PLANNING COUNCILS SURVEY

Fall 2015

Results of the Survey of Effectiveness for the Planning Councils

Office of Institutional Effectiveness

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The Planning Councils Survey is administered to determine members' satisfaction with the processes involved in committee level planning, program review, resource allocation and decision-making; to annually evaluate the criteria used for prioritization; and to assess members' perceptions regarding the degree to which the above processes are effective and integrated at the planning council level. On November 17, 2017, the Planning Councils Survey was sent out to the co-chairs of the Academic Planning Council (APC), Student Services Planning Council (SSPC), and Business and Facilities Planning Council (BFPC). Thirty-five members from the three councils responded with the following distribution of respondents:

Planning Council	Response Rate	Response Count
Academic Planning Council (APC)	100%	12
Business & Facilities Planning Council (BFPC)	55%	10
Student Services Planning Council (SSPC)	57%	13

The Academic Planning Council has 12 members listed on their webpage and the statement of purpose is as follows: *The Academic Planning Council (APC) is a standing committee of the Academic Senate, comprised of faculty chairs, co-chairs, and assistant chairs. The APC serves in an advisory capacity to campus administrators on matters concerning faculty hiring, budget planning, capital expenditures, course scheduling and staffing, and program development.*

The Business and Facilities Planning Council's has 18 members listed on their webpage and the statement of purpose is as follows: *The Business Facilities Planning Council (BFPC) is a standing committee and is part of the college Strategic Planning Process. The BFPC is comprised of faculty, staff, students and administrators. The BPFC recommends budgeting of additional funds as they become available as well as budget cuts when necessary. The BPFC recommendations go to the ISPC for approval before being forwarded to the President of the college.*

The Student Services Planning Council's has 23 members listed on their webpage and the statement of purpose is as follows: *Guided by the college mission, the Student Services Planning Council is a representative group of student services professionals that produces data-driven recommendations to increase the effectiveness of student services programs. The council drives the student services program review process, provides guidance to administrative decision-makers by developing ranking criteria, and prioritizes requests generated through program review.*

The survey is comprised of 10 questions requesting members to rate their level of agreement or satisfaction with survey items. The following is a disaggregation by council of responses for each of the items on the survey. Question 1 asked council members to rank the relevancy of data used to rank the various positions and equipment requests made in program reviews.

Q2: This planning council used relevant data to rank positions and equipment in the prioritization process.

Answer Options	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	Response Percent	Response Count
Strongly Agree	7	5	8	57.1%	20
Somewhat Agree	5	4	3	34.3%	12
Somewhat Disagree	0	1	1	5.7%	2
Strongly Disagree	0	0	1	2.9%	1
If you disagree, please state why					4
				answered question	35
				skipped question	0

As indicated by the response count for the statements of disagreement, four respondents made statements as indicated below. This question showed some of the highest disagreement, as well as some of the longest explanations for the disagreement ratings.

Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	If you disagree, please state why
	X		Although a rubric was supposed to be used for ranking, ranking scores weren't submitted as part of the process. This puts into question whether people even used the rubric.
	X		I don't disagree however I believe that using more data such as whether the position used to exist, workload, etc would be useful.

Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	If you disagree, please state why
X			The data could be better presented, guiding principles made more obvious, and analysis of data better directed so that the process is more easily navigated. None the less, the council was provided with/used relevant data for the purposes of ranking positions. Each department ranks equipment independently - perhaps relevant data, guiding principles, etc. could be specifically developed for that purpose. Perhaps the existing structures could be applied to equipment ranking. This needs to be better defined by APC.
		X	Ranking often seemed to be by "gut" feeling rather than more concrete impact factors... This was my first time going through the ranking process and I felt I had little other than my own interpretation of the need/impact of a particular position or piece of equipment upon which to base my decision. I'm not sure if it would require too much additional work, but a clear display of expected cost, number of affected students, areas of campus, etc would be greatly appreciated, preferably in a tabular form for easy visual identification.

Although the above statements indicate some possibility that rubrics could be better utilized or integrated into the ranking process for BFPC and SSPC, the overall agreement rate was quite high (91.4%) that relevant data were used to rank.

Q3: This planning council had open dialogue throughout the prioritization process.

Answer Options	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	Response Percent	Response Count
Strongly Agree	9	9	9	77.1%	27
Somewhat Agree	3	1	3	20.0%	7
Somewhat Disagree	0	0	1	2.9%	1
Strongly Disagree	0	0	0	0.0%	0
If you disagree, please state why					1
				answered question	35
				skipped question	0

Question 3 on the survey indicated solid agreement for most members in the councils regarding open dialogue throughout the prioritization process across all three planning councils. The one disagreement response made a comment to explain and is shown below.

Number	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	If you disagree, please state why
1			X	This year the committee, in an attempt to reduce approval time, agreed to limit discussion on requested positions/equipment. Important details became apparent however, during the final approval process when certain positions were revealed to be tied closely to accreditation or legislative/funding mandates. Other positions/equipment needs were revealed to already be funded by external funding sources. Some of these details would have been helpful during the initial ranking process.

Question 4 addressed the criteria or rubrics used for prioritization. At over 94% agreement, as indicated below, the rubrics seem to be relevant to the ranking process. There was some disagreement and those statements are also shown below.

Q4: The ranking criteria (rubrics) used for the prioritization process were relevant.

Answer Options	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	Response Percent	Response Count
Strongly Agree	2	3	9	40.0%	14
Somewhat Agree	9	6	4	54.3%	19
Somewhat Disagree	0	0	0	0.0%	0
Strongly Disagree	1	1	0	5.7%	2
If you disagree, please state why					2
			answered question		35
			skipped question		0

Number	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	If you disagree, please state why
1		X		I think the rubrics aren't applicable across all areas - business services, academic affairs, student services. I also think a separate rubric should be used for personnel requests.
2		X		May want to consider separate rubrics and ranking lists for academic affairs, business/facilities, and student services.

Question 5 requested ratings on the understanding of council members regarding how prioritized resource requests are used in the resource allocation process. Again, over 94% of the council respondents indicated that they agreed with this statement. Two council members indicated disagreement and their statements are below.

Q5: I understand how the prioritized resource requests are used for resource allocation.

Answer Options	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	Response Percent	Response Count
Strongly Agree	10	8	9	77.1%	27
Somewhat Agree	1	2	3	17.1%	6
Somewhat Disagree	1	0	1	5.7%	2
Strongly Disagree	0	0	0	0.0%	0
If you disagree, please state why					2
				answered question	35
				skipped question	0

Number	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	If you disagree, please state why
1	X			Our resource allocation process is broken
2			X	I understand that our ranking influences decisions, but ultimately I feel our recommendations may have little (or at least less) impact on the final decisions made when actual funding is the determining factor.

Question 6 addressed whether the planning council membership was representative of the necessary stakeholders. Although 34 out of 35 council members indicated that their council was representative, there were three statements indicating some level of disagreement with the question. All of the results, including statements of disagreement, are shown below.

Q6: The membership of this planning council is a representative body of the necessary stakeholders.

Answer Options	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	Response Percent	Response Count
Strongly Agree	8	9	8	71.4%	25
Somewhat Agree	4	1	4	25.7%	9
Somewhat Disagree	0	0	1	2.9%	1
Strongly Disagree	0	0	0	0.0%	0
If you disagree, which stakeholders are missing					3
				answered question	35
				skipped question	0

Number	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	If you disagree, which stakeholders are missing
1			X	Not all stakeholders are involved and very heavy in some areas which skewed the vote.
2			X	Students not included
3	X			It is a shame that some disciplines have temporarily relinquished the responsibilities of faculty department chair to an administrator. I am hopeful that soon faculty will again take on this professional obligation.

Question 7 requested feedback on council members' perceptions on how important of a role their council plays in strategic planning. Similar to the previous question, 34 out of 35 respondents agreed at some level (most of which were strongly agreed) that the council played an important role.

Q7: This planning council plays an important role in strategic planning.					
Answer Options	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	Response Percent	Response Count
Strongly Agree	10	9	9	80.0%	28
Somewhat Agree	2	1	3	17.1%	6
Somewhat Disagree	0	0	1	2.9%	1
Strongly Disagree	0	0	0	0.0%	0
				answered question	35
				skipped question	0

Since Question 8 is somewhat related to the previous, it is not surprising that the responses mirror Question 7. Since the prioritization process is integral to the strategic planning process, it follows that council members agreed in a similar pattern as the previous question.

Q8: This planning council plays an important role in the prioritization process.					
Answer Options	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	Response Percent	Response Count
Strongly Agree	9	9	9	77.1%	27
Somewhat Agree	3	1	3	20.0%	7
Somewhat Disagree	0	0	1	2.9%	1
Strongly Disagree	0	0	0	0.0%	0
				answered question	35
				skipped question	0

Questions 9 and 10 assessed the level of satisfaction and connectedness of the following processes to the activities of the three planning councils:

- Strategic Planning
- Program Review
- Assessment of Student Learning
- Resource Allocation
- Decision-Making Processes

If any statements regarding disagreement were given, they are shown after the response table.

9: Pertaining to the activities of this planning council, how satisfied were you with the following:				
Answer Options	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	Response Count
Strategic Planning				
Very Dissatisfied	0	0	0	
Dissatisfied	1	0	1	
Satisfied	5	3	7	
Very Satisfied	6	7	5	
	12	10	13	35
Program Review				
Very Dissatisfied	0	0	0	
Dissatisfied	1	0	1	
Satisfied	7	5	7	
Very Satisfied	4	5	5	
	12	10	13	35
Assessment				
Very Dissatisfied	0	0	0	
Dissatisfied	2	0	0	
Satisfied	6	8	8	
Very Satisfied	4	2	5	
	12	10	13	35
Resource Allocation				
Very Dissatisfied	0	0	1	
Dissatisfied	1	0	0	
Satisfied	7	3	7	
Very Satisfied	4	7	5	
	12	10	13	35
Decision-Making Processes				
Very Dissatisfied	0	0	1	
Dissatisfied	2	0	0	
Satisfied	3	3	7	
Very Satisfied	7	7	5	
	12	10	13	35
Committee-Level Planning				
Very Dissatisfied	0	0	0	
Dissatisfied	1	0	1	
Satisfied	3	3	7	
Very Satisfied	8	7	5	
	12	10	13	35
If you answered "Dissatisfied" or "Very Dissatisfied" to any of the above, please explain your rating				4
			answered question	32
			skipped question	0

Number	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	If you answered "Dissatisfied" or "Very Dissatisfied" to any of the above please explain your rating below
1	X			Decisions made are difficult to get heard. Some of the things said in meetings can be unprofessional. Last minute decisions made after prioritization is a problem. Moving up ranks after committee did vote and not all quorum was present should not be part of process. Concerns were addressed with Dean of Instruction and all comments made and recommendations from last year were made yet still caused issues this year. The committee runs well with planning and rubric yet the personal comments made affect the process. Prior to the voting process input from departments and clearer understanding of the needs were presented yet it did not reflect the voting and ranking. Categorical funding was also seen differently in the prioritization and ranking process. A separate list or need for the APC to review categorical and tenure track is important since these are all faculty positions. Student success funding has to go through APC process. This created a big issue and affected the voting.
2			X	I was very sad about the funding that did not come to Norco after the budgeting was completed from RCC. The process was hopeful for many positions needed yet after the budget allocation, it denied Norco of our funding. Norco college functions as a separate college yet the budget allocation is affecting our distribution of funding to support our positions, functions and the goals that are mandated on us. Also the space is not allowing us to grow.
3			X	I don't believe that the program reviews drive the decisions. Democracy is a tool of majority and mediocrity not what is just or right, and that is how this process is driven in the main. Further, stake holders are disproportionately represented in this body.
4	X			Our resource allocation process is confusing and subjective.

Q10:How well integrated were the following processes with the activities of this planning council:	Please choose the appropriate planning council:			
Answer Options	Academic Planning Council (APC)	Business & Facilities Planning Council (BFPC)	Student Services Planning Council (SSPC)	Response Count
Strategic Planning				
Not Well Linked	1	0	0	
Somewhat Linked	2	2	3	
Very Well Linked	9	8	10	
	12	10	13	35
Program Review				
Not Well Linked	1	0	1	
Somewhat Linked	5	4	1	
Very Well Linked	6	6	11	
	12	10	13	35
Assessment				
Not Well Linked	1	1	0	
Somewhat Linked	5	5	2	
Very Well Linked	6	4	11	
	12	10	13	35
Resource Allocation				
Not Well Linked	1	0	1	
Somewhat Linked	3	1	3	
Very Well Linked	8	9	9	
	12	10	13	35
Decision-Making Processes				
Not Well Linked	1	0	0	
Somewhat Linked	3	1	4	
Very Well Linked	7	9	8	
	11	10	12	33
			answered question	35
			skipped question	0

Questions 9 and 10 showed high levels of satisfaction and integration with each of these activities and the activities of the planning councils. For each of these questions, the number of negative respondents was never more than three. However, for this question and all other previous questions with statements of disagreement, it would be worthy of co-chairs' time and effort to review and address these issues, possibly during council meetings.

In summary, the Planning Councils Survey for 2015-16 indicated that respondents across all planning councils were strongly positive in their ratings across all questions in the survey. In comparison to previous years, there seemed to be an increase in the number

and substance of statements made regarding disagreement. These statements provide council co-chairs valuable qualitative data on which to begin dialogue and ultimately work toward improving effectiveness of council's processes. This report was created as a tool to summarize data and to assist councils as they work to improvement their effectiveness.