
Institutional Support Program Review Table of Contents

1. Citrus College Mission and Institutional Outcomes

- A. Mission Objectives
- B. Institutional Outcomes

(Ways in which the department supports the institutional mission and outcomes.)

2. Department Functions

- A. Executive Summary
- B. Department Function by Section
- C. History of the Department
- D. Special Accomplishments
- E. Other

(Brief description of the department's functions and ways operations are currently performed. Brief highlights of successes and accomplishments in the department's performance during this review period.)

3. Service Recipients

- A. Summary
- B. Students
- C. Faculty and Staff
- D. Facilities
- E. Other

(Brief description of the constituents who receive and benefit from the department's services.)

4. Staff Resources

- A. Organizational Charts
- B. Assignments and Specialties
- C. Staff Preparation and Training
- D. Professional Activities and Committee Participation
- E. Other

(Analysis of the department's current personnel resources and functions.)

5. Physical Resources

- A. Building and Facilities
- B. Equipment and Materials
- C. Other

(Analysis of connections between department functions and current physical resources.)

6. Fiscal Resources

- A. Budget
- B. State Programs
- C. Incentive Programs
- D. Other

(Analysis of current fiscal resources.)

7. Program Performance

- A. Summary
- B. Quantitative Performance Measurements by Section
- C. Qualitative Performance Measurement of Program
- D. Trends and Impacts on Institutional Planning
- E. Goals and Objectives

(Discussion of trends and changes affecting the department's ability to meet its mission and goals.)

8. Program Effectiveness and Needs

- A. Effects on Student Outcomes
- B. Savings or Efficiency Measures
- C. Resource Needs

(Brief description of the ways in which the department contributes to learning, teaching, and student services efforts of the college. Resources needed for continued or improved performance.)

9. Action Plan

(Realistic plan with timeline, resources, and responsible parties identified.)

Questions that may help:

1. Mission and institutional outcomes
 - What is the department's vision for the future?
 - How do the department's mission and goals support the college's mission?
 - What role does the department play in the college achieving institutional outcomes?
2. Department Functions
 - How are operations performed currently?
 - What data support assumptions about the department's effectiveness?
 - Are there any awards, grants, leadership roles, staff incentive programs?
3. Service Recipients
 - Who are the primary users of the department's services?
 - Are there changes in recipients' needs?
4. Staff Resources
 - What positions does the department include?
 - Are staff resources adequate to meet current needs?
5. Physical Resources
 - Where are services provided?
 - Are physical resources adequate to meet current needs?
6. Fiscal Resources
 - What are the sources of income?
 - Are fiscal resources adequate to meet current needs?
7. Program Performance
 - What changes in technology will impact the department?
 - Will changes in community demographics potentially impact the department?
 - What political or statutory changes will impact the department? In what ways?
 - How do changes within the college impact the department?
 - What competition does the department or college face?
8. Program Effectiveness and Needs
 - In what ways does the department support student learning, teaching and student support services?
 - How does the department measure effectiveness and efficiency?
 - Have previous goals been accomplished?
 - What supplies, equipment, facilities, or staffing are needed?
 - What technology or training needs will help the department?

SAMPLE ACTION PLAN

Institutional support area:

Reporting area:

Contact person:

Date of submission:

Action (Goals and Objectives)	Responsible person	Due date	Obstacles to completion (trends or challenges)	Resource needs (materials, personnel, facilities)
Progress of action: Completed: (date) Revised: (date) Comments:				