

Administrative Services 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 Administrative Services (AS) will consist of four steps: *initial planning*, *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 3-year cycle.

Initial Planning

A training workshop will be held for program representatives the semester preceding the scheduled program review. The workshops should include as many of the members of the program as reasonably possible. The training will cover an orientation to the process, dissemination of basic research data, discussion of timelines and expectations, and answers to program review questions. Each program under review will need to select two representatives to oversee the program review process. At least one representative must be from within the program.

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 Institutional Research and Planning to design and conduct a customer/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 AS.

Approval

The Vice President of AS 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 is conducted. Additional reports will be provided to the President's Cabinet for review upon request.

PROGRAM REVIEW TIMELINE

Year – 1

- Human Resources
- Staff Development
- Safety and Risk Management

Year – 2

- Fiscal Services
- Cash Management
- Payroll
- Accounting
- Purchasing
- Accounts Payable
- Facilities and Planning Services
- Construction
- Maintenance
- Grounds
- Operations

Year - 3

- Police Department
- Parking Office
- Live Scan (Fingerprinting)
- Information Technology Services Office
- Application Development
- Net Work Services
- Technical Services
- User Support
- Bookstore

PROGRAM REVIEW OUTLINE

The AS 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

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

II. Program Data

- Customer/Student/Client Satisfaction: List and analyze customer/student/client satisfaction survey data. Work with Institutional Research and Planning to create and disseminate a customer satisfaction survey in order to complete this portion of the program review.
- Customer/Student/Client Outcome Data: Provide trend analysis of program data (metrics) and recommendations for program improvement.
- Customer/Campus/Community Collaboration: List collaborative efforts, ways to strengthen program efforts, and what new effort should be pursued for program improvement.
- Customer/Program Data Recommendations: List all recommendations made in the three Program Data sections (Customer/Student/Client Satisfaction, Customer/Student/Client Outcome Data, and Campus/Community Collaboration).

III. Program Requirements

- Program Support: List campus departments that are essential to the success of the program, the impact of those departments on the program, and what is being done to strengthen the partnership with those departments.
- Facilities and Equipment: Comment on the adequacy and immediate- and long-range facilities and equipment needs of the program.
- Staffing: Describe the adequacy/inadequacy of the program's current and future staffing levels and list personnel training needs.
- 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, ties into the institution's goals and student learning outcomes, and is linked to budgeting.
- 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 the College's planning software.

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. Customer/Student/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 and Planning will be necessary to create, distribute, and tally the survey.

B. Customer/Student/Client Outcome Data

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

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

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

C. Campus/Community Collaboration

Instructions: List collaborative 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.

What collaborations or partnerships have been established with other programs 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?

D. Program Data Recommendations

Instructions: Compile all program data recommendations from A – C.

III. Program Requirements

A. Program Support

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.

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?

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/inadequacy of the facilities and equipment available to the program.

List recommendations regarding facilities and equipment.

C. Staffing

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

Describe the adequacy/inadequacy of the program's current staffing level.

Fill in the personnel status data below and answer the following question.

Name	Reassigned time (shown in %)	Currently on leave*	Retired in the last 2 years	F/T hired in last 3 years	Anticipated to retire in next 3 years

* Includes sabbaticals.

How does this data impact the program or 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. Explain how the program's planning process involves program staff, ties into the institution's goals and student learning outcomes, and is linked to budgeting.

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?

What data, not currently provided, would be needed to improve program development planning? Explain the type of data desired, why it will be useful, and list the possible sources if known.

Describe how program personnel are made aware of what is happening in the program, future program plans, external/internal changes affecting the program, and changes that need to be made to enable the program to adapt and continue to be successful.

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

Describe how the program's plans ties into the institution's goals?

Describe how the program's plans tie into student learning outcomes?

Describe how the program's plans are linked to the program's budgeting activities.

E. Program Requirement Recommendations

Instructions: List all recommendations made in the program requirement section.

IV. Recommendations

Instructions: Provide a prioritized list of all recommendations made throughout this program review and the cost associated with each recommendation. List the strategies program personnel will pursue to aid in the achievement of each recommendation.

Show the linkage to the institution's goals by stating each program review recommendation as an objective statement with corresponding success indicators. *Enter this section into the campus planning software.*