



Southwestern Operational Program Review

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Process

Program Review is a continuous process of collecting, evaluating, and using information to determine if and how well performance matches learning or service outcomes which occurs on at least a quadrennial basis. We gather evidence of student learning; discover the degree to which courses, programs, and administrative and educational support services accomplish intended outcomes; and probe the achievement of institutional projects, core themes, and mission. Southwestern conducts program reviews of all programs and services on a quadrennial basis (every 4 years) and uses the results of the assessments to enhance and improve current programs and services.

Resources

Program Review detailed instructions
[Report Documentation](#) – myLakerLink on the Resource Center tab

Program review consists of the following elements

- ✓ [Unit - Program Mission](#)
- ✓ [Unit – Program Operational Checklist](#)
- ✓ [Unit - Program Operational Outcomes](#) including indicators and thresholds for achievement
- ✓ [Outcome and Operational Quantitative Data](#) analysis
 - I. Quantitative Data
 - II. Financial Viability
 - III. Qualitative Analysis
 - IV. Mandatory Reporting and Compliance
 - V. Operational Policies, Procedures, and Processes
- ✓ Reflection of the data
- ✓ Projects planned based on evidence
- ✓ Association with core themes and other planning processes/projects
- ✓ Activity [Timeline](#)

All reports are available within myLakerLink and are located on the Resource Center tab. Links to all reports are located within each section title of this document. Program Review requirements for certain sections include multiple reports with additional links to the reports located within the specific section of the report.

Unit-Program Mission

- This should be a description statement answering the questions: “Why do we have this program/service, and what is the purpose?” This section should set the framework to analyze the program data and reflection in the sections that follow.

Enter the description here by replacing the prompt wording – the textbox expands with additional text that is added.

Unit-Program Operational Checklist Analysis

- Review the checklist and self-assess the threshold level for each section
- Reflect on what has been accomplished, what needs to be enhanced, and what needs to be developed
- List the overall achievement
 - # were at a green level
 - # within the Mandatory Reporting and Compliance
 - # within the Policies, Procedures, Process
 - # within the Qualitative
 - # within the Resource and Staffing Review
 - # were at a yellow level
 - # within the Mandatory Reporting and Compliance
 - # within the Policies, Procedures, Process
 - # within the Qualitative
 - # within the Resource and Staffing Review
 - # were at a red level
 - # within the Mandatory Reporting and Compliance
 - # within the Policies, Procedures, Process
 - # within the Qualitative
 - # within the Resource and Staffing Review
- List plans to enhance and develop operational checklist items – add to project timeline

Unit-Program Operational Outcomes for Analysis _____

Operational Outcomes - Indicators – Threshold: Reviewed every 4 years

List program outcomes in this section (from prior program review process/add any new outcomes – generally 3 or 4 outcomes):

- Outcome (Students are satisfied with “Area Name” services)
 - Indicator (Measured by the “Area Name” Satisfaction Survey [administered every two years])
 - Threshold: Green: GE 4 Yellow: 3 – 4 Red: < 3 (Average rating for all questions a 5 point scale)

Review indicator data for the full four-year cycle

- Reflect on trends
- Respond to data
- Affirm or change indicators as needed including thresholds

Program Project Timeline – All Projects _____

Activity Timeline that includes core theme association, staff lead responsibility, start and projected end dates, association with other planning activities (academic master plan, technology plan, facilities plan), association with instructional projects.

Project	Person Responsible	Start Date	End Date	Core Theme	Associated Plans	Associated Projects
Add more rows as needed; right click – insert row below						

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