

### **III.C.1.b**

#### *Develop evaluation tools for technology training processes and program*

Started. One of the greatest challenges with providing training is assessing if the participants obtained and retained the required information. Of the two methodologies that are particularly effective for measuring technology-related training—tracking the number of support calls and assessing end user proficiency—the college IT Department has built its assessments on the second. For all IT-related training starting fall 2015, the department will send out two surveys, one upon immediate completion of the training and a second three weeks later. This allows participants to implement what they learned and see what was missing, and provide the IT department with data as to the effectiveness and retention of the training. Each assessment will be developed at the time of the training and tailored to the session's outcomes. The surveys will be administered through survey monkey, and they will be reviewed by the Technology Resource Team, the college's technology advisory body to College Council and the president.

### **IV.A.1**

#### *Develop a formalized evaluation of the effectiveness of College Council's structure and processes.*

Completed. During academic year 2014, College Council developed and implemented its first cycle of review for effectiveness. The process was to have members of College Council make their own independent review of the success of the committee in meeting its mission, and then to have the community of constituencies take a similar assessment reporting how they saw the effectiveness of communication and transparency of College Council. During the first round of assessment, the results were eye-opening and showed big gaps in the work of College Council as perceived by constituencies **(SII-34)**. The co-chairs responded, sharing the results with College Council representatives and setting out to fix the perceived gaps in communication between groups **(SII-35)**.

As a result of that analysis, the primary governance bodies of Academic Senate, Classified Senate, and Administrative Cabinet all revised agendas to establish a feedback loop from their representatives in order to provide a clearer conduit of reporting out and hearing back.

In terms of ongoing formative assessment, the survey will happen every April for the time being in order to glean feedback from the college constituency, analyze the responses, and identify gaps needing immediate attention prior to the next academic year. Through institutionalizing this process, it provides for sustainable continual quality improvement.