

College of San Mateo

COMPREHENSIVE PROGRAM REVIEW GUIDELINES: ADMINISTRATIVE SERVICES

I. UNIT DESCRIPTION

1.1 What are the services offered and functions performed?

Provide description of services. Identify or outline how unit serves CSM's Mission, Institutional Priorities: 2008-2011 and/or Educational Master Plan, 2008

1.2 What is the "philosophy" guiding the unit's operations?

Use unit mission statement if applicable.

1.3 Who are the recipients of the services performed?

Provide general description of the populations the unit serves (e.g. faculty, staff, students, administrators, members of the community etc.). Use quantitative data where available and also include data about how many and the types of contacts with the community, if applicable. Specify the time frame for the reporting (annual, monthly, etc.).

1.4 Institutional Student Learning Outcomes

If applicable, describe how the unit contributes to Institutional (General Education) Student Learning Outcomes.

II. EVIDENCE OF UNIT'S EFFECTIVENESS

2.1 Administrative Unit Strengths

Briefly describe unit's greatest strengths. Provide evidence from recipients of services or other sources that demonstrate success. What strategies has the unit used to improve delivery of services (e.g. technology and online options)?

2.2 Improvement Areas

List plans for improvement, citing data where applicable. How does the unit work to correct problems and improve its services? If applicable, what areas have been addressed for staff development?

III. VARIABLES AFFECTING UNIT

3.1 Operational Mandates

If applicable, identify applicable mandates that affect the unit's operations, such as Title V or Education Code requirements; include mandated requirements at the State, federal, District (e.g. Board policy), or College level.

3.2 Accreditation Concerns

Discuss how unit addresses accreditation mandates or concerns (e.g. issues expressed by ACCJC or issues, activities, or functions reported in Self Study, Follow-Up Reports, Midterm Report, etc.)

3.3 Resources Evaluation

Are the quantity and quality of personnel, equipment, facilities, materials and supplies available to the unit adequate to its meeting its goals? Are resources aligned correctly? Is the unit using financial resources to attain its goals, Institutional Priorities, and SLO's?

3.4 Reflective Assessment of Internal and External Factors

Using the matrix provided, below briefly analyze the program's strengths and weaknesses and identify opportunities for and possible threats to the program (SWOT Analysis). Consider both external and internal factors and how they affect the unit's ability to meet its goals.

	INTERNAL FACTORS	EXTERNAL FACTORS
Strengths	Input text here.	Input text here.
Weaknesses	Input text here.	Input text here.
Opportunities	Input text here.	Input text here.
Threats	Input text here.	Input text here.

IV. GOALS, ACTION STEPS, AND OUTCOMES

4.1 What are the Goals and Objectives for the unit?

a. Identify unit's annual goals and objectives. Goals should be linked to Institutional Priorities: 2008-2001 and/or Educational Master Plan, 2008.

b. Describe the actions steps the unit will take to meet its goals.

c. Describe how progress in meeting the goals will be assessed. What are the expected measurable outcomes? If applicable, describe what performance indicators from the College Index, 2009-2010 or from the Comprehensive Listing of Indicators and Measures, 2009-2010 will be affected by the goals.

4.2 Results of Pervious Program Reviews

What progress has the unit made toward achieving the goals of the last review or addressing programs and concerns? (This is applicable beginning for 2011/2012 Program Review cycle.)

V. SUMMARY OF RESOURCES NEEDED TO REACH GOALS

5. 1 Describe Resources Requested

Discuss the resources needed to proposed goals and action steps and describe the expected outcomes for program improvement. Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted. (Resources include personnel, supplies, equipment, facilities, staff development, institutional research support etc.)

In the matrices below, itemize the resources and briefly describe the expected outcomes.

Positions Requested	Expected Outcomes if Granted	Expected Impact if Not Granted
Input text here.	Input text here.	Input text here.

For Non-personnel Requests:

Resources Requested	Expected Outcomes if Granted	Expected Impact if Not Granted
Item: Input text here. Number: Input text here. Vendor: Input text here. Unit price: Input text here. Total Cost: Input text here. Status*: Input text here.	Input text here.	Input text here.

VI. PROGRAM REVIEW PARTICIPANTS AND SIGNATURES

Date of Program Review evaluation:

Please list the department's *Program Review and Planning* report team:

Primary program contact person:

Phone and email address:

Administrators:

Faculty:

Classified staff:

Students:

Primary Program Contact Person's Signature *Date*

Other Participant's Signature *Date*

Other Participant's Signature *Date*

Other Participant's Signature *Date*

Other Participant's Signature *Date*