Program Review Question Description

Below are brief descriptions and or examples that provide context for the questions within the Program Review Survey. Please refer to this document if you are unsure of what a question means or how to answer it. Should you have any questions, you can contact the following resource people for Program Review based on the nature of the question:

- General process–John Hannigan
- Data Concerns – Inge Bond or LeAnn McGinley
- Budget Requests/Resource Allocation – Pat Fenton

GENERAL
What is the name of your program?
Use drop-down menu.

Person responsible for completing this program review.
Please type your name as the primary person responsible for this review.

Please list the names of others who will be involved in the program evaluation.
Program evaluation is a collaborative activity which includes full & part-time faculty, staff and students.
List the names of those who have made contributions.

Explain the relationship of the program to its primary constituencies (internal and external clients).
This question addresses how the program supports academic and student services programs within the college and interacts with external agencies in the State or community. Additionally, what other college programs or shared governance groups rely on your services?

How does the program contribute to the fulfillment of the college mission?
This question addresses the requirement that programs, including administrative services, be aligned with the mission of a college.

Describe any external influences that currently impact your program (federal or state regulation, advisory boards, etc.). Additionally, what other college programs or shared governance groups rely on your services?
This question asks programs to identify factors not within their immediate control or influence that either impede or support their activities.
What progress has been made in implementing proposed actions and/or objectives described in your past program review?
This question provides evidence that all programs engage in cycles of continuous improvement. The process includes goals setting, implementation of actions and objectives in support of the goals, and evaluation of progress toward reaching the stated goals.

If additional resources were requested and allocated, describe how those resources have been used or will be used.
This question provides evidence that budget planning and resource allocation is aligned with program review.

Has the program evaluated the impact of the changes referenced above? If yes, what conclusions have you drawn?
This question addresses the need to programs to engage in continuous quality improvement efforts. The program should address how implemented changes for improvement will be monitored/measured.

Does the program need to modify any of the goals/objectives/plans cited above, or create new ones? Please describe.
This question provides ongoing evidence that all programs engage in cycles of continuous improvement. The process includes goals setting, implementation of actions and objectives in support of the goals, and evaluation of progress toward reaching the stated goals.

Check the Master Program Review and Assessment Schedule. Has your program conducted PLO assessment in the past three years?

Based on the results of your PLO assessment, what improvements is your program implementing?
All programs must complete PLO assessment to meet accreditation standards. Results are to be used for continuous program improvement.

Is this a full or update program evaluation?
Check one.
Choosing full review leads you to all the questions. Choosing Update directs you to a subset of questions.

PROGRAM PERFORMANCE DATA

List the types of data the program collects to demonstrate its effectiveness and efficiency in meeting the needs of each of its constituencies (e.g. point-of-service surveys, utilization data): This question asks programs to indicate the data collected (e.g. surveys, meeting minutes, and reports) from constituencies and internal clients as developed in General
Questions, and analyzed to evaluate the effectiveness and efficiency of its interactions with each of its constituencies. The data should be linked to conclusions and subsequent goals, actions, and objectives.

In evaluating the data referred to in the previous question, what conclusions can you draw about the program's effectiveness and efficiency in meeting the needs of each of its constituencies?

This question asks programs to make judgments about the degree to which it is serving the needs of its constituencies. This question addresses an accreditation requirement that programs engage in ongoing evaluation of program practices in support of improved student learning and achievement.

Based on the above conclusions, what goals have been established to improve program efficiency and/or effectiveness?

A program should describe how it intends to make improvements in its functions and service to its constituencies.

Where relevant, the program should address recommendations of the Student Success Act:

- Increase Student Readiness for College
- Strengthen Support for Entering Students
- Incentivize Successful Student Behaviors
- Align Course Offerings To Meet Student Needs
- Improve the Education of Basic Skills Students
- Revitalize and Re-Envision Professional Development
- Enable Efficient Statewide Leadership and Increase Coordination Among Colleges
- Align Resources with Student Success Recommendations

What actions and/or objectives does the program propose to accomplish the above goals? Please provide and implementation timeline.

This question provides specific actions and/or objectives that can be measured that support the goals for program improvement.

How the program will measure the impact of the proposed changes.
The intent of this question is to have programs engage in continuous quality improvement efforts based on data collection and analyses. The program should address how implemented changes for improvement will be monitored. E.g. effectiveness surveys, focus groups.

Describe notable accomplishments in serving your constituencies since the last program review. This question provides programs the opportunity to highlight changes or initiatives that positively affected its relationship with its constituencies. Describe how the accomplishments are connected to ongoing program goals, actions and/or objectives.

What general conclusion(s) do you draw about your program's strengths and challenges in meeting its intended goals, objectives, and requests for resources?

This question gives programs the opportunity to evaluate their strengths and challenges in
meeting their improvement plans.