

| <b>EL CAMINO COLLEGE</b>   |  |             |            |
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| <b>Service Area Outcomes (SAO) Assessment Plan</b>   |  |             |            |
| Mission: El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.   |  |             |            |
| <b>Unit</b>  | Institutional Research & Planning  | <b>Date</b> | 05/21/2014 |
| <b>SAO</b>   | <b>Synthesize Institutional Research data with local information and professional experience to develop a more complete picture.</b>   |             |            |
| <b>Participants</b>  | IR data users (faculty, administrators, staff)   |             |            |
| <b>Assessment Plan</b>   | <b>Results/Actions Taken</b>   |             |            |
| <p>Outcomes for SAO #2 are evaluated through a client feedback process implemented in 2012 with continuous data collection planned. IRP instituted two surveys: a periodically collected (every 2 years) satisfaction survey and a continuously collected utilization survey. The <i>satisfaction survey</i> was given to over 300 people and received 74 responses for a 24% response rate in 2013.</p> <p>Also, every data request is followed with the utilization survey two months after delivery of the requested report. The <i>utilization survey</i> was given after 175 research requests. We have received responses for 49 projects for a response rate of 28%.</p> <p><b>Criterion:</b><br/>This SAO relates directly to the IRP mission to create “relevant and user-friendly information and analysis for use in assessment and strategic planning” so a criterion of 85% favorable was established as the minimum benchmark.</p> | <p><b>Results:</b> According to the satisfaction survey, almost half of the data users are faculty. Managers and Administrators provided 36% of the responses. Two thirds of the responses come from El Camino College, Torrance campus while 1/3 comes from the Compton Center campus.</p> <p>Overall, 88% of responses on the selected items were favorable indicating the criterion was met.</p> <p>Most of the feedback is positive, indicating people trust IRP output and have a positive experience working with staff. Over 97% of the responses indicate beliefs that IRP produces accurate and reliable data (Item 4) with 95% indicating the reports are easy to use and interpret (Item 5). Ninety percent feel IRP tries to learn about the program, incorporating practitioner expertise to give the research context (Item 3). Furthermore, 89% believe IRP promotes a better understanding of ECC. People have a favorable impression of IRP as a resource for Comprehensive information about ECC (Item 14, 93% favorable) but needs to increase perception as a resource about Compton Center (Item 15, 75% favorable). One in four respondents indicated not having enough information to comment on that role which indicates they are not receiving that information.</p> <p>In the utilization survey, 91% of respondents strongly agreed that IRP was helpful as consultants in the research request. This indicates IRP is working with programs to develop more complete research studies.</p> <p>Though still mostly positive (81% favorable), an area where IRP needs to improve is how information is disseminated and in explaining how disseminated information can be used by the campus community for budgeting, program evaluation, and planning. It is apparent that IRP also has to do a better job of discussing the limitations of the research produced (Item 12).</p> |             |            |

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|  | <p><b>Actions Taken:</b> Data was collected in 2013 by the satisfaction survey and will be collected every 2 years. Future results will allow us to compare perceptions of IRP through time. The utilization survey is collected continuously. Based on the low number of responses received so far, IRP will start informing clients about the coming utilization survey at the time of project delivery as a method of advertising the survey. One thing we did to increase response rate was to deliver the survey later. The utilization survey was initiated November 2012 and was given to people who had requests completed during the previous month through September 2013 during which time 22 of 86 (26%) were returned. Starting October 2013, requesters were surveyed in the second month following project completion giving 27 of 89 (30%) responses through May 2014.</p> <p>In 2013, IRP changed its mission to reflect the added Planning component of the department. SAO's may need to be updated to reflect the new mission and assessment instruments will need to be updated to reflect the new SAO's.</p> |
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10/21/2013

