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**	6/25/2009
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**
An IR client satisfaction survey was administered in spring 2009. A total of 40 responses were received out of 230 invitations (17% response rate). Clients were selected to participate in the survey if they submitted a research request in the most recent two years or regularly receive feedback by way of membership on a campuswide committee. Questions were based on either a 5-point satisfaction scale (always to never) or a 4-point agreement scale (strongly agree to strongly disagree). Two 4-point survey questions were added to determine if clients "made a policy or program decision based on research from IR" (#31) and if IR data analysis "supports policy decisions" (#25). **Criterion**: Since this question relates directly to the IR mission, a criterion of 3.6 on the 4.0 scale was established as a minimum performance mark (90% favorable). Results from additional questions related to support for decision-making are found below.	**Results**: Over 90% of respondents indicated that they "personally made a policy or program decision based on research from IR" to some degree (#31), resulting in a 3.6 mean rating out of 4.0. More than 94% indicated that "IR provides analysis that supports policy decisions" (#25), or a mean 3.7 on a 4.0 scale. Overall, the mean score for the 5-point "college-impact" items was 4.7, indicating that IR research output is being used successfully for institutional effectiveness. (Additional information on page 2) On both measures, the criterion of 3.6 was met. **Actions Taken**: 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 IR data in the past for policy and operational decisions. In addition, IR does not have much direct knowledge of when and how specific IR reports and data were used. In 2009, IR established goals to "more consistently inform clients of possible ways the data can be used along with limitations of the research" and "establish a formal response process where clients indicate how IR data were used for program improvement or other changes. This data collection is underway. Based on the low response rates received so far, IR may explore adopting models from other colleges that require clients to indicate how previous IR reports were used before future requests are filled. In summer/fall 2013, IR will analyze and report results from this data utilization survey for its program review.

3/18/2013

Selected Results – Client Satisfaction Survey, Spring 2009

SLO Outcomes: Support for Decision-making

Category	Value
promotes understanding of ECC	4.7
helps ECC solve problems	4.7
helps improve programs	4.8
contributes to institutional planning	4.9
supports budget decisions	4.7
helps evaluate instructional changes	4.7
helps answer questions	4.9
identififes areas of concern	4.5
MEAN	4.7
supports policy decisions*	3.7
made a decision using IR data*	3.6
supports MISSION*	3.8