

District Operations Program Review Template
Working Draft, November 20, 2009

Name of Unit:	
Name of principal person preparing document:	

1. Mission

- a. Assume the reader knows nothing about your unit. Please describe concisely its mission.

2. Description

- a. Please describe concisely the following characteristics of your unit. Feel free to use both narrative and quantitative information.

- 1) Purpose
- 2) Functions or services
- 3) Clientele(s)
- 4) Value of your services to the clientele(s), the Colleges, and the District
- 5) Organizational structure and number of personnel by function
- 6) Annual budget by object code for the last three years
- 7) Hours of operation, location, and other pertinent service characteristics
- 8) Significant changes, if any, since the last program review

3. Outcomes and Other Measures of Effectiveness

- a. Identify at least one essential measure of effectiveness for *each* major operation of the unit. (See *Effectiveness Measurement Guidelines and Examples*.)
- b. Include at least one baseline measure or measure of progress on a well-defined outcome.
- c. Include at least one measure showing effectiveness in responding to the Colleges' needs.
- d. For each measure, identify the assessment method you used.
- e. Please summarize the results of the measures you have applied. If results showing trends over time are available, please report them.

4. External Opportunities and Challenges

- a. Describe any external opportunities that might lead to unit improvement over the next three to five years.
- b. Describe any external challenges (e.g., legal requirements, budgetary constraints) that might limit operations or improvement over the next three to five years.

5. Analysis and Evaluation

- a. Analyze the implications of the assessment results and external factors for your unit.
- b. In light of your analysis, what are your unit's main strengths?
- c. In light of your analysis, what are your unit's main weaknesses?

6. Three-to-Five-Year Vision

- a. Describe your unit as you would like it to be three to five years from now.

- 7. Impact on the Colleges and the District
 - a. Describe the most significant relationships with other District operations and College operations.
 - 1) What major impact does your unit have on them?
 - 2) What major impact do they have on your unit?
 - b. How do your mission, vision, and goals contribute to the Board Imperatives and the District and/or College mission, vision, strategic directions, and/or goals?

- 8. Other Pertinent Information
 - a. Include here any other information you regard as necessary for a full understanding of your unit.

- 9. Goals, Objectives, and Action Plans
 - a. Goals (with priority rank) over the next three years
 - b. Objectives (with priority rank) under each Goal
 - c. Principal Activities under each Objective, if available
 - d. Timeline for completion of each Activity or Objective
 - e. Person responsible for ensuring completion of each Activity or Objective

- 10. Resource Requests
 - a. Progress on or achievement of a given Goal or Objective does not necessarily require additional resources. For Goals and Objectives that do require resources, enter the following information:
 - 1) Resources required to achieve Goals and Objectives over the next three years, with description and rationale for each
 - 2) Identification of associated Goals or Objectives
 - 3) Type of Resource
 - a) Expenditure Category
 - b) One-time/Ongoing
 - 4) Estimated annual cost (or savings) for the next three years

- 11. Progress Report on Last Cycle’s Goals, Objectives, and Actions
 - a. Estimate progress to date on each of the last cycle’s Goals, Objectives, and Activities.
 - b. Any uncompleted Goals, Objectives, and Activities that are still important should appear in the Goals, Objectives, and Action Plans section above.

- 12. Process and Participants
 - a. Describe briefly the main steps of the process that produced this report.
 - b. List the name and function of each participant in that process.
 - c. Include as many members of the unit as possible in the preparation and/or review of this document. It should not be the product of the manager alone or of a small proportion of unit members.
 - d. Describe the plan for future assessment cycles, particularly if not all measures were applied in current cycle.