

EL CAMINO COLLEGE			
Service Area Outcomes (SAO) Assessment Plan			
Mission: El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.			
Unit	Institutional Research & Planning	Date	5/12/2014
SAO	Apply knowledge from research data to strategize priorities and make decisions.		
Participants	IR data users (faculty, administrators, staff)		
Assessment Plan (Include metrics to be collected)	Results/Actions Taken		
<p>An IRP client satisfaction survey was administered in fall 2013. A total of 74 responses were received out of 308 invitations (24% response rate). Clients were selected to participate in the survey if they submitted a research request or regularly receive feedback by way of membership on a campus-wide committee. Furthermore, IRP instituted a utilization survey for requestors which provides some specific examples of how data is being used to make decisions.</p> <p>Items 7 (Provides information that helps improve programs), 8 (Produces research that contributes positively to institutional planning), 9 (Provides information that supports budget decisions), 12 (Discusses uses and limitations of research), and 20 (I personally have made or recommended a policy or program decision based on research from IRP) can be used to evaluate this SAO. Item 20 was on a 4-point scale. The other Items were on a 5-point scale</p> <p>Criterion: This SAO relates directly to the IRP mission so a criterion of 85% favorable was established as the minimum benchmark. Since planning is now part of the department, clients should understand how our work contributes to client planning needs.</p>	<p>Results: Over 90% of respondents felt IRP provides information that helps programs improve (Item 7), contributes to institutional planning (Item 8), and supports budget decisions (Item 9) with most respondents indicating “always”. Over 80% of the respondents believe IRP discusses the uses and limitations of the research (Item 12). Just over half indicated “always” with a quarter indicating “mostly”.</p> <p>Seventy-four percent of all respondents agreed that they “personally made a policy or program decision based on research from IR” to some degree (Item 20). However, almost 23% indicated they did not have enough information to answer that question.</p> <p>Forty-nine people completed the utilization survey with 15 indicating data was used specifically for programmatic decision making. Several people either left that question blank or indicated they need more time to work with the data. Of the 30% who did indicate data was used for decision making, many indicated data would be used to support a change, some were evaluating a recent change, and a few were doing both by tweaking a recent change. However 90% indicated that data was being discussed in relation to programmatic decisions.</p> <p>Actions Taken: Because so many responses coming back indicated people didn’t have time to process the data, we started gathering data two months after the project was completed instead of the month after. This is allowing us to get more complete data regarding the usage of the data.</p> <p>While the criterion for SAO #3 was met, 13% to 20% of respondents did not respond to these questions, suggesting that some clients may be unsure of how they have used IRP data in the past for policy and operational decisions. In addition, IRP does not have much direct knowledge of when and how specific IRP reports and data were used.</p>		

	<p>In 2009, IRP established goals to “more consistently inform clients of possible ways the data can be used along with limitations of the research” (Item 12) and “establish a formal response process where clients indicate how IRP data were used for program improvement or other changes. While progress has been made, the 80% favorable response to Item 12 indicates we can do more. The utilization survey was developed and responses have been collected since 2012 to get client feedback on how data is being used. 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.</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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3/18/2013

Selected Results – Client Satisfaction Survey, 2013

