

Evaluation Rubric Student Services

Program Review 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 specific data relative to the college population but does not analysis the data in response to any 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

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

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