

## **PALOMAR COLLEGE INSTITUTIONAL REVIEW PROGRAM**

### **PROGRAM REVIEW PROCEDURES FOR FINANCE & ADMINISTRATIVE SERVICES**

#### **Purpose of an Institutional Review Program:**

Institutional Review is defined by the Accrediting Commission for Community and Junior Colleges as "an ongoing process by which the institution evaluates and assesses the effectiveness of its programs and services for students." At the department level, there are two important reasons why institutional review is valuable:

1. Institutional Review allows you to assess and evaluate your department for your own information and purposes. This is an opportunity to develop measurable goals (quantitative) and identify your department's strengths and weaknesses (qualitative) and describe how they affect the success of the institution.
2. Institutional Review is also one pathway by which the needs and changes in your department can be tied to the planning and resource allocations of the college. The Vice-President of Finance & Administrative Services will formulate a summary that will go to the Finance & Administrative Services Planning Council. After review and discussion, a report will go to the Strategic Planning Council.

#### **Non-Instructional Program Review:**

The original Institutional Review Program was designed for the instructional programs and does not work well for the non-instructional programs. The Finance & Administrative Services Division has developed the following guidelines and procedures to assist our division in providing a program review that is meaningful and will provide guidance in developing and improving our customer services.

**Non-Instructional Program Review Guidelines and Information:** (Note: Please keep in mind that our program review is meant to be a detailed report on our programs that needs to be formatted in a way that summary statements for the main sections of the review can be collated for the diverse department summaries in this division.)

Programs will be reviewed on a rotational basis. The Director of each area (or the Vice president) shall:

1. Establish your review team: This can be anyone in your department.
2. Collect the data and information necessary for your department's review.
3. Develop a draft review and ensure it meets all of the requirements of the review program.
4. Develop a final review/report and submit it to the appropriate supervisor.

**Program Purpose, Function and Users:** Please provide the data and information listed below as it applies to your department or program. All of the areas may not be related to your areas of responsibility. Provide a summary statement at the beginning of the section and follow up with the data and information used to support your summary.

- \* What is the purpose of the program? Why does it exist?
- \* How has this purpose changed in recent years?
- \* How do you expect this purpose to change in the near future?
- \* How does your program support the mission of the college and the college's Strategic Plan?
- \* What are the most important goals of the program?
- \* List the key functions or services of the program.
- \* Who are the key users of the program?
- \* How do you measure the user demand for the program?
- \* How has the user demand for the program changed in recent years?
- \* How is the user demand for the program likely to change in the future? Why?
- \* List other departments on campus with which your program has the most continual interaction and explain briefly the nature of those interactions.

**Available Resources:** Please provide the data and information listed below as it applies to your department or program. All of the areas may not be related to your areas of responsibility. Provide a summary statement at the beginning of the section and follow up with the data and information used to support your summary.

- \* List your staffing budget or levels over the past three years.
- \* List your non-personnel operating budget for the past three years.
- \* Does your program/unit generate any revenue? If so, please provide the revenue generated each year for the past three years. What is the revenue generated by your program/unit used to support?
- \* Analysis:
  - ~ Has your budget changed significantly over the past three years? If so, why?
  - ~ What benchmarks do you use to measure your program's cost effectiveness?
  - ~ How does your program compare to those benchmarks?
  - ~ Consider the work that your unit performs and the resources available to perform that work. Are the resources adequate? Do the resources affect the quantity of work that your unit needs to perform in order to carry out its function? What about quality or timeliness?
  - ~ Are there critical areas that need additional resources?
  - ~ Do you anticipate any significant increase in costs/expenses over the next two years?

**Program Effectiveness:** Please provide the data and information listed below as it applies to your department or program. All of the areas may not be related to your areas of responsibility. Provide a summary statement at the beginning of the section and follow up with the data and information used to support your summary.

- \* What measures do you use to evaluate the effectiveness of your program or unit? (consider measures you use to help you determine the following aspects of your unit's work: quantity, quality, timeliness, and service) - Include a description of those measures, why they are used, and a summary of their results.
- \* Based on the results of your measures of effectiveness, what are your program's/unit's strengths? (What do you do well?)

- \* Based on the results of your measures of effectiveness, what areas of opportunity for improvement exist? Are the areas of opportunity something you can control?
- \* What were the accomplishments of the program in the last two years?
- \* Are there any additional cost savings opportunities that you can recommend for your program?
- \* What are your peers at other institutions doing that Palomar is not, but should be doing?

**Program Plans:** Please provide the data and information listed below as it applies to your department or program. All of the areas may not be related to your areas of responsibility. Provide a summary statement at the beginning of the section and follow up with the data and information used to support your summary.

- \* Based on your review, please describe any plans (including goals) that you have created that will lead to program improvement over the next two years.
- \* Do you need additional resources to implement these plans? If so, please describe and provide a cost estimate for the additional resources needed for such items as:
  - ~ Staffing
  - ~ Equipment
  - ~ Technology
  - ~ Other

Once you have completed the program review, submit it to the appropriate supervisor for review and discussion. Lower level programs will be reviewed by the next level supervisor and then by the executive level. Once all of the reviews have been completed and accepted, the Vice President for Finance & Administrative Services will create a summary report, which will be attached to the department/program review. The Finance & Administrative Services Division's program review report will then go to the Finance & Administrative Services Planning Council for review and acceptance and then be submitted to the Strategic Planning Council.

Date Procedures Approved by FASPC:      October 30, 2008