

Instructional Support Program Review (ISPR) Committee Report

February 15, 2022

The Instructional Support Program Review (ISPR) committee first convened Nov 20, 2019, after being identified as a working body by the Executive Team. The ISPR committee meets monthly. This report includes accomplishments, challenges, and next steps since the committee last reported to E-Team on February 16, 2021.

Accomplishments

Five departments completed and presented their reviews to the ISPR committee. Feedback from the committee has been shared with presenters. Reports, presentations, and process support materials can be found on the ISPR Canvas course. Presentations since Feb. 2021 include:

Winter 2021

- Grants Office
- Student Life and Multicultural Programs
- Security
- Spring 2021
 - Disability Services
 - Facilities

The Committee set aside fall quarter to assess its own work, reviewing feedback from presenters and using this feedback to revise committee materials, as needed. Another task that the committee initiated in fall quarter 2021 was to develop bylaws.

Christy Isaacson has continued in the role of Chair for the committee. Committee membership changed in the following ways:

- Members leaving the committee
 - Julius Rodriguez (left college)
 - Ben Dunkleman (left college)
 - Alice Melling
- Members joining the committee
 - Gregory Hinton
 - Bob Bunge
 - Christina Sheehan
- Membership now includes:
 - Christy Isaacson

- Ann Richardson
- Aryana Bates
- Stephanie Dykes
- Rakhee Phelps
- Dan Tarker
- Brianne Sanchez

Challenges

Since we reported to E-Team in February 2021, the ISPR Committee has continued to provide opportunities for instructional support units to engage in assessment and reflection. However, several challenges are limiting the number of units engaging in this work.

While our aim is to have 3-4 units engage in the process and present each quarter, the committee engaged only one unit for Spring quarter 2021 and no units for Winter quarter 2022 (please note, as stated above, the committee intentionally set aside Fall 2021 for self-assessment). The committee considered three different departments in Administrative Services to present in Winter quarter 2022. None were in a position to be able to present. Running Start (Student Services) and IT (a districtwide unit), are confirmed for spring quarter 2022. We have also reached out to Communications to see if they would be ready for spring.

Units that have not yet participated:

Administrative Services: Capital Projects and Business Office

President's Office: Communications

Student Services: Admissions, Advising, Outreach, Registration

Two challenges related to this low participation include:

- Understaffed units do not have the bandwidth to engage in the process; this is particularly true for units such as the Business Office.
- We have faced ambiguity about engaging units that have centralized at the District level, including HR, IT, International Programs, and E-Learning. For instance, one unit agreed to present, and one declined. Each of these units has a significant impact on the student experience at North.

A third challenge is that the committee has lost representation from EDI, even as the committee works to embed EDI in the structure and framework of its efforts.

The Committee has intended for this to be a three-year cycle of assessment, similar to the Instructional Review Program Committee; however, this time frame is challenging given the current participation hurdles. At present, most units are engaging in review and presentation

on one small area of their operations within the quarter period. Moving to a three-year cycle would enable units to set and implement goals over 1-2 years, followed by an assessment period.

Requests to the E-Team

- The committee would appreciate direction from E-Team regarding the challenges listed above.
- **Department Needs identified in presentations:**
 - **Winter 2021**
 - **Grants Office:**
 - More administrative post-award support for grants
 - **Student Leadership & Multicultural Programs**
 - In light of needed reorganization, need to keep EDI at forefront and recruit, train, and retain students workers
 - **Security** – In light of the goal to become accredited by the International Association of Campus Law Enforcement Administrators, needs:
 - Accreditation Manager
 - Budget support for training the accreditation manager
 - Empowerment of and dedicated workspace for the Accreditation Manager
 - **Spring 2021**
 - **Disability Services**
 - Staffing remains a barrier as the Disability Services Director has limited time to develop and provide needed trainings with the frequency desired. (Note: this issue was identified prior to the departure of the Disability Services Director)
 - Instructional Deans and Department leads can take a more active approach in helping to identify gaps in knowledge or comfort as it related to working with students with disabilities and can prioritize opportunities to invite DS to provide targeted workshops.
 - Disability is diversity. As such, EDI can take a leadership role in offering workshops and other programming to “move the needed” of inclusion and role we all play in fostering environments all can fully participate in.
 - **Facilities**
 - Additional staffing- currently at ¾ of recommended facilities staffing per square foot which inhibits the ability to achieve full compliance with safety regulations

- Additional funding- recent budget cuts puts them far below “adequate” standards
- Fully funded and staffed Capital Projects office
- Additional professional development
- Change campus perception of Facilities as a janitorial and manual labor force