

**Policies and Procedures Manual for the
Office of Planning and Institutional
Effectiveness**

October 2007

The mission of the Office of Planning and Institutional Effectiveness (PIE) is to serve as the central repository for information in support of college planning, policy making, decision making, and assessment toward the fulfillment of the college mission. In this role, the office assumes primary responsibility for collection, analysis and dissemination of information about the performance of the college, the internal environment and the service area.

Reporting and Responsibilities

The Planning and Institutional Effectiveness office reports to the Vice-President for Finance and Administrative Services. PIE serves all aspects of the college's work aspects of the colleges' work, including academic affairs, student success, admission and financial aid, finance and institutional advancement. Major responsibilities include:

- Compiling and reporting institutional data in an annual Fact Book
- Coordinating internal survey research
- Conducting special research projects
- Tracking data for use in comparative and benchmark analyses
- Responding to special requests for data
- Serving as a clearinghouse for most statistical information about the college
- Completing requests for data from outside agencies, college guidebooks and publications
- Consulting about data-gathering activities in operating departments and encouraging data coding and reporting practices that will make for higher levels of consistency and accuracy.

Office Policies and Procedures

Access to Weaveonline

Weaveonline is the software program used by LFCC to document its assessment of institutional effectiveness by evaluating all unit (academic and administrative) objectives and outcomes each assessment cycle. Assessment cycles run from August to June. The Planning and Institutional Effectiveness coordinates and oversees the assessment process.

The program (weaveonline) requires a log in access in order to enable units enter this assessment information. It is the responsibility of the Planning and Institutional Effectiveness Office to create and grant access to Weaveonline for LFCC employees.

1. For academic units and programs all requests for log in access shall come from the VP for Learning or Division deans. For administrative units, the request shall be made by the VP responsible for the administrative division or supervisors within specific units.
2. Additionally, all requests for changes to the structure of a major division or unit shall come from the VP of the division or head of the unit.
3. All requests shall be submitted in writing using the PIE Request for Weaveonline Access form.
4. All requests shall include the following information- individual's name, email address, extension, designated role for unit (data manager or review) and access level (read or write).
5. Data managers serve as coordinators for data gathering and entry. All data managers shall have write access. Data reviewers serve as editors for data entered. Each unit shall determine the number of data managers and reviewers.
6. The Director of Planning and Institutional Effectiveness upon review and approval of all access requests, will proceed to create the log in information and establish the level of access as well.
7. Once created, the log in information will be emailed to the Requestor and the person for whom access was requested will be copied on the email as well.
8. All technical problems with logging in/entering data should be referred to the Planning and Institutional Effectiveness Office.
9. When an individual with access to Weave leaves a unit for another unit, the head of the new unit will promptly inform the Planning and Institutional Effectiveness office so that the proper associations and level of access is established for the said

individual. In the event that the individual will have no Weave responsibilities in the new unit, access will immediately be terminated.

10. When an individual with access to Weavonline leaves LFCC, the head of the unit will immediately inform the Planning and Institutional Effectiveness office. Once informed, access will be immediately terminated.

Annual Factbook

The LFCC Factbook is an annual publication of the Planning and Institutional Effectiveness. The publication presents an overview of students, programs, services, personnel and community for the most recent completed academic year. Additionally, the factbook, presents cumulative data over a five year period or in some cases a ten year period.

1. The factbook will be published during the Fall semester in the month of October.
2. At the end of the academic year, the office will review the prior's year factbook to determine information that may be included for the upcoming publication. Also all sources of information used for to gather information for the publication will be reviewed.
3. All queries designed in house for data extraction purposes will be reviewed and updated if necessary.
4. The office shall inquire from all Vice-Presidents/Deans if there is additional information that they will want to see captured in the factbook.
5. The office will then proceed to extract and compile all necessary information.
6. A first draft will be circulated among staff in the Planning and Institutional Effectiveness Office for necessary edits, corrections and feedback.
7. A second draft will be forwarded to the VP for Financial and Administrative Services for feedback.
8. Once feedback has been received from the VP for Financial and Administrative Service a third and final draft will be produced.
9. The office will solicit the help of Office of College Advancement with regards to the design and layout features of the factbook.
10. Once all design issues have been addressed, the factbook will be forwarded to the Printing Services for printing.
11. The Office will send out a campus wide email to announce the publication of the factbook once it is ready.
12. All units will receive a copy of the factbook. Additionally, the factbook will be posted on the planning and institutional effectiveness website.

Ad hoc requests

Periodically, the Planning and Institutional Effectiveness receives various requests for data, assistance with data analysis, conducting research among others. All ad hoc requests will be handled as follows

1. All ad hoc requests shall be put into writing and submitted via an online form created by the office.
2. Prior to submitting an ad hoc requests (particularly for data), it is encouraged that requestors visit the Planning and Institutional Effectiveness home page as well as consult the LFCC Annual Factbook.
3. If unable to find the information, requestors shall make an ad hoc request to the office. All ad hoc requests should include the following information
 - a. Your Name: (required)
 - b. Your Email Address: (required)
 - c. Your Phone#: (required)
 - d. Task Description: (required)
 - e. When Needed: (Date in mm/dd/yy format)
 - f. Type of work: Annual Report, Data Request, New Project/Program, Program Update/Modification, Survey, Other
 - g. Please describe what the request will be used for:
 - h. Priority: High Medium Low
 - i. Source: Internal External
 - j. Task assign to: (Please select one)
4. Once a request is submitted, requestors will receive an automated message acknowledging receipt of the request.
5. The Director of Planning and Institutional Effectiveness will review the request, contact the requestor for any clarifications, make a determination of the time needed to complete the task, and assign the task. In some instances, the director shall complete the task.
6. When the task is assigned, the director will inform the requestor of when the information requested will be ready.
7. Once the task is completed, the Director will email the requested information to the requestor. A copy of the requested information will be kept by the office.

Program Review Data

The Office of Learning conducts academic programs of selected programs each academic year. The Planning and Institutional Effectiveness Office plays a central role in the process by providing the necessary data to the Office of Learning. In order to effectively fulfill this role, the office shall proceed as follows

1. The Vice-President for Learning will submit the list of all programs under review for the designated programs to Director for Planning and Institutional Effectiveness.
2. Additionally, the Vice-President for Learning, will submit in writing, the data elements needed for each of the designated programs.
3. The Director of Planning and Institutional Effectiveness will schedule a meeting with the Vice-President of Learning to review the requested data elements for any clarifications before proceeding to extract and compile the data
4. Once all the data for all the programs have been compiled, the Director will schedule a meeting with the Vice-President of Learning to review the data for any necessary corrections.
5. After all necessary corrections have been made and the data is determined to be acceptable, the Director will forward electronic copies of the data to the Vice-President for Learning as well as the Deans of all the Academic Divisions
6. The Director, with the assistance of the Office of Learning, will schedule a meeting with the Deans and Program Leaders to present the data and respond to any questions that may arise concerning the data
7. The Planning and Institutional Effectiveness Office will retain an electronic copy of the program review data

Assessment in Weaveonline

Every year, the college undergoes an assessment of its institutional effectiveness by establishing goals and objectiveness, measuring and drawing conclusions with regards to the outcomes and objectives set at the beginning of the year. The assessment cycle runs from August to June of the following year. The Planning and Institutional Effectiveness Office is responsible for leading and coordinating the assessment efforts in weaveonline. In order to effectively fulfill this role, the following procedures shall be followed:

1. The Cabinet will be responsible for establishing the strategic plan elements as well institutional priorities.
2. Once the strategic plan elements as well as institutional priorities have been established, the Director of Planning and Institutional Effectiveness will send notification to all units (academic and administrative) informing them of the beginning of assessment cycle.
3. The Director of Planning and Institutional Effectiveness will establish a time for the assessment cycle. The timeline will include deadlines by which various activities (establishing the mission statement, setting objectives and desired outcomes, establishing measures, completing findings as well as writing the unit's assessment report) will have to be completed.
4. The Planning and Institutional Effectiveness Office will provide all the necessary support for units during the assessment including but not limited to weaveonline training and how to write outcomes and objectives.
5. At the assessment cycle, the Director of Planning and Institutional Effectiveness will combine all unit reports into a major annual assessment report for the college.

Approval of Academic Studies and/or Research Projects

Periodically, individuals (LFCC as well as non-LFCC employees) desire to conduct academic studies and/or research projects using LFCC and/or the LFCC Educational Foundation as subjects. The Planning and Institutional Effectiveness Office will be responsible for approval such academic studies and/or research projects as follows:

1. Persons wanting to conduct a research study at LFCC should submit the prospectus or research project proposal to the director of planning and effectiveness at LFCC via e-mail at least four weeks before the anticipated start date of the project. The prospectus should include the following components:
 - A brief summary of the purpose of the research. What are the statement of the problems being investigated, research questions being probed, claims needing proof, discourses being studied, etc.
 - A brief summary of the rationale and an indication of why the research should be considered significant for the field. How will this research contribute to knowledge? In what ways are the questions fresh, interesting or new?
 - A brief summary of what is already known about the major problems, questions, claims or discourses to be investigated. What scholarship will the study build on and connect with?
 - A brief summary of the methodology or conceptual tools that will be used to investigate the subject? Why is this an appropriate method?
2. The materials on the proposed study will be reviewed by the director of planning and institutional effectiveness to determine if the proposal is complete.
3. The director of planning and institutional effectiveness will share the proposal with the Cabinet and make a recommendation about whether the College should cooperate with the researcher.
4. The Cabinet members will indicate their support or lack of support for the research study and provide the rationale in writing to the director of planning and institutional effectiveness. The decision will be made by a majority vote of the Cabinet.
5. The director of planning and institutional effectiveness will communicate the decision to the researcher in writing within two weeks of receipt of the prospectus or research project proposal.
6. At the conclusion of the study, the researcher will provide the director of planning and institutional effectiveness with eight copies of the study results in the form of a bound document or project report who will in turn distribute the documents to the Cabinet for dissemination as appropriate.
7. Publications and/or presentations may not reveal the identity of LFCC as the study site unless such disclosure is specifically authorized (in writing) by the director of

institutional research and effectiveness (in consultation with the vice president of college advancement). Confidential and/or proprietary information may not be disclosed unless authorized (in writing) by the director of planning and institutional effectiveness (in consultation with the vice president of college advancement).

8. Information about the study may not be communicated to internal and external stakeholders – including the subjects of the study – unless authorized (in writing) by the director of institutional research and effectiveness (in consultation with the vice president of college advancement).

Annual Administrative Services Survey

Annually, LFCC will conduct an administrative services survey to evaluate the importance as well as the satisfaction of LFCC administrators, staff, and student regarding various administrative services. The Planning and Institutional Effectiveness Office will be responsible for designing, administering, and reporting the results of the survey.

1. The Vice-President for Finance and Administrative Services will establish the month during which the survey will be conducted and communicate this information in writing to the Director of Planning and Institutional Effectiveness.
2. The Director of Planning and Institutional will issue a call for items from all administrative units. The call for items will be a request for 5-7 questions specific to the operations of each unit, that units will like to see included in the survey.
3. Once all questions have been received from units, the Planning and Institutional Effectiveness office will compile all items, include other survey questions and draft the electronic survey.
4. The first draft will be circulated among the heads of administrative units for necessary corrections, edit and other feedback. Once the edits have been completed, a second draft will be circulated to staff members for another round of corrections.
5. After the second draft and a determination made that the survey is satisfactory, the Director of Planning and Institutional Effectiveness will select a number of individuals from various administrative units for a test run of the survey.
6. Once feedback has been received from the test-run and necessary corrections made, the Director of Planning and Institutional Effectiveness will send an email with a link to the survey to all LFCC constituents. The email will briefly state the purpose of the survey and also establish a deadline for the completion of the survey.
7. Once the deadline has passed, the Planning and Institutional Effectiveness Office will compile the results and create a survey report.
8. The Director of Planning and Institutional Effectiveness will schedule an initial meeting with the Vice-President of Finance and Administrative Services to review and discuss the results of the survey.
9. A time will be scheduled for a presentation of the results of the survey to all administrative units. Units will be given a chance to provide comments and asks questions about the survey. After the presentation, all administrative unit heads will be sent electronic copies of the survey report

Administrative Program Evaluation

LFCC conducts evaluations of all administrative units/programs every 3 years. The Planning and Institutional Effectiveness Office has lead responsibility for the coordination and reporting the overall evaluation results.

1. In consultation with the Vice-President for Financial and Administrative services, the Director for Planning and Institutional Effectiveness will establish a calendar of administrative units and programs to be evaluated each year.
2. Once the unit/programs have been identified, the Director of Planning and Institutional Effectiveness will communicate the information to the heads of the identified program or unit.
3. The Director of Planning and Institutional Effectiveness will schedule a meeting with the heads to review the evaluation process. The review shall include timelines for providing required information, questions that need to be answered in the evaluation process, and a designated point of evaluation point of contact for the unit.
4. The Planning and Institutional Effectiveness Office will provide training and technical support for identified on how to conduct program evaluations.
5. When units have completed their information gathering as well as analysis, the initial evaluation report is created to document the findings of the unit.
6. The head of the unit will schedule a meeting with the Director of Institutional Planning and Effectiveness to review the initial report and whether the findings are well supported by the information gathered.
7. The Director of Planning and Institutional Effectiveness will provide feedback for any necessary corrections and edits.
8. Once the necessary changes have been made, the head of the unit/program will send the report electronically to the Director of Planning and Institutional Effectiveness. The evaluation report must also include unit plans for improvement in areas that the evaluation process identified as challenges.
9. When all unit reports have been compiled, the Director of Planning and Institutional Effectiveness will compile the individual reports into an annual program evaluation report.
10. The Director of Planning and Institutional Effectiveness will schedule a meeting with the Vice-President of Financial and Administrative Services to review and finalize the report.

11. The Director of Planning and Institutional Effectiveness will report the findings of the evaluation both electronically as well as in a presentation to the cabinet.

Appendix A

Weaveonline Log in Access Request Form

Name and title of person submitting	
Division/Unit	
E-mail address:	
Phone number:	
Log in Access being requested for	
Name	
E-mail address	
Phone number	
Specific Associations within Division/Unit	
Designated role for Division/Unit <i>Data Manager, Review or both</i>	
Level of Access <i>Read or write or both</i>	
For Planning and Institutional Effectiveness Use Only	
Date Request Received	
Access established	
Signature	

Appendix B
Planning and Institutional Effectiveness

Request for Information and Other Services

Prior to submitting your request, please consult the LFCC Fact Book. If you are unable to find the information you are looking for, please complete this request form. Upon completion of this form, a representative from the PIE office will be in touch with you. Thank you.

Your Name: (required)	
Your Email Address: (required)	
Your Phone#: (required)	
Task Description: (required)	
When Needed: (Date in mm/dd/yy format)	
Type of work (Data request, Survey, Program Update/Modification, Other)	
Please describe what the request will be used for:	
Priority	
For Planning and Institutional Effectiveness Use Only	
Task assigned to	
Estimated completion date	

