

INSTITUTIONAL EFFECTIVENESS SURVEY PROGRAM

The Division of Strategic Planning, Research, and Management Information Systems administers a survey program to support college planning processes and academic/non-academic program review. Hallmarks of the program include:

1. Client satisfaction: Every college unit provides a service to clients – how satisfied are clients with the services provided.
2. Triangulation: Common core questions among *four* client groups (current students, former students, employers of graduates, faculty/staff) reveal the extent to which there is a convergence in satisfaction.
3. Stability: Regular administration of the *same* surveys permits trend analysis to demonstrate improvement in client satisfaction.
4. Benchmarking: How satisfied are clients (i.e. students) at this institution compared with those across a region (e.g. nation, southeast United States, Florida).

In addition, the Division also administers surveys supporting college-wide initiatives and focused investigations of an episodic nature. The table below displays the survey schedule by its frequency of administration.

Academic Year	Term	Respondent Group
Annual	Fall/Spring	Course satisfaction
	Fall/Spring	Graduation Applicants
Biennial (in the odd year, e.g. 2007-2008)	Fall	Enrolled Students
	Spring	Employer Assessment of Graduates (tech programs)
Biennial (in the even year, e.g. 2008-2009)	Fall	Former Students (graduates/non-completers)
	Spring	Faculty/staff
Triennial (e.g. 2007, 2010)	Spring	CCSSE (enrolled student)
Episodic	As warranted	e.g. FSSE, program review support, special investigations, etc.

- Approved by Cabinet 1/30/08

Implementation of the Institutional Effectiveness Survey Schedule through 2010-11

Year	Fall	Spring
2003-04	---	Enrolled Student (CCSSE)
2004-05	---	Faculty/Staff
2005-06	Former Students (grads & non)	Enrolled Student (CCSSE)
2006-07	(1)	Faculty/Staff Enrolled Students (CCSSE)
2007-08	Enrolled Students	Employer Assessment of Graduates Graduation Applicants (2)
2008-09	Former Students Graduation Applicants	Faculty/Staff Graduation Applicants
2009-10	Enrolled Students (3) Graduation Applicants	Employer Assessment of Graduates CCSSE and FSSE (4) Graduation Applicants
2010-11	Former Students Graduation Applicants	Faculty/Staff Graduation Applicants

(1) Interruption due to staff transition within the Department of Institutional Research.

(2) Survey to supplement FETPIP annual data collection on the job placement of former students. It will also be a component of the Former Student survey in the even-numbered fall.

(3) Add a) provision to distinguish "entering" students and b) question regarding marketing effectiveness.

(4) CCSSE is administered triennially in concert with schedule of the Florida Community College System consortium. FSSE administered episodically as warranted.

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