Evaluation: Non-Instructional Program Review Process

In the Spring of 2013, an online instrument was disseminated to all managers and Non-Instructional Program Review Committee (NIPRC) members to evaluate this year’s non-instructional program review process. Out of the 41 employees who received the instrument, 21 responded revealing a response rate of 51.2%.

Items were rated on a scale from Strongly Disagree to Strongly Agree. When combining Agree and Strongly Agree, items ranged between 60.0% and 95.2% with a mean percentage of 78.9%. The highest scores were associated with guidance during the process and documentation (i.e. handbook); whereas, low scores were recorded for items pertaining to the budget worksheet and understanding of the resource prioritization process.

The instrument allowed the respondent to identify the importance of each section in the NIPR handbook. The majority of respondents scored most sections as “important” with a few sections such as SAOs, response to accreditation, internal factors, customer service, and needs assessment being scored as “very important”. On a qualitative note, when asked about including additional components to the handbook, one individual mentioned the possibility of combining components to eliminate duplication of content.

When asked about additional components to the budget worksheet, some items that respondents would like included are program/site manager codes, current allocation of funds by category, and more concise instructions on how to fill out the form.

An open-ended item was provided to allow feedback on the expectations of the NIPR process. Some responses expressed hope that through better communication planning and budgeting will be improved. However, responses also focused on expectations falling short and there being little buy-in from the institution at large.

Finally, an open-ended item was included to encourage suggestions on how to improve the process. Topics focused upon better communication, consistency of timelines and documentation, and follow-through by the administration.