## CHC Non-Instructional Program Review Document Quality Evaluation Rubric

|  | **Meets Expectations** | **Does Not Meet Expectations** |
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| **Each Question** | Answers all parts of the question completely with relevant information.  Well-written answer conveys meaning clearly.  Includes or refers to relevant evidence, concrete examples.  Shows evidence of thoughtful consideration of the question and the issues relevant to it.  Response indicates that the unit followed directions and suggestions on the Form and in the “Completing the Forms” section of the *Handbook*. | Answers incompletely or not at all, or includes irrelevant information.  Meaning is unclear.  Includes insufficient evidence and/or examples to support assertions.  Shows insufficient evidence of thoughtful consideration.  Response indicates that the unit did not follow directions and suggestions on the Form and/or in the “Completing the Forms” section of the *Handbook*. |
| **Overall** | Responses indicate that the unit followed *Handbook* directions and suggestions with respect to the planning and program review process; for example:   * Broad participation and consensus, documented on the Forms * Departmental discussions of significant issues * Adherence to the planning and program review schedule   Overall, makes a persuasive case that the program is maintaining or increasing its strengths and addressing its weaknesses. | Responses indicate that the unit did not follow *Handbook* directions and suggestions with respect to the planning and program review process.  Overall, does not make a persuasive case that the program is maintaining or increasing its strengths and addressing its weaknesses. |

| **Question** | **Meets Expectations** | **Does Not Meet Expectations** |
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| 1. *Assume the reader doesn’t know anything about your program. Please describe your program, including the following:*    1. *Organization (including staffing and structure)*    2. *Mission, or primary purpose*    3. *Whom you serve (including demographics and representativeness of population served)*    4. *What kind of services you provide -* ***Rubric Item:*** *Pattern of Service - How you provide them (including alternative modes and schedules of delivery: e.g.: online, hybrid, early morning, evening services)* |  |  |
| 1. *What external factors have a significant impact on your program? Please include the following as appropriate:*    1. *Budgetary constraints or opportunities*    2. *Service area demographics*    3. *Requirements of four-year institutions*    4. *Requirements of prospective employers*    5. *Job market*    6. *Developments in the field (both current and future)*    7. *Competition from other institutions*    8. *Requirements imposed by regulations, policies, standards, and other mandate* |  |  |
| 1. *Progress on SAOs*    1. *Please summarize the progress your unit has made on SAO measures you have applied since your last program review.*    2. *Please describe any improvements made by your unit as a result of the outcomes assessment process.*    3. *What is your plan for continuously completing the assessment cycle?*    4. *If your program has SLOs, please discuss here.* |  |  |
| 1. *Outcomes Assessment Reporting – Please use the following tool to report each course or program that was assessed this year, the type of outcome assessed, and the ILO the outcome maps to. In addition, also provide the* [*Five Column Assessment*](http://www.craftonhills.edu/~/media/Files/SBCCD/CHC/About%20CHC/Research%20and%20Planning/SBCCD%20District%20Research/SLOMadeSimple_Final_20110509.pdf) *information in the spaces provided: learning outcomes statement, means of assessment, criteria for success, summary of evidence, and the use of results. Should you prefer, the Five Column Assessment information can be attached as a separate document. Additionally, other supporting documents that you wish to include can also be attached to the outcome.* |  |  |
| 1. *Please provide…*    1. ***Rubric Item:*** *A list of any quantitative or qualitative measures you have chosen to gauge your program’s effectiveness (e.g.: transfers, degrees, certificates, satisfaction, student contacts, students serviced, Perkin’s data, etc.). Provide at least two.*    2. ***Rubric Item:*** *A summary of the results of these measures. (Please be sure to set a target and provide the reasoning for the target that has been set.)*    3. *What* did you learn from your evaluation of these measures, and what improvements have you implemented or do you plan to implement as a result of your analysis of these measures? |  |  |
| 1. *Please discuss your program’s performance on each component of the applicable evaluation rubric (The rubric is available in Blackboard, the OIERP Web Site, and in the PPR Handbook). If you have already discussed your programs performance on one or more these components then refer to that response here, rather than repeating it..*    1. *Non-Instructional Program Effectiveness Evaluation Rubric*       1. ***Rubric Item:*** *Innovation and Service Enhancement*   ***Rubric Item:*** *Partnerships (Describe at least 2 external and/or internal partnerships)* |  |  |
| 1. *What is going well and why? What is not going well and why? Please provide a brief analysis of how your unit is performing at serving students on each of the areas listed below (as applicable), along with any other areas you regard as significant.*  * *Representativeness of population served* * *Alternative modes and schedules of delivery (e.g.: online, hybrid, early morning, evening services)* * *Partnerships (internal and external)* * *Implementation of best practices* * *Efficiency in operations* * *Efficiency in resource use* * *Staffing* * *Participation in shared governance (e.g., do unit members feel they participate effectively in planning and decision-making?)* * *Professional development and training* * *Group dynamics (e.g., how well do unit members work together?)* * *Innovation*   *Compliance with applicable mandates* |  |  |
| 1. *Vision and Mission*    1. *Tell us your vision: Where would you like your program to be four years from now?*   ***Rubric Item:*** *Describe how your mission from question 1B, and vision align with and contribute to the college’s mission and vision, as specified in the CHC Educational Master Plan.)* |  |  |
| 1. *Briefly summarize the progress your unit has made in meeting the goals and objectives identified in your last* Four-Year Action Plan |  |  |
| 1. ***Rubric Item:*** *Reflect on your responses to all the previous questions. Complete the* Four-Year Action Plan*, entering the specific program goals and objectives you have formulated to maintain or enhance your strengths, or to address identified weaknesses. Assign an overall priority to each goal and each objective. In addition, enter any resources required to achieve each objective* |  |  |
| **Overall Assessment** |  |  |