ESC PROGRAM REVIEW UPDATE

Senior Staff Meeting

Feb 23, 2015

UPDATES

- 2014-15 Program review cycle timeframe

- Current status of ESC program reviews
  - Intranet collaboration site

- Online program review software for ESC units

- User satisfaction survey for ESC units

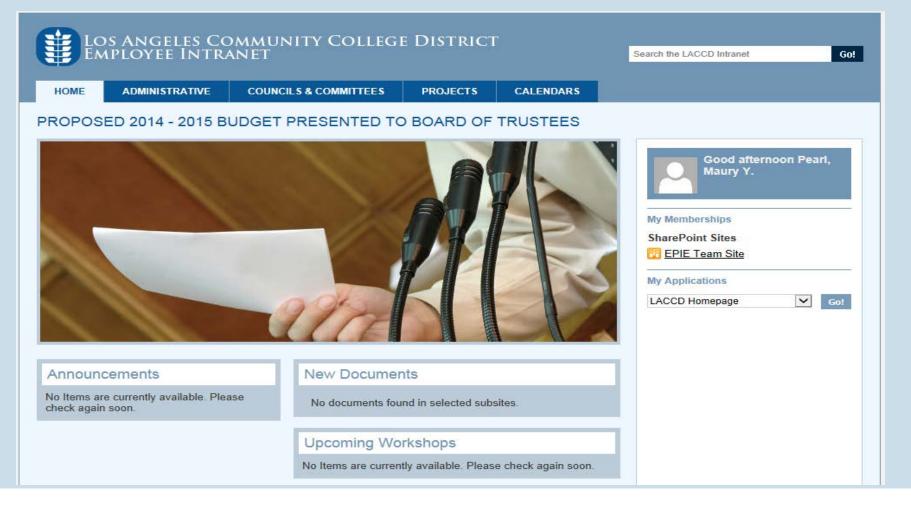- 2015-16 Program review cycle timeframe

2014 – 15
ESC PROGRAM REVIEW CYCLE

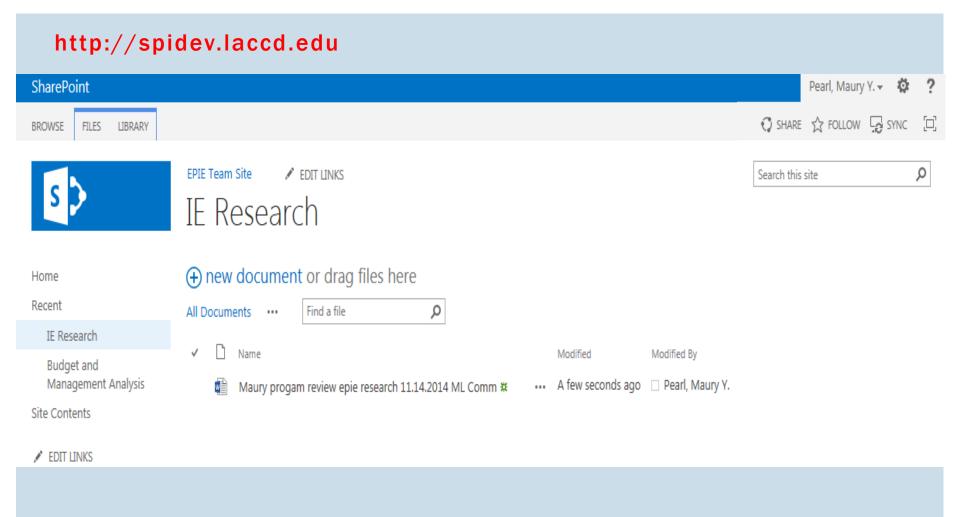| Date	Activity
2/26	Draft user survey questions
3/13	Finalize questions and create survey
3/15	Final program review (includes feedback from Matthew Lee)
3/16 – 5/1	User survey administration period
4/30	Deployment of online program review website
5/4 – 5/15	User training for online program review (OPR) software
5/18 – 8/31	Evaluation & Planning phase: • Units enter evaluation information into OPR website (complete evaluation mode) • Units develop improvement objectives based on prior evaluations

CURRENT STATUS OF PROGRAM REVIEWS

- Consultant Matthew Lee provided final feedback on each unit's program review
  - Units will be revising their program reviews based on his comments and suggestions

- District IT has created a collaboration site on the new SharePoint Intranet where program review files will be posted
  - IE webpage will contain subfolders for each unit's program review files
  - Each unit will need to provide IE Office with a list of authorized users
  - Each unit's program review files will be posted and accessible to designated users
  - This will provide a temporary workspace until the online program review website is ready

INTRANET COLLABORATION SITE

http://spidev.laccd.edu

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ONLINE PROGRAM REVIEW

- An online program review website for ESC units is being set up
  - Software has been and continues to be utilized at Mission and Valley

- District IT is securing server space and providing technical support

- Each unit will need to provide a list of staff members who will receive training on how to use the online program review software

PROGRAM REVIEW
USER SATISFACTION SURVEY

- A single user satisfaction survey will be administered for all 14 units in the ESC
  - 13 common questions for each of the 14 units

- Subunits will be able to include supplemental questions
  - Currently have supplemental questions from: ADA Compliance Administration, Diversity Programs, Facilities, Internal Audit, and Worker's Compensation
  - Subunits will need to compare their questions with the common questions to minimize duplication

- The Office of Institutional Effectiveness will create, administer, and monitor the online survey as well as provide a summary of results for each unit

ESC USER SURVEY LINK

https://survey.laccd.edu/scripts/rws5.pl?FORM=DistrictServicesSurvey2014

2014-2015 Survey of District Services

Please help District Services do a better job by telling us about your experience with the service that you are receiving. Your responses are strictly confidential. Results will be used for program improvement.

Services

** Use this scale to answer the following questions: 1 = Dissatisfied to 5 = Satisfied **

I am satisfied with how your office handles my **requests**.

	1	2	3	4	5	N/A
Chancellor's Office	○	○	○	○	○	○
Accounting	○	○	○	○	○	○
Budget	○	○	○	○	○	○
Business Services	○	○	○	○	○	○
CFO / Treasurer	○	○	○	○	○	○
Diversity Programs	○	○	○	○	○	○
Facilities	○	○	○	○	○	○
General Counsel	○	○	○	○	○	○
Human Resources	○	○	○	○	○	○
Information Technology	○	○	○	○	○	○
Institutional Effectiveness	○	○	○	○	○	○
Internal Audit	○	○	○	○	○	○
Personnel Commission	○	○	○	○	○	○
Workforce Development	○	○	○	○	○	○

2015 – 16
ESC PROGRAM REVIEW CYCLE

Date	Activity
9/7/15 – 5/13/16	**Implementation** phase: Units implement improvement plan(s) and address ongoing SAOs and POs
1/4 – 1/29/16	Finalize survey questions
2/1 – 3/31/16	**User survey** administration period
5/16 – 8/31/16	**Evaluation & Planning** phase: • Units enter evaluation information into OPR website (complete evaluation mode) • Units develop improvement objectives based on prior evaluations