|  |  |
| --- | --- |
| **UNIT NAME:** Click or tap here to enter text. | **AUTHORING TEAM CONTACT:** Click or tap here to enter text. |
| **PHONE:** Click or tap here to enter text. | **E-MAIL:** Click or tap here to enter text. |

Executive Summary (complete this section last)

**Briefly summarize the topics that are addressed in this Service Unit Review, including areas of strengths and areas of concern.**

Click or tap here to enter text.

1. **Unit and Its Context**
2. **Describe the unit, its relationship to the college, and the community it serves.**

Click or tap here to enter text.

1. **Describe the following points as applicable:**
2. **Unit’s purpose**

Click or tap here to enter text.

**If unit has a purpose/mission statement, upload it in section I.B.1. of the Appendix.**

1. **Services and products unit provides**

Click or tap here to enter text.

1. **Constituents unit serves**

Click or tap here to enter text.

1. **Regulatory standards unit must meet, if applicable**

Click or tap here to enter text.

1. **Unit Relationship to College Mission and Strategic Plan**
2. **Explain with unit-specific evidence how the unit supports the College’s mission statement: “Collin County Community College District is a student and community-centered institution committed to developing skills, strengthening character, and challenging the intellect.”**

Click or tap here to enter text.

1. **Explain with unit-specific evidence how the unit supports the College’s strategic plan (2020–2025 Strategic Plan).**

Click or tap here to enter text.

1. **Necessity of Unit’s Primary Functions or Services**
2. **Describe with evidence that the unit’s primary functions or services are necessary as they are, should be modified, or should be eliminated.**

Click or tap here to enter text.

1. **What are the purpose and reason for the services?**

Click or tap here to enter text.

1. **How has the unit evolved during the 5-year cycle? How have the reasons for services changed over time?**

Click or tap here to enter text.

1. **What would happen if the unit no longer provided the services and/or the services were outsourced?**

Click or tap here to enter text.

1. **Which unit services require the most resources, including staff time? Which services add the biggest value to the college? If the services that require the most resources are different from the services that add the biggest value to the college, discuss the discrepancy.**

Click or tap here to enter text.

1. **Describe the unit’s lines of communication with other units involved in or supporting each of these services. If any of these lines are not clear, explain why.**

Click or tap here to enter text.

1. **Describe the alternate ways in which the unit or college provides any of these services.**

Click or tap here to enter text.

1. **Does the unit offer or conduct the services as efficiently as possible? If not, explain why.**

Click or tap here to enter text.

1. **Benchmarking: Review two or three comparable colleges for the way they accomplish these services. Discuss what was learned and what new ideas for service improvement were gained.**

Click or tap here to enter text.

1. **Unit’s Impact on Student Outcomes**
2. **If the unit influences the student experience, environment, and/or safety, describe how.**

Click or tap here to enter text.

1. **If the unit impacts funding for student activities, describe how.**

Click or tap here to enter text.

1. **If the unit influences student enrollment, retention, persistence, and/or completion, describe how.**

Click or tap here to enter text.

1. **If the unit provides services for a diverse student population, describe how.**

Click or tap here to enter text.

1. **Analyze the evidence you provide. What does it show about the unit?**

Click or tap here to enter text.

**V. Effectiveness of Unit Communications**

1. **Describe with evidence how the unit literature and electronic sites are current, including accurately representing the unit and supporting the college’s recruitment plan, retention plan, and completion plan.**

Click or tap here to enter text.

1. **Describe how the unit solicits student feedback regarding its website and literature and how the unit incorporates that feedback to make improvements.**

Click or tap here to enter text.

1. **Describe how the unit ensures that students are informed/aware of unit literature. Is unit literature made accessible to all students (i.e., can they obtain the information they need)?**

Click or tap here to enter text.

1. **Identify who is responsible for monitoring and maintaining the unit’s website, and describe the processes in place to ensure that information is current, accurate, relevant, and available. If the unit has no website, describe plans for creation of a website or explain the absence.**

Click or tap here to enter text.

1. **In the Unit Literature Review Table, document that the unit verified the information communicated to stakeholders for currency, accuracy, and relevance and made it readily available to target audiences.**

**Upload the completed Unit Literature Review Table in section V.B. of the Appendix.**

1. **Effectiveness of Unit Stakeholder Resources and Partnerships**

**In the Unit Stakeholder Resources and Partnerships Table, list any business, industry, government, college, university, community, and/or consultant partnerships, including clinical or professional sites and internal Collin departments, to advance unit outcomes.**

**Upload the completed Unit Stakeholder Resources and Partnerships Table in section VI. of the Appendix.**

1. **Professional Development**

**In the Employee Resources Table, provide a list of professional development activities of unit staff since the last Service Unit Review.**

**Upload the completed Employee Resources Table in section VII. of the Appendix.**

1. **Facilities, Equipment, and Funding (Optional)**

**NOTE: Respond to section VIII only if the unit is requesting improved resources.**

1. **Provide evidence regarding current deficiencies or potential deficiencies related to infrastructure (e.g., technology), facilities, equipment, maintenance, replacement, plans, or budgets that pose important barriers to the unit or student success.**

Click or tap here to enter text.

1. **If any current or potential deficiencies exist, complete the resource tables below to supportyour narrative.**
   * + 1. **Facilities Resources Table**

**Upload the completed Facilities Resources Table in section VIII.B.1. of the Appendix.**

* + - 1. **Equipment/Technology Table ($5,000 or More)**

**Upload the completed Equipment/Technology Table ($5,000 or More) in section VIII.B.2. of the Appendix.**

* + - 1. **Financial Resources Table**

**Upload the completed Financial Resources Table in section VIII.B.3. of the Appendix.**

**IX. Continuous Improvement Plan (CIP)**

1. **Upload the unit’s previous CIP tables in section IX.A. of the Appendix.**

**In addition, e-mail the unit’s previous CIP tables to the Institutional Research Office (IRO) at effectiveness@collin.edu.**

1. **Describe how the unit used its last Continuous Improvement Plan (CIP) to make the following improvements to the unit over the past 4 years:**
2. **Student support**

Click or tap here to enter text.

1. **Overall improvements to the unit**

Click or tap here to enter text.

1. **Evaluation of CIP Success**

**Based on the information, analysis, and discussion that have been presented in sections I–IX of this unit review, summarize the strengths and weaknesses of the unit. Describe specific actions the unit intends to take to capitalize on the strengths, mitigate the weaknesses, and improve unit outcomes and competencies.** **Provide the rationale for the expected outcomes chosen for the CIP(s).**

Click or tap here to enter text.

**XI. New CIP Tables**

**Within the context of the information gleaned in this review process and any other relevant data, identify unit priorities for the next two years, including at least one unit outcome or competency, and focus on these priorities to formulate the unit’s new CIP. The unit may also add short-term administrative, technological, assessment, resource, or professional development outcomes as needed.**

1. **Complete the CIP Outcomes, Measures & Targets Table. Choose 1 to 2 outcomes from the table to focus on over the next two years.**

**Upload the completed CIP Outcomes, Measures & Targets Table in section XI.A. of the Appendix.**

**In addition, e-mail the completed CIP Outcomes, Measures & Targets Table to the Institutional Research Office (IRO) at effectiveness@collin.edu.**

1. **Complete boxes A, B, C, and D of the CIP Outcomes 1 & 2 Table.**

**Upload the completed CIP Outcomes 1 & 2 Table in section XI.B. of the Appendix.**

**In addition, e-mail the completed CIP Outcomes, Measures & Targets Table to the Institutional Research Office (IRO) at effectiveness@collin.edu.**