

El Camino College Compton Center

STUDENT SERVICES

Program Review Template

Program Review

Program Review is a tool used by program personnel to critically evaluate the services offered by the program and to recommend necessary improvements that address the needs of the College or the Center and the community.

Desired Outcomes

Desired Program Review outcomes include: a thorough evaluation of the program's effectiveness using quantitative and qualitative data; recommendations for program improvement (or if appropriate program discontinuance); and placement of the recommendations into the program's annual plan.

Program Description

Assume the reader of the program review does not know about your program

1. Describe the program. How does the program link to the College's mission statement, statement of values, or strategic initiatives?
2. Describe the student population served by the program using data. Please note the source of the data. If necessary, please contact the Office of Institutional Research & Planning to obtain data.
3. Describe how interaction with the program helps students succeed or meet their educational goals.
4. How does the program interact with other on-campus programs or with off-campus entities?
5. List notable achievements that have occurred since the last Program Review.
6. What prior Program Review recommendations were not implemented, if any, and why? What was the impact on the program and the students?

Program Environment

Information in this section should help build a case for additional resources for the program

1. Describe the program environment. Where is the program located? Does the program have adequate resources to provide the required programs and services to staff and students? If not, why?
2. Describe the number and type of personnel assigned to the program. Please include a current organizational chart.
3. Describe the personnel needs for the next four years.
4. Describe facilities needs for the next four years.
5. Describe the equipment (including technology) needs for the next four years.
6. Describe the specific hours of operation of the program. Do the scheduled hours of operation meet the needs of staff and students?
7. Describe the external factors that directly affect the program. Take into consideration federal and state laws, changing demographics, and the characteristics of the students served by the program. How does the program address the external factors?

Service Area Outcomes (SAOs)

Please attach SAO assessment results as an appendix to the program review

1. List the program's SAOs.
2. How were the SAOs developed? Who was engaged in the creation of the SAOs?
3. How often are the SAOs assessed and who is engaged in the discussion?
4. What has been done if the SAO assessment results were not as anticipated?
5. Where are the SAOs assessment results shared with staff, students, and the public?
6. Have the SAO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?

Program Improvement

Information should help determine where program resources should be dedicated

1. What activities has the program engaged in to improve services to students?
2. How have program personnel used metrics to improve program services? Provide metrics from the last four years.
3. If applicable, explain any patterns in student success, retention, persistence, graduation, and transfer in terms of student characteristics and program objectives and discuss planned responses or changes.

Customer Service

Administer a customer service survey to students or colleagues, if applicable. Please administer the survey the semester prior to submitting your program review.

1. How was the survey conducted? Please include a copy of the survey to the appendix.
2. What were the major findings of the customer service survey?
3. Describe exemplary services that should be expanded or shared with other programs.
4. What aspect of the program's service needs improvement? Explain how the program will address service improvements.

Conclusions and Recommendations

Only include information previously referenced in the program review

1. Summarize the program's strengths.
2. Summarize the program's areas that need improvement.
3. List the program's recommendations in a prioritized manner to help better understand their importance to the program.
4. Please indicate whether the program should continue or be discontinued.

___ Continue Program

___ Discontinue Program. Explain how the program's services could be handled by another on-campus entity if the program has been declining or is no longer fully utilized.

Student & Community Advancement Program Review Committee

Ratings

Excellent

The program review was extremely well written. Concise and grammatically correct with few to no spelling errors. A model program review that is ready to be posted online for a public audience.

Meets Expectations

The program review was adequately written. Lengthy or vague at times or included some grammatical and spelling errors. Corrections should be made prior to posting online for a public audience.

Needs Improvement

The program review was poorly written or incomplete. Too lengthy or vague or too many grammatical and spelling errors throughout the document. The program review needs to be rewritten and resubmitted to the Student & Community Advancement Program Review Committee by an established deadline.

Revised

5/5/2010; 3/13/2013; 3/31/2014; 4/15/2014; 6/1/2015; 8/20/2016