Service Unit Program Review User Guide

# Time Frames

1. Scope
   * The time frame of Service Unit Review is 5 years, including the year of the review.
   * Data being reviewed for any item should go back the previous 4 years unless the Service Unit Program Review template states otherwise or the data are not available.
2. Deadline Dates and Submission Paths
   * **Program Review**
     1. Second week of January – Service Unit Program Review document is due to dean, director, or vice president for review.
     2. First week of February – Service Unit Review Document is due to Program Review Steering Committee.
   * **Continuous Improvement Plan**
     1. First week of February – Service Unit Continuous Improvement Plan is due to dean, director, or vice president for review.
     2. Third week of February – Service Unit Continuous Improvement Plan is due to Institutional Effectiveness.
3. Five-Year Cycle
   * Years 1. Open a Continuous Improvement Plan by filling the first half of the CIP form.
   * Year 2. Collect and analyze data and findings pertaining to the CIP, take a corrective action (“close the loop”), and close your CIP by completing the second half of the form.
   * Year 3. Open a Continuous Improvement Plan by filling the first half of the CIP form.
   * Year 4. Collect and analyze data and findings pertaining to the CIP, take a corrective action (“close the loop”), and close your CIP by completing the second half of the form.
   * Year 5 – Write Service Unit Review of past 5 years, write Continuous Improvement Plan (CIP), and create new Action Plan.

# Length of Responses

* **Program Review**
  + Each section generally should be limited to the range of 2 pages or 500–750 words.
  + Full program review should be 10-15 pages, including tables that are part of the Program Review template.
* **Continuous Improvement Plan**
  + Each CIP should have 2-3 goals, each fitting in 1-2 pages.

# Inapplicable Questions

If any question on this template is inapplicable to the unit, the author must so indicate in response to the question.

# Evidence

The Service Unit Program Review sections require you to provide evidence for assertions made.

* + - 1. Sources

Evidence may come from various sources, including regulatory standards, responses to constituent surveys, data generated by your unit’s processes, and Collin’s Institutional Research Office (IRO). Data can be quantitative and/or qualitative. If you are unfamiliar with any of these information sources, contact the Institutional Research Office at effectiveness@collin.edu.

* + - 1. Examples of Evidence Statements

All responses should use verifiable and specific assertions.

* + - * 1. **Not verifiable**. “Core values are integrated into the unit’s service.” (Not verifiable)
        2. **Verifiable, but general**. “Core values are integrated into the unit’s service through reflections.” (Verifiable, but general)
        3. **Verifiable and specific**. “Core values are integrated into the unit’s service through written reflections asking the unit’s personnel to describe how they will demonstrate each of the core values in their professional lives and demonstrated through College Service.”

# Appendix Documents

The author may attach supporting materials to their Program Review as appendices, but this is not required. Appendices are supplemental and help to support the assertions made in the body of the Program Review.

1. If units partner with many other units or external entities, an additional, expanded table is provided in the Appendix to provide structured information. This is optional.
2. The Appendix also contains a place to list the supporting documents that are being attached. Use this to produce a contents list.
3. Supporting documents can take any shape and form that the unit wishes to include. Submit appendices as electronic files along with the completed Program Review Template.

# Finding Data & Help

* Service Unit Review information, forms, and training resources are available on the [Institutional Effectiveness website](https://inside.collin.edu/institutionaleffect/).
* Data to inform the Service Unit Program Review process also are stored at the Institutional Effectiveness website and other useful information can be found at
  + [Student Achievement](https://www.collin.edu/aboutus/statistics/studentachievement). Lists the institution’s key student success outcomes. CIPs and Program Review activities should support Student Achievement directly or indirectly.
  + [Master and Strategic Plan](https://www.collin.edu/masterplan/). Outlines the long-term direction of the district to which all units should align action.
  + [District Statistics](https://www.collin.edu/aboutus/statistics/). Provides an overview of the district’s students, which is helpful for considering how units serve students.
  + [Institutional Research Office’s Cougarweb site](https://cougarweb.collin.edu/pages/iro-institutional-data). Contains several internal reports about the effectiveness and efficiency of the institution. Especially useful are [peer groups](https://cougarweb.collin.edu/pages/iro-institutional-data).
* Questions regarding Service Unit Program Review can be addressed to the Institutional Research Office (IRO) at effectiveness@collin.edu.

# Next Steps After Submitting a Continuous Improvement Plan or Program Review

1. **Program Review**
   1. A review team will review your submission and produce a recommended determination for the Program Review Steering Committee. Included will be a rubric evaluation of your submission.
   2. The Program Review Steering Committee receives and votes on the recommendations from the review team.
   3. Outcomes of the review team and Program Review Steering Committee are shared with the unit, along with any remediation steps if applicable.
   4. The Institutional Effectiveness team posts review outcomes on the Institutional Effectiveness page for historical record.
   5. The service unit may respond by July 31 with any comments that they wish to have posted on the Institutional Effectiveness page as a companion to their rubric evaluation and process outcome.
   6. The unit proceeds to open a Continuous Improvement Plan the following spring and submit any edits to their Program Review if required.
2. **Continuous Improvement Plan**
   1. Institutional Effectiveness will review the first half of your completed CIP in year 1 of the process and may provide feedback.
   2. Institutional Effectiveness will post your opened CIP on the Institutional Effectiveness website.
   3. You carry out the CIP as designed and collect data on whether the improvements are having the desired effect throughout years 1 and 2.
   4. After reflecting on the data, you attempt to make a change to unit practices (“close the loop”) in the second year.
   5. You review whether the change had the desired effect, reflect on the full process, complete the second half of the CIP template, and submit to Institutional Effectiveness.
   6. Institutional Effectiveness reviews your completed CIP, provides feedback, and posts your CIP to the Institutional Effectiveness website.
   7. You open your next CIP if you are moving to year 3 of the cycle or proceed to a Program Review if you are moving to year 5.