

Non-Instructional Program Review

Department or Program:

Contributors:

Administrator:

These questions are to help with structuring your program review and should all be answered to the best of your abilities.

1) Description of Program: Please describe your program, including the following:

- a) Mission: Provide a mission statement for your unit that clearly and succinctly describes your unit's purpose, idealistic motivations, and change it hopes to inspire. Alignment with the [college Mission](#): In what ways does your program advance the mission of the college?
- b) Organizational structure and staffing
- c) Who you serve and how you serve them (including demographics and representativeness of population served)
- d) Provide a list and a brief description of the services you provide as well as three to four years of trend data for each identified service
- e) Operations as percent of the college's budget

2) External Factors with Significant Impact: What external factors have a significant impact on your department? Include the following as appropriate to your department:

- a) Budgetary constraints or opportunities
- b) Competition from other institutions
- c) Requirements of four-year institutions
- d) Requirements imposed by regulations, policies, standards, and other mandates
- e) Job market
 - (i) Requirements of prospective employers
 - (ii) Developments in the field (both current and future)

3) Progress on Outcomes Assessments (SAO's or SLO's): Service Area and Student Learning Outcomes Process.

- a) Please summarize Service Area Outcome (SAO) assessment results. Include a discussion of whether the program met its target for each SAO.
- b) Please describe any service area improvements you plan to make due to the SAO assessment(s).
- c) What objective(s) or action step(s) will you add from the SAO assessment(s)? If none,

please explain.

- d) If your program has SLOs, please address b and c above in relation to the SLO assessment results.

4) Quantitative & Qualitative Data: Please discuss your program's performance on each data item below.

- a) Non-Instructional Program Effectiveness Evaluation
 - (i) Describe an important new idea or improvement and explain how you used data to see if it worked well.
 - (ii) Describe any partnerships inside or outside the organization that improve the quality of services for students or clients.

5) Unit-Specific Quantitative and Qualitative Results:

- a) How do your program student-demographics relate to the college demographics? What are the discrepancies?
- b) Summarize the results of any quantitative or qualitative measures not provided in any previous question that you have chosen to gauge your program's effectiveness (e.g.: number of transfers, degrees, certificates, student contacts, students serviced, student and faculty satisfaction, equity data, correlation data on the relationship between program participation and student outcomes, Perkin's data, equity data, student research experience, student clubs, etc.)
- c) What improvements/changes have you implemented, or do you plan to implement because of your analysis?

6) Evaluation: You have already provided a description and analysis of the program, please provide an analysis of what is going well/not well and why, in the following areas:

- a) Different ways and times to offer services (like early morning or evening services)
- b) Using new ideas and best methods
- c) Operational efficiency
- d) Efficient use of resources
- e) Staffing
- f) Involvement in decision-making (do team members feel they help plan and make decisions?)
- g) Professional development and training
- h) Following required rules and regulations

7) Progress on Prior Goals: Briefly summarize the progress your unit has made in meeting the goals and objectives identified in your last Four-Year Action Plan.

8) Closing the Budget Loop: In the last cycle, were any of your program Resource Allocation

Requests (RARs) approved? If so, how did this additional budget allocation improve or support your program/department?

9) Vision:

- a) Tell us your unit's Vision: Where would you like your program to be four years from now? Dream big while considering any upcoming changes (e.g.: new buildings, growth, changes to the service area, etc.).
- b) Alignment with the [college Vision](#): To empower the people who study here, the people who work here, and the people who live in our community through education, engagement, and innovation. In what ways does your program advance the vision of the college?

As you construct your vision, it might be helpful to think about some of the following questions:

- Imagine your program four years from now in an ideal future. You and your colleagues have done everything you can to make the program excellent.
- Describe the colleagues and partners inside and outside the institution with whom you would like to work in the ideal future.
- In the ideal future, what specific innovations, best practices, or other accomplishments would you share with a visiting out-of-state colleague?
- What long-term impact would you like your program to have on the College and the community?
- What strengths, opportunities, or new directions now exist on which you can capitalize in four years' time?

10) Four-Year Action Plan: (Goals, Objectives, Resources, and Actions):

- a) Reflect on your responses to all the previous questions. Complete the Four-Year Action Plan, entering the specific program goals and objectives you have formulated to maintain or enhance your strengths, or to address identified weaknesses.
- b) In writing your objectives and developing your resource requests, consider student learning and program assessment results. Assign an overall priority to each goal and each objective.
- c) In addition, enter any actions and/or resources required to achieve each objective.

11) Conclusion: Briefly summarize the most significant achievements or outcomes of the review. Highlight what was most successful or impactful about the program's service areas. Mention any areas identified for improvement or growth but keep them high-level. This acknowledges the program's commitment to evolving and enhancing its services.