

EL CAMINO COLLEGE
Student & Community Advancement
Program Review

WHY CONDUCT A PROGRAM REVIEW?

Program review is a process that asks members of a department to critically assess their programs, identify necessary adjustments, and design a mechanism to institute and evaluate proposed changes.

Desired outcomes from the program review process include evaluation of program effectiveness, program development and improvement, clarification and achievement of program goals, linkage of planning and budgeting by posting the recommendations in the College's planning software, and compliance with accreditation and other mandated reviews.

WHAT IS THE PROGRAM REVIEW PROCESS?

The program review process for Student and Community Advancement (SCA) will consist of three steps: *program review documentation*, *approval*, and *dissemination*. It is expected that these four steps of the program review process will take less than one academic year to complete and that each program will be reviewed on a scheduled 5-year cycle.

Program Review Documentation

Program representatives will collect and report documentation to describe the program's current status and to create a basis for all program improvement recommendations. Program representatives will work with the Institutional Research Office to design and conduct a student or client satisfaction survey to gain insight from others who are outside of the program. All program personnel should be given the opportunity to review and comment on a draft of the report prior to the submittal of the report to the Vice President of SCA.

Approval

The Vice President of SCA will review and provide comments to the program manager prior to approval and dissemination.

Dissemination

Approved program reviews must be made available in the department/division offices. Recommendations for program improvements in the form of objectives and success indicators must be linked to the College's strategic goals and be entered into the College's planning software before the end of the fiscal year in which the review was conducted. Additional reports will be provided to the President's Cabinet for review upon request.

PROGRAM REVIEW OUTLINE

The SCA program review has four sections: *Overview*, *Program Data*, *Program Requirements*, and *Recommendations*. Each section seeks information that will aid program personnel with describing the program, environmental factors that might impact the program, and recommendations for program improvement. An outline of the program review is listed below. Instructions have been listed in each section throughout this document.

I. Overview

- A. Program Profile: Provide descriptive information about the program including objectives, funding source, student or client profile, etc.
- B. Status of Previous Recommendations: List the current status of recommendations that were made in the last program review.
- C. Continuing Recommendations: List prior recommendations that are expected to continue.

II. Program Data

- A. Student or Client Satisfaction: List and analyze student or client satisfaction survey data. Work with the Institutional Research Office to create and disseminate a customer satisfaction survey in order to complete this portion of the program review.
- B. Student or Client Outcome Data: Provide trend analysis of program data and recommendations for program improvement.
- C. Program Data Recommendations: List all recommendations made in the three Program Data sections (Student or Client Satisfaction and Student or Client Outcome Data).

III. Program Requirements

- A. Program Support or Collaboration: List efforts that are needed to support or strengthen the program, and ideas that should be pursued for program improvement.
- B. Facilities and Equipment: Comment on the adequacy and immediate- and long-range facilities and equipment needs of the program.
- C. Staffing: Describe the adequacy of the program's current and future staffing levels and list personnel training needs.
- D. Planning: Analyze external and internal information to determine changes or trends that will impact the program within the next five years. Explain how the program's planning process involves program staff, and ties into student learning outcomes.
- E. Program Requirement Recommendations: List the recommendations from the four Program Requirement sections (Program Support, Facilities and Equipment, Staffing, and Planning).

IV. Recommendations – Provide a prioritized list of all recommendations made throughout this program review. List strategies program personnel will utilize to aid in the achievement of each recommendation. Create objective statements and success indicators for each recommendation and enter into Plan Builder.

I. Overview

A. Program Profile

Instructions: The program profile should contain the program name, primary objectives, funding source(s), a profile of the students or clients served, and any other information that will provide the reader with a more complete understanding of the program.

B. Status of Previous Recommendations

Instructions: List the current status of recommendations that were provided in the last program review.

C. Continuing Recommendations

Instructions: List the recommendations that are expected to continue as a result of this program review.

II. Program Data

A. Student or Client Satisfaction

Instructions: List and analyze the results of the student or client satisfaction survey. Based upon the analysis what program improvements should be made. Assistance from Institutional Research may be necessary to create, distribute, and tally the survey.

B. Student or Client Outcome Data

Instructions: This section requires the analysis of student or client program data that has been collected over the past three years. Data should be thought of as program specific data such as the number of students or clients who utilized various segments of your service over a specific period of time.

Examples include the number of students who met with a counselor, successfully completed their financial aid packet, applied on-line, referred to a company for an interview, or completed training.

Analyze program data. Identify and list trends found in the data.

Based upon the trends and performance indicator data what changes, if any, should be made to improve the program? All program improvements must be tied to the data.

C. Program Data Recommendations

Instructions: List all recommendations from section II (Program Data A and B).

III. Program Requirements

A. Program Support or Collaboration

Instructions: List campus departments that are essential to the success of this program, the impact of those departments on the program, and what is being done to strengthen the partnership between each. What efforts with the campus and external community that are designed to benefit the program. List how the collaborative efforts should be strengthened and what new collaborations or partnerships should be pursued to improve the program.

All programs depend upon the support of other departments on campus. What is the impact of those departments on this program and what can program personnel do to further strengthen those relations?

What program functions are dependent upon external collaborations or partnerships with other programs or services on campus or in the community? Describe the effectiveness of each collaboration or partnership.

How can program personnel strengthen these collaborations or partnerships?

What other collaborations or partnerships should program personnel pursue for program improvement and why?

B. Facilities and Equipment

Instructions: Provide a summary of the current state of the program's facilities and equipment and list recommendations if appropriate.

Describe the adequacy of the facilities and equipment available to the program.

List recommendations regarding the facilities and equipment used by the program.

C. Staffing

Instructions: Describe the adequacy of the program’s current staffing level and the training needs of program personnel. List recommendations based upon question responses.

Describe the adequacy of the program’s current staffing level.

Personnel Trend

Personnel Type	Current Level		Adequate staffing in 3 - 5 years		Retirement	
	# of Staffing	FTE	# of Staffing	FTE	# of Staffing	FTE
Full-time Faculty (Tenure Track)						
Full-time Faculty (Non-Tenure Track)						
Part-time Adjunct Faculty						
Full-time Classified Staff						
Part-time Classified Staff (Permanent)						
Part-time Classified (Temporary)						
Casual Employees						
Student Employees						
Manager						
Supervisor						
Temporary Project Administrator						
Faculty Coordinator						

FTE: Full Time Equivalent (i.e., 2 employees working at 50% would equal 1 FTE)

How does this data impact the future of the program?

Are program personnel current in their field? If not, describe what is needed to maintain currency and how it will improve the program.

List and prioritize all staffing recommendations.

D. Planning

Instructions: Analyze external (advisory committee input, academic/trade journal articles, or other appropriate sources) and internal information to determine changes or trends that will impact the program within the next five years. Show how the program’s planning process involves program staff.

What major changes or trends might impact the program in the next five years? What program plans are in place or will be created to respond to major changes or trends?

Explain how program personnel are involved in the creation and implementation of program plans?

List program Student Learning Outcomes (SLOs) and describe how the SLO and assessment results tie into the program plans.

E. Program Requirement Recommendations

Instructions: List all recommendations made in section III (Program Requirements A – D).

IV. Recommendations

Instructions: Provide a prioritized list of all recommendations made throughout this program review (sections I, II, III). Each recommendation must be tied to at least one of the College's Strategic Initiatives and show the costs associated with any recommendation that requires funding. Enter all recommendations into Plan Builder.