

# Accreditation Liaison Officer Survey Results

## ACCREDITING COMMISSION FOR COMMUNITY AND JUNIOR COLLEGES Western Association of Schools and Colleges

November 2016

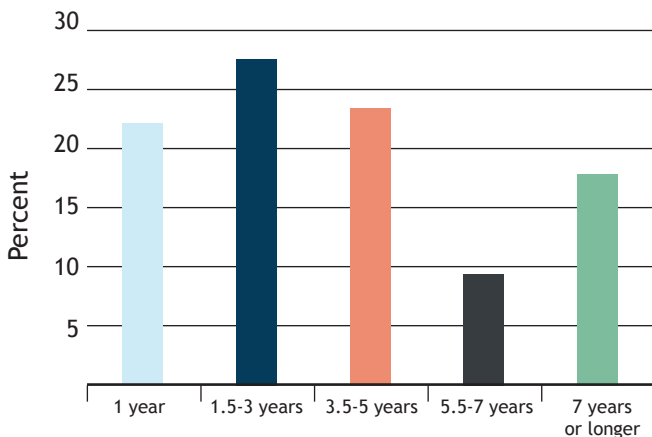
### ALOs PROVIDE FEEDBACK TO THE ACCJC ON TRAINING, RESOURCES

In October 2016, ACCJC surveyed ALOs at our member institutions about their needs for training and accreditation resources. With a 54% response rate, the survey collected information from 72 ALOs about the following topics:

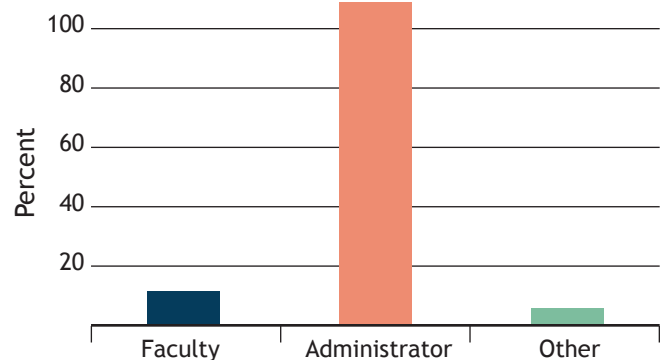
- Demographics of ALOs in our region in terms of their job classification, time as an ALO, and level of experience with the Institutional Self Evaluation process;
- Awareness of how to submit ACCJC reports, e.g., annual, fiscal, and substantive change;
- Immediate and future training needs; and
- Suggestions on improving the clarity of ALO resources and making them more accessible.

### Demographics of Respondents

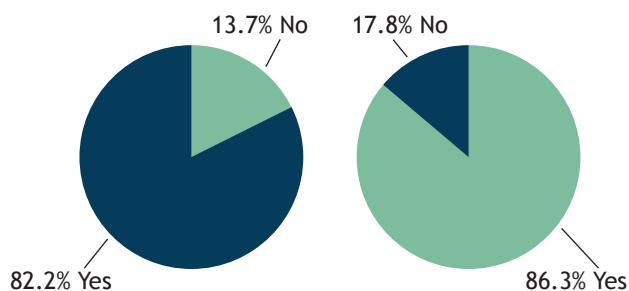
Years served as an ALO.



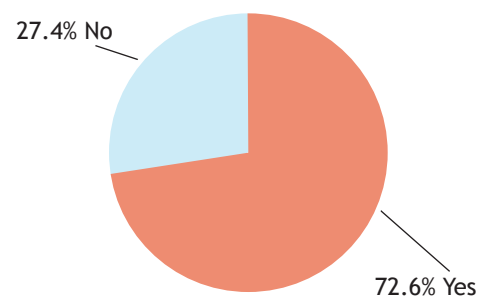
90.4% of respondents reported they are administrators at their institution, while 9.6% are faculty, and 3% are classified managers.



82.2% of respondents have participated in ALO trainings and workshops offered by the ACCJC and 86.3% have participated in preparing an Institutional Self Evaluation Report.

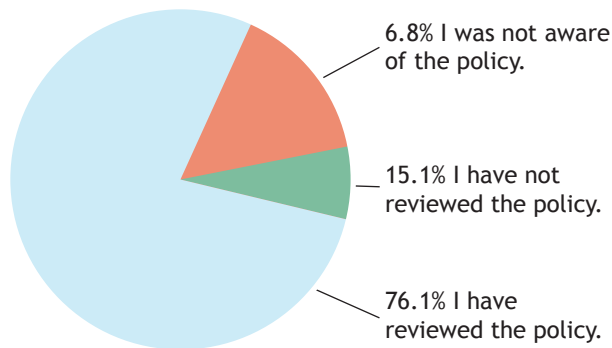


Of those who responded, 72.6% have been an External Evaluation Team member.

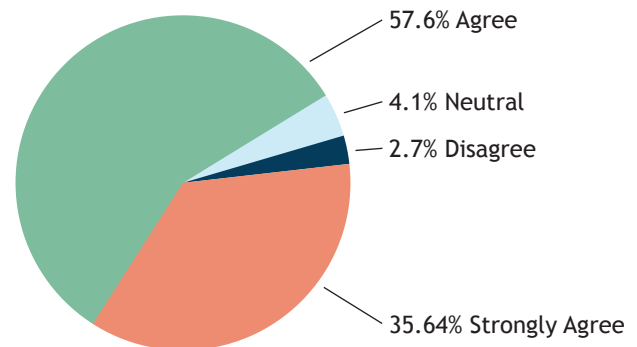


## Feedback from Respondents

Regarding the ACCJC's Policy on the Role of Accreditation Liaison Officers, 78% had reviewed the policy.

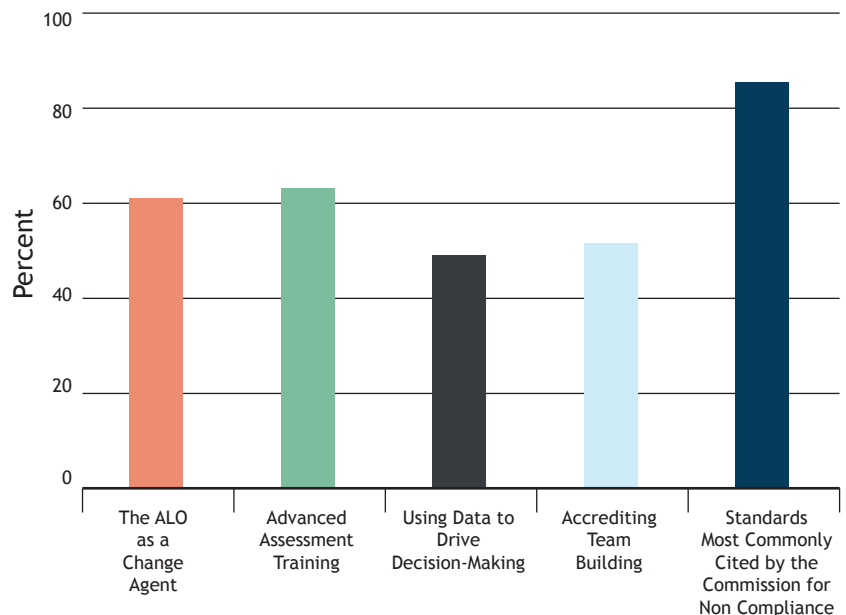


93% strongly agreed or agreed that their institution has a culture of on-going accreditation activities which demonstrates commitment to continuous quality improvement.



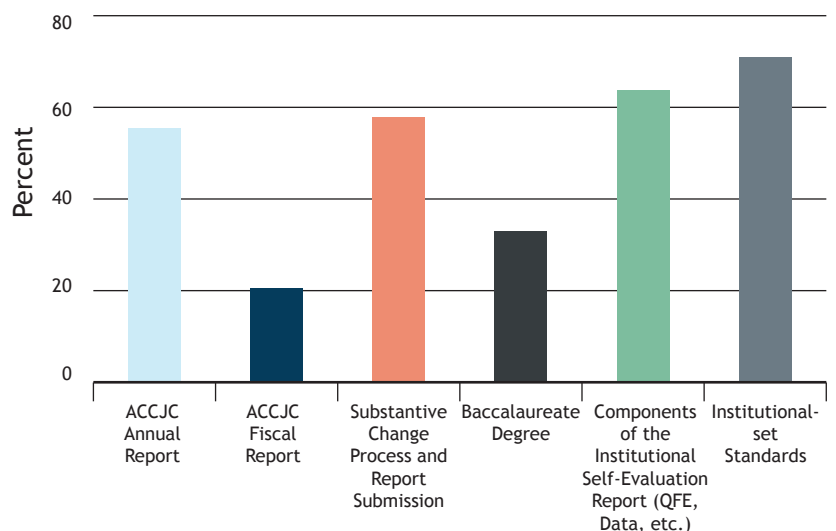
Respondents helped to identify future training needs for ALOs in our region. The most popular training needs included:

- Standards Most Commonly Cited by the Commission for Non-Compliance (86.3%)
- Advanced Assessment Training (63%)
- ALO as a Change Agent (61.6%)
- Accreditation Team Building (52.1%)
- Using Data to Drive Decision-Making (49.3%)
- Write-in suggestions included:
  - Best practices, preparing for the ISER visit, and ways to engage faculty in accreditation compliance

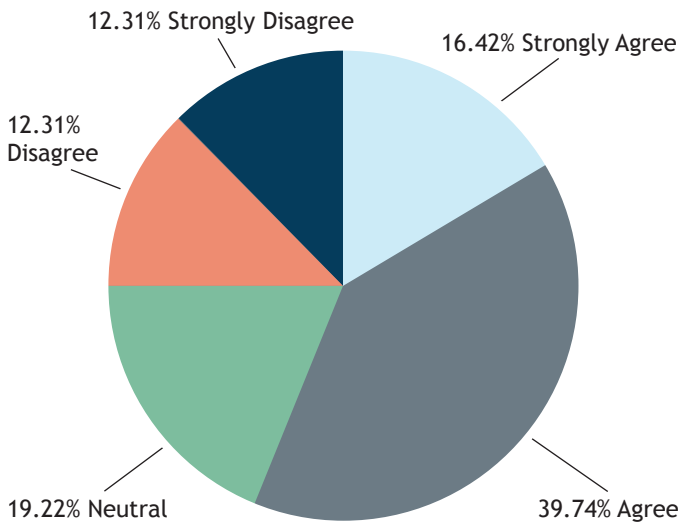


Respondents helped to identify immediate training needs for ALOs in our region. The most popular training needs included:

- Institution-set standards (71%)
- Components of the ISER, e.g., QFE and data (63.9%)
- Substantive change process and report submission (58.3%)
- ACCJC Annual Report (55.6%)
- Write-in suggestions included:
  - Disaggregation of SLO data and USED regulations in regards to student achievement



Regarding the disaggregation of student learning outcome data, 56% strongly agreed or agreed that their institution disaggregates SLO data by student subpopulation.



### Write-in Suggestions

64% of respondents strongly agreed or agreed that it is easy to access ACCJC resources to guide their work as ALOs.

11% stated that ACCJC resources were not easy to access. Those who did not agree were invited to write-in their suggestions to improve resource accessibility.

Some of those comments were:

“It is not always easy to find information that I need. ACCJC documents are lengthy and frequently I have more questions than answers.”

“Streamline the number of manuals, documents, and handbooks with information for institutions.”

Several respondents noted that the website is difficult to search and navigate, information isn't well organized, and a “toolkit” for ALOs might be helpful. Additionally, several stated that the website is not up-to-date and requested that notifications go out to all ALOs when updated documents have been posted to the website.

The ACCJC also invited survey respondents to provide additional information regarding their needs as an ALO. Some interesting responses included:

“It would be nice to have a community of practice among ALOs to discuss effective practices, etc. As not all ALOs have the same role at their colleges, the CIO/CSSO listservs are not sufficient for this purpose.”

“I am very happy to see this survey and the upcoming training. It is badly needed. We are out here needing help. Thank you.”

“When designing your workshops, include ALOs with experience who have the respect of their peers. Minimize the PPTs and engage in question and answer. Provide examples of good reports.”

“I would love to see examples of quality ISERs.”

Several respondents suggested the development of an ALO listserv.

“Report templates that don't require digging through the manuals. Clear guidance about the expected length of documents.”

### Conclusion

ACCJC takes feedback from our ALOs seriously. The ACCJC website is currently undergoing a complete renovation, which will incorporate requests made by ALOs in this survey. Additionally, staff are investigating ways to communicate more effectively with ALOs, including the possibility of an ALO listserv. ACCJC will distribute additional surveys to ALOs to gain more insights into the needs of ALOs in our region.