**Administrative Support Service**

Program Review Form

Program reviews at Mississippi Delta Community College (MDCC) have been developed to complement the college’s ongoing institutional effectiveness processes. The primary purpose of these reviews is to improve or enhance systematic planning, service quality, and student achievement. Departmental personnel review their existing resources and practices, identify internal qualities and external circumstances, and project the future direction of their department/area/project/unit. Reviews include an analysis of data from all campus sites and delivery modes. A committee of college stakeholders and staff holds reviews annually; each program is reviewed on a five year cycle.

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| **Name of Program, Service Area, or Unit:** |  |
| **Fiscal Year of Review:** |  |
| **1. PURPOSE** |
| **1.1. What is the purpose of this administrative support service, or “program”?**Include information from the catalog, policy and procedures manual, and/or link to any relevant webpage(s). |
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| **1.2. Using mission-specific wording as posted on MDCC’s website, discuss how the program supports the College’s mission.** ***\*NOTE\* Where applicable, also explain how this program helps to achieve specific objectives in the strategic plan.*** |
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| **1.3. Name and describe any college committees or external groups that support the purposeful operation of this program.** |
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| **2. PERFORMANCE** |
| **2.1. What are the expected outcomes of the program?** |
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| **2.2. How does the program measure (a) quality and (b) efficiency of its actual performance?** ***\*NOTE\* Please supply evidence in the form of data and/or links to posted reports from at least two previous years (e.g., unit reports, survey results, committee minutes, organizational charts, audits, state reports, etc.).*** *These assessment samples may be submitted as appendices, in which case, please label them individually (A, B, C, etc.) and provide a list of them in the area below.* |
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| **2.3. Explain how these outcomes and measures relate to comprehensive planning at MDCC.** |
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| **2.4. Provide operating budget figures for three years (not including salaries):** |
| **Current Year** | **Last Year** | **Two Years Ago** |
| $ | $ | $ |
| **2.5. Discuss whether or not (a) the expected program performance is consistent with its budget allocation and (b) the critical needs of the program are being met.** If critical needs are not being met, discuss the potential impact of insufficient funds. |
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| **2.6. Does this program generate revenue?** If it does, please explain. |
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| **3. RELEVANCE** |
| **3.1. Over the past five years, what updates or improvements have been made in terms of service quality, process efficiency, organizational effectiveness, etc.?*****\*NOTE\* Please supply relevant data and/or links to published reports.***  |
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| **3.2. Discuss how relevant external standards of success (e.g., from an industry sector, our peer institutions, a professional organization, etc.) are used in this program.** |
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| **3.3. During the past three years, has the program received any type of finding, recommendation, or sanction by any external agency or entity?**If this is so, please explain the circumstance(s) and corrective action(s) in detail. |
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| **4. ENGAGEMENT** |
| **4.1. Regarding the past five years, discuss (a) the trend of engagement numbers for this program and (b) the internal/external forces that may be affecting these numbers.** |
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| **4.2. Discuss steps taken to ensure and/or expand diversity, equity, and inclusion for all stakeholders engaged with this program.** |
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| **5. STAFFING** |
| **5.1. Discuss the current level of staffing with regards to their (a) delivery of services, (b) diversity, and (c) retention, recruitment, and/or succession.** |
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| **5.2. How are employees in this area (a) initially trained and (b) periodically refreshed in knowledge of FERPA obligations to protect the security, confidentiality, and integrity of student records?** |
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| **5.3. Discuss the opportunities for program staff’s professional development over the past five years.** Provide a general list of conferences, trainings, etc.; no need to list development for each employee. |
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| **6. CAPACITY** |
| **6.1. Describe the current status/adequacy of (a) facilities, (b) technology, and (c) equipment used by this program, specifying any unmet needs.**  |
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| **6.2. What elements within the program, under its control, contribute to its accomplishments?**  |
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| **6.3. What external situations, beyond college control, create opportunities?**  |
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| **6.4. What internal qualities of the program, as it stands now, are shortcomings?**  |
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| **6.5. What external factors, beyond college control, create problems?** |
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| **6.6. Based on evidence provided in sections 2, 3, and 4 above, discuss changes and/or improvements that are planned for this program in the next five years.** |
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| **7. DISTINCTION** |
| **7.1. In what way(s) has this program and/or its staff merited recognition for quality?** |
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| **8. RESPONSE** |
| **8.1. Discuss how the program has incorporated feedback from its last review.** |
| \*this section will be used in future cycles beginning Academic Year 2025 (AY25) |

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