Program Review – Technology and Learning Resources

Name of Unit:
Name of person preparing document:
Date of unit meeting to review document:
Reviewer Name: **Reviewer Position:**

Note: Include whenever possible a student and faculty member in the review of this document.

Please respond to the following:

1. Describe the purpose/mission of the unit, and how it relates to the college mission and vision.
2. How is the unit organized and what are its processes?
   a. Where are the activities/services provided and/or supported by the unit?
   b. How many staff members are there?
   c. How is it funded?
   d. What is the organizational hierarchy?
   e. What channels of communication link the unit with the other parts of the institution?
3. Describe the population served by the unit and how it provides access to the college by answering the following:
   a. Include relevant information regarding the educational/vocational goals, ethnicity, gender, age, disabling condition, and other features of the population served.
   b. Do there appear to be under-represented populations relative to the overall college population? Is this an area of concern?
      i. If not a concern, why?
      ii. If it is a concern, what plans are in place to address this issue?
4. How does the unit support the institution and its learning environment?

a. What formal goals and objectives have been identified for the unit?
b. How were the goals/objectives determined?
c. How do the identified goals and objectives support institutional outcomes (i.e. General Education, EMP)?
d. How does the unit evaluate the extent to which goals and objectives are met?
e. How does the unit evaluate the extent to which it is successful in supporting the institution and its learning environment?
f. How does the unit use the results of evaluation to improve the quality of the support provided and the learning environment?
g. How is information provided to and received from the students, staff and community served by the unit?
5. Present data that demonstrate the achievement of the unit objectives/outcomes
a. What measures of performance are currently used?
b. Are adequate measures available elsewhere, or must they be developed as part of the evaluation?
c. Describe the impact (intended and unintended) that the unit has had on other campus and community programs/departments/units.
d. Include relevant unit data regarding the following:
    i. Staffing levels
    ii. Compliance with local, state, and federal regulations
    iii. Average time to respond to requests for service
    iv. Wait times for service
    v. Average time to respond to complaints
    vi. Results of user satisfaction surveys
    vii. Results of employee satisfaction surveys/staff morale surveys
    viii. Results of student satisfaction surveys
    ix. Results of campus climate surveys
    x. Results of community surveys
    xi. Productivity
        1. Number of contacts per service
        2. Number of contacts per student
        3. #FTE's served
    xii. Additional identified benchmarks of excellence/program outcomes for the unit and unit standing relative to these benchmarks
6. Describe the strengths and achievements of the unit based on both internal and external professional standards and benchmarks established for service excellence, the results of student, staff and community feedback, and unit

visibility as indicated by awards, cooperative efforts and partnerships (both internal and external to campus), grants, and publications/presentations.

7. Describe the improvements or maintenance needed and/or any issues including but not limited to advancing or declining growth in the campus population or physical plant, unique staff licensure requirements, the need for retraining of unit members or other professional development issues, level of funding, unique staffing requirements, or legal and regulatory mandates.

8. Using all of unit planning documents over the past four years, summarize efforts to address the need to improve or advance the success/effectiveness of the unit.

9. Based on the data and responses in this program review, describe the general strategies to be used to address the need to improve or advance the success/effectiveness of the unit.