Non-Academic Program Review Components

Office Overview
Provide a brief overview and summary of the office and the work done there. Describe the functions of the office, the services provided, and the service recipients.

Office Mission, Goals, and Objectives
Describe the expected outcomes of the office and how they relate to the goals and objectives of the office. Also, describe how the office goals and objectives relate to the broader goals and objectives of the division and the college.

Outcomes Assessment
What are the expected annual outcomes, based on the above goals and objectives, for the period of the review (typically a five-year look)? How are the outcomes being assessed? What were the results of the assessments? How were/are the results used to improve services to customers?

Significant Changes or Improvements Since Last Program Review (as applicable)
Describe any significant changes made to the unit since the last review, as a result of the findings and recommendations from that review. Also, indicate any significant changes made to the unit as a result of any policy or organizational changes, including changes mandated by external organizations (e.g., federal, state, accreditation bodies, etc.).

External Partnerships and Collaborations
Describe any partnerships, collaborations, or other external activities in which the office is engaged (as appropriate). Some examples of these kinds of activities are: joint programs with CBOs, participation in a grant consortium, providing support services, etc.

Customer Analysis
Who is served by the office/unit? Provide information on the number of individuals served and the demographic profile (e.g., gender, race/ethnicity) of the customers (as appropriate). If the office/unit does not provide services to individuals, provide information on the client base served (e.g., contractors, suppliers, vendors, etc.).
What information is collected about the impact of the office/unit's services on customers? What information is collected about customer satisfaction with the office's services? How is this customer-related information used by the office? How does the use of this information strengthen civility on campus?

Personnel, Facilities, and Resources
Provide an organization chart of the office/unit, along with job descriptions of the personnel in the office (including classification), and a demographic breakdown (e.g., gender, race/ethnicity) of personnel.
Describe the work flow in the office (as appropriate)
Describe the support and resources provided, including both PS and OTPS resources. Discuss the extent to which these are sufficient and adequate for the office/unit to accomplish its mission. Discuss any efforts being made to secure additional resources (if necessary) through alternative funding sources (e.g., grants, collaborations, partnerships, etc.). Also describe any efficiencies that have been made to make better use of available resources.

Analysis of Strengths, Weaknesses, Opportunities, and Threats (SWOT Analysis)
Discuss relevant trends in the field of higher education that could affect the work of the office/unit, either positively or negatively (e.g., changes in work rules, new governmental regulations, student enrollment, etc.)
Address issues relating to the strengths of the office, as well as areas in which improvements in service delivery could be made. Also discuss, as appropriate, any information on 'best practices' and how those are being incorporated into the office's work.

Future Directions and Recommendations
Based on the information collected and reviewed, discuss the future directions of the office, including recommendations for improvement. Recommendations for change should be identified as those that can be implemented by the office versus those that require the intervention of individuals at higher organizational levels of the college.