

Non-Instructional Program Review Template

Service Area/Administrative Unit Name:

Service Area/Administrative Unit Name: _____

Submitter: _____

I. Area Description

In this section, areas will answer the questions “Who are we? What do we do?” The purpose of this section is to orient the reader/ reviewer to the area and provide context to the program review. This section should be kept short, a few paragraphs at the most.

Mission/Vision	
Description – short description only	
Alignment to/ support of BCC Strategic Goal	

II. Area Effectiveness

In this section, areas will answer the question “How is the area doing?” by reviewing and analyzing data. The purpose of this section is to evaluate the area holistically in terms of serving the area’s internal and external customers, helping students reach their goals, and furthering the mission of BCC.

For each item below, review the data and look for trendlines, outliers, etc., and provide a short analysis (2-3 sentences) for each. If data are not available (i.e., student satisfaction surveys), indicate that on the form.

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Area Data	Analysis
Demographics of customers – who do you serve? - Internal - External	
Area Organization – state any changes in past few years	
Staff Professional Development	

Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs)	Assessment Results – Summary of Data	Use of Results
1.		
2.		
3.		
4.		
5.		

Area Effectiveness Data	Analysis
Satisfaction Surveys	
Audits, project tracking, etc.	
Student Equity Data Specifically address any equity gaps. What innovative plans or projects will help to close these gaps?	

Policies and Process	Response
What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit (BCC BP/AP; Federal, State & local regulations; guidelines). Describe the effect the changes or updates in policies and processes have had on the unit.	
What in-house policies, procedures, and processes need to be updated, created, or deleted?	

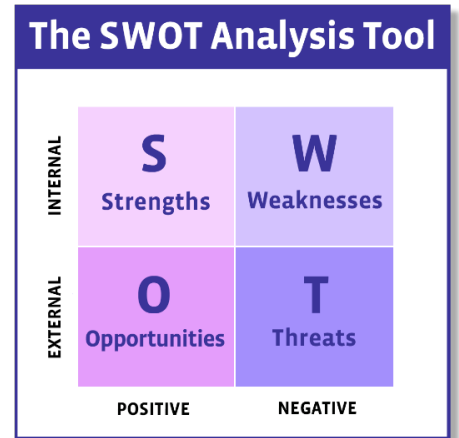
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Collaboration with Other Areas	Response
<p>What areas are integral to the work of this area and why?</p> <p>Provide examples of collaborating with other areas on projects, process improvement, etc.</p>	
<p>What other areas have you worked with?</p> <p>Provide examples of collaborating with other areas on projects, process improvement, etc.</p>	
<p>What other areas do you want or need to work with more and why?</p>	

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SWOT Analysis

Conducting a SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats) is another tool that can help areas evaluate themselves. The SWOT Analysis not only looks internally, but externally as well. The SWOT Analysis provides a way for areas to highlight their accomplishments and also identify possible gaps or issues that need to be addressed.



	Positive/ Helpful	Negative/ Harmful
Internal	STRENGTHS	WEAKNESSES
External	OPPORTUNITIES	THREATS

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III. Area Goals

In this section, areas will answer the question “How can we improve? What do we need to meet our goals?” The purpose of this section is to use data to develop goals and objectives for the next three years.

Reflect on the responses to all the previous questions and the SWOT analysis in Section Two. As you develop goals and objectives,

- Formulate **three to five Area Goals** to maintain or enhance program strengths, or to address identified weaknesses.
 - Cite evidence from assessment data and/or other area effectiveness data.
- Indicate how each Goal is **Aligned** with the College’s [Strategic Priorities](#).
- Identify explicit **Objectives** for reaching each goal.
- Develop **Outcome** statements and appropriate measures for each objective.

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Copy and paste the table below for each goal.

GOAL	
Objective 1 Actions, Tasks Outcomes, Measures, Assessment	
Objective 2 Actions, Tasks Outcomes, Measures, Assessment	
Objective 3 Actions, Tasks Outcomes, Measures, Assessment	
Alignment to BCC Strategic Priority (Select all that apply – click Choose an item for the drop-down list to appear)	Choose an item.
	Choose an item.
	Choose an item.
	Choose an item.

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III a. Resource Requests: What does the area need to meet its goals and objectives?

Areas can submit their requests for resources by utilizing the Resource Request Form. Requests should be evidence-based and tied to goals and objectives.

This form may also be updated and submitted in Years Two and Three if needed.

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III b: Annual Update Form: Progress towards Achieving Goals

An Annual Update must be submitted each year that a Program Review is not submitted.

For **Existing** Goals, copy and paste each goal from your Program Review.

GOAL - copy and paste each goal from your Program Review; add more rows if needed	Progress	Resource Requested? Yes or No
Goal 1		
Goal 2		
Goal 3		

For **New** Goals, fill out the table below. Copy the table for each new goal.

GOAL	
Objective 1 Actions, Tasks Outcomes, Measures, Assessment	
Objective 2 Actions, Tasks Outcomes, Measures, Assessment	
Alignment to BCC Strategic Priority (Select all that apply – click Choose an item for the drop-down list to appear)	Choose an item.
	Choose an item.
	Choose an item.
	Choose an item.