IX. Evaluation of VP Summary Process

1. What did you learn as a result of preparing this Vice President’s Summary?

**Student Services**
- The process does not provide the team as a whole the opportunity to present a collaborative picture of what we have been working on for the year to help planning for the next year.
- The manner in which reports are written does not provide a comprehensive representation of the division’s planning process.
- Cross-departmental developments are not captured.
- Some sections are confusing: no clear sense of where the information is contained in reports coming to the VP.

**Human Resources**
- Time is always a challenge to ensure that the report is prepared with input from all employees in this team.

**Administrative Services**
- IT employees aim for quality service with 100% customer satisfaction, important since various IT units take most of their direction from campus users.
- Open communication with all department staff is a necessity to facilitate ongoing communication with all departments within the campus community.
- Updating data in ePIE on a regular basis provides better support for year-end report requirements.
- One manager discovered some interesting information about our labor costs while aggregating data needed for the year-end report.

**Instruction**
- Faculty consistently report they are struggling with the TracDat software. I am wondering if the difficulty with inputting ePIE has become a major stumbling block for our faculty in seeing PIE as an important planning tool.
- Inadequate funding is the major problem we have in supporting instructional programs adequately. This theme surfaces on almost every level.
- No programs appear to be developing plans for retrenchment or at least are not revealing them. It would seem that planning for operating in an environment with diminishing resources would make sense.

2. What was the most challenging cost of preparing this VP Summary?

**Student Services**
- The TracDat system is inefficient and time-consuming, laborious, ineffective, and impossible. Reports to VP’s from units are cryptic, difficult to read and to follow. It would be better to have information manually entered into the form.
- The Manager Report format does not match the VP Summary format.
- No provision for a review of SLOs and how they relate to team goals.
- I am curious about what happens to these reports; I have never seen a summary report and have never been invited to a meeting in which results are shared.
Administrative Services
- It was challenging to remember all of the projects and accomplishments for the year; the IT team meetings now include an agenda item at the last meeting of the month to discuss these topics to prepare for the next PIE cycle. The department has already started gathering information.
- It is a challenge not to have detailed instructions/training to complete the PIE process; TracDat is too generic and needs to be tailored to the needs of each department.
- It is difficult to find the time to aggregate the data and planning information needed to complete the summary.

Instruction
- There was a problem with alignment between the Manager Summary forms and the VP Summary form. This alignment problem made it difficult to present a systematic summary on the important team planning efforts as they are expressed through unit-level goals and planning initiatives.

3. What suggestion can you offer to improve the VP Summary?

Student Services
- Give feedback to VPs about their summary.
- I would like time to share my thoughts with members of IEC about how to reformat the form and restructure the process (Student Services). I would like time to share with IEC members data that is critical to Student Services that does not fit into the current format.
- We should link team goals more closely to the College’s Strategic Plan.
- I would like to know the reasoning behind some of the items and would like to know how this information will be used.

Administrative Services
- The summary should include other departments’ needs and outcomes to help eliminate redundancy of specified goals and resources needed.
- The current software we use to assemble our PIE reports seems to be fairly ineffective and unnecessarily time-consuming.

Instruction
- There is no place to really capture and report on the team’s planning agenda. If PIE is going to be used successfully to report on complex team goals, there needs to be a place to bring forward unit and division-level goals. Limiting planning efforts to 5-10 means that important goals must be excluded, and action which will structure disenfranchisement for those whose goals are left out.

4. What additional data should the College provide to assist your unit(s)?

Student Services
- Due to the lack of information (and in some cases data) available to Student services, it is next to impossible to complete any reports that require a substantive review based on the data. Information is input into a large system that makes retrieval very difficult.
- Student Services departments and programs are asked to complete a supplement to the College’s PIE that include the following:
  o Employee data (5-year analysis)
  o Service information and transactions (5-year analysis)
- Budget analysis (3-year trend)

**Administrative Services**
- Entire outcome of all departments’ AUOs and SLOs upon completion of the PIE process.

**Instruction**
- We need to find a way to bring student success data to the forefront of departments in their planning function:
  - Data on program completion and transfer
  - Data on student retention, success in courses, and persistence
- We need to create stronger structural links in the process between resource requests and goal setting/outcomes assessment. I found that many units do not really make connections like this on their own.