



## El Camino College Comprehensive Review Worksheet<sup>1</sup>

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### Set 4-Year Goals

**Goals** are long-range, broad statements that express desired results. They reflect the key role and responsibilities of the office/program and will help set the direction of the office or program. One way of writing goals is to think about broad sentences starting with a verb that depicts areas that the office or program will work on in the next 4-years. It is recommended that an office/program should have ***no more than four goals*** for the four-year period.

Guiding question: *Given the unique role and responsibilities of the office/program, how would it better serve key constituents in the next four years?*

### 4-Year Goals Worksheet

4-Year Goals
<i>Example from IRP: "Champion the re-engineering of the strategic and annual planning processes."</i>
Goal #1:
Goal #2:
Goal #3:
Goal #4:

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<sup>1</sup> This worksheet does not include review of goals and outcomes, as 2020-21 is considered the initial year when offices/programs set goals and outcomes for the first time.

## Set 4-Year Administrative Outcomes

**Administrative outcomes** are related to the distinct role of the office/program at ECC and to the key services it provides to the institution. Administrative outcomes are statements that express what stakeholders (students, faculty, staff, and possibly external stakeholders) served by the office/program will experience, receive, or understand if the goals of the office/program are met. For administrative offices, services mostly refer to non-instructional responsibilities that may directly or indirectly improve student success. Since goals and outcomes relate to the role and responsibilities of the office/program, outcomes should align to those goals.

Guiding question: Given the unique role and responsibilities of the office/program, what will its stakeholders experience, receive, or understand in the next four years, if the goals of the office/program are met?

## 4-Year Administrative Outcomes Worksheet

4-Year Administrative Outcomes
Example from IRP: "Managers who participate in the comprehensive review training sessions will feel adequately prepared and confident to lead the comprehensive review process within their office or program."

## Establish 4-Year Actions

**Actions** are tasks to complete in order to progress toward a desired outcome and/or to achieve an outcome (e.g., update procedures, develop training, refurbish technology, etc.).

Guiding question: Given the goals and outcomes set for the office/program, what actions need to be completed by the office/program during the next four years to achieve/see progress on these goals and outcomes?

4-Year Actions
Example from IRP: "Provide annual training to office/program managers participating in the comprehensive review process."
Action 1:
Action 2:
Action 3:
Action 4:

## Envision Resources for Next 4-Year Period

**Resources** are assets relative to facilities, technology, staffing needed to achieve the goal and to see a desired outcome (e.g. personnel hire, software/hardware, instructional equipment, non-instructional equipment, furniture, facilities, contracts/services/memberships/travel and conferences). Evaluate the need of resources for the office/program in order to ensure goals and outcomes are realized in the next four years.

Resources for Next 4-Year Period			
Guiding Questions: Given the goals, outcomes, and actions established for the next four years:	Facilities	Technology/Software	Staffing
What resources does the office/program currently have?			
What resources does the office/program need to better support the goals and outcomes?		Example from IRP: "Additional online team collaboration tools to coordinate and facilitate the training"	Example from IRP: "Hiring an additional staff member to coordinate and facilitate the training, and to develop training materials"
Of the <u>current</u> resources of the office/program, what resources are not being utilized to its fullest extent or as they are intended to be used?  How could these resources be repurposed to support the goals and outcomes of the office/program?			

## Set 4-Year Performance Indicators/Accomplishments

**Performance indicators/accomplishments** are measures used to track progress towards making an impact on the outcomes of an office or program. Administrative outcomes for an office or program are tracked through the level of satisfaction, knowledge or awareness of its stakeholders. In other words, to what extent would the stakeholders feel a change in the level of services received from the office/program?

While performance indicators are usually quantitative, some outcomes may be linked to the successful completion of a project (e.g. the development of a document, the installation of a software, etc.). In these cases, the performance indicator is not quantitative, but whether a particular project has been completed (accomplishment).

Guiding question: Given the goals and outcomes set for the office/program, what measures or accomplishments will be used during the next four years to track the level of satisfaction, knowledge or awareness of the office/program's stakeholders?

### 4-Year Performance Indicators/Accomplishments

*Example of a performance indicator from IRP: "Percentage of office/program managers who participated in the comprehensive review training who are comfortable articulating clear goals and outcomes for their offices/programs."*

*Example of an accomplishment from IRP: "Office/program managers received materials and templates for the comprehensive review training"*

Performance Indicators:

Accomplishments:

## Comprehensive Review Process Worksheet

Review alignment between goals, administrative outcomes, actions, resources, and performance indicators/accomplishments.

Goals	Administrative Outcomes	Actions	Resources	Performance Indicators/Accomplishments
<i>Ex: "Champion the re-engineering of the strategic and annual planning processes."</i>	<i>Ex: "Managers who participate in the comprehensive review training will feel adequately prepared and confident to lead the comprehensive review process within their office or program."</i>	<i>Ex: "Provide annual training to office/program managers participating in the comprehensive review process."</i>	<b>Facilities</b>	<i>Ex. performance indicator: "Percentage of office/program managers who participated in the comprehensive review training who are comfortable articulating clear goals and outcomes for their programs."  Ex. accomplishment: "Office/program managers received materials and templates for the comprehensive review training."</i>
			<b>Technology/Software</b> <i>Ex: "Additional online team collaboration tools to coordinate and facilitate the training."</i>	
			<b>Staffing</b> <i>Ex: "Hiring an additional staff member to coordinate and facilitate the training, and to develop training materials."</i>	