

# Victor Valley College

## Streamlining Processes and Interpreting Data



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—Julia Wendt, Ph.D., Professor of Cooperative Education

### From Crisis to Commendations

When program review at Victor Valley was floundering, Nuventive provided a lifeline. Before purchasing the Nuventive suite of products, the school was bogged down in its paper-based method: Microsoft Word documents, Excel spreadsheets, and non-standardized reporting meant that information was cumbersome and difficult to organize. "We lacked dexterity," explains Julia Wendt, Professor of Cooperative Education, Instructional Program Review Coordinator, and Chair of the Instructional Program Review Committee. "Our program review was in crisis." The Accrediting Commission for Community and Junior Colleges (ACCJC) recommended that the college make improvements; it was then that the college purchased the Nuventive Improvement Platform. In 2011, through the combined efforts of Victor Valley campus leadership and the Nuventive staff, the school organized a way to use the product and put an electronic system in place. Now, Wendt notes, "We receive commendations from ACCJC on our program review process."

Jan Espinoza is Assessment and Accreditation Coordinator at Victor Valley. She agrees that the Nuventive products have made life easier and that the school's reports are now simple and user friendly. She adds that the past years have taught the school valuable lessons. "We learned how important it is, for instance, to be able to articulate our results rather than allowing someone else to interpret them."

Victor Valley adopted the Nuventive products in 2011, and by 2015, the College had developed a three-phase plan. Phase One was to implement instructional program review in 2016. When the school adopted Nuventive Improve, it was in a compliance rush. Now that the review process is functioning smoothly, Phase Two has allowed for more fine tuning, starting in 2016 and continuing to the present. It involves reconfiguring assessment so that staff and faculty can send emails and run various reports. Adding Nuventive Impact, the school is now able to combine data with process so that it has visual data on the same page as program review. Toward the end of 2018, Phase Three will incorporate the school's non-instructional program review.

### Learning to Collaborate

Working with Nuventive has been a lesson in collaboration for the faculty and staff at Victor Valley, in both a technical and interpersonal sense.

For one thing, they've been impressed with the way Nuventive collaborates effectively with other software companies. The College is looking to bridge some of the silo efforts on campus by integrating processes in Impact or Improve. "The addition of Nuventive's Improve Analytics, utilizing Microsoft Power BI, will allow us to surface and inquire about the data from the various other software systems within the Improvement

### Customer Profile

Located in Victorville, California, Victor Valley College is part of the 114-campus California Community College (CCC) System and home to approximately 12,000 students. The school offers 40 programs of study, with 34 associate's degree programs and 128 different vocational subjects that offer certificates.

### Opportunity

After a troubling report from accreditors, Victor Valley College needed a way to improve its instructional program review. The Nuventive Improvement Platform (Nuventive Improve and Nuventive Impact) has helped turn the school's review performance from lackluster to exemplary, and Nuventive's Managed Services is helping the college move toward new goals on the horizon, using data to shape a more effective future.

### Improvement

Victor Valley College has been able to strengthen and standardize its program review process, as well as learn how to build on data to realize the school's vision.

Platform,” Wendt says. “It will allow us to pull key data elements into our assessment process and allow us to address a compliance standard with ACCJC.”

But synergy is developing among people as well as among technologies, as Nuventive sparks collaboration through its conferences. Espinoza has been attending the annual CCC-focused user group for five years, and this past summer, Victor Valley came to Pittsburgh to attend the national users group conference. “In the beginning, I was green and didn’t know whose role was what,” she says with a laugh. She recalls being in awe of some of the colleges in the user group, and she immediately realized what a wealth of knowledge lay in the other Nuventive users. “Ever since then,” she says, “I make connections at the conferences and then do follow up trips to campuses and look at different processes that other Nuventive users have developed.” Based on conversations with several other schools, Espinoza and her colleagues at Victor Valley were better able to determine what they wanted from instructional program review. Connections and input from the user groups are now essential as the school moves into new phases of development.

### Putting Data to Work

The review process is set up, the manuals are written, and staff and faculty are able to enter data seamlessly. Now, Victor Valley College is looking forward to implementing its data more effectively, learning more potent ways to make its reports functional. And because the school is developing these new processes, Wendt says it was a “no brainer to invest in an expert.” In spring of 2017, Victor Valley added Nuventive’s Managed Services to its toolkit. This support, from a Nuventive Professional Services Consultant, has been invaluable. “We can tell him what we want, and he can explain the parameters of what the system can do and give us options. It gives us tremendous peace of mind.”

It’s especially reassuring to know that Nuventive is a phone call away as Victor Valley is in the emerging stages of setting up Key Performance Indicators. As ACCJC emphasizes the importance of being able to disaggregate student population within student learning outcomes and program learning outcomes, the school will implement the newest version of the Platform in the next few months.

Wendt is thrilled with the effectiveness of the Nuventive product line. “The biggest victory for us,” she says, “was getting everyone onto the same software. We’re a big campus with many programs, so streamlining everything was gigantic.” But, she adds confidently, “many more victories are coming.”

### Key Benefits

- + Accelerate institutional learning by easily capturing and sharing what does and does not work across your institution over time.
- + Achieve more value from your existing reporting systems by presenting them in an easy to use actionable context.
- + Take advantage of previous or current technology investments.
- + Promote collaboration and engagement within your institution.
- + Work with a dedicated professional services consultant.

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