District Services AUR Detail - Annual Update 2013

South Orange County Community College District Research, Planning and Data Management

Unit Mission Statement: To provide access to information for planning, decision making, and institutional effectiveness; to facilitate the district planning process; to support research on student success, and assist in the development of educational programs.

Unit Overview: The District Research and Planning Office is responsible for institutional research and data management, strategic planning and limited grant coordination at the district.

> This office manages the district-wide in FORM Data Warehouse and coordinates with the campuses on research agendas and planning needs. Specifically, the District Research and Planning Office plans, organizes, conducts and directs operations and activities involved in the research, review, analysis, interpretation and reporting of a variety of data and information used in assessing institutional effectiveness, planning, accreditation and decision-making.

> The director of research and planning manages and coordinates the distribution of data required for accountability, fiscal apportionment reporting and institutional effectiveness measures and manages data needed by external agencies and district and college administrators, managers, faculty, staff and students.

> The office has oversight on the district-wide strategic planning efforts and has responsibility for the coordination of the District-wide Strategic Planning Council, annual district-wide planning retreat and preparation of the report to the board of trustees. Additionally, this office coordinate and monitors the district services administrative unit reviews, satisfaction survey and the district-wide climate survey used for planning.

The office also has responsibilities determining implications of practices, policies, measures and procedures, develops and implement related projects, studies, surveys and reporting systems and procedures.

Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
Research, Planning and Data Management - CCFS 320 - Apportionment Reporting - Effectively manage the CCFS 320 reporting process district-wide. Objective Years: 2010-2011	Action Step: Further develop the CCFS 320 - FTES reconciliation report in inFORM. Type of Data: Evaluation Outcome:	12/01/2012 - The FTES Reconciliation report has been completed and is regularly used by the Vice Presidents of Instruction at each campus. Progress Status: Completed Reporting Year:	01/16/2013 - We are continuing to improve this report and have plans to add other "drill-down" capabilities to the report so it can be viewed by each Division or School as well.
2011-2012	User acceptance testing and confirmation of utility of report by users.	2011-2012	
Objective Status:			
Active		12/13/2011 - Several reports are in development	
Objective Priority:		for users to understand state reporting better.	

Progress Status: In Progress

High

Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
		Reporting Year: 2011-2012	
Research, Planning and Data Management - CCCCO Management Information Systems Reporting - Training - Provide training materials for the colleges' to better understand the State of California Community College Chancellor's Office MIS Data submission process conducted by the District. Objective Years:	Action Step: Create an introduction and training guide to SOCCCD MIS data submission process. Type of Data: Documentation Outcome: A manual and SharePoint site that will have training materials on the MIS data submission process.	12/01/2012 - Due to staffing constraints, we have not been able to develop training materials for the MIS submission. We continue to work with the colleges and would like to develop this further if given the opportunity. Progress Status: In Progress Reporting Year: 2011-2012	
2011-2012 2012-2013 2013-2014			
Objective Status: Active Objective Priority: Medium			
Research, Planning and Data Management - CCCCO Management Information Systems Reporting - College Validation - Provide reports for the colleges' to better understand the State of California Community College Chancellor's Office MIS Data submission process conducted by the	Action Step: Provide validation reports in inFORM for Annual Financial Aid and Awards MIS files, prior to the submission of the MIS files to the state. Type of Data: Documentation	12/01/2012 - Due to staffing constraints we have not worked on reports for MIS Financial Aid and Awards. Progress Status: In Progress Reporting Year: 2011-2012	
District. Objective Years: 2011-2012	Outcome: Production of these validation reports.		
2011-2012 2012-2013 2013-2014			
Objective Status: Active Objective Priority: Medium			
Research, Planning and Data Management - Student Success - Effectively utilize the	Action Step: Review Student Success Task Force	09/01/2013 - In the 12-13 year, this office has coordinated and facilitated dicussions with 3	

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Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
resources in inFORM Data Warehouse to address the recommendations in the CCC Student Success Task Force. Objective Years: 2011-2012 2012-2013 2013-2014 Objective Status: Active Objective Priority: High	Recommendation 3 on Successful Student Behaviors and assess how predictive analytics could be leveraged in the inFORM Data Warehouse. Type of Data: Evaluation Outcome: Defining Successful Student Pathways in SOCCCD and utilization of this information at the colleges. Resource Request Type (tied to Action Step): Special Project (one-time) Estimated Cost of Action Step: \$50,000?	consultants on the Predicative Analytics project. Ted Younglove (Chaffey College), Padhraci Smyth (UCI) and Josh Baron and Sandeep Jayaprakesh (Marist College, NY) were contracted to apply their analytics model on SOCCCD data to understand how student success could be predicted on student and course information. This office supported the project by coordinating the meetings, providing data and definitions, developing security and access protocols, and a platform for sharing of information. Vice Chancellor Bramucci will be providing a report on the findings and planning for implementation of the predictions in the 13-14 year. Progress Status: Completed Reporting Year: 2012-2013	
	Objective Resource Request: Use of Predictive Analytics Resource Description: Assess and evaluate the integration of Predictive Analytics in the inFORM Data Warehouse. Professors at the UCI's Center for Machine Intelligence have been contacted and have expressed interest to work on a project to develop this type of data mining and analytics to help predict student success. This resource request is an estimation to engage the consultants in a project within our inFORM Data Warehouse and IT systems to feed the information back	11/19/2012 - This objective was funded through the BAARC process for fiscal year 2012-2013. Vice Chancellor Bramucci is coordinating and leading the Predictive Analytics project and is utilizing the resources of the data warehouse and including the college research offices in the discussions. Progress Status: In Progress Reporting Year: 2011-2012	
	to be used to facilitate successful student behavior. Objective - Estimated Cost: \$50,000 Objective - Basic Aid Request: Yes Objective Resource Request Type: Special Project (one-time)		

Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
	Fiscal Year: 2012-2013 Related Area - One: Information Technology Basic Aid Planning Documents: District Services Technology Plan Resource Request Status: Funded		
Research, Planning and Data Management - inFORM Data Warehouse Infrastructure - Maintenance of the inFORM Data Warehouse including: infrastructure (hardware and software), management of DW DBA, security and access. Objective Years: 2011-2012 2012-2013 2013-2014 Objective Status: Active Objective Priority: Medium	Action Step: Find an application or way to better manage inFORM users access and permissions in the SharePoint site. Type of Data: Evidence of Implementation Outcome: Choose and implement solution to manage inFORM users. Resource Request Type (tied to Action Step): Special Project (one-time)	12/01/2012 - We have purchased lightening tools, a software to manage SharePoint users. We are in the process of implementing this tool in inFORM. Progress Status: Completed Reporting Year: 2011-2012	09/01/2013 - We have installed lightening tools in the staging environment of SharePoint. In the 13-14 year we will be moving this to the production environment and developing training for SharePoint owners.
	Action Step: Research and implement a solution to deliver the inFORM Data Warehouse via a mobile device. Type of Data: Evaluation Outcome: Accessiblity of inFORM via all mobile	12/01/2012 - Our current solution with PushBI was unsucessful as the software stopped working in 2011-2012. We are evaluating the possibility of using another vendor, such as RoamBI. Progress Status: In Progress Reporting Year: 2011-2012	
	platforms. Resource Request Type (tied to Action Step): Special Project (one-time) Estimated Cost of Action Step: \$10,000		
Research, Planning and Data Management - inFORM Data Warehouse Reports Management - Maintenance and continual	Action Step: Assess the feasibility of customizing the inFORM Data Warehouse portal for easier	12/01/2012 - We have not been able to prioritize this project and will need further resources to find	

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Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
improvment of district and college reports on instruction, services and staffing. Objective Years: 2011-2012 2012-2013	access to reports. Evaluate solutions in SharePoint that would integrate with the current platform. Type of Data: Evaluation	solutions. Progress Status: In Progress Reporting Year: 2011-2012	
2013-2014 Objective Status: Active Objective Priority: Medium	Outcome: Users will be able to customize their reports and views of the inFORM Data Warehouse. Resource Request Type (tied to Action Step): Special Project (one-time)		
Research, Planning and Data Management - inFORM Data Warehouse User Experience - Improve the experience of inFORM users which includes user interface, accessibility, training and support. Objective Years: 2011-2012	Action Step: Conduct annual trainings on the inFORM Data Warehouse at each college. Type of Data: Evaluation Outcome: Evaluation of the training sessions will be	12/01/2012 - We have not been able to prioritize this project and will need further resources to find solutions. Progress Status: In Progress Reporting Year: 2011-2012	
2012-2013 2013-2014 Objective Status: Active Objective Priority: High	conducted and evaluate to enhance usability of inFORM. Resource Request Type (tied to Action Step): Operation Support (on-going) Basic Aid Request (tied to Action Step): No		
	Action Step: Creation of training guides and workshops for users. Type of Data: Documentation Outcome: Develop 3 guides for inFORM - 1)	12/01/2012 - We have not been able to prioritize this project and will need further resources to find solutions. Progress Status: In Progress Reporting Year: 2011-2012	
	Introduction Guide 2) Guide to Metadata and 3) Advanced Querying in Excel		
	Action Step: Evaluate how SharePoint 2010 can be utilized to improve the user interface of	12/01/2012 - We have not been able to prioritize this project and will need further resources to find solutions.	

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	inFORM. Type of Data: Evaluation Outcome: Plan to re-vamp inFORM to be more user friendly.	Progress Status: In Progress Reporting Year: 2011-2012	
Research, Planning and Data Management - District-wide Strategic Plan Management - Effectively manage the District-wide Strategic Plan 2011-2014 Objective Years: 2011-2012 2012-2013 2013-2014 Objective Status: Active Objective Priority: High	Action Step: Create a District-wide Planning Council in order to address district-wide planning, reviews and updates progress on plans and addresses any updates to the planning documents. Type of Data: Evaluation Outcome: An evaluation will be conducted by the council members to evaluate the council's progress over the academic year.	03/07/2012 - The District-wide Planning Council has been established and the District Director of Research and Planning co-chairs this council with the chancellor. Progress Status: In Progress Reporting Year: 2011-2012 Related Documents: District-wide Planning Council SharePoint site	09/24/2013 - The District-wide Planning Council has completed a second year of oversight on the district-wide strategic plan and continues to evaluate and refine the integrated planning processes and planning and decision making- manual.
Research, Planning and Data Management - District-wide Strategic Plan Reporting and Evaluation - Provide timely and useful reports used to evaluate the District-wide Strategic Plan. Objective Years: 2011-2012 2012-2013 2013-2014 Objective Status:	Action Step: Create and develop the tracking system, in TracDat, for the District-wide Strategic Plan. Type of Data: Report Outcome: The collection of progress and completion of District-wide Strategic goals, objectives and action steps. An Annaul Progress Report on the District-wide Strategic Plan will be produced from the Tracdat System.	2012-2013	09/24/2013 - We have completed a second year of using TracDat to for the District-wide Strategic Plan. It has been very useful updating and reporting. There are some areas for improvement that will be shared with the software vendor, such as a better mechanism for summary reporting and custom reports.
Active Objective Priority: High	Action Step: Annually evaluate the planning documents used for district-wide planning. This includes the SOCCCD District-wide Planning and Decision Making Manual 2011-2014 and Function Map and the District-wide Strategic Plan 2011-2014.	09/24/2013 - The past 2 years we have asked for feedback at the DWPC meetings to update and edit the District-wide Planning and Decision Making Manual. Each November the manual was reviewed and updated. Progress Status: Completed	

Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
	Type of Data:	Reporting Year: 2012-2013	
	Evaluation Outcome: This year being the first year 2011-12 of having these planning documents as references we will need to assess how effective these documents were used in planning.		
	Action Step: Annually evaluate the Planning and Budget Groups by developing a survey or instrument that will be documented for review by the DW Planning Council. These groups include Chancellor's Council, Chancellor's Executive Council, District-wide Planning Council, Basic Aid Allocation Recommendation Committee, Capital Improvement Committee, District Resource Allocation Committee and District-wide Technology Committee. Type of Data: Evaluation	09/24/2013 - A self-evaluation model was adopted in the district-wide planning and decision making manual for the planning and budget groups. Over the past 2 years most councils and committees are using a survey tool to evaluate their groups. These self-assessments are then compiled and provided to the DWPC for review. Any recommendations for change in membership is also reviewed and approved by DWPC. Progress Status: Completed Reporting Year: 2012-2013	09/24/2013 - As this is the final academic year for the 2011-2014 Planning and Decision Making Manual, we will need to do further analysis, not only in the self-assessment, but how the planning groups, membership, and decision making are working. We will review this item during the Spring of 2013 with the DWPC.
	Outcome: Documentation and evaluation that will be used annually in a planning retreat.		
	Action Step: Evaluate the Planning Documents based on the District-wide Integrated Planning and Budget Development Timelines. Documents are on a one, three or six year cycle. Type of Data: Evaluation	09/24/2013 - This is in progress depending on the cycle of the planning documents. Annual updates are provided to the DWPC. Progress Status: In Progress Reporting Year: 2012-2013	
	Outcome: Documentation and evaluation of the updated documents will be used annually in a planning retreat.		
Research, Planning and Data Management - District-wide Planning - External Scan -	Action Step: Review and hire a consultant to conduct an	08/01/2013 - The College Brain Trust was hired to conduct the SOCCCD External Scan in the Spring	

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Review and hire a consultant to conduct an external scan. This scan is needed as part of the planning documents/resources for short and long term planning. Objective Years: 2011-2012 2012-2013 2013-2014 Objective Status: Active Objective Priority: High	environmental scan. This scan is needed as part of the planning documents/resources for short and long term planning. Type of Data: Report Outcome: A district-wide environmental scan will be produced. Resource Request Type (tied to Action Step): Special Project (one-time) Estimated Cost of Action Step: \$60,000	of 2013. CBT had 2 consultants that worked with a task force and completed the scan at the end of May 2013. The External Scan was presented to the district community on May 29th and the final copy of the scan was sent out distict-wide in July of 2013. Progress Status: Completed Reporting Year: 2012-2013 Related Documents: External Scan Task Force SharePoint site SOCCCD External Scan Final Report	
	Hiring consultant(s) to conduct an environmental scan Resource Description: The District-wide Strategic Plan outlines the objective to hiring consultant(s) to conduct Report Programment	06/29/2012 - The Chancellor and the Presidents agreed to fund an external scan for district-wide planning. Progress Status: Completed Reporting Year: 2011-2012	09/07/2012 - The DWPC has designated the Directors of Research, Planning and Accreditation, along with the District Director to lead the external scan project and hire a consultant in the 12-13 year.
	Planning. Objective - Estimated Cost: \$60,000-75,000 Objective - Basic Aid Request: Yes Objective Resource Request Type: Special Project (one-time) Fiscal Year: 2012-2013 Related Area - One: Chancellors' Office Related Area - Two: Economic Development Basic Aid Planning Documents:		

Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
	District-wide Strategic Plan Resource Request Status: Funded		
Research, Planning and Data Management - District Services Planning - Administrative Unit Review - Effectively manage the process for District-Services Administrative Unit Reviews. Objective Years: 2011-2012 2012-2013 2013-2014 Objective Status: Active Objective Priority: High	Action Step: Develop the District-Services Administrative Unit Review process. Type of Data: Documentation Outcome: Annualized Administrative Unit Review process will be completed.	03/07/2012 - At the October 14, 2011 District Services Planning Committee Meetings - AURs were introduced. In October 2011 an Administrative Unit Review Handbook and presentation was developed. On November 9, 2011 an information session on AURs was conducted for all District Services Leadership. Progress Status: In Progress Reporting Year: 2011-2012	
	Action Step: Configure the TracDat software to manage the District Services Adminsitrative Unit Review process. Type of Data: Documentation Outcome: All District Services AURs will be created and managed in TracDat.	03/07/2012 - The Director of Research and Planning spent approximately 40-50 hours on configuring the AUR process in TracDat. In December 2011, 9 hours of TracDat AUR Lab time was scheduled for District Services Leadership. The Director of Research and Planning conducted the training on TracDat and how to use if for AURs. In January and February 2012 approximately 15 hours of training was conducted to support District Services Leadership in the development of their AURs. Progress Status: Completed Reporting Year: 2011-2012	
	Action Step: Create training guides and train users on the AUR process in TracDat software. Type of Data: Documentation Outcome: All District Services personnel responsible	03/07/2012 - A District Serivces Manual and training guides to create AURs in TracDat were created. The link is provided to the folder in District Services SharePoint AUR information. Progress Status: Completed Reporting Year:	

Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
	for AURs will be trained in TracDat.	2011-2012 Related Documents: District Services AUR folder	
	Objective Resource Request: Tracdat SharePoint Integration Resource Description: This is the costs associsted with purchasing the module to integrate TracDat into our SharePoint platforms. This costs if for District Services, Irvine Valley College and Saddleback College. The on-going maintenance costs also needs to be factored into this purchase. Objective - Estimated Cost: \$26,500 Objective - Basic Aid Request: Yes Objective Resource Request Type: Special Project (one-time) Fiscal Year: 2012-2013 Related Area - One:	08/28/2013 - TracDat SharePoint Integration was purchased in 12-13 and implemented in a staging environment at District IT. The college are also testing the software in their sharepoint environments. In 13-14 there will be more work done to integrate this webpart into the District Services departmental pages. Progress Status: Completed Reporting Year: 2012-2013	
	Information Technology Related Area - Two: Chancellors' Office Basic Aid Planning Documents: District Services Technology Plan Resource Request Status: Funded		
		05/31/2012 - On May 7, 2012 a district-wide email was sent on the completion of the first District Services Administrative Unit Review. Progress Status: Completed Reporting Year: 2011-2012 Related Documents: District Services AURs 2011-	

Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
		12_chancellor email May 7 2012.pdf District Services AURs 2011-2012 Final	
Research, Planning and Data Management - District Services Planning - Surveys - Effectively coordinate District-wide surveys including the Board of Trustees' Self, Evaluation, District Services Satisfaction Survey and District-wide Climate Survey. Objective Years:	Action Step: Create a District-wide Climate Survey to assess climate of the district. This will be coordinated with the college campuses employee survey. Type of Data: Survey	06/28/2013 - Pilot surveys were analyzed and one district-wide climate survey was developed and will be launched in the Fall of 2012. Progress Status: In Progress Reporting Year: 2011-2012	
2011-2012 2012-2013	Outcome: Implement the District-wide Climate Survey in the Fall of 2012.	03/11/2013 - The survey was implemented in the Fall of 2012 and results were compiled in the Spring 2013. The DWPC reviewed the results at the June 26th planning retreat and a district-wide email was sent with the results on July 23, 2013. Progress Status: Completed Reporting Year: 2012-2013 Related Documents: District Climate Survey 2012 Results Final District-wide 2012 Climate Survey Results Chancellor Email July 2013.pdf	
	Action Step: Review and update the Board of Trustees Self-Evaluation and Survey. Type of Data: Survey	03/11/2013 - Completed in the Spring of 2012. Progress Status: Completed Reporting Year: 2011-2012	
	Outcome: Update these instruments and implement this survey in the Spring 2012.		
Research, Planning and Data Management - District Services Planning SharePoint Governance - Coordinate the governance of	Action Step: Create a SharePoint Governance Task Force and guidelines to manage the District	05/31/2013 - A SharePoint Governance Task Force was created and met regularly to discuss policies and training needed to manage the District	09/24/2013 - Our task force continues to meet once a month to

Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
the District Services SharePoint site Objective Years: 2011-2012 2012-2013 2013-2014 Objective Status: Active Objective Priority: High	Services SharePoint site. Type of Data: Documentation Outcome: Establishment of the SharePoint Governance Task Force and policies and procedures for the District Services SharePoint Site.	Services SharePoint site. Also recommended by the Chancellor was to changed the name from SP "Governance" since there was confusion around participation on the task force. The name was changed to SharePoint Site Owners Task Force adn reports to the District Services Planning Committee. Progress Status: Completed Reporting Year: 2011-2012	discuss management of SharePoint with site owners. One of the major reoccurring themes is that more SharePoint training is needed and each area will be suggesting a resource request to hire outside expertise to better our District Services SharePoint site and the owners ability to better manage and edit their sites.
			03/11/2013 - Managing SharePoint is a very important but also difficult task. There is needed training for site owners and IT staff to be proficient in questions and utilizing SharePoint. A recommendation by the task force is to get external help, in a consultant or company, that would be able to assess and train the staff to make our SharePoint site better.
	Objective Resource Request: SharePoint Consultant to work with Site Owners Resource Description: The District Services SharePoint Site Owners Task Force would like to have an outside evaluation of our sharepoint site. The task force feels that the site owners need an assessment on the structure of our sharepoint site, document management and intermediate training on managing their sites. There has been complaints of user not being able to navigate the sites easily. We feel having a consultant or assistance will		

Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
	provide more organization and make it easier to use. Also the site owners would like to learn other functionality in SharePoint to increase efficiencies in district services. Objective - Estimated Cost: \$15,000 Objective - Basic Aid Request: No Objective Resource Request Type: Special Project (one-time) Fiscal Year: 2013-2014 Related Area - One: Information Technology Related Area - Two: Chancellors' Office Related Area - Three: Research & Planning Basic Aid Planning Documents: None		
Research, Planning and Data Management - Grants - Management of grant issues as it relates to the offices within District Services. Objective Years: 2011-2012 2012-2013 2013-2014 Objective Status: Active Objective Priority: Low	Action Step: Management of Perkins IC grant, development of district and college roles in grant application process and management. Type of Data: Report Outcome: Annual, quarterly and final reports and renewal of application for funds.	03/11/2013 - This is on-going and will be listed in the annual list of duties in the AUR. Progress Status: Completed Reporting Year: 2011-2012	
	Action Step: Creation of a Grants Manual on District-wide guidelines for grant application, acceptance of awards, roles and responsibilities. Type of Data: Documentation Outcome: SOCCCD Grants Manual Resource Request Type (tied to Action	09/28/2012 - There is a SharePoint site created to assist in the grant management and coordination but no dedicated resources or staff has been assigned to this topic. Progress Status: In Progress Reporting Year: 2011-2012	
	Outcome: SOCCCD Grants Manual	Reporting Year:	

Unit Objective	Action Steps & Outcomes / Objective Resource Requests	Progress	Evaluation & Follow-up
	Special Project (one-time)		
Research, Planning and Data Management - Research and Planning Staffing - To efficiently manage all responsibilities of the Research and Planning by ensuring the office has the appropriate staffing level. Objective Years: 2011-2012 2012-2013 2013-2014		12/07/2012 - As described in a District Services Planning Committee meeting all District Services Departmental Budgets were reviewed by the Business Office and no funding was recommended for this position. Progress Status: In Progress Reporting Year: 2011-2012	03/11/2013 - This will continue to be saved in the AURs to document the need for staffing in the department.
Objective Status: Active Objective Priority:			
High			