

Review of Administrative Units

The purpose of the review is to improve the overall quality of services, assist staff in conducting a self-study of their units and assure that the units' are effective in meeting the needs of our diverse faculty, staff and students. The results of the reviews will facilitate planning and decision making and promote a comprehensive understanding of the many administrative services provided by campus staff.

Timeline for Program Review Administrative Units

The following steps layout the timeline for the production of the program review.

- | | |
|--|--------------------|
| Step 1 Cognizant President/Vice President/Special Assistant notifies unit of Review and works with units to develop survey instruments. | MAY |
| Step 2 Units assemble Program Review team and selects lead person. | AUGUST/SEPT |
| Step 3 Institutional Research (IR) contacts lead person To develop survey instruments. | SEPTEMBER |
| Step 4 Units notify reporting entity if external review is also being required by outside agency.
Entity examines the content of the external review vis-à-vis the SWC Program Review process; notifies unit whether the external review will meet any portion of the SWC Program Review requirements. | SEPTEMBER |
| Step 5 IR provides standard statistical information and survey results to units. | SEPTEMBER |
| Step 6 Units complete program review (including the executive summary), secure signatures of committee members, submit to cognizant manager for signatures. | OCTOBER |
| Step 7 Reporting entities and cognizant manager review program review, make comments in comments section and sign off on review. Maintain an extra copy of Executive Summary to be used in campus-wide budgetary decision making. | NOVEMBER |
| Step 8 Reporting entities prepare report to AIM, check all documents for accuracy, completeness, signatures. Check for inclusion of Executive Summary and mark approval if review is acceptable. | DECEMBER |

Step 9 Reporting entity submits full report to cognizant manager, forwards Executive Summary to President/Vice President/Special Assistant and a copy to AIM along with completed review form.

JANUARY

In early February, cognizant managers in conjunction with the President/Vice President/Special Assistant will incorporate review results (Executive Summary findings) into the college-wide budget process. AIM, upon reviewing the Executive Summary for the unit, forwards budgetary recommendations on to CLC. CLC forwards budgetary recommendations to EMT.

Components of Administrative Program Review

Response to Criteria: The report must include a response to each of the following criteria that are applicable to the program.

Criteria for Administrative Units Review

1.0 Functions and goals of the unit

- 1.1 What are the services offered and functions performed?
- 1.2 Who are the customers/recipients of the services performed?
- 1.3 What are the unit's annual goals and how do the goals relate to the college's goals?
- 1.4 What progress has the unit made toward achieving the goals of the last review?

2.0 Quantitative description of the unit

- 2.1 What are the number of full- and part-time staff in the unit, and what percent of total college employees work in the unit?
- 2.2 What is the ratio of supervisory to nonsupervisory staff, and what is the turnover rate?
- 2.3 What is the annual budget and what percent of the college total is it?
- 2.4 What amounts are budgeted for salaries, equipment, supplies, travel, and other categories?
- 2.5 How many and what types of contacts does the unit have with the community?

3.0 Internal variables affecting unit

- 3.1 With what department/units does the unit interact on campus and what are the effects of that interaction on the ability of the unit to meet its goals?
- 3.2 Are the quantity and quality of personnel, equipment, facilities, materials available to the unit adequate to it meeting its goals?

4.0 External variables affecting the unit

- 4.1 What effects do external factors, such as safety requirements, state laws, community needs, and accreditation, have on the ability of the unit to meet its goals?
- 4.2 What future trends are likely to have an impact on the unit and how does the unit intend to deal with them?

5.0 Evidence of the unit's effectiveness

- 5.1 What evidence does the unit have from its customers/recipients of its services, both on- and off-campus, that demonstrate success?
- 5.2 How does the unit work to correct problems and improve its services?
- 5.3 What areas have been identified for staff development?

6.0 Student success

- 6.1 How does the unit contribute to student retention?
- 6.2 How does the unit contribute to student success?

7.0 Other comments and concerns not previously addressed

- 7.1 What aspects of the unit are particularly successful?
- 7.2 What problems exist within the unit? Describe possible solutions, addressing equipment, staff development, support staff, and other needs.

8.0 Unit's recommendations

Based on the results of the self-study, describe your unit's recommendations for improvements, along with any comments and concerns. Number your recommendations so that you may refer to them in the Summary Work Plan Sheet.

Recommendations:

Additional Information

On occasion some units may have additional documents that they feel should be included to complete the self-study. Supporting documents may be included if the unit feels they are necessary to the success of the review.

Administrative Units Summary Work Plan

Recommendation Number (From Criterion 8.0)	Criterion Number and Topic	Responsible Individual(s)	Estimated Completion Date	Constraints (if any)

Executive Summary Administrative Program Review

Administrative Area _____ Date _____

Review Originator _____ Date _____

Area Administrator _____ Date _____

Major Findings:

* Functions and Goals (criterion #1)

* Staffing (criterion #2)

* Communications and Contacts (criteria #3, 4)

* Effectiveness (criteria #5, 6)

* Other (criterion #7)

Priority Recommendations:

* Fiscal (New construction/Capital outlay, equipment))

* Personnel (Professional and support staff)

* Procedures and Processes

* Other

Submitting Reports

Upon completion of the self-study, the unit report should be submitted to the cognizant manager for review and signature. The manager will forward a copy of the signed Executive Summary to AIM. (The process framework is previously described on Table 1, *Timelines and Process*.)

Administrative Review Form

1.0 Functions and goals

		Adequate	Additional Info Needed	Comments
1.1	Services and functions clearly identified			
1.2	Customers/recipients clearly identified			
1.3	Relationship of goals to college goals clearly identified			
1.4	Progress toward achieving goals shown			

Additional Comments 1.0:

2.0 Quantitative description of the unit

		Adequate	Additional Info Needed	Comments
2.1	Numbers and relative proportion of staff clearly identified			
2.2	Proportion of management/nonmanagement identified			
2.3	Budget analysis completed			
2.4	Budget categories clearly delineated			
2.5	Community contacts identified			

Additional Comments 2.0:

3.0 Internal variables affecting unit

		Adequate	Additional Info Needed	Comments
3.1	Interactions with other units described			
3.2	Technology/equipment/facilities identified			

Additional Comments 3.0:

4.0 External variables affecting the unit

		<i>Adequate</i>	<i>Additional Info Needed</i>	Comments
4.1	Effects of external factors clearly identified			
4.2	Effect of trends adequately analyzed			

Additional Comments 4.0:

5.0 Evidence of the unit's effectiveness

		<i>Adequate</i>	<i>Additional Info Needed</i>	Comments
5.1	Evidence from customers demonstrate success of unit			
5.2	Unit works to correct problems and improve service			
5.3	Areas identified for staff development			

Additional Comments 5.0:

6.0 Student success

		<i>Adequate</i>	<i>Additional Info Needed</i>	Comments
6.1	Unit contributions to student retention clearly identified			
6.2	Unit contributions to student success clearly identified			

Additional Comments 6.0:

7.0 Other comments and concerns

Signature—Cognizant Manager