



# Technology Program Review

Presented by MATEC NetWorks



Workforce  
Development

[maricopa.edu/workforce](http://maricopa.edu/workforce)



# Objectives

1. Summarize issues and challenges faced in the review of **occupational** programs
2. Explore how two different colleges approach **occupational** program review
3. Highlight practices that are common for **occupational** program review



# Presenters



**Randall Kimmens**, *Director*  
Workforce Development at  
the Maricopa Community  
Colleges



**Dr. Sharon Halford**, *Dean*  
Academic Affairs at  
Phoenix College



**Heather Weber**, *Dean*  
Occupational Education at  
Estrella Mountain Community  
College



**Host: Michael Lesiecki**





# Important Aspects and Challenges for Program Review

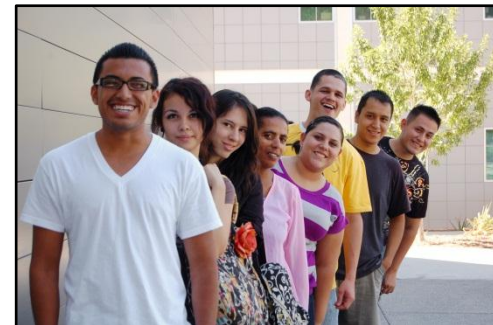
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**WORKS**

**Dr. Sharon Halford**, *Dean*, Academic Affairs at  
Phoenix College



# Purpose

- Attain sustainable, continuous quality improvement
- Stimulate educational excellence
- Construct practices that boost student success



# Process and Results

- Descriptive and evaluative
- Directed toward improvement
- Produces a foundation for future action
- Incorporates academic values and effective practices

# Phoenix College Program Review

- Five year cycle
- Components of the review:
  - Program overview
  - Assessment of established program outcomes
  - Actions/improvements since last review
  - Summary and evaluation of key data elements
  - Plan for next five years

# PC Annual Report

- Program Update
- Core Areas Report Addresses
  - Access to Learning
  - Effective Teaching and Learning
  - Organizational Integrity
  - Pathways to Success







# Poll



What review cycle do you use for program review at your institution?

- A. 5 years
- B. 3 years
- C. 2 years
- D. 1 year
- E. Other



a force that  
**WORKS**

# Ugh...not again.. Program Review

**Heather Weber**, *Dean*, Occupational Education at  
Estrella Mountain Community College





# What is Program Review and Why is it so Important?

*The purpose of program review at Estrella Mountain Community College is to assess **all** programs through a systematic, cyclical review process with the goal of providing better service to students, and improving learning.*



# Program Review at EMCC

- All college programs participate in program review
- Program review is a three year cycle
  - Full Program Review in year one
  - Annual Updates in year two and three
- Workshops are provided to support faculty and staff
- Address 6 core areas
  - Maximizing Student Success
  - Creating a Culture of Assessment
  - Creating an Organizational Culture that Supports Learning
  - Creating Dynamic Learning Environments
  - Maximizing Access, Partnerships and Resources to Support Learning
  - Preparing for the Future (Three Year Plan)

# Program Review at EMCC

- Program review informs divisional planning and the updates of both Strategic and Long-term Plans
- Divisional plans and the college strategic plan are directly linked to the college budgeting process



PLANNING AND CONTINUOUS  
IMPROVEMENT

# BUILDING A LEARNING COLLEGE

 **MARICOPA  
COMMUNITY  
COLLEGES** Vision, Mission,  
Strategic Directions  
and Core Maricopa

## ENVIRONMENTAL FORCES

- Trends
- Demographics
- Community Needs
- Competition

## CONTINUOUS IMPROVEMENT

- Student Academic Achievement Outcomes
- Core Indicators
- Program Review
- CCSSE
- HLC (NCA) Self-Study
- Evaluation of Divisional and Operational Plan Objectives
- Noel Levitz Student Satisfaction Inventory
- NCCBP

ESTRELLA MOUNTAIN COMMUNITY COLLEGE

## VISION, MISSION & CORE VALUES

## LONG-TERM PLANS

5-10 AND 20 YEARS

- Campus Master Plan
- Financial Resource
- Instructional Programs
- Enrollment Management
- Learning and Technology
- Student Academic Achievement

## STRATEGIC DIRECTIONS AND INSTITUTIONAL PRIORITIES

3 YEARS

- Maximizing Student Success
- Creating a Culture of Assessment
- Creating an Organizational Culture that Supports Learning
- Creating Dynamic Learning Environments that Support Student Learning
- Maximizing Access, Partnerships and Resources to Support Learning

## DIVISIONAL AND OPERATIONAL PLANS

1-3 YEARS

### Administrative Divisions

- Business Services
- Community Education
- Facilities Management
- Planning and Institutional Effectiveness
- Information Technology
- Marketing and Recruitment
- Student Affairs

### Academic & Occupational Divisions

- Arts and Composition
- Counseling
- Behavioral Sciences and Cultural Studies

- Modern Languages
- Instructional Computing
- Information Resources
- Mathematics, Physics, and Engineering
- Nursing
- Occupational Education
- Science

### Operational Plans

- SouthWest Skill Center
- Center for Teaching and Learning
- Learning Support Services

# Lessons Learned

- Streamline questions to help elicit more direct responses and analysis
- Include a required analysis of specific data sets (e.g. enrollment, program completion, job outlook and resources)
- Consider moving to an online form





# Poll



When we conduct program reviews we consider:

- A. Industry input and advice to be one of the most critical factors
- B. We ask industry for their hiring projections but that is about it
- C. We don't involve industry as much as we should



# MCCCD Elements of Program Review



**Randall Kimmens**, *Director, Workforce Development*  
at the Maricopa Community Colleges



# Review Cycle – 3 to 5 Years

- Program History
- Committees
  - Program Review Committee
  - Advisory Committee
- Curriculum
  - Instruction
  - Assessment
- Staffing Requirements
- Student Success
- Program Data/Information
  - Awards
  - Enrollment/FTSE
  - Costs
  - Student Demographics
  - Employment Outlook
  - Employer Satisfaction
- Program Review Outcomes, Recommendations, and Action Plan

# MCCCD Program Review Data Elements

Awards
Course Sequencing
Enrollment Trends
FTSE/Sections Offered
Concentrators/Completers
Student Program Intent
Student Demographics
Employment Outlook
Program Costs

Staffing Requirements
Student Persistence/Attrition
Satisfaction
Job Placement
Certification Rate
Transfer
Employer Satisfaction
Employer Support

# Program Feasibility

- Cost Per FTSE
- Capacity (infrastructure)
- Sustainability (demand)
- Business and Industry Support
  - Advisory Committees
  - Equipment Donations
- Staffing Costs

# National Trends

- Completion Agenda
- Compliance Issues
- Industry-Specific Certifications
- Delivery Method
  - In-Person
  - On-Line
  - Hybrid
  - Interactive Television
- Input of Accrediting Entities and Professional Associations
- Program Equipment Currency/Relevancy
- Input of Former Students
- Outlook for Program with Regard to Living Wage
- Alignment of Program Curriculum with Changing Industry Demand
- Action Plan to Address Opportunities for Improvement

## Challenges: Moratorium and Sun-setting

A **Moratorium** is a temporary suspension of admission to an academic degree program (major, minor, or specialization)

**Sunset:** discontinue offering a program to new students

Comments from Panelists





# Let's Review

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# Webinar Resources



To access the recording, slides, and handout visit

[www.matecnetworks.org](http://www.matecnetworks.org)

Keyword Search:

**“Technology Program Review”**





# Upcoming Webinars



May 10:

**Designing a Corporate College**

June 13:

**Online Learning Strategies: Theory Overview**

June 20:

**Online Learning Strategies: Practical Applications**

Professional Growth at [www.matecnetworks.org](http://www.matecnetworks.org)



# Thank You!



Thank you for attending the  
MATEC NetWorks Webinar  
**Technology Program Review**