Cycle of Program Review
and Comprehensive Survey Projects at Cypress College

Program Review

- Campus Support Services: Spring semesters, every three years (2004, 2007, 2010…)
- Instructional Quality Assessment (IQA): one-quarter of the programs each fall semester, programs on a four-year rotation
- Student Support Services: ¼ of programs each fall semester, programs on a 4-year rotation
- Campus Climate Survey: Spring semesters in even-numbered years (2004, 2006, 2008…)

In developing this plan, campus researchers considered surveys that might overlap in content. For example, the Noel-Levitz survey contains many items about student support services—especially admissions and records, counseling and financial aid. The plan avoids scheduling similar surveys during the same semester.

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Campus Support Services (CSS)</th>
<th>Instructional Quality Assessment (IQA) Reflects comprehensive review process; each rotation includes departments from a wide range of disciplines. (There is also 1-year IQA process, whereby all depts. annually report status on goals and objectives.)</th>
<th>Student Support Services (SSS)</th>
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<tbody>
<tr>
<td>Fall 2006</td>
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<td>Group 3</td>
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<td></td>
<td></td>
<td>1. Accounting</td>
<td>1. CalWORKS</td>
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<td>2. Auto Collision Repair</td>
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<td>4. Court Reporting</td>
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<td>5. Culinary Arts</td>
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<td>7. Economics</td>
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<td>10. Mortuary Science</td>
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<td>13. Radiological Technology</td>
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<td>Spring 2007</td>
<td>1. Academic Computing-Media Services</td>
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<td>2. Bookstore</td>
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<td>3. Bursar’s Office</td>
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<td>4. Campus Safety</td>
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<td>5. Institutional Research</td>
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<td>6. Maintenance &amp; Operations</td>
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<td>7. Staff Development</td>
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<td>8. Production Center</td>
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<td>9. Public Information</td>
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</tbody>
</table>
| Fall 2007 | Group 4                        | 1. Art Computer Graphics  
2. Dental Hygiene  
3. Geology  
4. Health Information Technology  
5. Engineering, Engineering Tech.  
6. Foreign Languages  
7. History  
8. Music  
9. Theater Arts  
11. Photography  
12. Communications/Journalism  
2. Puente  
3. Veterans  

(# surveys, distributed at point of service) |
| Spring 2008 | Campus Climate Survey of Faculty/Staff | Group 1  
1. A&R  
2. Assessment  
3. Counseling  
4. Financial Aid (1 survey) |
| Fall 2008 | Group 1  
1. Airline & Travel Careers  
2. Aviation  
3. Anthropology/Archeology  
4. Biology  
5. Counseling  
6. Dental Assisting  
7. Human Services  
8. Management/Marketing  
9. Political Science  
10. Psychology  
11. Sociology |
| Spring 2009 | Group 2  
1. Career Center  
2. Transfer Center  
3. Student Activities  
4. Health Center  
5. Library/LLRC |
| Fall 2009 | Group 2  
1. Air Conditioning & Refrg.  
2. Art  
3. Chemistry  
4. CIS  
5. Computer Science  
6. English/Reading  
7. ESL  
8. Ethnic Studies  
9. Geography  
10. Physical Education  
11. Psychiatric Technology |

Noel-Levitz Student Satisfaction Inventory (SSI)
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</table>
| Spring 2010| 1. Academic Computing-Media Services  
2. Bookstore  
3. Bursar’s Office  
4. Campus Safety  
5. Institutional Research  
6. Maintenance & Operations  
7. Staff Development  
8. Production Center  
9. Public Information                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                  |
| **Campus Climate Survey of Faculty/Staff**                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                  |
| Fall 2010  | **Group 3**  
1. Accounting  
2. Auto Collision Repair  
3. Automotive Technology  
4. Court Reporting  
5. Culinary Arts  
6. Dance  
7. Economics  
8. Speech  
9. Mathematic  
10. Mortuary Science  
11. Nursing  
12. Philosophy  
13. Radiological Technology                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                  | **Group 3**  
1. CalWORKS  
2. CARE  
3. DSPS  
4. EOPS                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                  |
| Spring 2011| **Group 4**  
1. Art Computer Graphics  
2. Dental Hygiene  
3. Geology  
4. Health Information Technology  
5. Engineering, Engineering Tech.  
6. Foreign Languages  
7. History  
8. Music  
9. Theater Arts  
11. Photography  
12. Communications/Journalism  
13. Multimedia                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                  | **Group 4**  
1. Study Abroad–International Students  
2. Puente  
3. Veterans                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                  |
| Fall 2011  |                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                  |