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| --- | --- | --- | --- | --- | --- |
|  | **Responsive to the Component** | **Evidence** | **Analysis: Explanation/ Rationale of Assertions Supported by Evidence** | **Overall****Judgment** | **Comments** |
| 1. What does the unit do? | Acceptable |  |  | Acceptable | Thoroughly answers the questions. Lots of programs, numbers and examples given |
| 2. What is the unit’s relationship to the college mission & strategic plan? | Acceptable | AcceptableIntegrityService InvolvementLearning | AcceptableSpecific and broad examples given to illustrate the relationship between the mission, plan and program | Acceptable | Very thorough and well done |
| 3. Why are the unit processes done? | Acceptable | Acceptable Statistics, graphs and charts  | AcceptableIn the past 5 years, the department has experienced a 25.2% increase in the number of applications processed. This is in part due to the requirement from the Texas Education Agency (TEC 28.0256) that all high school students complete the Free Application for Federal Student Aid (FAFSA). | Acceptable | Clear explanation and correlation |
| 4. How does the unit impact student outcomes? | Acceptable | AcceptableSolid explanation and rationale | AcceptableThe average Pell grant recipient has a household income of less than $75,000 and many financial aid applicants are the first in their family to attend college. Without funding in place, these students would not be able to attend Collin College. Along with our first-generation students, the department also provides resources for our Veteran students. | Acceptable | Short but acceptable  |
| 5. How effectively does the unit communicate? | Acceptable | AcceptableConstant evaluation, third-party company | AcceptableIntegrated videos | Acceptable | Seems they communicate both effectively and competently |
| 6. Does the unit build and leverage partnerships? | Acceptable | Acceptable14 different organizations named and detailed as partners | AcceptableIncludes websites, contact names, and details | Acceptable | Very thorough |
| 7. Are staff supported with professional development? | Acceptable | AcceptableRegular trainings | Acceptable6 for staff yearly. A separate annual. National and State professional development opportunities.  | Acceptable | They seem to keep abreast of professional development and take advantage of learning opportunities. |
| 8. [Optional] Does the unit have sufficient facilities and equipment? |  |  |  |  |  |
| 9. How have past CIPs contributed to success? | Acceptable | AcceptableExternal consultant  | Acceptable-reviewer fully admits goals were not met | Acceptable | ??? |
| 10. How will the unit evaluate its success? | Acceptable | Acceptable-numerous audits held regularly | Acceptable Implementation of Workday - all technical student operations will move from the Banner operating system to Workday. We are still working through the new hiring process which can impact the timeline on when a new team member is onboarded. · New Website – all content will need to migrate to the new website · Mandatory FAFSA completion by all high school students – will need to ensure system is able to keep up with increased data traffic/load | Acceptable |  |
| 11. Future Continuous Improvement Plan Tables | Acceptable |  |  | Acceptable | Continuing to make improvements towards student satisfaction |

**Overall Decision:cc**

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| --- | --- | --- |
|  x Accepted Without Recommendations |  Accepted With Recommendations |  Revisit and Revise |

**General comments about the submission or rationale for the conclusion:**

Overall, the program looks really good and like an asset to students. Not surprised student satisfaction is low. This could be a result of not getting funds wanted or other factors mentioned in the review.