

District Services Program Review May 3-5,2022

Lightening Talks Summary Report

SJECCD Office of Institutional Effectiveness & Student Success, July 2022

On May 3rd, 4th, and 5th, 2022 the Office of Institutional Effectiveness and Student Success hosted three days of District Services Program Review Lightning Talks. The talks were designed to provide concise presentations of the results for each program review. Programs had 10 minutes to share their mission, staff, 2021 accomplishments, and planning objectives for 2022.

The goals of the sessions were: to broadly distribute the results of District Services Program Review, give participants the opportunity to seek further information about the services, and provide programs with additional feedback to spark new insights and innovations.

Participants had the opportunity to rate the effectiveness of each talk, submit questions to the programs, ask about the program review process, and provide feedback on the effectiveness of the Lightning Talks via survey following the event. There are 4 sections of this report. Sections 1-3 corresponding to the 3 days of presentations. Section 4 provides responses to the questions posed by respondents to the programs. Respondent asked only three programs questions: Infrastructure & Applications, CEM, and IESS.

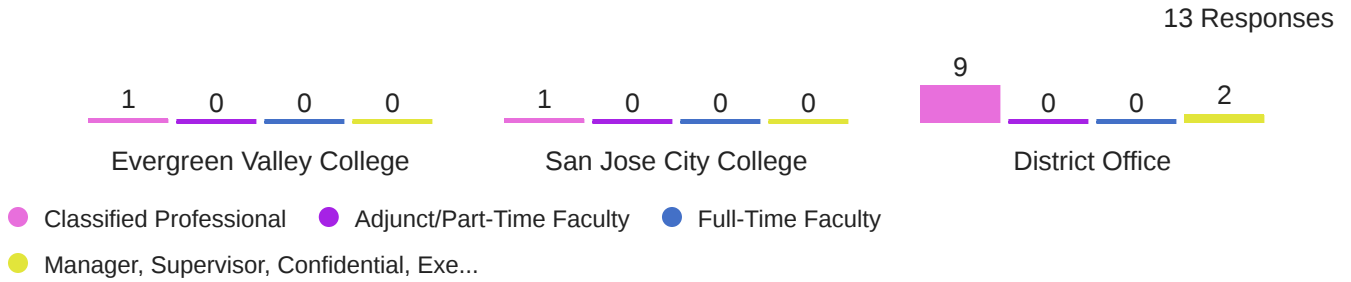
All sessions were recorded and distributed via the District's email system. Thirty-two people attended Day 1 for at least five minutes although most attended for 40 minutes or longer. Thirty-one attended day 2, and twenty-eight attended on Day 3.

Survey responses range from thirteen on day 1, eight on day 2, and three on day 3. When interpreting data, please note the small n sizes. Respondents tend to be District (versus College) personnel.

Overall, respondents found the talks useful and informative. Future events should strive to gain a broader audience and to have all District Offices participate.

Day 1: Infrastructure & Applications, ITSS Help Desk, Reprographics

Day 1: Respondents by Location and Role



Infrastructure & Applications

Day1: As a result of the Infrastructure & Applications Lightning Talk I have...

Field	Min	Max	Mean	Responses
...increased knowledge of the Primary Functions	4.00	5.00	4.50	6
...increased familiarity with Infrastructure & Applications Staff	3.00	5.00	4.50	6
...increased knowledge of Infrastructure & Applications' 2022 Planning Objectives	4.00	5.00	4.67	6

Day1: As a result of the Infrastructure & Applications Lightning Talk I have...

Field	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
...increased knowledge of the Primary Functions	0%	0%	0%	50%	50%
...increased familiarity with Infrastructure & Applications Staff	0%	0%	17%	17%	67%
...increased knowledge of Infrastructure & Applications' 2022 Planning Objectives	0%	0%	0%	33%	67%

Day1: Is there something new and useful your learned about Infrastructure & Applications? If yes, please comment below.

Is there something new and useful your learned about Infrastructure & Applications? If yes, please comment below.

Nice to meet Rupinder! Learned how to enable multifactor authentication--did not know this. Good information.

They're responsible for an extensive number of systems!

Day 1: What questions do you have for Infrastructure & Applications?

What questions do you have for Infrastructure & Applications?

How are projects prioritized? How do we know where our project is in the queue? Is there a process for urgent/immediate requests?

How are each departments' efforts aligned with each other?

How frequently do CCC MIS uploads occur and does the state send that data back to us?

ITSS Help Desk

Day 1: As a result of the Help Desk Lightning Talk I have.....

Field	Min	Max	Mean	Responses
...increased knowledge of the Primary Functions	4.00	5.00	4.67	6
...increased familiarity with Help Desk Staff	4.00	5.00	4.83	6
...increased knowledge of the Help Desks' 2022 Planning Objectives	4.00	5.00	4.67	6

Day 1: As a result of the Help Desk Lightning Talk I have.....

Field	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
...increased knowledge of the Primary Functions	0%	0%	0%	33%	67%
...increased familiarity with Help Desk Staff	0%	0%	0%	17%	83%
...increased knowledge of the Help Desks' 2022 Planning Objectives	0%	0%	0%	33%	67%

Day1: Is there something new and useful you learned about the Help Desk? If yes, please comment below.

Is there something new and useful you learned about the Help Desk? If yes, please comment below.

Learned that Reprographics has its own website. Useful.

Reprographics

Day 1: As a result of the Reprographics Lightning Talk I have...

Field	Min	Max	Mean	Responses
...increased knowledge of the Primary Functions	4.00	5.00	4.83	6
...increased familiarity with Reprographics Staff	4.00	5.00	4.67	6
...increased knowledge Reprographics' 2022 Planning Objectives	4.00	5.00	4.67	6

Day 1: As a result of the Reprographics Lightning Talk I have...

Field	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
...increased knowledge of the Primary Functions	0%	0%	0%	17%	83%
...increased familiarity with Reprographics Staff	0%	0%	0%	33%	67%
...increased knowledge Reprographics' 2022 Planning Objectives	0%	0%	0%	33%	67%

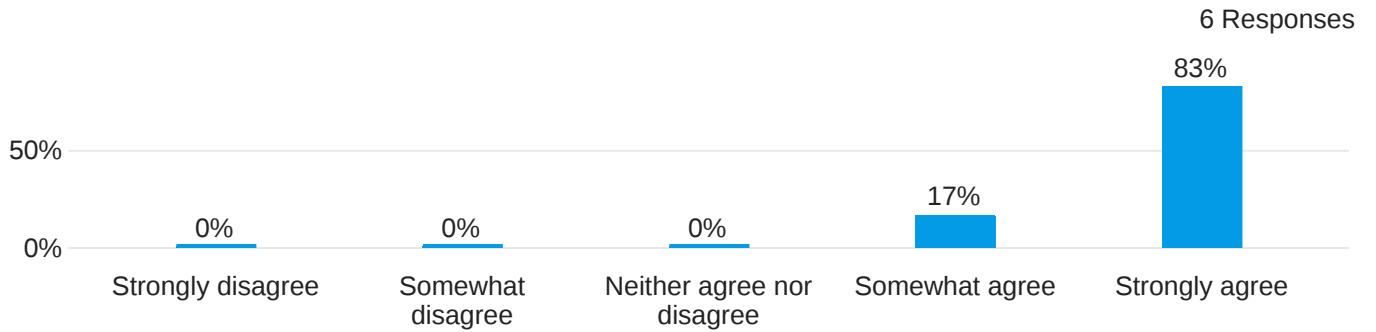
Day 1: Is there something new and useful you learned about Reprographics? If yes, please comment below.

Is there something new and useful you learned about Reprographics? If yes, please comment below.

Like the Repro website

Printing various flyers and products was exciting.

Day 1: Was this event a valuable use of your time?



Day 1: What would you like us to retain? What did you find valuable?

What would you like us to retain? What did you find valuable?

It's nice and important to learn who works in each department and what their functions are. This is especially true for folks that work on the campus and are not familiar with what the departments of District Services do.

Great to hear what the teams have been doing!

Day 1: If we were to do this (or a similar) event again, how could we make it more useful/effective?

If we were to do this (or a similar) event again, how could we make it more useful/effective?

It would be nice to see staff pictures of everyone in the departments. Org charts are informational but pictures are memorable and make a positive impression.

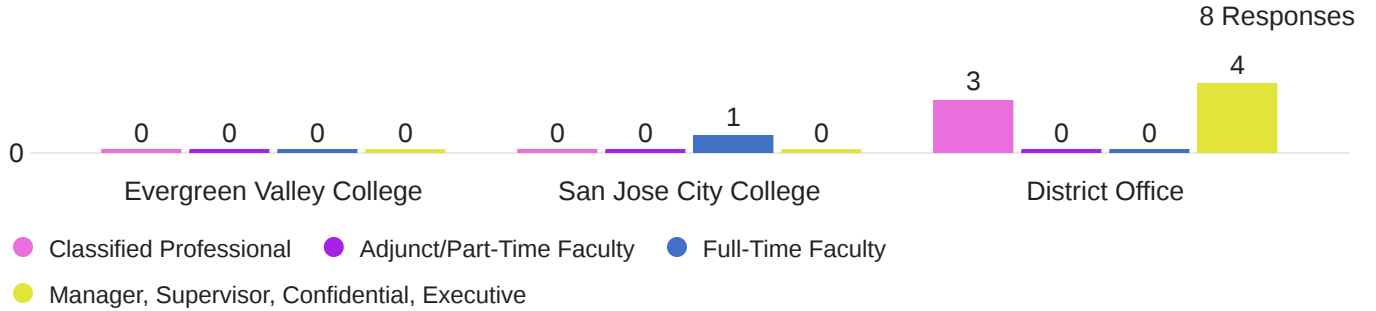
Day 1: Do you have any questions about the District Program Review process?

Do you have any questions about the District Program Review process?

No, but nice to learn about what the District Office departments do.

Day 2: Center for Economic Mobility, Institutional Effectiveness & Student Success

Day 2 Respondents by Location and Role



Center For Economic Mobility

Day 2: As a result of the CEM Lightning Talk I have...

Field	Min	Max	Mean	Responses
...increased knowledge of the Primary Functions	1.00	5.00	3.71	7
...increased familiarity with CEM Staff	2.00	5.00	4.14	7
...increased knowledge of CEMs' 2022 Planning Objectives	1.00	5.00	3.57	7

Day 2: As a result of the CEM Lightning Talk I have...

Field	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
...increased knowledge of the Primary Functions	14%	0%	14%	43%	29%
...increased familiarity with CEM Staff	0%	14%	14%	14%	57%
...increased knowledge of CEMs' 2022 Planning Objectives	14%	0%	29%	29%	29%

Day 2: Is there something new and useful you learned about CEM? If yes, please comment below.

Is there something new and useful you learned about CEM? If yes, please comment below.

A lot of good and important work being done there.

I gained more insight about the type of data collection that happen at the CEM.

The Parent Academy

Day 2: What questions do you have for CEM?

What questions do you have for CEM?

None, at this time.

Where can we find information about the Parent Academy courses?

Institutional Effectiveness & Student Success

Day 2: As a result of the I ESS Lightning Talk I have.....

Field	Min	Max	Mean	Responses
...increased knowledge of the Primary Functions	1.00	5.00	4.43	7
...increased familiarity with IESS Staff	2.00	5.00	4.57	7
...increased knowledge of the IESS 2022 Planning Objectives	1.00	5.00	4.43	7

Day 2: As a result of the I ESS Lightning Talk I have.....

Field	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree

...increased knowledge of the Primary Functions	14%	0%	0%	0%	86%
...increased familiarity with IESS Staff	0%	14%	0%	0%	86%
...increased knowledge of the IESS 2022 Planning Objectives	14%	0%	0%	0%	86%

Day 2: Is there something new and useful you learned about IESS? If yes, please comment below.

Is there something new and useful you learned about IESS? If yes, please comment below.

If good data is important for this District, then it should invest in better and upgraded tools/equipment/software for this department. We should have confidence that our data is accurate.

The differentiation of roles was really helpful. I think it would also be helpful to understand the roles of the college research departments and how they interact with district. AND if someone wanted data, who they'd go to for what. Hope that makes sense.

I have a better understanding of the role of IESS.

District Data Warehouse

Day 2: What questions do you have for the IESS?

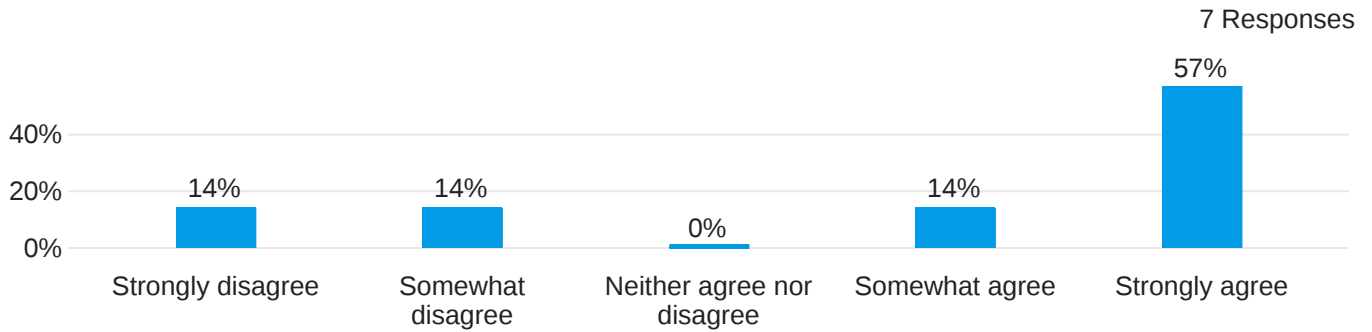
What questions do you have for the IESS?

None, at this time.

For student survey evaluations of faculty, SJCC uses Scantron Class climate for paper surveys. It looks as though they also have the capacity to do online surveys. Perhaps that would be a good alternative to Qualtrics.

How can we request data from your department?

Day 2: Was this event a valuable use of your time?



Day 2: What would you like us to retain? What did you find valuable?

What would you like us to retain? What did you find valuable?

Information on available tools; lack of documented processes, roles, policies, standards, and metrics (data governance)

I think this was great. I think that doing more of these type of quick meetings increase transparency and also increase our professional development because we are learning about the functions of departments within a very large district.

I found a better understanding of the mission and types of data collected to be valuable information.

I liked the event

Day 2: If we were to do this (or a similar) event again, how could we make it more useful/effective?

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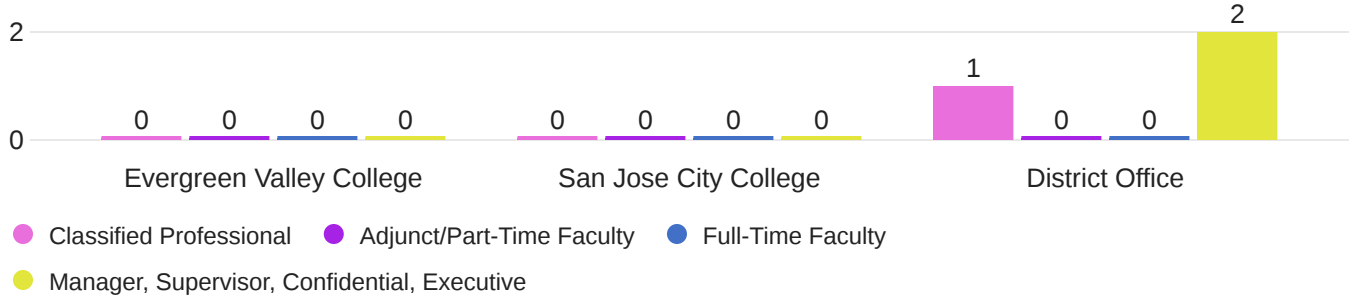
I think it was well managed. Great job!

I would of like to hear from more people in the groups.

Scheduling a part B to hear responses to any questions placed today.

Day 3: Fiscal Services, Bond & Facilities, Police Services

Day 3: Which best describes your role?



Fiscal Services

Day 3: As a result of Fiscal Services Lightning Talk I have.....

Field	Min	Max	Mean	Responses
...increased knowledge of the Primary Functions	1.00	5.00	3.67	3
...increased familiarity with Fiscal Services Staff	3.00	5.00	4.33	3
...increased knowledge of Fiscal Services' 2022 Planning Objectives	2.00	5.00	4.00	3

Day 3: As a result of Fiscal Services Lightning Talk I have.....

Field	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
...increased knowledge of the Primary Functions	33%	0%	0%	0%	67%
...increased familiarity with Fiscal Services Staff	0%	0%	33%	0%	67%
...increased knowledge of Fiscal Services' 2022 Planning Objectives	0%	33%	0%	0%	67%

Day 3: Is there something new and useful your learned about the Fiscal Services?
 If yes, please comment below.

Is there something new and useful your learned about the Fiscal Services? If yes, please comment below.

The team does so much work for the organization

Bond & Facilities

Day 3: As a result of the Bond & Facilities Lightning Talk I have...

Field	Min	Max	Mean	Responses
...increased knowledge of the Primary Functions	1.00	5.00	3.67	3
...increased familiarity with Bond & Facilities Staff	2.00	5.00	4.00	3
...increased knowledge of Bond & Facilities' 2022 Planning Objectives	1.00	5.00	3.67	3

Day 3: As a result of the Bond & Facilities Lightning Talk I have...

Field	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
...increased knowledge of the Primary Functions	33%	0%	0%	0%	67%
...increased familiarity with Bond & Facilities Staff	0%	33%	0%	0%	67%
...increased knowledge of Bond & Facilities' 2022 Planning Objectives	33%	0%	0%	0%	67%

Police Services

Day 3: As a result of the Police Services Lightning Talk I have...

Field	Min	Max	Mean	Responses
...increased knowledge of the Primary Functions	1.00	5.00	3.67	3
...increased familiarity with Police Services Staff	1.00	5.00	3.67	3
...increased knowledge of Police Services' 2022 Planning Objectives	1.00	5.00	3.67	3

Day 3: As a result of the Police Services Lightning Talk I have...

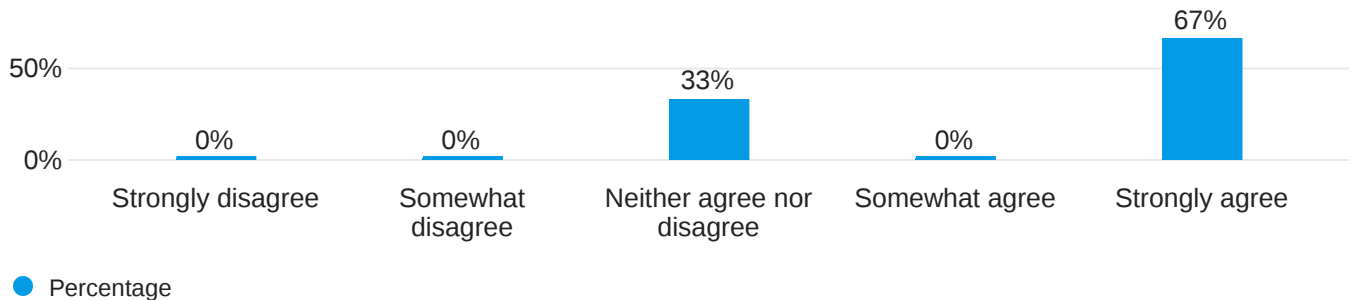
Field	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
...increased knowledge of the Primary Functions	33%	0%	0%	0%	67%
...increased familiarity with Police Services Staff	33%	0%	0%	0%	67%
...increased knowledge of Police Services' 2022 Planning Objectives	33%	0%	0%	0%	67%

Day 3: Is there something new and useful you learned about Police Services? If yes, please comment below.

Is there something new and useful you learned about Police Services? If yes, please comment below.

Safety and Security is extremely important for an institution of higher education, I am very pleased to have an amazing Police Services department.

Day 3: Was this event a valuable use of your time?



Day 3: What would you like is to retain? What did you find valuable?

What would you like is to retain? What did you find valuable?

the amount of work and effort that other units (back office) perform

Day 3: If we were to do this (or a similar) event again, how could we make it more useful/effective?

If we were to do this (or a similar) event again, how could we make it more useful/effective?

a bit more time, always good to have more participation so everyone understands the value of administrative functions

Questions from Respondents

Infrastructure & Applications

How are projects prioritized? How do we know where our project is in the queue? Is there a process for urgent/immediate requests?

Response: All project requests need to come through the IT helpdesk system. ITSS is working on a new project intake, approval and prioritization process. This process will involve providing IT with all the information including who/why/what details about the project. The aim is to generate a list of the on-going projects with a % completed status.

How are each departments' efforts aligned with each other?

Response: ITSS leadership and staff meet weekly to discuss project status, workload, issues and any bring forward any informational items for the department. ITSS leadership also meets weekly with fiscal, Facilities and Police services to discuss projects etc. This ensures alignment and other common goals.

How frequently do CCC MIS Uploads occur and does the state send that data back to us?

Response: State MIS data is submitted to the CCCO based on their published timeline: <https://webdata.cccco.edu/DataSubmissionTimeline2122.pdf>

Center for Economic Mobility

Where can we find information about the Parent Academy courses?

Response: Information about the Parent Academy and other CEM programs can be found on CEM's website. <https://www.sjeccd-cem.org/>. To see and sign up for available courses, please visit our catalogue.

Institutional Effectiveness & Student Success

Question: For survey evaluations of faculty, SJCC uses Scantron Class climate for paper surveys. It looks as though they also have the capacity to do online surveys. Perhaps that would be a good alternative to Qualtrics.

Response: Thank you for the question and for thinking about alternatives! If I'm interpreting the question correctly, I believe you might be referring to the CCSSE Survey (Community College Survey of Student Engagement). It's administered by the Center for Community College Student Engagement. The paper survey method is done purposefully to ensure high response rates. It can also be administered online but the response rate is usually lower. The entire survey is run by the CCSSE organization including the on-line survey platform. Qualtrics is the survey platform used by the Colleges and District. Surveys done by your RPIE Office are using Qualtrics.

To your point of finding more efficient and effective methods of data collection for the purposes of the evaluation of faculty process, I believe an investment in a tool that integrates with canvas and specifically supports teaching and learning would be worth exploring. Once implemented, this would reduce the workload associated with the collection of data, improve low response rates, and make the data much more useful to faculty.

Of course, such an effort would need to be faculty-driven and coordinated with Academic Affairs, Student Affairs, ITSS and other parties. IESS could provide support for such an effort.

Question: How can we request data from your department?

Response: The short answer is that SJECCD staff may request data from their respective IE/IR offices by completing a Team Dynamic form. ([IESS](#), [EVC](#), [SJCC](#)). Of course, you may email me as well to see what is possible for us to put together for you (ann.machamer@sjecdcde.edu).

Long Response: Thank you for the question. It provides the opportunity to talk a bit about the different scopes of IESS and the College RPIE Office's. The College offices provide the heavy lifting for college data and analytic purposes. They are usually the first stop for most college-related inquiries. The IESS Office provides district-wide data and analysis. We fulfill Board of Trustee inquiries, internal and external requests related to district-wide data needs, as well as providing district-wide reporting of routine data (See [Precision Campus](#)). Our functions are similar, but our audiences may differ.

Creating easy-to-navigate reporting tools for routine data is a top priority for IESS. Additionally, IESS is investing in efforts to improve the accuracy and types of data available in the data warehouse and to provide training/documentation to end-users. We work closely with College RPIE Offices to develop Precision Campus as a useful self-service tool. Precision Campus dashboards have a link to email the IESS office with questions about or ideas to improve the Precision Campus dashboards.