

**Crafton Hills College**  
**Planning and Program Review Committee**  
**Non-Instructional Program Effectiveness Evaluation Rubric**

Variable	Rating	Score	Comments
5.b.i. Service Area and/or Student Learning Outcomes: Process	3 = Outcomes have been defined, assessed, evaluated, and have consistently been used to inform services offered by the program. 2 = Outcomes cycle is partially complete, or the outcomes process has not been consistently used to inform services offered by the program. 1 = Outcomes have not yet been assessed.		
5.b.ii. Additional Program Effectiveness Measures	3 = At least two additional useful effectiveness measures have been defined and applied. 2 = At least one additional useful effectiveness measure has been defined and applied. 1 = No additional effectiveness measures have been defined and applied.		
5.b.iii. Program Effectiveness Criteria	3 = Program has set criteria for all effectiveness measures, has met the criteria, and has developed strategies for improving services if any are needed or identified. 2 = Program has set criteria for effectiveness measures, has not met the criteria specified, but has developed strategies for improving services if any are needed or identified. 1 = No Program Effectiveness Criteria have been developed.		
5.b.iv. Innovation and Service Enhancement	3=The program has added a significant innovation or enhancement within the past year and has collected and analyzed data to help determine the efficacy of the innovation. 2= The program has added a significant innovation or enhancement within the past year that impacts service to students or clients, but has not collected or analyzed data to help determine the efficacy of the innovation. 1=The unit does not describe innovations or enhancements to services.		
5.b.v. Pattern of Service	3= Quantitative and/or qualitative evidence indicates that the services provided by the program meet the needs of students or clients. 2= Quantitative and/or qualitative evidence indicates that the services provided by the program meet some student or client needs, and the unit describes plans to improve and/or expand the current pattern of service. 1=There are significant gaps in the pattern of service, no plans to remedy the gaps, and/or no evidence was provided by the program.		
5.b.vi. Partnerships	3=The unit has at least two external or internal partnerships that substantially impact the quality of services to students or clients. 2=The unit has one external or internal partnership that substantially impacts the quality of services to students or clients. 1=The unit has no external or internal partnerships.		

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5.b.vii. Alignment with CHC Mission, Vision, and Goals	<p>3 = Unit has demonstrated that its mission, vision, and goals substantially align with and contribute to the college's mission, vision, and goals as specified in the CHC Educational Master Plan.</p> <p>2 = Unit has demonstrated that its mission, vision, and goals only partially align with and contribute to the college's mission, vision, and goals as specified in the CHC Educational Master Plan.</p> <p>1 = Unit has not demonstrated that its mission, vision, and goals align with and contribute to the college's mission, vision, and goals as specified in the CHC Educational Master Plan.</p>		
Goals	<p>3 = Unit has identified goals that are clearly related to the results of its self-evaluation, reflect the big picture, and are ambitious but attainable. Each goal's scope is such that its achievement would represent significant progress.</p> <p>2 = Unit has identified goals that are somewhat related to the results of its self-evaluation, only moderately reflect the big picture, and/or are either not ambitious enough or not attainable. Each goal's scope is such that its achievement would represent moderate progress.</p> <p>1 = Unit has not identified goals, and/or goals are unrelated to the results of its self-evaluation, fail to reflect the big picture, and/or are trivial. Each goal is of such limited scope that its achievement represents insignificant progress.</p>		
Objectives	<p>3 = Unit has identified objectives that are concrete, specific, measurable, and reasonable with respect to scope and timeline. If an objective includes resources, the rationale shows that they are necessary to achievement of the objective.</p> <p>2 = Unit has identified objectives that are only partially concrete, specific, measurable, and reasonable with respect to scope and timeline. If an objective includes resources, the rationale shows that they are somewhat related to achievement of the objective.</p> <p>1 = Unit has not identified objectives, or objectives meet few or none of the characteristics specified in ratings 2 and 3.</p>		