



FULLERTON COLLEGE

ELEVATING.
EXCELLENCE.

Administrative & Operational Services

2012-2013 Self-Study Two-Year Program Review Template [Department/office]

[Division]

Statement of Collaboration

The department/office staff listed below collaborated in an open and forthright dialogue to prepare this Self Study. Statements included herein accurately reflect the conclusions and opinions of the department/office staff.

Participants in the review

Authorization

After the document is complete, it must be signed by the Principal Author, the Department Manager, and (when appropriate) the Dean or appropriate Immediate Management Supervisor (IMS) prior to submission to the Program Review Committee.

Printed name of Principal Author

Signature

Title

Date

Printed name of Department Manager

Signature

Title

Date

Printed name of Dean or
Immediate Management Supervisor (IMS)

Signature

Title

Date

1.0 Mission and Goals

Mission, Vision, Core Values and College Goals drive all college activities. Describe how your department/office supports each of these.

2.0 Department/office Description/Data & Trends Analysis

2.1 Describe the purpose, components, and staffing of this office/unit.

2.2 Staffing – complete the table below:

CURRENT STAFF				
Please list each position by classification in the department/program	Percent of employment	Months per year of employment	Source of funding (General / Categorical)	FTE
Managers				
Classified				
Hourly - Adult				
Hourly - Student				
Professional Experts				
Total FTE				

2.3 Other Resources

OTHER RESOURCES				
Please list each position by classification in the department/program	Services Provided	Number of Hours	Overall Cost	Source of funding (General / Categorical)
Independent Contractors				
Volunteers				
Interns				
Totals Hours & Costs				
				Total FTE

2.4 Utilize the data provided in the tables above in a discussion of the appropriateness of the staffing levels of this department/office.

2.5 How does this department/office serve the population of the college?

2.6 Since the previous Program Review Self-Study what significant changes have occurred that impact the services of this department/office?

- 2.7 A. What methods are used to evaluate the department/office's effectiveness to the population that interacts with this department/office?
- B. What do the results of the above methods of evaluation indicate about the effectiveness of the department/office?
- C. How have the results of this analysis been used to make improvements to services provided by this department/office?
- 2.8 Describe any laws, regulations, trends, policies and procedures or other influences that have an impact on the effectiveness of your department/office.
- 2.9 Provide any other data that is relevant to your self-study.

Strengths, Weaknesses, Opportunities, Challenges (SWOC)

- 2.10 Based on your analysis in 2.1 through 2.9, what are the strengths of your department/office?
- 2.11 Based on your analysis in 2.1 through 2.9, what are the weaknesses of your department/office?
- 2.12 Based on your analysis in 2.1 through 2.9, what opportunities exist for your department/office?
- 2.13 Based on your analysis in 2.1 through 2.9, what challenges exist for your department/office?

3.0 Evaluation of Processes used by Department/Office or Services

3.1 Describe any ongoing or systematic method used to evaluate the efficacy of processes used by your department/office.

3.2 Provide example(s) of how this self-analysis has led to continuous quality improvement.

4.0 Service Area Outcomes (SAO) Assessment

4.1 List your SAOs and complete the expandable table below.

	Service Area Outcomes (SAO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1.					
2.					

4.2 Assessment: Complete the expandable table below.

<i>Service Area Outcomes Assessment for the Administrative/Operations Division of Fullerton College</i>				
SAO Number	Intended Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
1.				
2.				

4.3 How has assessment of SAOs led to improvements in services provided to the consumer by this department/office?

4.4 What challenges remain to make your department/office SAOs more effective?

4.5 Describe how the department/office's SAOs are linked to the college's goals.
(See <http://programreview.fullcoll.edu/>)

5.0 Evaluation of Progress Toward Previous Goals

5.1 List the goals from your last self-study/program review.

5.2 Describe the level of success achieved in the goals listed above.

5.3 In cases where resources were allocated toward goals, evaluate the efficacy of that spending.

6.0 Goals

Using the table below, list the short and long term goals (a minimum of two for each) for your program. These goals should follow logically from the information provided in the self-study. Use a separate table for each additional goal.

6.1 Short-term Goals (for this two-year cycle)

SHORT TERM - GOAL #1	
Identify Goal:	
Describe the plan to achieve the Goal (Action-Plan):	
What <i>Measurable Outcome</i> is anticipated for this goal?	
What specific aspects of this goal can be accomplished without additional financial resources?	

SHORT TERM - GOAL #2	
Identify Goal:	
Describe the plan to achieve the Goal (Action-Plan):	
What <i>Measurable Outcome</i> is anticipated for this goal?	
What specific aspects of this goal can be accomplished without additional financial resources?	

6.2 Long-term Goals (three to six year cycle)

LONG TERM - GOAL #1	
Identify Goal:	
Describe the plan to achieve the Goal (Action-Plan):	
What <i>Measurable Outcome</i> is anticipated for this goal?	
What specific aspects of this goal can be accomplished without additional financial resources?	

LONG TERM - GOAL #2	
Identify Goal:	
Describe the plan to achieve the Goal (Action-Plan):	
What Measurable Outcome is anticipated for this goal?	
What specific aspects of this goal can be accomplished without additional financial resources?	

7.0 Requests for Resources

Complete a new table for *each* goal listed in 6.0 that would require additional financial resources. These requests for resources must follow logically from the information provided in this self-study.

7.1

Short Term Goal <input type="checkbox"/>		Long Term Goal <input type="checkbox"/>
GOAL NUMBER _____		
Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel		
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount		
Describe how this resource request supports your ability to achieve your stated goal:		
What measurable program outcome(s) does the resource request address?		

7.2

Short Term Goal <input type="checkbox"/>		Long Term Goal <input type="checkbox"/>
GOAL NUMBER _____		
Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel		
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount		
Describe how this resource request supports your ability to achieve your stated goal:		
What measurable program outcome(s) does the resource request address?		

8.0 Self-Study Summary

This section provides the reader with an overview of the highlights, themes, and key segments of the self-study. It should not include new information that is not mentioned in other sections of this document.

DRAFT

**Division Deans' or appropriate Immediate Management Supervisor (IMS)
Response Page**

I concur with the findings contained in this Program Review.

I concur with the findings contained in this Program Review with the following exceptions (include a narrative explaining the basis for each exception):

Area of exception:

I do not concur with the findings contained in this Program Review (include a narrative exception):
