**Non-Academic Program Review**

**Program Review Documents should be completed and submitted to the appropriate dean/reporting supervisor and the assessment coordinator no later than June 30th, 2020. If needed, the program can reach out to the assessment coordinator with any data requests needed to complete the self-study.**

# Executive Summary

A short summary of the program review so that readers can rapidly become acquainted with the material without having to read all of it. Provide a summary of key findings, takeaways, and proposed courses of action. This section is written last.

# Program Overview (Narrative)

A brief description of the program explaining why it exists, what its function is within the college, and the services the program provides. Finally, describe how the program contributes to student success.

# Program Mission, Goals, and Objectives

## Provide Program Mission, if applicable

Provide a clear and concise statement of how the program ties into the overall mission of the college.

## Goals and Objectives

Provide a list of the goals and aligned objectives of the program. When applicable, define how these goals align with the current strategic plan and provide evidence on how the program has been working to accomplish these goals.

# Changes/Improvements Since Last Review (if applicable)

## Recommendations from most recent program review and/or advisory

## committee(s)

List recommendations that were received given during the last program review, and any that have occurred within the previous five years. Elaborate on actions taken on the recommendations and the effects these actions had on the program. If no action was taken on a recommendation, describe why no action was taken.

# Personnel, Facilities, Resources and Funds

## Personnel

Provide an overall description of the staffing and organization of the program. Provide a description of the distribution of responsibilities between the positions within the program. Detail the professional development opportunities offered and utilized by staff.

## Facilities and Resources

Describe any designated space that is provided to support the program. Describe any designated equipment purchased to support the program. Provide observations on how the facilities and equipment contribute to the mission of the program. Provide observations/data on how the facilities and equipment contribute the quality/quantity of services provided by the program. Elaborate on future trends or needs of the program detailing how this will lead to student success.

## Finances

## Revenues and expenditures aligned within the budget, and what revenues are generated through program activities. Any applicable trends and impacts on the budget should also be discussed.

# Partnerships and Collaborations, if exist

## Internal

List any internal committee(s), advisory groups, or other collaborations the program participates in. Detail the composition, information on meetings, other functions or activates of involvement.

## External

Identify advisory councils, high school connections, community agency connections, or other forms of connections which pertain to the mission and objectives of the program. Detail the composition, information on meetings, other functions or activates of involvement.

# Customer and Services Review

## Review of Provided Services

Provide a detailed review of the services provided by the program. Explain how the services support teaching and learning within the college.

## Support of Students

1. Define the metrics used to measure student success.
2. Analysis of the demographics of the participants of the program, identify any populations not being served, trends and patterns and comparisons to other Arizona programs should be discussed. Use results of qualitative measures aimed at how best the program provides services or support students.

C. Support of Faculty and Staff

Analysis of the demographics of the participants of the program, identify any populations not being served, trends and patterns and comparisons to other Arizona programs should be discussed. Use results of qualitative measures aimed at how best the program provides services or support faculty and staff.

# SWOT (Strengths, Weaknesses, Opportunities, Threats) Analysis

## Strengths - These are things that are currently done well at the present time. They need marginal or no improvement. This is where you recognize and describe accomplishments and changes that have already taken place which have led to the improvement of some aspect of the program.

1. What are the advantages of the program?
2. What does the program do well?
3. What relevant resources do you have access to?
4. What do other people see as the program’s strengths?
5. What would the program boast about to someone who knows nothing about this organization and its work?

## Weaknesses – These are things that are not going well at the present time. These are aspects of the program which need to be corrected.

1. What can be improved?
2. What is done poorly?
3. What should be avoided?
4. What is the program doing that could be done more effectively/efficiently?
5. What is the program not doing that it should be doing?
6. List one thing that could be changed to help the program function more effectively.

## Opportunities – These are aspects of the program that you want to expand upon in the future because they will help you reach your constituents more effectively. Generally, they occur because of a change in external or internal markets and situations (i.e. social, economic, and cultural trends) invite involvement by the program.

1. Where are the good opportunities for the program?
2. What are the applicable market trends/department trends the program is aware of
3. Identify any applicable trends the program will be utilizing moving forward.

## Threats – These are issues which in the future may thwart the progress or effectiveness of the program (i.e. a private school opening in Coconino County that delivers a similar service).

1. What obstacles does the program face?
2. Are there required specifications for your program changing?
3. Is changing technology threatening the program?
4. Are there financial issues?
5. Are any of the weaknesses a serious threat to the program?

# Recommendations and Future Directions

## 1 to 3 Year Recommendations (List recommendations in order of priority of completion.)

Provide the goal, objective, timeframe, responsible party(ies), and resources implications. Plans to help improve student success.

## Revision of Current Goals, if applicable

## Future Direction (5-year view)

Where will this program be in five years? What evolutions needs to occur for the program to continue to meets its purpose and objectives.

# Appendix

* + *Documents mentioned throughout program review above*
	+ *Other documents as needed to support program review*