Program Review – Service Units

**Date**: Click or tap here to enter text.

**Name of Unit**: Click or tap here to enter text.

**Contact Name**: Click or tap here to enter text.

**Contact Email**: Click or tap here to enter text.

**Contact Phone**: Click or tap here to enter text.

**Year our last Program Review was completed:** Click or tap here to enter text.

**Year our unit was formed (in its current iteration):** Click or tap here to enter text.

**Instructions:**

1. **Review the** [**Technical Appendix**](#_Technical_Appendix) **for an overview of the Program Review process.**
2. **Answer all questions asked below completely but concisely.**
3. **Turn your document into your AVP, VP, or provost for approval.**
4. **After you have received approval, email your completed document to** [**effectiveness@collin.edu**](mailto:effectiveness@collin.edu) **by [specific due date]**

**Section 1: Unit Purpose and Context (SACSCOC Standards** [**7.1**](https://sacscoc.org/app/uploads/2024/02/2024-POA-Resource-Manual.pdf#page=62)**,** [**7.3**](https://sacscoc.org/app/uploads/2024/02/2024-POA-Resource-Manual.pdf#page=67)**)**

1. Describe the Unit’s purpose and mission.

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1. 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.”

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1. Explain with unit-specific evidence how the unit supports the College’s [Master and Strategic Plans](http://collin.edu/masterplan/) and/or [QEP](https://www.collin.edu/explore/coaching).

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1. Explain any regulatory, accreditation standards, or compliance that the unit must meet.

Click or tap here to enter text.

**Section 2: Unit Services (SACSCOC Standards** [**7.3**](https://sacscoc.org/app/uploads/2024/02/2024-POA-Resource-Manual.pdf#page=67)**,** [**11.1**](https://sacscoc.org/app/uploads/2024/02/2024-POA-Resource-Manual.pdf#page=115)**,** [**12.1**](https://sacscoc.org/app/uploads/2024/02/2024-POA-Resource-Manual.pdf#page=120)**)**

1. Fill out this table with your primary services (up to 8), their purpose in the department or to stakeholders, the people or clients that the service serves, an estimate of the percent of time your department spends on this service, the relative value of the service compared to other services you provide, and opportunities to improve your efficiency in providing the service. Each box only needs a couple sentences, as you will be elaborating below.

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| --- | --- | --- | --- | --- | --- |
| Service | Purpose | Clients | % of Your Time and Effort | Relative Value | Efficiency Opportunities |
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1. How have these services evolved over the last four years? Reflect especially on your last two CIPs.

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

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1. Describe actions the unit intends to take to capitalize on your strengths, mitigate weaknesses, and improve service outcomes over the next program review period.

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**Section III: Unit’s Impact (SACSCOC** [**7.3**](https://sacscoc.org/app/uploads/2024/02/2024-POA-Resource-Manual.pdf#page=67)**,** [**8.1**](https://sacscoc.org/app/uploads/2024/02/2024-POA-Resource-Manual.pdf#page=70)**,** [**8.2c**](https://sacscoc.org/app/uploads/2024/02/2024-POA-Resource-Manual.pdf#page=80)**)**

1. Describe how the unit has contributed to the achievement of institutional goals ([Master and Strategic Plans](http://collin.edu/masterplan/), [QEPs](https://www.collin.edu/explore/coaching), or [Key Student Outcomes](https://www.collin.edu/aboutus/statistics/studentachievement)). Use specific metric indicators where applicable. \*Note: You do not have to address EVERY aspect of every goal. Just address the ones you feel are most impactful.

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1. Review the [Service Unit Satisfaction Survey](https://inside.collin.edu/institutionaleffect/assessment_data.html) – both awareness and satisfaction – and reflect on any changes.

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1. Describe how you have collected data and feedback – qualitative and/or quantitative – about how your service unit has benefited clients or groups of clients. [Section 8.1]

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1. Provide examples of how you have used your analysis of aggregated and disaggregated data to inform decisions about your services to improve their impact on key institutional metrics – student outcomes, master plan and strategic goals, e.g.

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**Section IV: Unit Communication**

1. Describe how the unit ensures that all clients are informed and aware of the services you provide.

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1. Reflect on all types of promotional media used by your unit and how effectively they reach and engage your client audience.

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1. Describe the process of making sure your webpage or website is current, accurate, and relevant to all clients you serve.

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1. Are you getting questions you feel are addressed in promotional materials? Consider reviewing access data for your resources. How can you ensure information is accessible and understandable?

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**Section V: Unit Stakeholders and Partnerships**

1. Does your unit interact with external stakeholders or other internal units to deliver your core services? If so, pick your five biggest/most impactful partnerships and describe how the partnership helps you meet your unit goals, the [Master and Strategic Plans](http://collin.edu/masterplan/), [Key Student Outcomes](https://www.collin.edu/aboutus/statistics/studentachievement), or your CIP Goals. (Skip this item if not applicable; provide additional stakeholders or partnerships in the Appendix if desired)

|  |  |  |
| --- | --- | --- |
| **Stakeholder or Partnership** | **Internal or External?** | **Describe how this partnership helps you meet your unit goals, the Master and Strategic Plans, Key Student Outcomes, or your CIP Goals** |
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**Section VI: Professional Development**

1. If your unit has college-mandated training, what is your unit’s completion rate? (e.g., cybersecurity, FERPA, safeguarding minors, harassment in the workplace, etc.) If your unit has external mandated training (e.g. LPC Continuing education), what is your completion rate?

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| **Training** | **Mandating Organization** | **Completion Rate** |
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1. What is your attendance rate for district professional development? Contact Human Resources if you need assistance finding attendance records for your unit or team.

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1. Describe how your unit has used external training and development in alignment with the [Master and Strategic Plans](http://collin.edu/masterplan/), [Key Student Outcomes](https://www.collin.edu/aboutus/statistics/studentachievement), or CIP Goals (e.g., conferences, webinars, workshops)

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# Appendix

**Section V Appendix: Unit Stakeholders and Partnerships**: List any other partnerships that would benefit from explanation and **briefly** describe them.

|  |  |  |
| --- | --- | --- |
| **Stakeholder or Partnership** | **Internal or External?** | **Describe how this partnership helps you meet your unit goals, the Master and Strategic Plans, Key Student Outcomes, or your CIP Goals** |
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**Supporting documents:** provide any supporting documents, such as your last two Continuous Improvement Plans, that you would like the review committee to include in their review of your submission. List them here and supply them as attachments to your submission.

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# Technical Appendix

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## Program Review Cycle Timeline

|  |  |
| --- | --- |
| **Semester** | **Action** |
| Spring 2026 | Begin Continuous Improvement Plan (CIP) |
| Fall 2027 | Complete CIP, Close the Loop on changes |
| Spring 2028 | Begin second CIP |
| Fall 2029 | Complete second CIP, Close the Loop on Changes |
| Spring 2030 | Begin Program Review |
| Fall 2030 | Turn in Program Review to Institutional Effectiveness Data Coordinator |
| Spring 2031 | Program Review is reviewed by committee and given a rating |

## Program Review Cycle Timeline – Graphic

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