



Elements of Program Review (Non-Academic Units)

Accountability Measures

Program justification:

1. What are the goals and objectives of this unit? How do these goals and objectives support the mission and goals of the college?
2. Who are the customers of this unit? Which campuses/locations does this unit serve?
3. If this unit was discontinued, what would be the effect on students, faculty, staff, and the mission of the institution?

Program productivity:

1. Briefly describe the operation of the unit.
2. In what ways is this unit similar or unique when compared to like units in the VCCS?
3. How many students, faculty, and staff does the unit serve annually?
4. Are services provided in timely manner consistent with the procedures and deadlines of the unit? How is this determined?

Program costs and resources required:

1. What is the annual budget required to support the unit?
2. What external resources or partnerships contribute to supporting the unit?
3. Are the physical facilities utilized adequate to support the unit? If not, how much additional space is required? What changes are needed in the physical space to support the unit adequately?
4. Are the maintenance and equipment budgets adequate to support the unit? If not, what additional support is needed?

Program Improvement Measures

1. Are all staff in the unit appropriately qualified for their duties and responsibilities?

2. How many staff in the unit participated in professional development activities during the past three years?
3. Based on student survey results how have students rated the quality of services in the unit?
4. Are survey results at expected levels?
5. How have survey results been used to make changes in the unit's structure and operation?
6. How has the performance of the unit been measured using professional standards promulgated by professional associations, regional accrediting agencies, or others?
7. What changes have been made in the structure and operation of the unit over the last three years?
8. How is the unit integrating technology into its operations?
9. What are the three most important issues facing this unit in terms of improving unit performance?