Overview: A Program or Service Review should serve several purposes:

- Provide a thoughtful, honest evaluation of your program or area, including celebrating the strengths and targeting improvement.
- Incorporate data, such as quantitative, qualitative, and disaggregated data, evaluating how well the program or service area supports students’ learning and achievement of their academic goals, or how successfully the program or service area impacts the people it serves.
- Communicate to the College Community how effectively resources are being used to support students or those served, and, if relevant, the need for additional resources.

Directions: Answer the following five questions in 250 words or less. As an alternative or in addition to a written report, you may choose to

- Write a narrative or tell a story about your program or service area (not to exceed 1,000 words)
- Create a video showcasing your program or service area (not to exceed 10 minutes)
- Create a webpage highlighting your program or service area

Prompts

1. Assess your previous program review goals. Determine which goals have been accomplished, which are ongoing, which may need to be revised or deleted and why.
   a. This ensures efficient and effective use of resources with an eye toward student success and equity.
2. Provide a brief overview of your program and how it connects to the college wide goals and mission. Please include three examples of successes in your program.
   a. This will help your department, program, or area and the college assess whether we are accomplishing our mission and provide a way to communicate the results so that we have a shared understanding of our strengths and can set appropriate priorities.
3. Tell us either about the people you serve and how that impacts students, or about the students you serve, who are they, what are their experiences. Also, explain which people are being supported and why and which are not, or which students are succeeding and why and which are not.
   a. This information and data will help identify short-term and long-range needs to support student success, either directly or indirectly, enable students to achieve their goals, ensure equity, and provide for resources for doing so.
4. Tell us in which areas you would like to improve or make innovations.
   a. This will identify specific areas where you would like to improve based on the student or user access, success, or impact as described in prompt 3.
5. Describe your future plans and your goals. If you need resources, include specific goals, timelines, and measurable outcomes and the resources needed to accomplish those goals.
   a. This will identify your plans and action steps for improvement based on the needs you have described in prompt 3 and the areas in need of improvement noted in prompt 4.