UNIVERSITY OF HAWAIʻI COMMUNITY COLLEGES

ACADEMIC SUPPORT SERVICES
PROGRAM REVIEW PROCEDURES AND MEASURES
9/2/08

I.   PROCEDURES

The following procedures have been developed to assure more consistent data collection practices in the compilation, analysis, and reporting of the minimum measures, and to use the Annual Academic Support Services Program Review in the college and UHCC budget development processes:

A.   The Quantitative Measures will use data collected by each Academic Support unit and from the Operational Data Store (ODS), Management And Planning Support (MAPS), if applicable;

B.   The data used shall come from the fall semester of the prior academic year except for the Program Budget Allocation, which will be based on prior year annual end-of-academic-year reports. Quantitative measures for the two prior academic years shall be included with the Annual Academic Support Program Review (total of three years of data) and;

C.   Colleges will complete the Annual Academic Support Program review by the end of the fall semester;

D.   Completed Annual Instructional Program Reviews shall be posted on the college web site; and

E.   Colleges will submit an electronic file to the Office of the OVPCC by December 15th, in the form and format requested by the Associate Vice President for Academic Affairs.

II.   COMPONENTS AND MEASURES

At a minimum, each college Annual Instructional Program Review shall consist of the following components and measures. Colleges are free to use additional components and measures for their internal assessment process.

_____
(Program Name)

Introduction:

Program Mission Statement and brief description of the program including a listing of student learning outcomes.

Part I. Quantitative Indicators for Program Review

<u>Demand</u>

At a minimum, Academic Support units are asked to provide the following (applicable) components and measures over the college's established review cycle. Colleges are free to add additional components and measures if such additions contribute to an improved internal assessment process.

Library Data

<u>Demand</u>

1. Student (FTE)
2. Number of Faculty FTE (not incl. Lecturers)

<u>Efficiency</u>
3. FTE librarians per student and faculty FTE
4. FTE library support staff per student and faculty FTE
5. Hours of service per week
6. Number of presentation sessions
7. Number of students attending presentation sessions per student FTE
8. Number of reference and informational questions per student and faculty FTE
9. Fall semester gate count per student and faculty FTE
10. Total materials expenditures per student and faculty FTE
11. Net volumes added per student and faculty FTE
12. Library budget allocated by college per college budget
13. Circulation per student and faculty FTE

<u>Outcomes</u>

14. Number of intra system items borrowed
15. Number of online books and articles retrieved per student and faculty FTE
16. Common Student Learning Outcome: The student will evaluate information and its sources critically.
17. Mean, median and mode of call numbers H,Q, R, and T
18. Satisfaction Measurements using common survey questions

Tutoring Data

<u>Demand</u>

    1.   Campus Enrollment (FTE)

<u>Efficiency</u>

    2.   Hours of operation per week
    3.   Number and description of staff
    4.   Tutor paid hours
    5.   Number of students tutored
    6.   Tutor contact hours
    7.   Tutoring Budget per College Budget

<u>Outcomes</u>

    8.   Student learning outcomes measurement:

       a. Students will pass their tutored course at the same rate as or higher than non tutored students

       b. Students will reenroll (persistence) at the same rate as or higher than non tutored students

Testing Data

<u>Demand</u>

    1.   Campus Enrollment (FTE)

<u>Efficiency</u>

    2.   Hours of operation per week
    3.   Number and description of staff
    4.   Student help hours per week
    5.   Number of compass tests administered per year
    6.   Number of Distance Learning per year
    7.   Local campus tests proctored per year
    8.   Testing Budget per College Budget tests

<u>Outcomes</u>

    9.   Satisfaction measurements using common survey questions

Media Services/Graphic Artist Support/Printing Services/Instructional Support

1. Campus Enrollment (FTE)
2. Number of Faculty
3. Number of Staff

Efficiency

4. Hours open per week
5. Number of Staff
6. Student worker hours per week
7. Number of work orders completed per year
8. Number of copies generated per year
9. Number of copies per FTE student per year
10. Hours of ITV or Cable or Videoconference programming produced per year
11. Media Budget per College Budget
12. Classrooms equipped per total classrooms

Outcomes

13. Satisfaction measurements using common survey questions

Computer Services/IT Support

Demand

1. Campus Enrollment (FTE)
2. Number of Faculty
3. Number of Staff

Efficiency

4. Hours of operation or access per week
5. Number and description of staff
6. Student worker hours per week
7. Help desk counts per week
8. Number of faculty and staff computers
9. Number of student computers per FTE
10. Number work orders for repair and upgrade per computer
11. Computer Services Budget per College Budget
12. Average processing time for work orders
13. Wireless coverage per campus
14. Average number of logins per computer per week

Outcomes

15. Satisfaction measurements

Part II. Analysis of the Unit
Include determination of program's overall health (Healthy, Cautionary, Unhealthy).

Part III. Action Plan

Part IV. Resource Implications