**Collegewide Service Areas - Comprehensive Program Review**

**Division:**

**Area/Department:**

**Individuals Completing Form:**

**1. Summary of Area**

Provide a brief, but thorough summary of your area. Include descriptions such as what your area does on a daily basis, who it serves, how it provides services, how it supports the college, any challenges it faces, and any other information that is important for RAPP members to know about your unique area. Provide a brief paragraph on future directions for your area.

**2.** **Mission**

Collegewide Service Areas are multi-functional areas that address many of the out-of-classroom needs of students, faculty, staff and visitors on campus. Collegewide Service Areas must follow business practices and principles in their service design and must operate enterprises that provide goods and services on campus.

Collegewide Service Areas must adhere to ethical, effective, efficient, and sustainable business practices in the provision of relevant, quality, services that support and enhance the campus environment for students, faculty, staff, and visitors, and provide opportunities for student development.

The area’s mission must be consistent with the mission of their division as well as the college and applicable professional standards. The Collegewide Service Area’s mission must be appropriate for the college’s students, stakeholders and constituents in which the area serves.

1. What is your area’s mission statement?
2. How does your area’s mission statement relate to the mission, vision, and values of the college? (<https://www.deanza.edu/about-us/mission-andvalues.html>)

**3. Goals**

Collegewide Service Area should be guided by a set of written goals and objectives that are directly related to its stated mission. The goals should be aligned with institutional priorities and expectations of the Collegewide Service Area. The area should regularly develop, review, evaluate, and revise its goals and communicate progress towards meeting its goals to appropriate constituents.

1. Enter 2-3 quantifiable goals for your area to be achieved in three years. These can be aspirational goals that your area will work towards achieving with the resources available to improve the services provided to the campus and community. Include a description of the goal, responsible persons, and collaboration that is required to achieve the goal. Each annual reflection will ask your area to report on progress in meeting its goals. Each goal should be aligned to your division’s mission and the college mission. All resource requests should be aligned with your area’s mission and goals.

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| **Goal title** | **Goal description** (e.g., the number of x provided will increase from x to x by Fall 2027) | **Who are the responsible parties to implement the goal?** | **Who will you collaborate with to achieve the goal?** | **What evidence will be used to monitor progress?** | **How will you assess achievement of the goal?** |
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**4. Culture of Assessment**

Collegewide Service Areas must develop Administrative Unit Outcomes (AUOs) aligned to their mission to evaluate the ways in which the area has identified a need specific to the population they serve and ways to improve or create a process to address that need. As part of the AUO process, areas are required to monitor progress of the AUO and how it helps them achieve its mission and goals in an ongoing cycle of assessment.

1. List your areas AUO’s.
2. Summarize the dialogue that has resulted from AUO assessment.
3. What specific strategies has your area implemented, or plan to implement, based on the results of the AUO assessment conducted?
4. How do these strategies align with the areas’ mission and goals?
5. Note that you will be asked to evaluate the strategies implemented in the Annual Program Review Update over the next two years.

**5. Resource Needs**

Collegewide Service Areas must have fiscal, human, professional development, and technological resources to develop and implement assessment plans and meet its mission and goals.

5a. Staffing Needs

Provide a brief overview of your area’s staffing needs to help plan ahead. Personnel requests are to be submitted on a separate form during the personnel request cycle.

1. What is the staffing need(s) to ensure the area can meet its mission in serving the college?
2. What strategies does your area have in place to ensure it is meeting its mission and goals when faced with the current staffing ratios?
3. What strategies does your program have in place to ensure all staff have access to professional development opportunities and technological resources appropriate to their job?

5b. Resource Needs

Provide a brief overview of your area’s resource needs.

1. What is the resource need(s) to ensure the area can meet its mission in serving the college?
2. What is the current process for your area to meet its resource needs?
3. Where are there gaps in the current resource allocation process and your current resource needs?

**6. Looking Ahead**

Provide a brief overview of how you envision your area over the next five years.