Question # / Variable	Rating	Score	Comments
1.b. Alignment with CHC Mission	3 = Unit has provided a substantial discussion of the ways its mission aligns with the college's mission. 2 = Unit has partially provided a substantial discussion of the alignment between its mission and the college's mission. 1 = Unit has not demonstrated that its mission aligns with the college's mission. 0 = No response offered.		
2.d. Pattern of Service	3 = Quantitative and/or qualitative evidence indicates that service trends and patterns of service support the success of students or clients. 2 = Quantitative and/or qualitative evidence indicates that service trends and patterns of service support the success of some students or clients, 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. 0 = No response offered.		
4. Service Area and/or Student Learning Outcomes: Process	3 = Outcomes have been defined, assessed, and sound targets established. The program has developed strategies to reduce disproportionate impact if any exists by gender, age, or ethnicity that are included in the action plan (i.e., Q10). If no disproportionate impact is present, then the program describes the strategies it will continue to employ to maintain equity in the program. Q10 was used to highlight these strategies and/or offer resource requests in support of these efforts. 2 = Outcomes cycle is partially complete, or the outcomes process has not been used to inform services offered by the program. 1 = Outcomes have not yet been developed, assessed, and used to inform services offered by the program. 0 = No response offered.		
5.a.i. Innovation and Service Enhancement	3 = The program has added a significant innovation or enhancement and has collected and analyzed data, if reasonable, to help determine the efficacy of the innovation. 2 = The program has added a significant innovation or enhancement 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. 0 = No response offered.		
5.a.ii. Partnerships	3 = The unit has at least three external and internal partnerships that substantially affect 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. 0 = No response offered.		

Question # / Variable	Rating	Score	Comments
6.a and 6.c Program Student Demographics (**Student Services Only**)	3 = The program has analyzed its program student demographics in relation to the college demographics. The program has identified any discrepancies, and developed a plan that is included in the action plan (i.e. Q10) to address discrepancies. If no discrepancies are present, then the program offered strategies that it will continue to employ to maintain equity in the program. Q10 was also used to highlight these strategies and/or offer resource requests in support of these efforts. 2 =. The program has analyzed its program student demographics in relation to the college demographics but has not identified existing discrepancies, developed a plan to address the discrepancies, or discussed how it intends to maintain equity in the program. 1 = The unit has not analyzed its program student demographics in relation to the college demographics. 0 = No response offered.		
6.a. Program Effectiveness Measures (**Administrative Services Only**)	3 = 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. 0 = No response offered.		
6.b. Program Effectiveness Criteria (**Administrative Services Only**)	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. 0 = No response offered.		
8.b. Alignment with CHC Vision	3 = Unit has provided a substantial discussion of the ways its vision aligns with the college's vision. 2 = Unit has partially provided a substantial discussion of the alignment between its vision and the college's vision. 1 = Unit has not demonstrated that its vision aligns with the college's vision. 0 = No response offered.		

Question # / Variable	Rating	Score	Comments
10. Goals	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. 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. 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. 0 = No response offered.		
10. Objectives	3 = Unit has identified objectives that are clearly related to the results of its self-evaluation, 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. 2 = Unit has identified objectives that are somewhat related to the results of its self-evaluation, 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. 1 = Unit has not identified objectives, and/or objectives are unrelated to the results of its self-evaluation, or objectives meet few or none of the characteristics specified in ratings 2 and 3. 0 = No response offered.		