



North Central State

COLLEGE

Support Service Department

Review Manual

2023-2024

Institutional Service & Program Review Committee

Name of Program Under Review

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What is a review?

Our program review is a type of internal evaluation for academic, support and administrative groups.

What is the purpose of a review?

The primary purpose of a review is to foster improvement. The review process was designed to create a supportive climate for promoting continuous quality improvement. The review is intended to nurture innovation and viability. It will ensure the continuation of high-quality programs and services at North Central State College. The review process of programs and non-instructional services supports the College's mission.

North Central State College exists for the citizens of its service region to attain the knowledge and skills to succeed in their chosen path of learning, work or enrichment, sufficient for the college to justify available resources.

However, the college must continuously adjust its menu of programs to fit local, regional, and state needs and requirements. Consequently, one must be aware that this review process may be used in an administrative review that could lead to program change or even closure in rare circumstances.

The Institutional Service & Program Review Purpose and Charge

A review calendar was established in 2012 and is updated regularly and followed.

The Review Process was implemented to meet requirements established by the Ohio Board of Regents, but perhaps more importantly to help each area of the institution improve.

In 2013/14, President Diab, as part of a reorganization of the college's committee structure identified the following charge for this committee: "Evaluate progress of academic and student services programs or departments. Evaluate academic, support, and administrative offices for mission congruence, fiscal stewardship, and interdepartmental integration and efficiency."

The Institutional Service & Program Review Committee (Program Review Committee)

ROLE

The Program Review Committee is convened by the College President and has the overall responsibility of initiating the review process and providing necessary oversight, guidance, and support to that process. The Committee maintains a calendar of reviews ensuring that all Programs and Non-instructional Services complete the review process within a 3-year cycle. The Committee also establishes a schedule of reviews to be completed each academic year, establishing dates for a pre-review discussion with the program or non-instructional service, submittal of required reports, and the Committee's response to the final report with recommendations to the submitters with a copy to his/her supervisor. The Program Review

Committee will be intentional about creating and maintaining a supportive climate for an attitude of continuous improvement to grow and flourish through the review process.

MEMBERSHIP

Chair and a Vice-Chair (a dean and a faculty member).

Members: One academic dean, Dean of Student Services, one faculty representative from each of the three academic divisions (Business, Industry and Technology, Liberal Arts, and Health Sciences), Director of Institutional Research, Accreditation Liaison, Chief Financial Officer, Controller, Chief Academic Officer, and Director of Marketing.

PRESENTING TO THE COMMITTEE

The Co-Chairs of the Committee will work with you to schedule your meeting and to help you prepare. The current Co-Chairs are Sara Rollo, srollo@ncstatecollege.edu (x4833) and Daniel Wagner, dwagner@ncstatecollege.edu (x4817). Sheila Campbell of Institutional Research has been of tremendous help to all programs and services and is available at scampbell@ncstatecollege.edu (x4555).

In preparation of your report, submit a ticket in MyServices for enrollment data from Sheila Campbell, and EMSI data from Dr. Gina Kamwithi. Financial data can be obtained from Lori McKee at lmckee@ncstatecollege.edu (x4828). **All requests for data should be made at least 6 – 8 weeks prior to report submittal.**

Please email your final report to Daniel Wagner, Co-Chair of the committee no later than the Friday before your scheduled review. This usually means that your supervisor will need to review your work at least a week before that. So most people need their reports done two weeks ahead of schedule to ensure that their document is approved by their supervisor and sent to the committee in a timely fashion. Please also maintain appendix credibility by having pages mark the position of each appendix and have those appendices numbered or lettered appropriately.

On the day of your presentation to the Committee, we ask that you present a 5–15-minute summary highlighting strengths and opportunities identified in your report; following that the committee will ask questions; the entire session should last about an hour. A follow-up report may be requested.

GOOD LUCK and ASK QUESTIONS!

Please feel free to point out typos or improvements you think would be helpful for this process or document at any time.

Department Title:

Date of Evaluation:

Date of Last Evaluation:

Staff contributing to review:

Directions for completing this review:

You are receiving the **INSTITUTIONAL SERVICE AND PROGRAM/DEPARTMENT REVIEW MANUAL**. Please address each Standard question(s) for your program/department. If an item does not apply to your department/program, please indicate it as “non-applicable” or “NA.”

Please email the documents to Daniel Wagner, Co-Chair of the committee. Please also maintain appendix credibility by having pages mark the position of each appendix and have those appendices numbered or lettered appropriately.

This review is to be completed, including the supervisor’s signature, and sent to Daniel Wagner one week prior to your review date.

How is the Program Review used?

1. To assess the quality, effectiveness, and relevance of the departmental/programmatic activities to the needs of stakeholders (2012).
2. To assess mission congruence (2014).
3. To assess fiscal stewardship (2014).
4. To assess interdepartmental integration and efficiency (2014).
5. To identify strengths and opportunities for continuous improvement (2012).
6. To develop and implement action plans to address relevant opportunities (2012).3

Note: Beginning in Spring Term, 2016, we are asking both supervisors and those preparing reports to please make sure reports are well written in terms of grammar and sentence structure. Please seek help as needed from departmental or division administrative assistants.

Supervisor Printed Name and Title

Supervisor Signature

Date

By signing, one ensures that the supervisor has read the document and generally supports the contents or has had time to discuss this document with the principle author(s). In rare cases, the review can only go forward to the committee without the supervisor’s signature and must include evidence that the supervisor has been engaged in the report. In these cases, the supervisor must sign the report within thirty (30) days after the presentation or the report must be re-done the following year.

Note: *The fillable form may not be compatible with the Apple version of Word. Please contact Vickie Kissel, vkissel@ncstatecollege.edu, for an editable version of the document.*

WORKSHEET

Appendices:

Please provide a list of appendices you have built into this report:

STANDARDS

I. Department's Purpose/Mission Statement and History:

- A. Provide a succinct department mission statement and/or statement of purpose. The statement should be congruent with the College's mission statement of purpose and provide a framework for the goals and objectives of the department by addressing the desired outcomes of the ancillary support service department. Please state if your department does not have one.

- B. Provide a brief history of the department which might help us understand turnover issues or other changes that impact today's performance of the department.

II. Department's Programs and Services:

A. Insert the most recent Organizational Chart for your department.

B. Major functions and services

1. List the major functions and services within the department.
2. List services/functions that are needed which do not currently exist in the department and the reason why.

C. What external developments, external agencies, and trends (such as legislation, demographic, professional practices) do you believe will have the greatest impact on the department's programs, services, and operation?

D. Evaluation:

1. On a scale of 1-10, how would you describe the level of functioning (effectiveness, efficiency) of this department at this time? Explain your rating
2. For the past three years, summarize trends from the survey data provided by Institutional Research Department. (Place IR data for each trend being reported on in Appendix A)
3. Describe and include how you collected survey data to evaluate the success of your department. (Place a copy of your survey tool(s) in Appendix B)
Note – if an evaluation process is not being used, please refer to the “Customer Service Survey Tool” document on the Institutional Service and Program Review Committee website. The document provides sample customer service survey questions that may be

helpful for developing an evaluation tool. The site can be found at
<https://sharept.ncstatecollege.edu/committees/1/program-review/SitePages/Home.aspx>

- a. What are the department's expected outcomes for general everyday responsibilities and how are they assessed?
 - b. How do you respond to and incorporate recommendations and/or complaints from students, co-workers, or others?
 - c. Describe any local, state, or national recognition the department received.
4. What are the department's goals for this year and beyond (if any)?
 5. If applicable and in agreement between the department and VP, provide credible comparison data from other similar departments of other colleges.

III. Personnel:

A. List all personnel by name and job title (full-time and part-time).

B. List any personnel that are funded by grants or outside agencies.

C. Describe any staffing issues facing your department.

IV. Facilities and Equipment:

- A. Describe adequacy of current facilities and equipment inventory. (If inadequate, out-of-date, or needs replaced (beyond repair), please describe).

V. Finance: Contact the Chief Finance Officer for the expense and/or revenue report placed in Appendix C.

A. If applicable, from the data provided by the finance office, summarize the revenue generated by this department over the past three years.

B. From the data provided, summarize the expenses of the department over the last three years.

VI. Coordination with Other Departments:

- A. With what other departments on campus does this department interact on a regular basis? Describe the interactions.

- B. What works well with these interactions? How are positive interactions fostered?

- C. What does not work? How would you suggest solving these problems?

VII. Analysis, Recommendations, Actions, and Approvals:

A. What are the strengths of the Department?

1. What plans are in place to build on the department's strengths?

B. What are the challenges and/or areas of improvement for the department?

2. What plans are in place to address the department challenges and/or areas of improvement?

VIII. Comments

- A. Comment on any other aspects of the department, its programs or services that you consider relevant to this review.