

Overview of Program Review for Administrative Services

Administrative Services Comprehensive Program Review: Scope

CSM has developed a pilot template for Comprehensive Program Review of Administrative Services to be piloted in the 2010/2011 Program Review cycle (due date of March 25, 2011) for the following administrative support services:

- Office of the President;
- Office of the Vice President of Instruction;
- Office of the Vice President of Student Services;
- Office of Planning, Research, and Institutional Effectiveness;
- Business Services and Operations; and
- Community Relations and Marketing.

Note: The focus of this particular Program Review process is to assess the “service” functions of the unit, not the line-management areas which report to the office or unit. For example, in the proposed review of the Office of Instruction, the instructional program as a whole or in part is not being assessed.

In Spring 2011, CSM will evaluate the effectiveness of this and use the results of this assessment to improve the template and to develop an Annual Program Review template for Administrative Services.

Goals for Program Review of Administrative Services

Program review is a systematic process of data collection, analysis, and interpretation for effective planning and accreditation. (*Adapted from Mt. San Jacinto College's Program Review Model*)

The program review cycle involves five distinct steps:

- 1) an accurate *description* of things as they exist;
- 2) *evaluation* of whether those things are sufficient or appropriate to meet the institution's goals;
- 3) *planning* for needed improvement;
- 4) *implementation* of those plans and;
- 5) *evaluation of the effectiveness* of the actions taken in achieving the desired results.

The major purposes of Program Review for Administrative Services are to:

- Align unit goals with CSM's mission, *CSM Institutional Priorities 2008-2011*, *Educational Master Plan, 2008*, and other key institutional planning initiatives;
- Collect and analyze data on administrative unit outcomes, program activities,

and accomplishments

- Examine and document the effectiveness of administrative services
- Facilitate improvement through analysis of student learning outcomes at the course, program, administrative and institutional level where appropriate
- Aid in institutional planning and decision-making processes
- Use program review data and goals to inform budget, staff, facilities, equipment, and other planning and resource allocation decisions
- Comply with accreditation standards, Federal and State law, Title 5, and other legal certification requirements

Components of Guidelines

The guidelines are aligned with the Instructional and Student Services Program Review templates and address the following areas:

- Comprehensive description of the unit's function and services
- Goals for the unit, including how the unit implements or addresses the *Educational Master Plan, 2008* and/or *College Institutional Priorities, 2008-2011*;
- SWOT analysis including an assessment of such issues as safety requirements, state laws, accreditation, and other external mandates;
- Analysis of the unit's effectiveness;
- Resource assessment to address: Are resources sufficient for the unit to meet its goals? Are resources aligned correctly? Is the unit using financial resources to attain its goals, *Institutional Priorities*, and SLO's?
- Recommendations based upon the assessment of resources;
- Assessment of how the unit contributes to General Education (Institutional) SLO's (if appropriate);
- Recommendations for improvement; and
- Evaluation of progress in meeting the plans for improvement (for Program Reviews beginning with the 2011/12 cycle)