**PROGRAM REVIEW**

[](https://plexon.com/products/frequently-asked-questions/)

1. **If we don’t upload/attach documentation of faculty dialog about data from the dashboard, are we at risk of not getting resource requests approved?** It is a Senate policy that depts annually document their dialog about data. The providing of documentation of faculty dialog about data is college practice that is here to stay.  The dialog should be about data trends over the last few years regarding enrollment, course completion, equity gaps, etc. (see data dashboard) which are specifically asked about in the program review form.
2. **What type of meeting minutes am I expected to provide if we only have one full-time faculty?** The college wants dialog that includes input from full- and part-time faculty even if gathered through email.  Alternatively, you can discuss data with your department or division chair. Adjunct faculty can apply for flex by completing the Individually Planned Activity Form after consulting with their division chair.
3. **We have been having discussions and email threads with adjuncts about our department data. We also had some meetings and I took written notes. Is it ok to 1) take a photo of the written notes from the notebook, 2) copy and paste emails into a document?** Yes, we would definitely appreciate a photo or scan of the written notes and a print out of the email exchanges. Moving forward, you might consider taking official notes every time you meet.
4. **Should all our PLOs assessed to be fully considered for resource requests?** We just want to know what changes you have made as a result of the PLO assessments you have done. And if you have not conducted a program level assessment, indicate that the dept/division is working with the Learning Outcomes Coordinators to identify and establish plans for assessing program learning outcomes.
5. **I can access my 2016 full program review BUT only as a guest… my present login doesn’t work. Can you help me get access to it?**  The current online system for Program Review is eLumen. However, Guest is the correct username for old reports in the old FileMakerPro system.
6. **How do I add/change goals?** Send the information to Daphne Dionisio at daphne@glendale.edu ASAP and she will enter the information in the system.
7. **How do you want me to treat the department goals currently in the PR system?** If you would like to add, delete, or edit any department goals, just contact Daphne. We strongly encourage you to please insert at least one action item for each department goal and an indication of its level of progress (i.e. Met goal, In Progress, or No Progress).
8. **How many goals should we have?** There is no definitive number of goals or actions. However, realistically speaking, your goals (and actions) should be obtainable within a three-year cycle, but then this is academia and some things just naturally take longer...
9. **What’s the difference between Save Draft and Publish?** *"Save" allows all w/permissions on a PR to see any saved changes.  "Publish" archives an electronic Version that has name, time, and date stamp and can be accessed using the dropdown menu above each response box.*
10. **When I click on the link for the online dashboard for my department, it prompts me to “click on your department below” and there are no departments listed—what am I doing wrong?** You'll want to access eLumen in Chrome. Then under the heading (Enrollment, Success & Achievement) when you clicked the link, you'll see under the "Step 1" banner, a Program text box. Click the down arrow and you'll find an alphabetized list of the departments, scroll down to locate your department and access your data dashboard.
11. **I can’t seem to attach files to the evidence of department dialogue section, even in Chrome…    
    it won’t let me drag them or upload by clicking either; any suggestions?** If you have issues attaching documents in eLumen, you can instead send them to Daphne Dionisio so she can place them in eLumen’s archive.

1. **Security of our doors, should that be Facilities?** This seems to be a matter most appropriately addressed at the institution level through Administrative Affairs or Campus Development Committee.
2. **We see a need for more mental health services, resource and awareness of those resources at the institution level. Our students often falter and struggle due to serious mental health issues. How might we find a way to formally include this in PR?** If you would like to address this within your department, you can submit a resource request. If this is to be addressed at the institution-level, it would be most appropriate to initiate discussion and input from the Student Affairs Committee.
3. **I’m trying to download my 2016 program review to read the entire narratives… but can’t access it. HELP!**If you have technical difficulties regarding program review, contact Daphne Dionisio.
4. **We were just asked to change the verbiage/wording on our SLOs and PLOs from our division chair. Please let me know how that fits into this process.** Program Review asks if any changes were made as a result of program learning outcomes assessments. If the impetus for changing LO verbiage was the direct result of assessment findings, you can include that. Usually however, we’d expect to see changes such as course design, curriculum, instructional methods, assignments, exams, or other course assessments, scheduling, consultation with industry employers, etc.
5. **Are only the 3yr full reviews “archived”?** Each year, the program review “shell” in eLumen is exported to a PDF and archived at the Program Review page in SharePoint. The contents of the shell (whether Full Review, Update, or no update) are determined by the department.