PROGRAM REVIEW QUESTIONS FOR

STUDENT SERVICES & ADMINISTRATIVE SERVICES DEPTS

How does your department's mission relate to the college's [mission](https://www.glendale.edu/about-gcc/gcc-overview/mission-statement-objectives-and-functions) and [vision](https://www.glendale.edu/about-gcc/gcc-overview/vision-statement)?

The table above shows your department's data from the last cycle of program review.  Enter your department's data for this year. Next, discuss any patterns observed in the data.  What are the strengths and where is there room for improvement?  Establish action items in the Strategic Plan Linkage Matrix in the Improvement Plan & Resource Requests section at the bottom of this program review.

What activities ensure that the services of the department are up-to-date, student-centered, and equitable?  *For example, examination of services by regional competitors, professional development training, etc.*

Is there a demand for a NEW service that would meet the needs of students or the community?  If so, please describe new services that you will propose adding.

Please describe any recent achievements of your department.  *E.g. have any administrative or staff members recently won awards or distinction relevant to your department, implemented new projects that have greatly contributed to students or the college, presented at professional conferences or published recently?*

TECHNOLOGY (address in new question about dept adaptability?)

What new technological developments have been implemented in your department?  How successful have these efforts been?   How has the department addressed obsolescence issues?

FACILITIES (delete and replace w/satisfaction survey?)

Are facilities and maintenance supporting student learning?  E.g. regarding classrooms, room temperature, door locks, responsiveness to work order requests, etc.

Do you have any suggestions to improve the physical space of your department. *E.g. signage, safety, etc.*

Is staffing adequate for your program?  Can any vacant positions be eliminated?  Are the skills of your current staff members meeting the needs of your area?  (consolidate or delete these?)

How are departmental processes adaptable to changes in work environment or technology with regard to how services are delivered to students or other departments? *E.g. use of online conferencing, online delivery of services, expanding access to services.*

Describe the number and assignments of hourly employees and student employees that your program requires.  Is there a need for additional short-term employees or student employees, within college and state guidelines and restrictions?

Have you observed overlap of effort or services with other departments?  How can this be corrected?

In completing the Program Review form up to this point, the members of your department should have engaged in thorough departmental self-evaluation.  In this section, departments will be able to establish plans for improvement by creating action items and linking them to department or college goals.

New Section: Add new box for completers to address any issues not already discussed in the previous sections.

Strategic Planning Linkage Matrix: Instructions should require goals and actions that address what their quantitative data indicate are areas of improvement. Examples of action items could be improved course design, instructional methods, professional development, etc.

PROGRAM REVIEW QUESTIONS FOR INSTRUCTIONAL DEPTS

How does your department's mission relate to the college's [mission](https://www.glendale.edu/about-gcc/gcc-overview/mission-statement-objectives-and-functions) and [vision](https://www.glendale.edu/about-gcc/gcc-overview/vision-statement)?

Click on link below to examine your department's data dashboard. (You will log into SharePoint and use the dropdown menu to select your department.)  The Program Review website has a [glossary](https://www.glendale.edu/about-gcc/gcc-overview/institutional-effectiveness/program-review/glossary) that explains the metrics in the data dashboard. <https://sp.glendale.edu/planning/Pages/PR-Data-2017-2018.aspx>

For the Enrollments, Success, & Fill Rate section of your data dashboard, what are the overall trends?  Discuss reasons behind any increases or decreases. (For any substantial decreases, please create action items for improvement in the program review form's region called Improvement Plan & Resource Requests.)

The dashboard section called Enrollments and Success By Group shows your department's data disaggregated into various student groups (e.g. by gender, ethnicity, etc.)

What patterns do you detect in the data for specific student groups?  Discuss any performance gaps. Does the data challenge assumptions you have about instruction, academic preparation, scheduling, college services, student support, etc.?

Change “Your department’s data is disaggregated into various student groups (e.g. by gender, ethnicity, etc.)” to “e.g. race, ethnicity, sex, and other target student populations”.

For areas where performance needs improvement, what could be the reasons?  How do you know?  What can be done?  Who would be involved?  (Try to answer these first at the student level, program level, and then at the institutional level.)

For the Success By Course section, are there any patterns that should addressed?  If so, discuss.

For Degrees and Certificates section, what could be done to improve student completion?

For the Full-Time Equivalent Faculty section, is the full-time percentage sufficient to provide quality instruction?  Discuss.

For each of your department's degree or certificate programs, please summarize any changes that have been (or will be) implemented as a result of the Program Learning Outcomes assessment results.  Relate your assessments to the Institutional Learning Outcomes (communication, critical thinking, information competency, quantitative reasoning, global awareness, and personal responsibility).

What activities have been conducted to ensure and enhance the currency and quality of the department's programs, degrees, or certificates?  For example, attendance at conferences, review of labor market data or recommendations from advisory boards, professional development training, etc,

Please describe any recent achievements of your department.  For example, have any faculty members recently won awards or distinctions?  Has your department implemented new projects that have greatly contributed to the success of students or the development of faculty?  Have faculty presented at professional conferences or recently published work?

What activities have been conducted to ensure and enhance the quality of distance learning in your department?  For example, attendance at conferences, professional development training, or OWL certification.

DE: Remove? DE Certification is already done through the in-house Introduction to Online Teaching & Learning Course. Change “OWL training” to “distance education training”

For the delivery method data presented in the data dashboard's Enrollments and Success By Group section, what patterns do you detect in the data?  Discuss any performance gaps.

What new technological developments have been implemented in your department?  How successful have these efforts been?   How has the department addressed obsolescence issues?

Are facilities and maintenance supporting student learning?  E.g. regarding classrooms, room temperature, door locks, responsiveness to work order requests, etc.

Do you have any suggestions to improve the physical space of your department. E.g. signage, safety, etc.

Is staffing adequate for your program?  Can any vacant positions be eliminated?  Are the skills of your current staff members meeting the needs of your area?  Is any additional training needed?

Describe the number and assignments of hourly employees and student employees that your program requires.  Is there a need for additional short-term employees or student employees, within college and state guidelines and restrictions?

Have you observed overlap of effort or services with other departments?  How can this be corrected?

In completing the Program Review form up to this point, the members of your department should have engaged in thorough departmental self-evaluation.  In this section, departments will be able to establish plans for improvement by creating action items and linking them to department or college goals.

New Section: Add new box for completers to address any issues not already discussed in the previous sections.

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Does the department plan to address any Institutional Master Planning goals?