

**San Bernardino Community College District  
District Program Review Steering Committee  
Report on Evaluation of the 2009-10 District Program Review Process**

To gauge the appropriateness and effectiveness of the 2009-10 District planning and program review process from the participants' perspective, the Interim Chancellor asked all of them to respond to an online Process Survey about the workshops, the feedback, the web-based tool, their level of input, and the helpfulness of the process as a whole for self-evaluation and continuous improvement. Twenty-three people (61 percent of them unit members, as opposed to unit leaders or managers) completed the survey, for a response rate of 37 percent. Results suggested that participants' evaluation of the process was generally positive:

- A large majority of respondents found the process extremely or quite helpful to their units in measuring their effectiveness (75%), analyzing their strengths and weaknesses (69%), identifying needed improvements (75%), and setting goals and objectives for next year (87%).
- All respondents found the workshops at least somewhat helpful, and all but one found the feedback at least somewhat helpful. Comments indicated that respondents valued the ability to focus on the process without outside interruptions, and sharing the experience with each other and with other departments.
- The majority of the 12 respondents who said they had used the web-based planning tool found its features easy or extremely easy to use.
- Respondents felt themselves full participants in the process: Four of every five said that they had either enough or more than enough opportunity to provide meaningful input in the program review and planning process.
- Asked what aspect of the process worked best, respondents cited the focused, shared workshops; the District Operations Satisfaction Survey results; the web-based tool; and the feedback each unit received on its drafts.
- Communication about the process as a whole was sufficiently clear that most respondents understood its nature and purposes reasonably well.

However, the survey results, informal discussions with process participants, and further reflection on the process by the Steering Committee highlighted certain issues that needed to be addressed, and led the committee to recommend the following improvements in the process for the next cycle:

- Add a representative from each Area to the Steering Committee.
- Improve documentation in the next cycle to clarify the flow of information, the steps in the process, and the purposes of feedback, including feedback provided at workshops.
- Incorporate the consideration of the District Strategic Plan, the District Technology Strategic Plan, and other applicable major planning documents.
- Evaluate, and if needed modify, the management of time and tasks associated with the workshops.

- Adjust the schedule for the next cycle to ensure timely completion of the process, and timely communication of its results to the participants.
- Inform the colleges about the process and its results in more timely fashion, and solicit suggestions for improving the process in the next cycle.
- Modify the descriptions of departmental functions in next year's survey to clarify those functions, the differences among departments, and the differences between district-level functions and their college-level counterparts.
- Consider expanding the survey to assess district operational effectiveness in additional ways.
- Modify the web-based planning tool to ease navigation, data entry, and prioritization.
- Directions to respondents in next year's survey will urge them to focus on each applicable department as a whole, rather than on individuals, and will request that they not use names. Any names of employees entered in comments will be masked before distribution to participants.