

Contra Costa Community College District Institutional Research Request Model

A brief overview of the 4CD research request system & planning model

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District Office of Research & Planning

Structure of this document

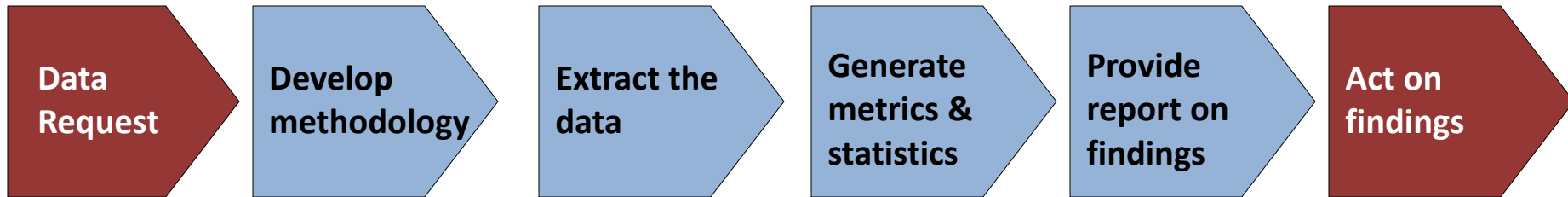
1. The 4CD institutional research model
2. Overview of the research/data request process
3. Request fulfillment & follow up
4. Request for facilitated discussion of salient findings
5. Profile and history of requests made by colleges
6. Districtwide sharing of research findings at each college and across the District.

The Traditional Request-Driven Approach to Institutional Research

Primary Responsibility

Faculty/Staff/Admin

Researcher



Key Features:

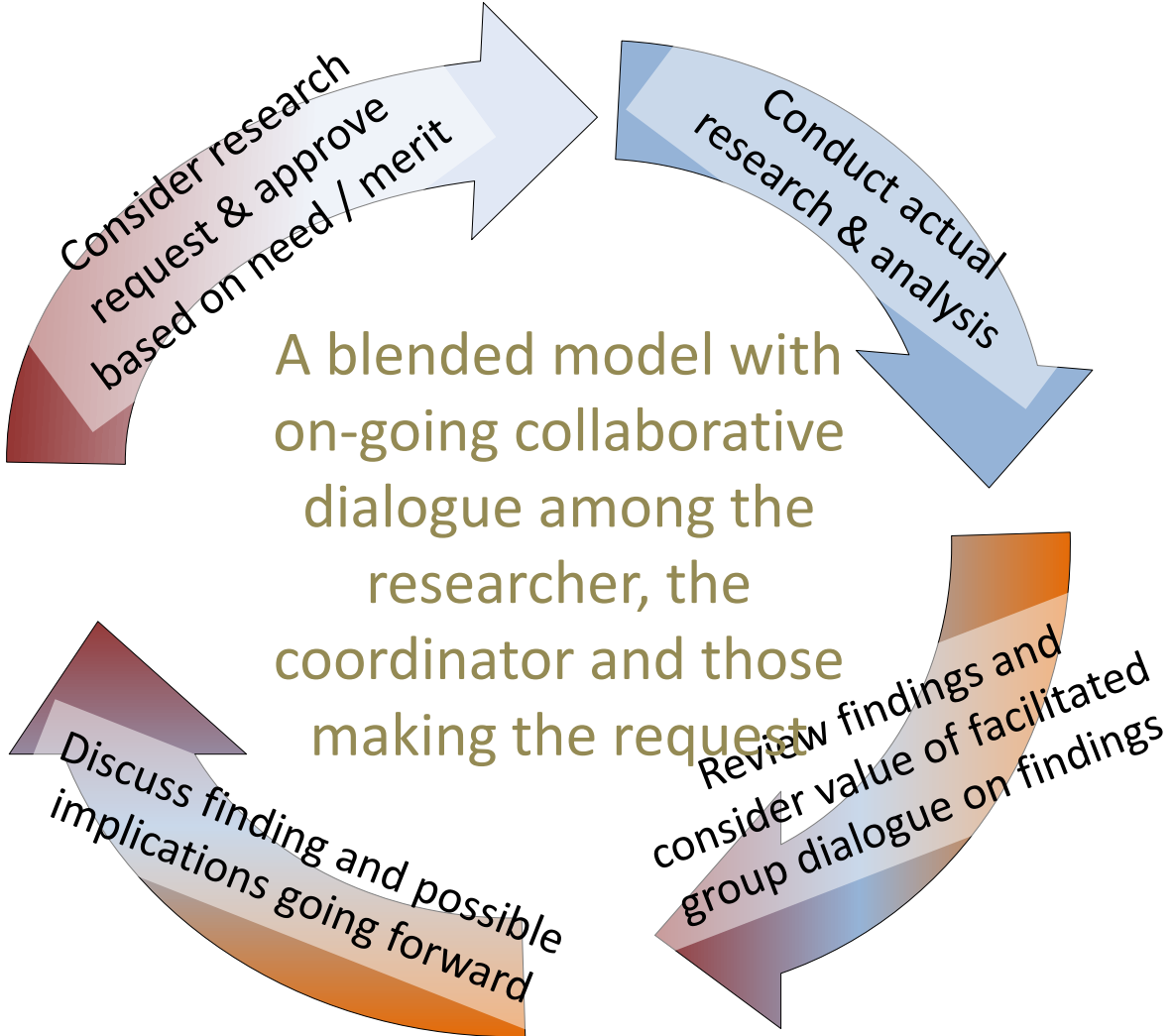
- *Request-driven*
- *Highly delineated tasks*
- *Emphasis is on generating metrics*

The Contra Costa College District Collaborative Model of Institutional Research

Primary Responsibility

- Faculty/Staff/Admin
- Researcher
- Planning Coordinator

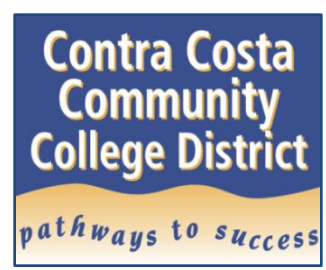
... which could lead to further research



A blended model with on-going collaborative dialogue among the researcher, the coordinator and those making the request

Key Features:

- *Dialogue-rich*
- *Jointly-driven process*
- *Sharing of findings is made explicit*



Contra Costa Community College District Institutional Research Request Model

Making a request for
data or an institutional
research project

START HERE

1

The research idea or data need originates with the requestor (faculty, staff, or administrator).

**Research Idea
Research Request**

The request form includes as an option a request to have a conversation with a researcher about the merits or feasibility of the research idea before submitting a formal request

2

The requester completes the short [online request form](#).

**On-Line
Research
Request
Form**



**Requester's
Manager**

On-Line
Research
Request
Form
(copy)

A copy of the request goes to the requesters manager (whom they designate on the form)

3

The request first goes to the designated college planning coordinator for approval

**College Planning
Coordinator**

On-Line
Research
Request
Form

Approve
 Decline

Approve
Decline

Check if you would like a copy of the findings?

4

Once approved by the coordinator the request goes to the District Sr. Dean of Research for a 2nd approval and assignment to the District research staff.

**Sr. Dean of
Research**

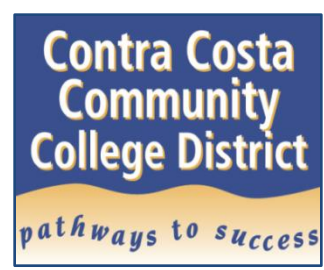
On-Line
Research
Request
Form

Approve
 Decline

Approve
Decline

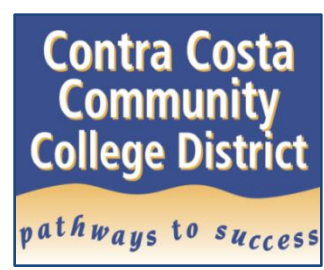
**District
Research Staff**

On-Line
Research
Request
Form



Contra Costa Community College District Institutional Research Request Model

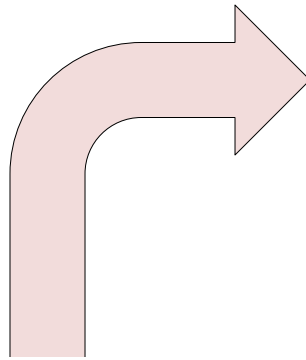
- Research requests can originate anywhere within any of the colleges or the District office.
- Formal requests are made through the District online research [request form](#).
- The request form link is provided on the District research home page & on the college's planning pages.
 - CCC – Plans & Reports page
 - DVC – Institutional Planning Committee page
 - LMC – Planning Home page



Contra Costa Community College District Institutional Research Request Model

< New Feature >

Making a request for a
facilitated discussion
of data or research
findings



3

Attached to the **Findings Report** is a short satisfaction questionnaire and a link to a **Request for Facilitated Discussion Form** (*blue*).

Copies of the Satisfaction questionnaire and the Request for Facilitated Discussion Form are included in the appendix of this slide deck.

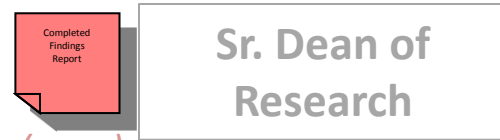
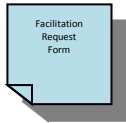
2

Once the request is completed a **Findings Report** (*red*) is sent to the requestor. A copy is sent to the college coordinator if they made a request for a copy on the original request form.

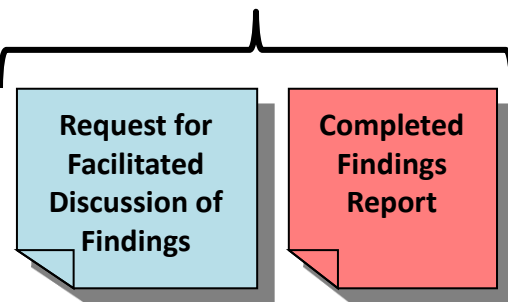


(copy if requested)

(The next slide explains the Request for Facilitated Discussion process)



(copy)



X Request completed

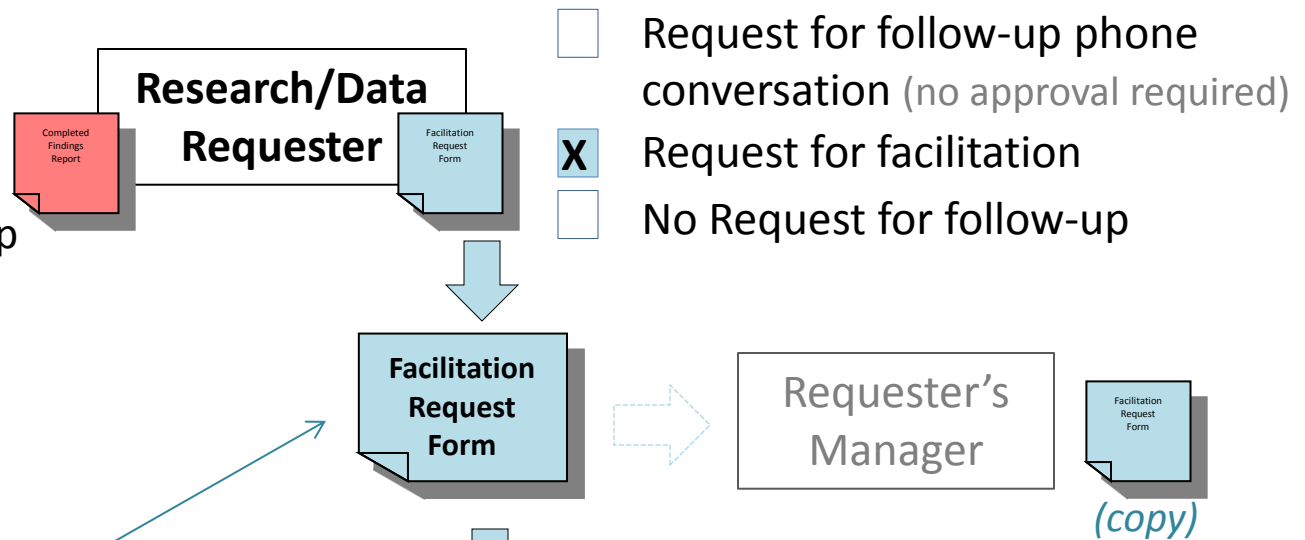
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1

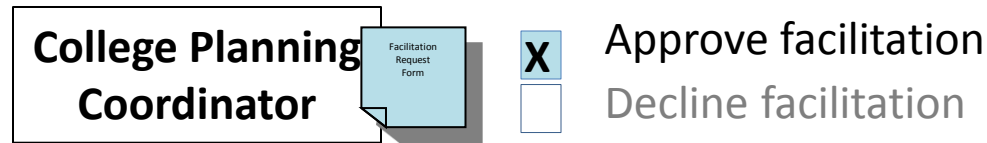
The original research request has been completed by the District Research Staff

START HERE

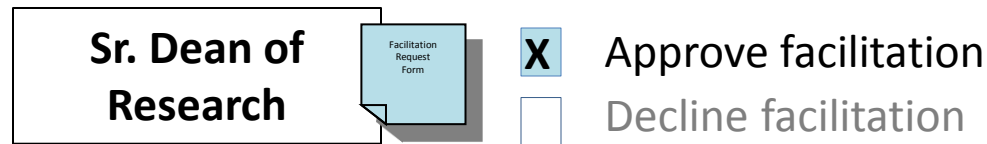
1 Once they have reviewed the **Findings Report** (*red*) the requester may make a request to have a follow-up phone conversation with a researcher or a facilitated group conversation about the research/data.



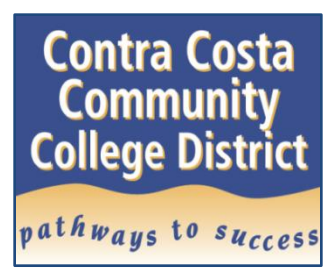
2 The original requester then completes the short **Request for Facilitated Discussion Form** (*blue*). The link to this form is sent to the requester along with the Findings Report



3 The facilitation request goes to the college coordinator for approval and, once approved, to the Sr. Dean of Research for final approval.



4 If approved, the District research office will coordinate with the requestor and coordinator to determine the appropriate venue for the discussion and its scheduling. Facilitations may be either face-to-face or, when possible and appropriate, via conference call or teleconference.

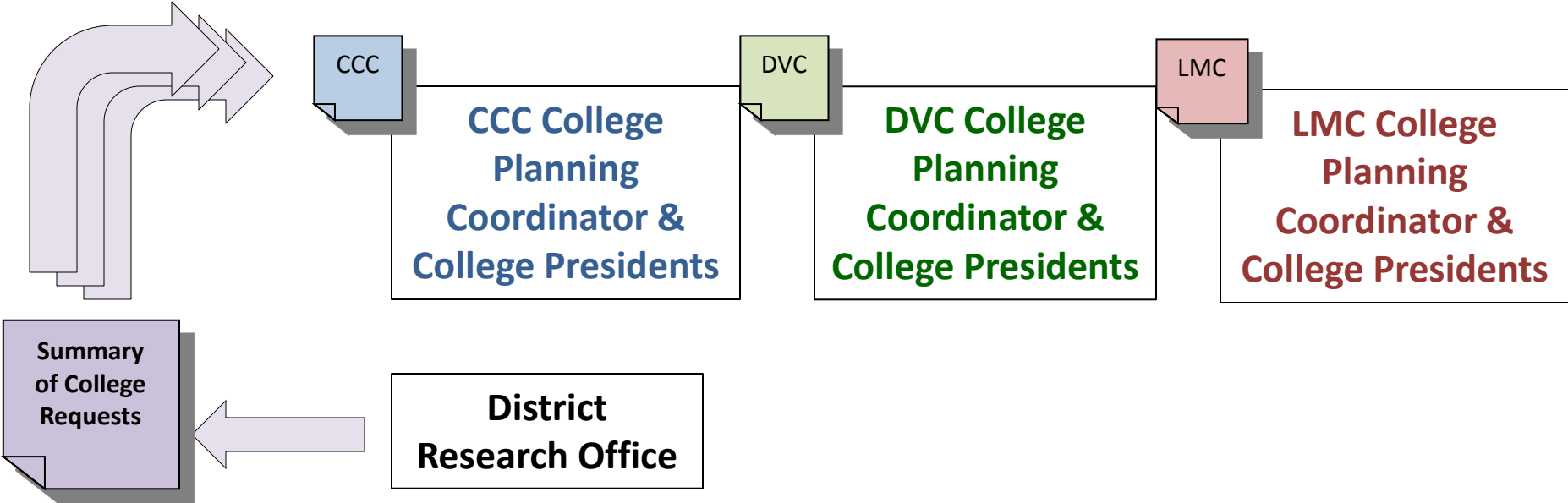


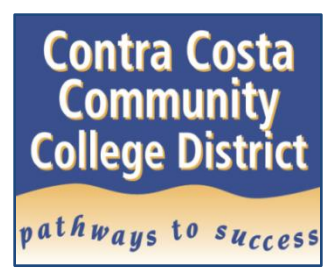
Contra Costa Community College District Institutional Research Request Model

< New Feature >

Tool for supporting
institutional awareness of
college's research activity

To help develop institutional awareness on the scope of research questions the college has been pursuing, twice a Semester the District Research Office will forward to the Planning Coordinator at each college, a summary report of the research activity (research requests and facilitated conversations) since the time of the previous report. At the close of the Fall and Spring semesters, the District Office will provide to each college an activity summary for the entire Semester.

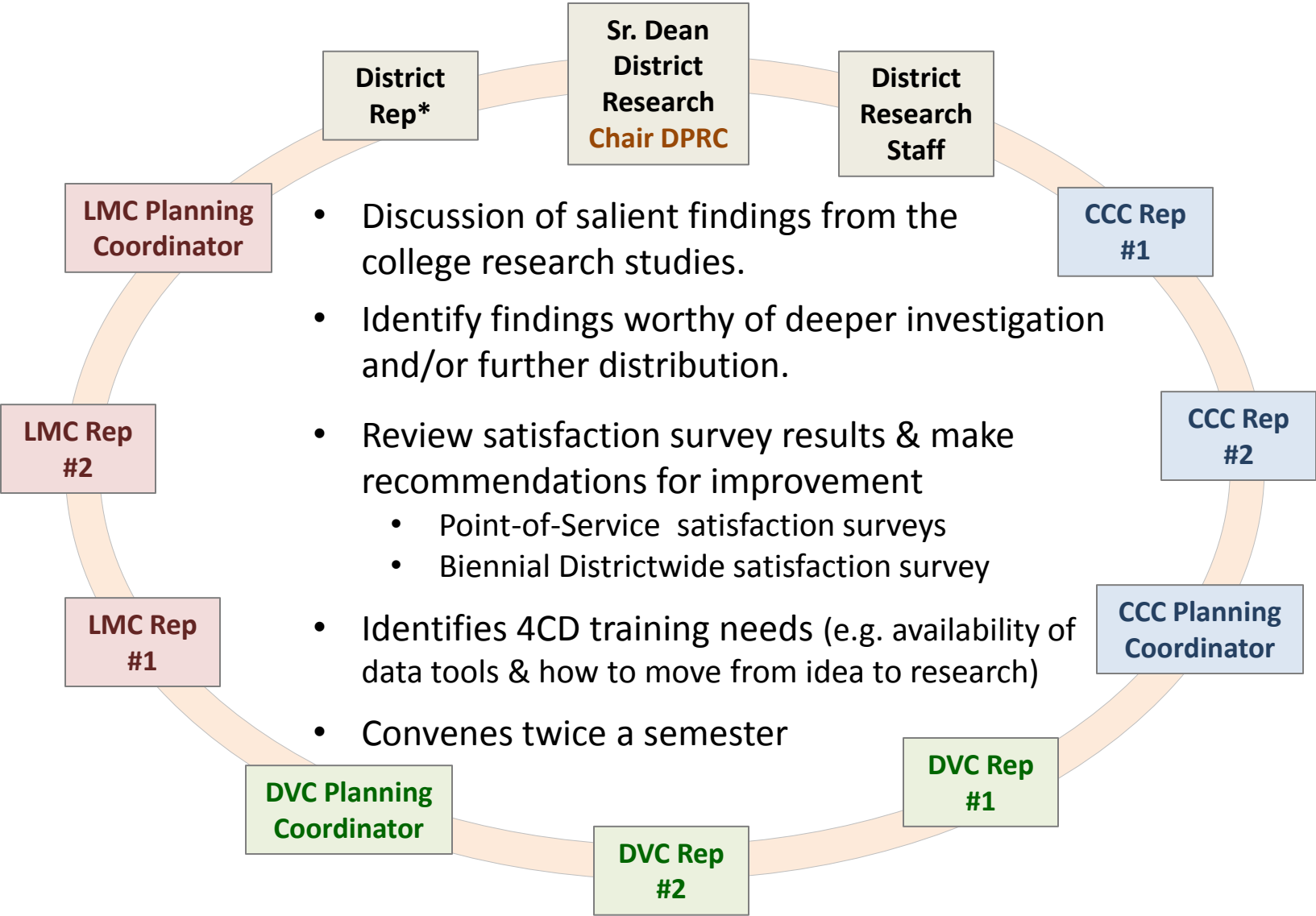




Contra Costa Community College District Institutional Research Request Model

Process for supporting
Districtwide awareness
of research activity
taking place throughout
the District

CCCD District Planning & Research Council (DPRC)

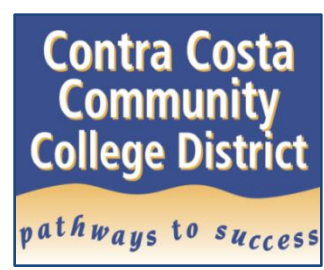


* Serves annual term; selected by DPRC Chair

Research Office training for faculty & staff

< New Service >

- Within the last two years there has been a huge expansion of on-line data tools for California Community Colleges.
 - [Student Success Scorecard](#)
 - [Salary Surfer](#)
 - [Basic Skills Cohort Tracker](#)
 - [CTE Launchboard](#)
 - [Transfer Velocity Cohort](#)
 - [Expanded Datamart](#)
- Likewise, the District Research Office has created a variety of new data-based planning and enrollment management tools.
- **The District Research Office will work with the Planning Coordinators at each of the colleges and through the DPRC to identify training opportunities in these areas as well as provide training to help people with a research idea or hunch turn it into a research investigation.**



The role of the College Planning Coordinators

- The Planning Coordinators at each college play an important role in this research model.
- They review & approve all research requests made by their college
- They approve and help coordinate any requests for facilitated follow-up dialogue about research findings.
- They receive the summary reports profiling the research requests for their college each Semester.
- They are the point person for sharing & promoting the research conducted at their college.
- They serve on the District Planning & Research Council (DPRC).

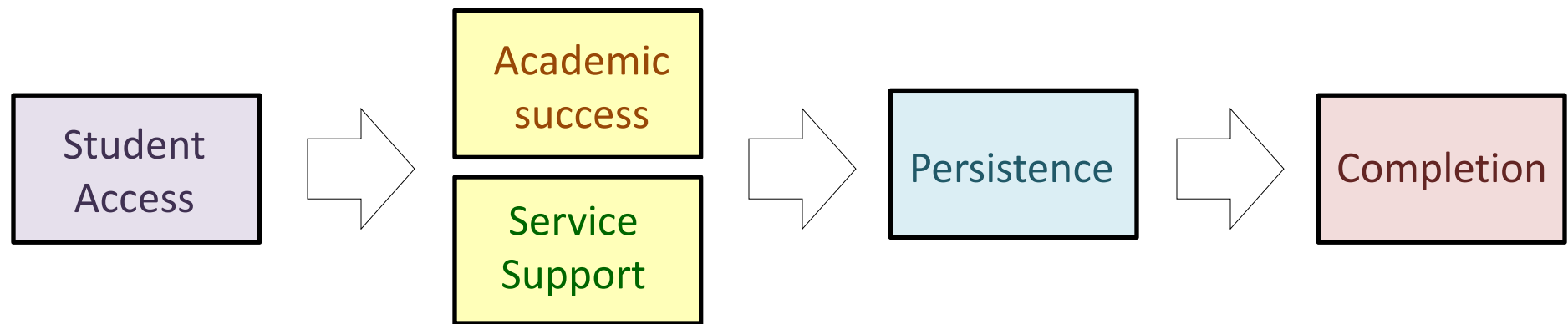
Summarizing what we've learned

- What's the best approach for capturing the research findings accumulated across the District in a manner that supports knowledge sharing and organizational learning?
- Rather than limiting the collection and sorting of the research projects into discrete lists, we've also organizing them into a structural model that will help highlight some of the interrelationships of what we've examined and be better able to identify any gaps in our research activities.

Organizing principle for research review & planning

< New tool in development >

A simplified model of student success and completion where each domain (box) serves as a location for housing research findings accumulated over time.



The model will eventually also house external studies containing research findings that speak to issues relevant to that area.

* Note there are research requests that fall outside the structure of this model and those requests will be tracked and reported as well .

4CD Research Summary 2014

■ Contra Costa College Request
■ Diablo Valley College Request

■ Los Medanos College Request
■ District Request

■ Curriculum alignment w/ HS
■ Dual enrollment & AP Credit
■ ■ Academic Preparation & equity

Student Access

■ ■ Pedagogy
■ Course curriculum
■ ■ ■ Learning communities
■ Student Learning outcomes
■ ■ ■ Equitable success

Academic success

Service Support

■ Dev Ed sequence completion
■ ■ Proper course taking patterns
■ Acceleration programs
■ Pathway milestones

Persistence

■ Ongoing academic success (GPA)
■ ■ Correct unit accumulation
■ CTE pathways
■ ■ ■ ■ Scorecard analysis

Completion

■ Effective outreach
■ Target marketing
■ ■ ■ Proper placement
■ ■ ■ Financial aid
■ ■ Enrollment demographics
■ ■ ■ Equitable access

■ Proper orientation
■ ■ Student education plans
■ Effective counseling
■ Early alert programs

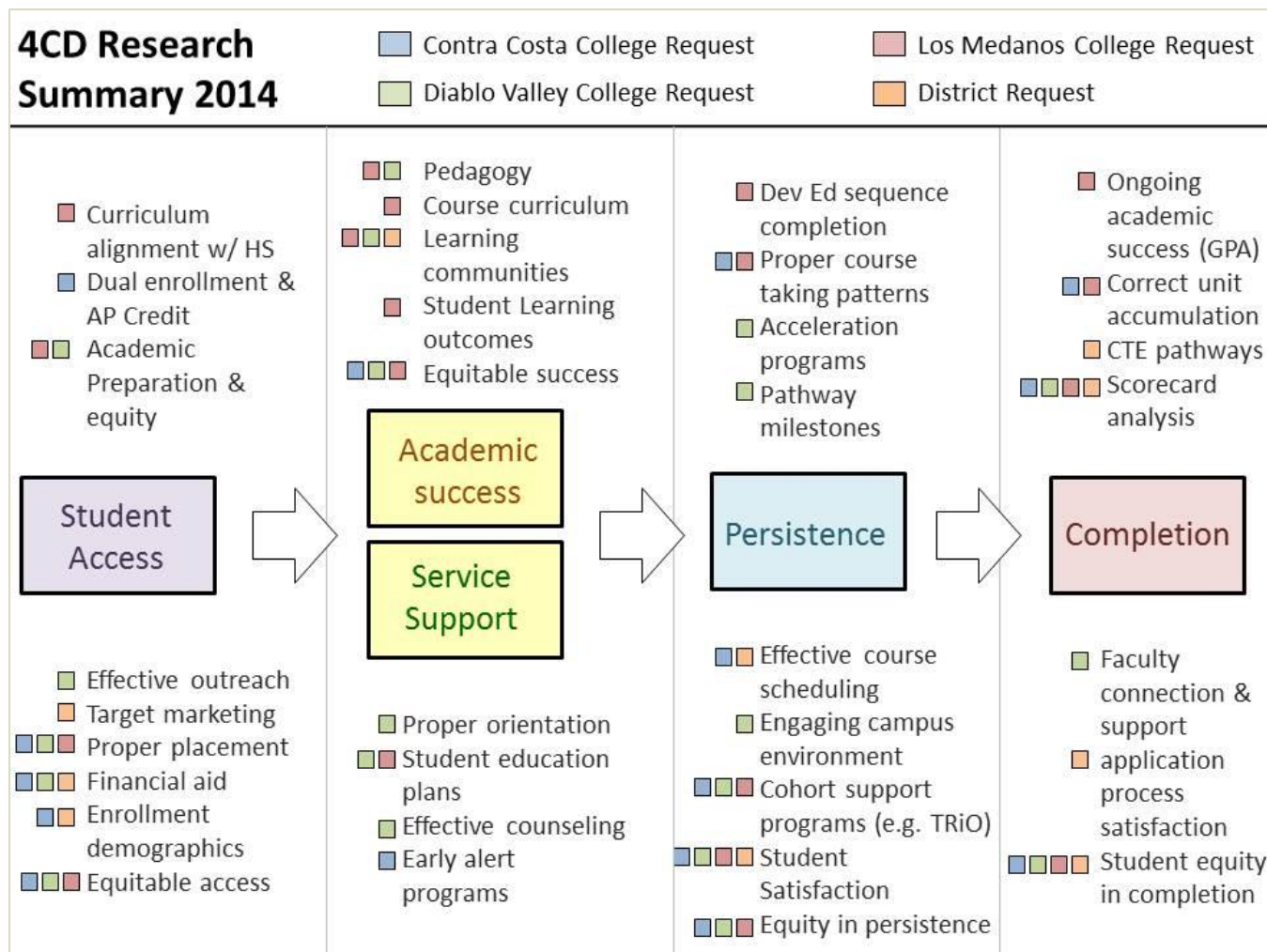
■ ■ Effective course scheduling
■ Engaging campus environment
■ ■ ■ Cohort support programs (e.g. TRiO)
■ ■ ■ ■ Student Satisfaction
■ ■ ■ Equity in persistence

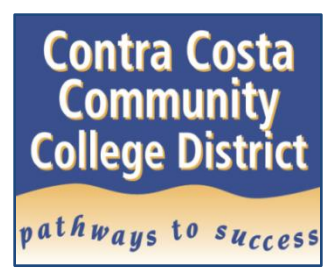
■ Faculty connection & support
■ application process satisfaction
■ ■ ■ ■ Student equity in completion



Future plans for the model

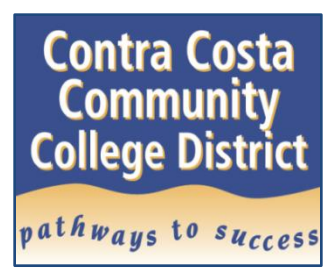
- This research summary will be included in the Summary Reports to the colleges and reviewed by the DPRC.
- This tool will also be developed into an on-line repository (where the text is a link to the actual studies) allowing the entire District community to access the information.





A Side note: Supporting a Culture of Inquiry

- One of the primary goals of the District Planning & Research Office is to support & nurture a thriving culture of inquiry at each of the colleges and within the District.
- Helping to nurture that culture requires more than satisfying the research needs of all the various requesting parties.
- Often the biggest gains in institutional knowledge emerge from investigations triggered by the review and reflection of information by those individuals and groups that sit at a distance from the request and actively look for patterns and connections.
- A significant amount of District research activity occurs outside what is captured in the request system.
- The DPRC is an important vehicle for identifying those avenues of inquiry and exploring the outcomes emerging from those investigations.

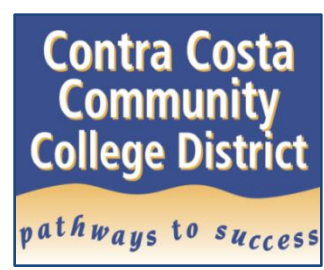


Short Recap

- This Institutional research model attempts to satisfy the data and research needs originating from all faculty, staff and administrators at the Colleges and the District office.
- Incorporates mechanisms to fulfill requests for information as well as provide opportunities for extended dialogue and sharing of research findings.
- Designed to help broaden awareness of research findings both at the colleges and across the District.
- Contains features, namely regular satisfaction surveys, to help support continuous improvement of the research request process.
- Provides a venue for college leaders on the DPRC to identify big, cross-cutting research topics meriting investigation & review.

Appendix

- Copy of the research request satisfaction questionnaire (attached to every Completed Research Request Findings Report)
- The Request for Facilitated Discussion Form

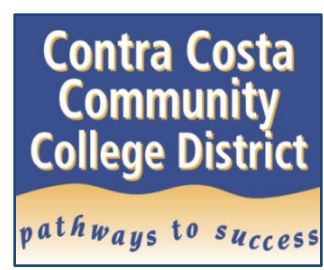


Draft Point-of-service Satisfaction Survey Questionnaire

SHORT SATISFACTION SURVEY

We at the District Office of Research & Planning are continuously working to satisfy the on-going data and research needs of our community of users throughout the District. In the spirit of continuous improvement, we ask that you take a moment and tell us a little about your experience related to this most recent research request.

- 1) Did the data or research you received meet your needs?
- 2) How would you rate the response time associated with the request?
- 3) How would you rate your overall satisfaction with this research request?
- 4) What would have made the experience better?



Draft Request for Facilitated Discussion Form

REQUEST FOR FOLLOW-UP DISCUSSION

We understand that for some research investigations, it can often be helpful to have a one-on-one conversation or group dialogue about the findings. If you would you like to request a follow up conversation or facilitated review of the findings you've just received, please indicate your preference below.

Follow-up phone conversation with a researcher

Facilitated group conversation about the research findings and possible implications

If you've requested a phone conversation, we will follow up by email to schedule a time to discuss your data or research findings. If you've requested a facilitated conversation, it will need to be approved by your College Research Coordinator (who will receive an automated notification of the request). Once approved, the District Research Office will contact you and the College Research Coordinator to discuss and arrange the appropriate venue for the facilitated discussion.

Please note that as this is a new service and we are unable to fully estimate demand, we may not be able to respond immediately to all requests. We will, however, contact you right away to identify how we might best meet your needs.