

Standards of Excellence

Institutional Effectiveness Outcome 4

Programs and services at Victor Valley Community College District demonstrate continuous improvement in quality and the achievement of district standards of educational and organizational excellence.

STANDARDS OF EXCELLENCE

Programs and services at Victor Valley College District demonstrate continuous improvement in quality and the achievement of district standards of educational and organizational excellence (*Goals 1 through 6; Priorities 1 through 6; a core organizational value*).

KEY ISSUES & PERFORMANCE INDICATORS

How do instructional, student support, and administrative departments and service units maintain and improve the quality of their services?

- 4.1. Courses Offered and Updated By Instructional Discipline in the last 3 years (*see [CurricUnet](#)*)
- 4.2. List of Programs and Updates in the last 3 years (*data not yet available*)
- 4.3. [Assessment of student learning outcomes](#) (SLOs)
- 4.4. [Accreditation status of vocational programs subject to external review](#)
- 4.5. [Number and percentage of programs completing program review and planning process](#) (2006-07, 2007-08, 2008-09 P.R.A.I.S.E. Reports)

Is the VVCCD an engaging and safe learning environment?

- 4.6. [Results from engagement surveys given to students \(Community College Survey of Student Engagement, CCSSE\)](#)
- 4.7. [Campus Crime Statistics: 2007, 2008.](#)

How effective are VVCCD 's instructional programs and student support and campus service units?

- 4.8. [VVCCD's 2009 Accountability Report for California Community College](#)
- 4.9. [FTES generation of instructional disciplines](#)
- 4.10. [Efficiency of instructional disciplines](#)
- 4.11. [Retention and success rates by instructional disciplines](#)

- 4.12. [Number of students served by student support service units](#)
- 4.13. [Number of work orders completed and cycle times by campus service units](#)

HIGHLIGHTING AREAS OF STRENGTH

Quality Improvement

- ★ A majority of Instructional and Campus Support Units at VVCCD have completed programs reviews during the last three years.
- ★ All vocational programs subject to external accreditation review are in good standing.
- ★ Course outlines for all courses include Student Learning Outcomes and have been updated within the last three years.

Learning Environment

- ★ Results of the CCSSE survey for VVCCD improved from 2007 to 2009 in the category of “support for learners” and were significantly higher than the cohort mean in frequency of career counseling.
- ★ For the past three years, there have been no murders, robberies, nor arsons. There has been no increase in the incidence of aggravated assault, stalking, and burglary

Program and Unit Effectiveness

- ★ Success rates improved from 2006 to 2008 in thirty-seven out of fifty-seven instructional programs.
- ★ Retention rates improved from Fall 2006 to Fall 2008 in forty out of fifty-seven instructional programs.
- ★ Student support units served 2757 students (16% of total students) for 2006-2007.

FOCUSING ON AREAS TO STUDY

Quality Improvement

- ★ Program Review participation by instructional units dropped from 73% in 2007-2008 to 27% in 2008-2009.

- ★ 50% of campus support units have not completed program reviews in the last three years.

Learning Environment

- ★ Results of the CCSSE survey of VVCCD students show a decline from 2007-2009 in the following areas: Active and Collaborative Learning, Academic Challenge, Student-Faculty Interaction.
- ★ Results of the CCSSE survey for 2009 show that VVCCD student responses were significantly below the cohort mean for the following items:
 - ★ Asked questions in class or contributed to discussions.
 - ★ Frequency of computer lab use.
 - ★ Applying theories or concepts to practical problems or in new situations
 - ★ Use of email to communicate with an instructor.
 - ★ Discussed ideas from your readings or classes with instructors outside of classes.
 - ★ Received prompt feedback (written or oral) from instructors on your performance.
- ★ Crime at VVCCD increased from 2007-2008 in the following areas: hate crime, simple assault, auto theft, other theft, weapons violation, alcohol violation, vandalism, and arrests.

Program and Unit Effectiveness

- ★ VVCCD performed well below the ARCC 2008 peer group average on five out of six performance indicators.
- ★ Thirty of fifty-seven instructional programs at VVCCD were below the statewide average success of 66% for Fall, 2008.

RECOMMENDATIONS

Quality Improvement

- ★ The Academic Senate is encouraged to engage in dialogue and provide recommendations for addressing the following questions regarding educational excellence:

- ★ What are reasonable professional development standards for a faculty committed to the ongoing development of professional instructional competence and what is an acceptable procedure for documenting faculty professional development?
- ★ What is the scope of faculty professional responsibility for documenting activities designed to measure and improve student learning?
- ★ How can the Program Review process become a procedure for consistent authentic measurement and improvement of program quality, as well as for guiding the allocation of resources effectively?
- ★ It is recommended that the Office of Instruction and the Academic Senate collaborate to integrate CurricUNET© with Datatel's Colleague as the District's primary source of information about curriculum and programs. This will allow for the creation of a well-controlled system for managing information about curricula and programs.
- ★ Student Support, Administration, and service units are advised to adopt clear standards of organizational excellence comparable to the existing district policy on educational excellence.

Learning Environment

- ★ The Academic Senate is advised to review CCSSE data on Student-Faculty Interaction and make recommendations regarding the improvement of student-faculty interaction at VVCCD.
- ★ The Research Office is advised to implement a systematic annual study of staff satisfaction with the district's educational and organizational climate.
- ★ It is recommended that the district establish and implement a comprehensive sustainability policy, including measurable goals and a procedure for periodic reporting and assessment.
- ★ The Environmental Health & Safety Committee in consultation with Campus Police should collaborate on a procedure for reviewing crime statistics—including discussing and formulating plans for addressing substantial changes in crime on campus.

Program and Unit Effectiveness

- ★ Student support, Administrative, and service units are advised to define appropriate productivity measures as well as a process for reporting performance on these measures as documentation of effectiveness

- ★ Campus support units are advised to develop appropriate measures and standards of productivity, including counts and completion time of work orders.
- ★ The Research Office is advised to collect and report productivity data over time for student support and campus support units.