

+Academic Quality Improvement Project Goals Commitment Declaration, 2001-2004

Institution: Glen Oaks Community College Date submitted: 30 April 2001

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A. Give a short identifying title (under 10 words) to one goal (or group of closely related goals).
Evaluate the viability and effectiveness of instructional degrees and certificates (hereinafter "programs").

B. Describe (in 100 words or fewer) the intent of this goal.
Glen Oaks Community College will create systems to ensure that the desired results of a program are being met. If desired results are met, Glen Oaks will publicize the findings. If the results are not met, Glen Oaks will take measures to address the deficiencies or to eliminate the program. The realization of this goal should:

1. Increase effectiveness of existing programs.
2. Identify viable programs that need more support.
3. Eliminate programs that are not effective..
4. Require all new programs to have measurable goals.
5. Establish a program review schedule.
6. Improve external and internal customer satisfaction.

C. Please identify the single AQIP Criterion to which this goal primarily belongs (check one box in the *Primary* column), and no more than four other Criteria to which it is strongly related (check boxes in the *Related* column):

AQIP Quality Criteria	<i>Primary</i>	<i>Related</i>
1 - Helping Students Learn	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2 - Accomplishing Other Distinctive Objectives	<input type="checkbox"/>	<input type="checkbox"/>
3 - Understanding Students' and Other Stakeholders' Needs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4 - Valuing People	<input type="checkbox"/>	<input type="checkbox"/>
5 - Leading and Communicating	<input type="checkbox"/>	<input type="checkbox"/>
6 - Supporting Institutional Operations	<input type="checkbox"/>	<input type="checkbox"/>
7 - Measuring Effectiveness	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8 - Planning Continuous Improvement	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9 - Building Collaborative Relationships	<input type="checkbox"/>	<input type="checkbox"/>

D. List the organizational areas most affected.
Student Services
Instruction
Institutional Research

E. List and briefly describe the critical processes most affected.
Program Planning and Budgeting
Employee Input and Feedback
Curriculum Development
Professional Development

F. List the process measures you plan to track.

Financial revenue and cost Three-year enrollment trends
 Program and course completion rates Certification results
 Job placement rates Fall-to-fall retention rates
 Course and program satisfaction as indicated by employers, former and current students, and faculty

Furthermore, the Program Review Committee will develop a program rating system that combines key measures and the results from monitoring stakeholder satisfaction. This committee will review the facts and will use the rating system and narrative to communicate the results of the evaluation. For those programs that are viable but have deficiencies, the Program Review Committee will identify any additional support needed to improve the program and will communicate this to the Dean of the College.

G. List the outcomes measures you plan to track.

Number of programs reviewed each year
 Program ratings
 Number of programs revised/updated each year
 Number of programs eliminated each year
 Level of customer satisfaction

H. Describe your annual stretch targets for this goal (in both quantitative and qualitative terms):

Year	Quantitative Stretch Target	Qualitative Stretch Target
One 2001--02	Establish Program Review Committee and the process of evaluation.	
Two 2002--03	Evaluate one (1) vocational and one (1) transfer program.	Establish baseline data.
Three 2003--04	Evaluate three (3) or four(4) additional programs.	Monitor customer satisfaction levels for Year Two programs.

I. Briefly describe how you plan to keep your institution's attention and energies focused on this goal.

A. The Dean of the College will establish a Program Review Committee and charge it with the following responsibilities: (1.) Determine a program review schedule, (2.) Create a program rating system, and (3) Evaluate programs and report results.

B. The Dean of the College will initiate actions based on the Program Review Committee's recommendations.

C. The Dean of the College will publicize the results of each program review. Outstanding reviews will be celebrated.

J. Indicate the degree of openness and sharing with which you are comfortable concerning this goal.

X AQIP may post information about this goal openly on the AQIP website.

X AQIP may share information about the organizational areas and critical processes this goal addresses.

X AQIP may share information about the measures we intend to use to monitor our progress on this goal.

X AQIP may share information about our specific targets and timetable for this goal.

- AQIP may share this goal only with other institutions participating in AQIP, via newsletters or by posting it to a section of the AQIP website to which only institutions participating in AQIP have access.
- AQIP may share, among AQIP Participating Institutions only, information about the organizational areas and critical processes this goal addresses.
 - AQIP may share, among AQIP Participating Institutions only, information about the measures we intend to use to monitor our progress on this goal.
 - AQIP may share, among AQIP Participating Institutions only, information about our specific targets and timetable for this goal.
- AQIP should keep this goal confidential, and not share any information about it with other educators or institutions.

K. Please explain your reasoning for whichever level of publicity you chose.

Glen Oaks Community College is a public institution whose policies and procedures are exactly that—public. Therefore, it is appropriate to share information about this goal openly. Furthermore, the feedback that we hope to receive on this goal complements the continuous quality improvement process upon which it is modeled. We value that feedback and expect to improve because of it.

L. Please describe your institution's rationale for addressing this criterion (the one you checked as *Primary*) at this time. Why is this goal one of your "vital few"?

Learning is central to the Mission of Glen Oaks Community College. Therefore, viable and effective academic programs are the focal point for the College. The improvement of viable programs and the elimination of those that are not viable or effective will increase the support for the College from all our stakeholders. The rationale for choosing this criteria (Measuring Effectiveness) is that, by improving academic programs, the College is directly helping students learn, is increasing its understanding of students' and other stakeholders' needs, and is applying the principles of continuous quality improvement to the planning process.