## **Evaluation Rubric Student Services**

| Program Review<br>Item number                        | Institutional Expectations   |  |   |
|--|--|--|---|
|  | Does Not Meet  | Meets  | Exceeds   |
| 1: Purpose/Mission/Vision                            | Unit does not have a purpose/mission and/or does not discuss how it fits in the vision   | Unit has a purpose/mission, and links it to the college mission and vision.  | Unit has a purpose/mission, and its link to the college mission is clearly described. Unit also addresses how it specifically supports the college vision.  |
| 2. Unit Organization                                 | Unit does not clearly describe its organizational structure  | Unit describes organizational structure and the types of activities/support it provides, but does not address how the unit is linked and/or integrated into other parts of the institution     | Unit described organizational structure, the types of activities/support it provides, and clearly articulates the channels of communication and other forms of integration with the overall institution       |
| 3. Access  | Unit does not provide specific data and analysis of the data relative to the college population.   | Unit does provide<br>specific data relative<br>to the college<br>population but does<br>not analysis the data<br>in response to any<br>identified variance.                                    | Unit presents and analysis the data relative to the college population and any identified variance(s).  |
| 4. Supporting the Institutional Learning Environment | Unit does not clearly describe identified goals and objectives, how goals and objectives were identified, and/or how they evaluate their effectiveness | Unit describes identified goals and objectives, how these goals and objectives were identified, how the identified goals and objectives support institutional outcomes and how these goals and | Unit describes identified goals and objectives, how these goals and objectives were identified, how the identified goals and objectives support institutional outcomes and how these goals and objectives are |

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|----------------------------|-----------------------|----------------------|-------------------------|
|                            |                       | objectives are       | evaluated and how       |
|                            |                       | evaluated.           | results from            |
|                            |                       |                      | evaluation are used     |
|                            |                       |                      | and information         |
|                            |                       |                      | relayed to the larger   |
|                            |                       |                      | campus community.       |
| 5. Unit Data Tracking      | Unit does not fully   | Unit does fully      | Unit does fully         |
| Benchmarks/Outcomes        | describe measures of  | describe measures    | describe measures of    |
|                            | performance, impact   | of performance,      | performance, impact     |
|                            | on other campus       | impact on other      | on other campus         |
|                            | units, and/or present | campus units, and/or | units, and/or present   |
|                            | data that represents  | present data that    | data that represents    |
|                            | their evaluation of   | represents their     | their evaluation of the |
|                            | the unit goals and    | evaluation of the    | unit goals and          |
|                            | objectives.           | unit goals and       | objectives, and is      |
|                            | J                     | objectives.          | consistently meeting    |
|                            |                       |                      | or exceeding            |
|                            |                       |                      | benchmarks or           |
|                            |                       |                      | showing continuous      |
|                            |                       |                      | improvement based       |
|                            |                       |                      | on data.                |
| 6. Strengths, Achievement, | Unit does not list    | Unit identifies and  | Unit identifies and     |
| and Innovations based on   | strengths,            | provides             | provides                |
| Benchmarks/Outcomes and    | achievement or        | data/evidence of     | data/evidence of        |
| other measures             | innovations and/or    | strengths,           | strengths,              |
| 00                         | identified strengths, | achievement, or      | achievement, or         |
|                            | achievement, or       | innovation in one    | innovation in more      |
|                            | innovations are not   | area                 | than one area, or of    |
|                            | supported by          | area                 | several innovations in  |
|                            | data/evidence         |                      | at least one area       |
|                            |                       |                      | and/or made progress    |
|                            |                       |                      | to enhance/improve      |
|                            |                       |                      | performance in one      |
|                            |                       |                      | or more relevant        |
|                            |                       |                      | area(s) identified.     |
|                            |                       |                      | arca(s) identified.     |

|                          | Does Not Meet               | Meets          | Exceeds                     |
|--------------------------|-----------------------------|----------------|-----------------------------|
| 7. Program               | Unit does not demonstrate   | Unit does      | Unit does demonstrate an    |
| Improvements/Maintenance | an understanding of its     | demonstrate    | understanding of its own    |
| -                        | own weaknesses or           | an             | weaknesses or               |
|                          | maintenance needed in       | understanding  | maintenance needed in       |
|                          | light of information and    | of its own     | light of information and    |
|                          | data provided.              | weaknesses     | data provided and           |
|                          | -                           | or             | implements                  |
|                          |                             | maintenance    | maintenance/improvement     |
|                          |                             | needed in      | strategies.                 |
|                          |                             | light of       |                             |
|                          |                             | information    |                             |
|                          |                             | and data       |                             |
|                          |                             | provided and   |                             |
|                          |                             | suggests       |                             |
|                          |                             | strategies for |                             |
|                          |                             | maintenance    |                             |
|                          |                             | or             |                             |
|                          |                             | improvement    |                             |
| 8. Planning Summary      | Unit does not clearly       | Unit clearly   | Unit clearly summarizes     |
|                          | summarize improvements      | summarizes     | improvements or             |
|                          | or advancement efforts      | improvements   | advancement efforts over    |
|                          | over the last four years    | or             | the last four years and has |
|                          | and/or unit has not made    | advancement    | provided documented         |
|                          | any efforts toward          | efforts over   | improvements in             |
|                          | improvement/advancement     | the last four  | identified areas.           |
|                          |                             | years.         |                             |
| 9. Plans/Vision for Unit | Unit does not have plans    | Unit has plans | The unit has established a  |
| Future                   | in place to remedy          | in place to    | time-line to embark on      |
|                          | weaknesses or bolster       | remedy         | implementation of its       |
|                          | strengths, or the plans are | weaknesses     | plans that are supported    |
|                          | not supported by the data   | or bolster     | by the data and             |
|                          | and information provided.   | strengths that | information provided.       |
|                          |                             | are supported  |                             |
|                          |                             | by the data    |                             |
|                          |                             | and            |                             |
|                          |                             | information    |                             |
|                          |                             | provided.      |                             |

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