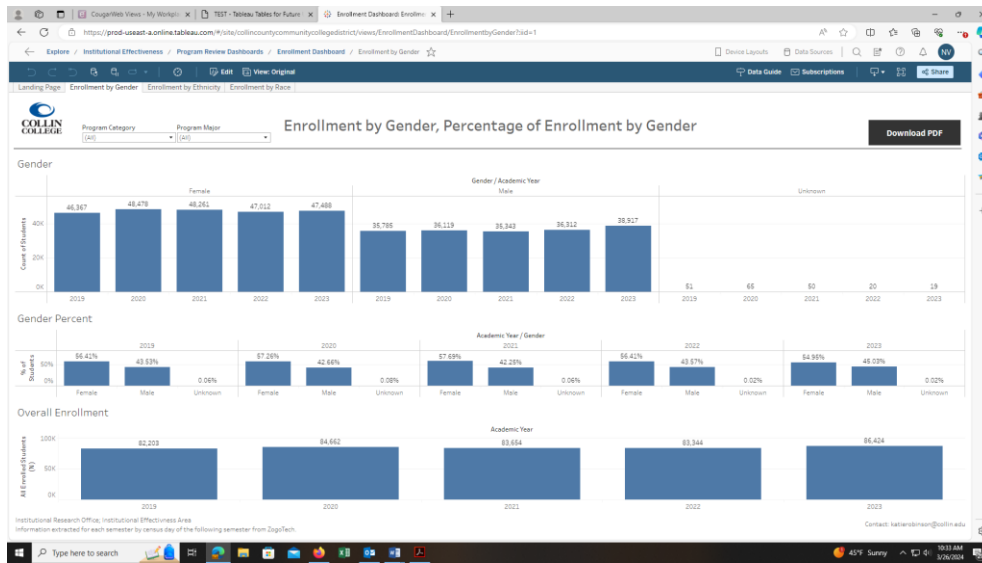
*Dashboard Screen Shot for Enrollment Landing Page for Program Review*



*Note.* This is the initial landing page for the users to enter the Enrollment Dashboards.

**Figure 2**

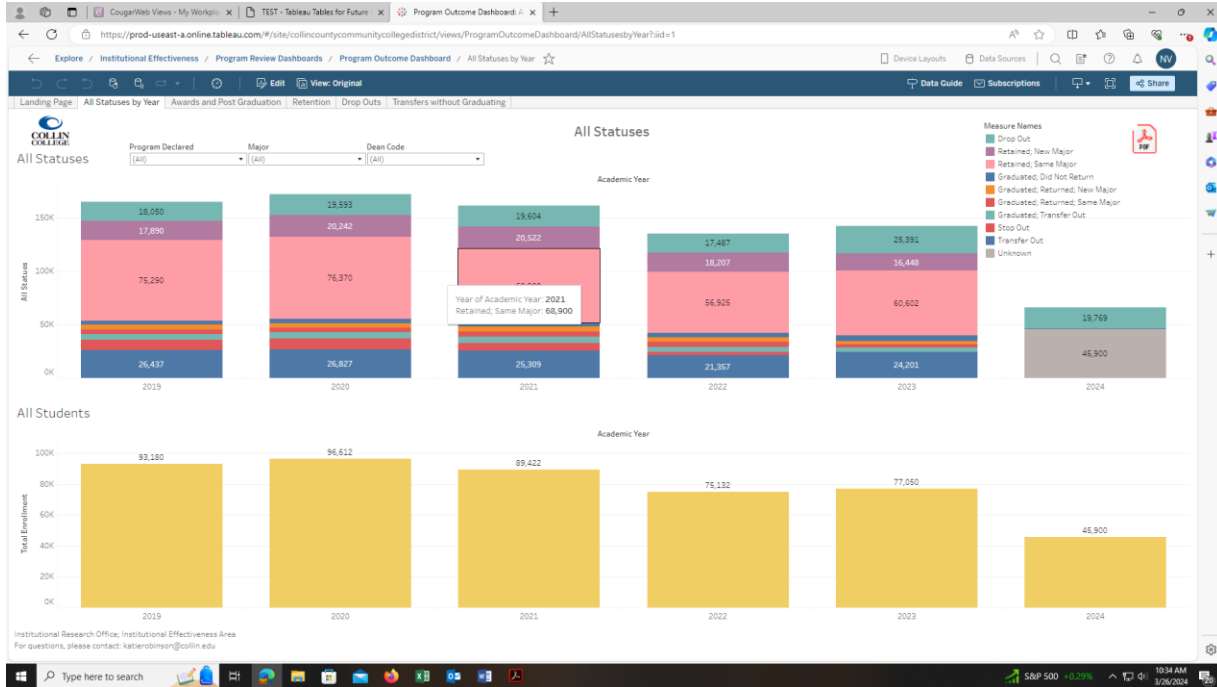
*Enrollment Dashboard: Enrollment by Gender, Percentage of Enrollment by Gender  
Screen Shot for Program Review*



*Note.* This is one of the dashboards for determining Enrollment for Programs.

**Figure 3**

*Program Outcome Dashboard Screen Shot for Program Review*



*Note.* This is one of the dashboards for determining Outcomes for Programs (e.g. degrees awarded, certificates etc.).



### **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..

### **Program Review Submission Process 2023-2024**

There were 18 programs scheduled to submit Program Reviews in 2023 -2024, which had approximately 58 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; 11 of those were Workforce Programs, two Academic Programs and five of those being support units. Four programs from last year had to go through the process a second time due to having Revised and Resubmit designations from 2022-2023 PRSC program review.

There were four Programs whose reports were accepted without recommendations for the 2023-2024 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.

- Academic Advising
- Construction Management
- Diagnostic Medical Sonography
- Paralegal/Legal Assistant

There were six Programs included in the 2023-2024 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. 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 or received a Revised and Resubmit rating from last year where the maximum rating could only be an Accepted with Recommendations.

- Animation and Game Arts (Revise and Resubmit from 2022 – 2023)
- Music FOS
- Polysomnographic Technology
- Real Estate Management (Revise and Resubmit from 2022 – 2023)
- Simulation Unit (Revise and Resubmit from 2022 – 2023)
- Surgical Assisting (Revise and Resubmit from 2022 – 2023)

A new category for Accepted with Required Changes was created for the 2023-2024 Program Review Cycle. There were three programs that received this rating. This category required changes to be made and submitted to IRO by the end of May 2024. The status will be changed to Accepted with Recommendations since they were required to make the changes once the PRSC specific reviewing team, verifies that the changes were appropriately made in the Program Review at the beginning of the Program Review process in October 2024.

- Computer-Aided Drafting and Design
- Student Engagement (Filed an Appeal on the Rating Received)
- Video Production

There were three programs which received a Revise and Resubmit rating from the reviewers that will have to submit revised Program Review documents by October 1, 2024, 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. In the case of Business Services, the Program Review was turned into the Institutional Research Office past the deadline and did not allow time for the reviewers to adequately evaluate the documents.

- Engineering FOS (Incomplete documents submitted)
- Business Services (Submitted past deadline)
- Dental Hygiene

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**

There were 22 programs scheduled to submit Year 2 CIP documents and 16 programs scheduled to submit Year 4 CIP documents in 2023 -2024 to the PRSC. For 2023-2024, 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. For the second year in a row a 100% compliance obtaining these documents from the programs in the Year-2 CIP. For Year-4 CIP Documents, there was 100% compliance for obtaining documents,

which is the second year this has happened at Collin College, with last year being the first year. As soon as any of these documents were submitted to Institutional Research Office, those documents were posted online.

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

Program Review Web Portal continues to work extremely well and has evolved this last year. SACSCOC, TAIR and ZogoTech all asked for presentations on the new web portal system as well as the dashboards. As noted from last year, the users were happy with the interface, could find documents and 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. The data loaded to the static data pages was largely reduced by additional programming, which reduced the time to update the data on those pages from three months down to a couple of weeks.

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

The student survey and the staff satisfaction surveys need to be revised and reworked by the PRSC. These surveys are clunky and poorly designed which does not encourage users to respond to these surveys. In the last three Program Review cycles, this information has not been referenced on any Program Review documents, except by five service/support units that were under review. There will be a subcommittee formed for this purpose during the summer.

The required changes category for the program review process will also need to have some language added into the Policy and Procedure manual since there was no one designated to review the documents submitted to the Institutional Review office after those documents were revised, nor was there any possible consequences stated. This committee is currently working on modifying, adding and revising the Policy and Procedure manual.

### **Subcommittees in Progress during Summer 2024**

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, revise the student and staff satisfaction surveys and develop and evolve training documents and presentations.  
Subcommittee

*Template Subcommittee* is charged with reviewing and updating the templates for the Program Review process. This committee will be charged with updating the templates to both streamline

the templates for primarily academic and workforce programs that will have a focus on Student Learning Outcomes (SLO)s.

- Cathleen Akers
- Jeni McMillin
- 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
- Katie Robinson

*Policy and Procedure Manual Subcommittee* is charged with updating the policy and procedures manual and revising the manual when deficiencies are found during the Program Review Cycle.

- Cyndie Amerson
- Brandy Fair
- Wendy Gunderson
- Michelle Millen
- Katie Robinson
- Andrea Szlachtowski

*Revise and Revisit/HEAT Map Subcommittee* is charged with revising the HEAT Map in accordance with any changes in the templates.

- Daphne Babcock
- Henry Canfield
- Shanna Irwin-Coury
- Pamela Lee
- Dawn Richardson
- Kristin Streater
- Nicolas Valcik

## **Communication**

A main focus for the latest Program Review cycle was to improve communication from the Institutional Research Office and the PRSC. 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. In addition, Institutional Effectiveness staff made telephone calls when response was limited or non-existent from participants. In two cases, the situation was escalated to the Vice President of Institutional Research who contacted the heads of those departments to obtain compliance, though these efforts resulted in late submissions in both cases.

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 that 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**

At one PRSC meeting there was a concern raised where it was expressed as a concern about not being given release 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. The amount of release time is minimal for a small number of faculty who serve on a review team. The release time would be only estimated two hours per semester to participate in the presentation of the Program Review they are assigned to as a team. We encourage cabinet members to explore this issue to determine what remedies might be made to ensure faculty members – and staff members if this ever becomes an issue with service area program reviews – have the time necessary to work on the Program Review Process.

### **Action Items for the Upcoming Program Review Cycle 2024-2025**

For the upcoming Program Review Cycle of 2024-2025, Program Reviews that are due for the upcoming year are listed in Appendix A. Year-2 CIPs due during 2024-2025 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.

A question was raised about creating an appeal process in the case of one Program Review in particular that program 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.

The web portal has already been updated for the new Program Review Cycle year as well as the CIP Year 2 and CIP Year 4. In addition, there will be three new data dashboards that will be put into production with a target date of August 15, 2024. These dashboards are in the process of being tested with the Institutional Research Staff and an external designated group in order to obtain feedback on any variables or revisions that need to be modified in the dashboards. There will be future dashboards that are to be constructed once the specifications have been determined and a determination of the data viability is confirmed.

### **Conclusion**

The Program Review Cycle continues to undergo its own continuous improvement process. Since 2022, there have been a series of technological improvements for the Program Review and CIP process. The new technological improvements include a new web portal, which has been developed (and continuously evolved), the existing dashboards have had the data corrected and an updated, a new set of dashboards with more capability and enhancements are about to be put into production for Fall 2024. The data uploads alone from 2022 to 2023 was reduced from two months of man-hours to merely a couple of weeks. The predication is that the data uploads on the new dashboards will take even less time to accomplish. The only concern at this point in time is how is Workday, with its different variables, going to impact the ability to load certain data points into the dashboards.

Additionally, a new standard and culture for Program Review has begun to take hold. The staff for Institutional Effectiveness has been extremely active in training individuals who are beginning to go through the Program Review Cycle and CIP Process. In addition, the templates for Program Review and the CIP process are continuing to be evolved in order to streamline and improve the outcomes of the process. There are new sub-committees that have been established so that the Program Review process is formalized as well as due process for an appeal process for programs who do not agree with the rating received from the Program Review committee. Training materials have also now been developed and are continuing to be evolved for both authors and Program Review Steering Committee members. HEAT maps, while they initially existed, have continued to be evolved so that the rating process is fair, equitable and defensible.

Two other aspects that have provided the Program Review process with additional credibility are transparency and accountability. With designing a new web portal, the ability was added to make available reviewers comments as well as the other supporting documents to the Program Review participants. This allows for the Program Review participants to have immediate feedback and allows for supervisors and leaders to monitor completion. This adds the weight of accountability, which can be used by the upper administration if they so choose to do so.



What is also known is that the Institutional Effectiveness staff has had both measures., 7.1 Institutional Planning and 7.3 Administrative Effectiveness of SACSCOC pass the SACSCOC evaluation process for the most recent external review committee. This bodes well for the future of the Program Review process, the web portal and the dashboards. What will be even more telling is to observe how the third year Program Review process will proceed with a number of new building blocks in place. The success probability is high and there is always room for improvement in the Program Review process.



**Appendix A – Programs Reviews due for 2024-2025**

- Admissions/Records S AY2024-25 - U
- Business Office Systems Support W
- Communication Design (formerly Graphic Design) W
- Computer Systems W
- Continuing Education & Workforce Development U
- Corporate College U
- Criminal Justice FOS A
- Culinary Arts & Pastry Arts W
- Grant Management U
- Information Systems Cybersecurity - AAS & BAT W
- Interior Design W
- Math, Science and Writing Labs S
- Nursing RN W
- Nursing BSN W
- Respiratory Care W
- Veterinary Assistant (CE)
- Web & Mobile Development W

Key

A – Academic

CE – Continuing Education

U – Support Unit

W - Workforce



**Appendix B – Year-2 CIPs due for 2024-2025**

- Animation & Game Art W
  - Biotechnology W
  - Business Management W
  - Communication FOS A
  - Computer Networking W
  - Computer Science and IT FOS A
  - Construction Management BAS & AAS W
  - Early Childhood Education W
  - Electronic Engineering Technology W
  - Facilities and Grounds S
  - Financial Aid/Veteran's Affairs S
  - Health Professions W
  - Heating, Ventilation and Air Conditioning (HVAC) W
  - Marketing W
  - Public Relations S
  - Real Estate Management W
  - Supply Chain Management W
  - Surgical Assisting W
  - Surgical Technology W
- 
- Key
  - A – Academic
  - CE – Continuing Education
  - U – Support Unit
  - W - Workforce



### **Appendix C – Year-4 CIPs due for 2024-2025**

- ACCESS and Mental Health Counseling U
- Activity Care Professional W
- Athletics U
- Automotive Service and Repair W
- Biomedical Equipment Technology W
- Business FOS A
- Career Services U
- Cloud Computing W
- Collision Repair W
- Commercial Music W
- Construction Technology - Carpentry W
- Construction Technology - Electrical W
- Construction Technology - Facilities Management W
- Construction Technology - Plumbing W
- Construction Technology - Safety W
- Fire Science W
- Hospitality and Food Service Management W
- Industrial Automation W
- Information Technology & eLearning Centers U
- Insurance Management W
- Interpreter Education Program W
- Law Enforcement (CE) [Regular Cycle Submission]
- Medical Assisting W
- Pharmacy Technician W
- Sports and Recreation Management W
- Veterinary Technology W

#### Key

A – Academic

CE – Continuing Education

U – Support Unit

W - Workforce