Support Services Review Template

Unit Name: Health Sciences

Unit Review Leader: Eileen Klein

Today's Date: 1/30/2014

1 Unit Description

Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.

1.1 What is your Mission?
(What is the purpose of the unit? What do you do?)

To be the number one trainer and retrainer for healthcare professionals. ACC Health Sciences programs combine the highest quality instruction with clinical experience in both hospital and community settings.

1.1.1 How does the mission of the unit support the mission of the college?

The mission of the College includes: " We promote student success and improve communities by providing affordable access, through traditional and distance learning modes, to higher education and workforce training in the eight-county service area." The workforce programs of the Health Sciences Division provide a means for the college to meet it mission of workforce training.

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1.2 Please tell us who you serve.
       (Faculty, staff, external partners, distance learning, students, etc.)

Health sciences programs serve students by providing quality instruction in their selected field that will enable them to join the healthcare workforce. We also serve our external partners that can include employers and other higher education institutions as students continue their education. Some of our programs, Dental Hygiene, offers dental services at a reduced rate to members of the community. Many of the Health Sciences courses utilize a variety of technology including distance education.

1.3 What services or products does the unit provide?

The Health Sciences Division provides instruction in more than a dozen high-demand career programs that range from one semester certificates to two plus year AAS degrees. These Workforce Programs include diagnostic support, direct patient care, rehabilitative services, and administration.Allied Health Sciences
Cardiovascular-Inverventional Radiology
Dental Hygiene
EMS Professions
Health and Kinesiology
Health Information Technology/Medical Coding

1.3.1 What is the impact of your unit's activities on students or other key stakeholders?

Information provided by Health Sciences programs enables students to make informed decisions about program choice, requirements, and employment opportunties upon completion.

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1.3.2   What are your unit's goals and what A-1 initiatives are they mapped to?

Board Policy A-1 Intended Outcomes
Student Success Initiatives
SSI1   *Increase persistence (term-to-term & fall to fall)*
SSI2   *Complete developmental and adult education course progression to credit courses*
SSI3   *Increase completion of all attempted courses with a "C" or better*
SSI4   *Increase degree/certificate graduates and transfer rates*
SSI5   *Increase success equity across all racial/ethnic/gender/income groups*
Institutional Effectiveness
IE1   *Balanced instructional offerings among the College's mission elements;*
IE2   *A teaching and learning environment that encourages students to be active, life-long learners;*
IE3   *Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;*
IE4   *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;*
IE5   *Job placement from career workforce programs into family-wage careers;*
IE6   *Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.*

Goal #	Unit Goal (description)	Board Policy A-1										
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*	SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
UG1	*Promote use of current, accurate, and accessible information in a professional and ethical manner by the Health Sciences Division.*	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☑
UG2		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG3		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG4		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG5		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

➢ *this table will link to other areas in this report*
➢ *If you need more space than this table allows, contact OIEA for a separate form.*

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1.3.2 What are Unit Outcomes and Unit Measures?

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*		**Example outcome:** *Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .*		**Example measure:** *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*
UG1	*Promote use of current, accurate, and accessible information in a professional and ethical manner by the Health Sciences Division.*	UO1.1	*Use Google Analyitics to: monitor "usage" of website to determine location of students, frequency of hits for each area, conduct division and program specific site audits to*	UM1.1.1	*Measure level of access of HS and individual program websites per semester.*
				UM1.1.2	
		UO1.2	*Develop user satisfaction survey at point of contact during access to webpage.*	UM1.2.1	*80% of student respondents will indicate "satisfied" or "very satisfied" to survey questions on accessibility, accuracy, and currency of information and format of webpage.*
				UM1.2.2	
		UO1.3		UM1.3.1	
				UM1.3.2	
		UO1.4		UM1.4.1	
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	*0*	UO2.1		UM2.1.1	
				UM2.1.2	
		UO2.2		UM2.2.1	
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	
		UO2.5		UM2.5.1	
				UM2.5.2	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3 0		UO3.1		UM3.1.1	
				UM3.1.2	
		UO3.2		UM3.2.1	
				UM3.2.2	
		UO3.3		UM3.3.1	
				UM3.3.2	
		UO3.4		UM3.4.1	
				UM3.4.2	
		UO3.5		UM3.5.1	
				UM3.5.2	
UG4 0		UO4.1		UM4.1.1	
				UM4.1.2	
		UO4.2		UM4.2.1	
				UM4.2.2	
		UO4.3		UM4.3.1	
				UM4.3.2	
		UO4.4		UM4.4.1	
				UM4.4.2	
		UO4.5		UM4.5.1	
				UM4.5.2	
UG5 0		UO5.1		UM5.1.1	
				UM5.1.2	
		UO5.2		UM5.2.1	
				UM5.2.2	
		UO5.3		UM5.3.1	
				UM5.3.2	
		UO5.4		UM5.4.1	
				UM5.4.2	
		UO5.5		UM5.5.1	
				UM5.5.2	

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2.5.2   Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
	Example unit measure: *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*					
UM1.1.1	*Measure level of access of HS and individual program websites per semester.*	0.00	0.00	0.85	0.00	*UO1.1*
UM1.1.2	*0*					*UO1.1*
UM1.2.1	*80% of student respondents will indicate "satisfied" or "very satisfied" to survey questions on accessibility, accuracy, and currency of information and format of webpage.*	0.00	0.00	80% Satisfaction	0.00	*UO1.2*
UM1.2.2	*0*					*UO1.2*
UM1.3.1	*0*					*UO1.3*
UM1.3.2	*0*					*UO1.3*
UM1.4.1	*0*					*UO1.4*
UM1.4.2	*0*					*UO1.4*
UM1.5.1	*0*					*UO1.5*
UM1.5.2						*UO1.5*
UM2.1.1						*UO2.1*
UM2.1.2						*UO2.1*
UM2.2.1						*UO2.2*
UM2.2.2						*UO2.2*
UM2.3.1						*UO2.3*
UM2.3.2						*UO2.3*
UM2.4.1						*UO2.4*
UM2.4.2						*UO2.4*
UM2.5.1						*UO2.5*
UM2.5.2						*UO2.5*
UM3.1.1						*UO3.1*
UM3.1.2						*UO3.1*
UM3.2.1						*UO3.2*
UM3.2.2						*UO3.2*

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
UM3.3.1						UO3.3
UM3.3.2						UO3.3
UM3.4.1						UO3.4
UM3.4.2						UO3.4
UM3.5.1						UO3.5
UM3.5.2						UO3.5
UM4.1.1						UO4.1
UM4.1.2						UO4.1
UM4.2.1						UO4.2
UM4.2.2						UO4.2
UM4.3.1						UO4.3
UM4.3.2						UO4.3
UM4.4.1						UO4.4
UM4.4.2						UO4.4
UM4.5.1						UO4.5
UM4.5.2						UO4.5
UM5.1.1						UO5.1
UM5.1.2						UO5.1
UM5.2.1						UO5.2
UM5.2.2						UO5.2
UM5.3.1						UO5.3
UM5.3.2						UO5.3
UM5.4.1						UO5.4
UM5.4.2						UO5.4
UM5.5.1	0					UO5.5
UM5.5.2	0					UO5.5

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)

2.5.3   If you have qualitative data that cannot be entered in data table above, please describe them

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3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1   Unit Objectives (improvements), Measures, Challenges or opportunities

<mark>(data linked to table 4)</mark>

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	Example: *Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.*	**Example:** *Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*			**Example:** *Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.*			
OB1.1	Provide reports of access to each department each semester.	Measure level of satisfaction by DC/Faculty that information helps direct students to needed information.		80% satisfaction 80% satisfaction	Consistent Reporting	Dean	UO1.1	Use Google Analyitics to: monitor "usage" of website to determine location of students, frequency of hits for each area, conduct division and program specific site audits to enable programs to analyze data and develop more direct pathways to specific sites (links) as indicated based on data.
OB1.2	Develop user satisfaction survey at point of contact survey during access to website	Measure level of satisfaction with accuracy, currency, and accessiblity.		80% satisfaction	Students participation in survey	Dean	UO1.2	Develop user satisfaction survey at point of contact during access to webpage.
OB1.3							UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1							UO2.1	
OB2.2							UO2.2	
OB2.3							UO2.3	
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	

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Objective #	Objectives *(Improvements)*	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1							UO4.1	
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5	5.5						UO5.5	0

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Objective #	Objectives *(Improvements)*	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome

3.2   Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES ☐   NO   ☐

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

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3.3 Objectives and Key Strategies with Timeline and Costs

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					$ 20,000	OB1.1	
OKS1.1.1	Generate individual program reports	Year 1	NA	Computer support	Continued access Google		$ -	OB1.1	Provide reports of access to each department each semester.
OKS1.1.2	Develop survey for DC/faculty on effectiveness of using data to direct students	Year 2	NA	Computer support	Continued access Google		$ -		
OKS1.1.3							$ -		
OKS1.2.1	Develop survey	Year 1	NA	Computer support			$ -	OB1.2	Develop user satisfaction survey at point of contact survey during access to website
OKS1.2.2	Activate survey on website	Year 1	NA	Computer support			$ -		
OKS1.2.3	Analyze data	Year 2	NA	Computer support			$ -		
OKS1.3.1								OB1.3	0
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
OKS1.4.2									
OKS1.4.3									
OKS1.5.1									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	*Related Objective* *(Improvements)*	*Related Objectives* *(Improvements)*
OKS1.5.2								OB1.5	
OKS1.5.3									
OKS2.1.1									
OKS2.1.2								OB2.1	
OKS2.1.3									
OKS2.2.1									
OKS2.2.2								OB2.2	
OKS2.2.3									
OKS2.3.1									
OKS2.3.2								OB2.3	
OKS2.3.3									
OKS2.4.1									
OKS2.4.2								OB2.4	
OKS2.4.3									
OKS2.5.1									
OKS2.5.2								OB2.5	
OKS2.5.3									
OKS3.1.1									
OKS3.1.2								OB3.1	0
OKS3.1.3									
OKS3.2.1									
OKS3.2.2								OB3.2	

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS3.2.3									
OKS3.3.1									
OKS3.3.2								OB3.3	
OKS3.3.3									
OKS3.4.1									
OKS3.4.2								OB3.4	
OKS3.4.3									
OKS3.5.1									
OKS3.5.2								OB3.5	
OKS3.5.3									
OKS4.1.1									
OKS4.1.2								OB4.1	
OKS4.1.3									
OKS4.2.1									
OKS4.2.2								OB4.2	
OKS4.2.3									
OKS4.3.1									
OKS4.3.2								OB4.3	
OKS4.3.3									
OKS4.4.1									
OKS4.4.2								OB4.4	
OKS4.4.3									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS4.5.1									
OKS4.5.2								OB4.5	
OKS4.5.3									
OKS5.1.1									
OKS5.1.2								OB5.1	0
OKS5.1.3									
OKS5.2.1									
OKS5.2.2								OB5.2	
OKS5.2.3									
OKS5.3.1									
OKS5.3.2								OB5.3	
OKS5.3.3									
OKS5.4.1									
OKS5.4.2								OB5.4	
OKS5.4.3									
OKS5.5.1									
OKS5.5.2								OB5.5	5.5
OKS5.5.3									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	*Related Objective (Improvements)*	*Related Objectives (Improvements)*

3.4   Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

3.5   Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.

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4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

4.1 Evaluation of Implemented Objectives

<mark>(some data linked to table 3.1)</mark>

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	*Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.*	*Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*					*UO1.1*
OB1.1	Provide reports of access to each department each semester.	Measure level of satisfaction by DC/Faculty that information helps direct students to needed information.	0.00		80% satisfaction 80% satisfaction	#VALUE!	*UO1.1*
OB1.2	Develop user satisfaction survey at point of contact survey during access to website	Measure level of satisfaction with accuracy, currency, and accessiblity.	0.00		80% satisfaction	#VALUE!	*UO1.2*
OB1.3	0	0	0.00		0.00	#DIV/0!	*UO1.3*
OB1.4						#VALUE!	*UO1.4*
OB1.5						#VALUE!	*UO1.5*
OB2.1						#VALUE!	*UO2.1*
OB2.2						#VALUE!	*UO2.2*
OB2.3						#VALUE!	*UO2.3*
OB2.4						#VALUE!	*UO2.4*
OB2.5						#VALUE!	*UO2.5*
OB3.1	0					#VALUE!	*UO3.1*
OB3.2						#VALUE!	*UO3.2*
OB3.3						#VALUE!	*UO4.3*
OB3.4						#VALUE!	*UO3.4*

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB3.5						#VALUE!	UO3.5
OB4.1						#VALUE!	UO4.1
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1	0					#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5	5.5					#VALUE!	UO5.5

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome

4.2   Briefly summarize the degree to which the targets were met.
   ➤ *Note the key strategies or activities designed to implement the objectives (improvements)*

Oct. 1-2012-June 30, 2013 Emphasis was on the nursing program (largest) and one that generates the most hits. Information generated: 1. 63, 461 visits to the webpage; 18, 744 unique visitors. 72% were returning visitors to the site-27.9% were new. 98.74% were from the US; 64.24% from the central Texas area. Peak access was January 2013.   Student survey at access to website not implemented. Online information sessions were revised to reflect new immunization, drug screening requirements, and student services information.

4.3   What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

Need for continued survelliance of published information to ensure students have access to accurate and current information to make decisions related to program choice.

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome

4.4   Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.

Accurate information enables students to more readily meet admission requirements to the various healthcare programs which support the mission of the college.