**NON-INSTRUCTIONAL PROGRAM REVIEW PROMPT**

**Department Name:**

**Which components of the College Mission does your program support?**

Transfer  Degrees  Certificates

Career advancement  College readiness  N/A

**Which college goals does your program support?**

Student Success  Equitable Achievement  Learning Environment

Communication  Engagement  Resource Optimization

**REVIEW OF LAST CYCLE PROGRAM REVIEW**

Provide assessment of your previous program review initiatives. Summarize any accomplishments that your program achieved.

**PROGRAM DATA AND ANALYSIS**

**Department Service Profile**

* Who does your department serve?
* How many individuals does your department directly serve each year?

**Measures of Customer Satisfaction**

* What instrument did you use to measure customer satisfaction?
* What are the results?
* What’s your plan for increasing customer satisfaction?

**Measures of Efficiency/Productivity**

* Are your services being fully utilized by the college? Explain
* What are you using to measure your program efficiency/productivity?
* What are the results?
* What’s your plan for increasing program efficiency/productivity?

**Review of Budget/Expenditures**

Breakdown of allocated budget and actual expenditures

**SWOT ANALYSIS**

Strengths:

* What does your program/department do well?

Weaknesses:

* In what areas does your program/department need to improve and how will you accomplish it?

Opportunities

* What opportunities exist that may allow your program/department to expand/improve on program effectiveness and efficiency?

Threats/Challenges

* What challenges exist for your program/department and how will you mitigate those challenges?

**PROGRAM PLANNING**

Based on your analysis of previous program review and current data, what does your program want to accomplish in the next three years? (please make bullet point as the information will be included in Program Planning)

**Program Planning**

**Program Planning**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Description of Department’s Goal? | What metric will it improve? | What actions will the department take? | Which of the College’s mission and goal does this goal support? | | List necessary support and/or resources if applicable. |
| **Goal 1** |  |  | Transfer  Degrees  Certificates  Career advancement  College readiness | Student Success  Equitable Achievement  Learning Environment  Communication  Engagement  Resource Optimization |  |
| **Goal 2** |  |  | Transfer  Degrees  Certificates  Career advancement  College readiness | Student Success  Equitable Achievement  Learning Environment  Communication  Engagement  Resource Optimization |  |
| **Goal 3** |  |  | Transfer  Degrees  Certificates  Career advancement  College readiness | Student Success  Equitable Achievement  Learning Environment  Communication  Engagement  Resource Optimization |  |