

Piedmont Community College Service Area Review (SAR) Procedures

1. One person is **not** to do the entire program review by him/herself. This is not an exercise but instead designed to be a service area evaluation of how well the unit is performing. All staff **must** be involved. It is recommended that the unit begin with a brief meeting to discuss and divide tasks or that this is covered during the initial meeting.
2. All units must use at least one external committee to provide feedback to the committee.
3. All units must utilize feedback from students (current & former).
4. The final product should be in the following format:
 - Cover page including service area name, program, academic year completed and committee member participants
 - At least 12 font (entire document)
 - Only include documents that were specifically requested in the Service Area Review Guidelines as appendices
5. Proposed Timeline for completing the Service Area Review:
In order to keep on track, the following should be **completed** by these approximate dates:
 - September - Initial **Meeting**
 - December 1 - Disseminate surveys
 - December 15 - **Meeting** Draft Section I - Profile
 - January 15 - Survey Data (Student Satisfaction, Student Needs Assessment, Educational Support)
 - February 1 - **Meeting** Draft Section IV, Future Issues – Resources needed for future efforts
 - February 20 - Draft Section II - Objectives
 - March 15 - **Meeting** Draft of Section III - strengths, weaknesses and recommendations
 - April 15 - **Meeting** Review of Completed Draft & Executive Summary
 - May 18 - Completed Draft due to Dean
 - May 31 - Final Document & Executive Summary due to the appropriate Vice President and ORIE

Service Area Review Process (SAR)

Purpose:

The purpose of the Piedmont Community College Service Area Review Process is to provide a systematic review of all service areas during a 3-year cycle. This process provides a “snapshot” of each service area, reviews performance outcomes (strengths & challenges), identifies future plans, and puts plans in motion. Information is then used by administration to set budget priorities and provide information for the College’s Strategic Plan.

Characteristics of the Service Area Review Process:

- Personnel (credentials, professional development, needs)
- Review Objectives/Outcomes (planning, evaluation and assessment)
- Compliance (monitoring and review by external agencies)
- Customer Satisfaction (college community and the general public)
- Facilities & Equipment
- Efficiency (costs vs. contributions)

Process:

The coordinator, director or dean responsible for the service area to be reviewed will appoint a Service Area Review Committee (SARC). Each SARC will include the appropriate combination of:

- Faculty
- Students
- Staff
- Community representation (external)
- Office of Research & Institutional Effectiveness Staff (ORIE)

The committee will be chaired by the coordinator, director or dean.

The review is to be completed by the summer semester of the academic year it is scheduled. During the committee meetings, the following information will be covered:

- Review SAR process
- Review annual service area planning objectives
- Review annual assessments of service area objectives
- Review statistical data and survey results (determine if additional data is needed)
- Identify strengths and challenges
- Develop recommendations/suggestions to improve service area
- Develop action plan for satisfying identified objectives
- Review and approve the Final and Executive Summary Report

Final Report

The final report will follow the outline below and address the issues that are applicable in each of the areas.

- I. The Service Area Profile
 - A. The Mission & Purpose (describe the services offered and for whom the services are intended)
 - B. Personnel (FT/PT)
 1. Credentials (current degrees and certifications)
 2. Accomplishments (achieved since prior review)
 3. Professional development activities
 - C. Stakeholders
 1. What areas require your services (describe the relationship)
 2. Numbers served (provide demographic data if applicable)
 - D. Compliance (external agencies)
 1. SACS criteria that impacts the service area
 2. State/federal audit reports (OCR, OSHA, NCCCS, Dept of Ed, etc.)
 - E. External Relations
 1. Collaborations, partnerships, contractual agreements
 - F. Learning Resources Centers
 1. Holdings or special collections
 2. AV/media holdings
- II. Service Area Outcomes
 - A. Process for identifying outcome objectives (e.g. who provides input?)
 - B. Service objective outcomes and/or student learning outcomes (templates)
 - C. Results of outcome objectives
 - D. Use of results from outcome objectives
 - E. Changes made since last review
 - F. Impact on College's Performance Measures
- III. SCOT Analysis
 - A. Strengths identified by committee and external sources (data collection, surveys, focus groups, etc.)
 - B. Challenges identified by committee, external sources, and college community
 - C. Opportunities
 - D. Threats
 - E. Facilities/Equipment Assessment, space and personnel needs for future growth
- IV. Recommendations to Improve the Service Area
 - A. Recommendations of the Committee (based on data analysis)
 - B. Future plans – establish program objectives for the next 3 years and submit updates annually to the division dean or vice president

- V. Service Area Efficiency - Tying budget/cost to service outputs - Because salary information is included in service area costs, this will be completed by the director/dean and submitted after the report is approved by the committee.

The Final Report will be forwarded to the appropriate vice president and the Office of Research and Institutional Effectiveness (ORIE).

Executive Summary Report

The Executive Summary Report will include the strengths, challenges and recommendations for improving the service area (see section III). This report will be forwarded to the Institutional Effectiveness Committee and others as deemed appropriate.

Action Plan

This will include a timeline to implement changes to address the recommendations. This Plan will be forwarded to the appropriate vice president, Office of Research and Institutional Effectiveness, Institutional Effectiveness Committee, and others as deemed appropriate.

Annual Follow-up

The coordinator, director or dean will review the progress of the action plan 1-year after the action plan is submitted. Any recommendations that have not been resolved by this point should be included in the objectives for the next year. The updates will be entered into the Compliance Assist! Planning Module. The Office of Research and Institutional Effectiveness must be contacted once the information is entered.

Facilities Assessment

Please provide information regarding your area needs in the tables below.

Building/Room						
Technology or Equipment Required						

Additional Comments/Recommendations:

Planning Unit:

Program Area/Unit Mission Statement:

Obj. #	Intended Objective	Is this objective tied to a previous year's objective(s)? a) (yes/no # and year) b) how is it related?	Goal/ Objective Supported	Means of Assessment	Resources Needed	Summary of Assessment Data Collected	Use of Results to Improve Program/ Unit Service
#1							
#2							
#3							

Piedmont Community College Service Area Review Schedule

Initial meeting and data collection will take place in the fall semester. The report will be finalized in the spring and presented during the summer Institutional Effectiveness Committee meeting.

*These service areas participate in an external review process on a 5-year cycle. The results from those reviews will satisfy the requirements for the PCC SAR.

	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Administrative Services						
Facility Maintenance						
Bookstore						
Business Office						
Personnel						
Child Development Center						
Management Information Services						
College Safety						
Continuing Education						
Business Dev & Entrepreneur Center						
HRD/WIA						
Customized Training Programs						
Adult Basic Skills				*		
Occupational & Community Service						
Instruction & Student Development						
Learning Resources Centers						
Academic Success Center						
Financial Aid & Veteran Affairs						
Counseling, Retention, & Special Populations						
Recruiting & Student Activities						
Records & Registration						
Admissions & Testing						
TRIO Programs				*		
President's Office						
Foundation						
Alumni						
Public Information						
Grants						
Research & Institutional Effectiveness						
Total	7	8	7	7	9	7

Objective Definitions

Intended Objective

You will normally have 2-3 personal objectives which are based on area objectives. Personal objectives are administrative or task oriented objectives and they must be stated in measurable terms with measurable “means of assessment.”

Tied to a Previous Year’s Objective?

Are you pursuing this objective based on the assessment of a previous year’s objective? The reason for this column is to tie previous assessment results to subsequent planning (closing the loop).

Goal/Objective Supported?

Goals or objectives supported would depend on the level of the person completing this form. Vice Presidents should site the College Goals supported; Deans, Directors, or Coordinators should list the goal of the Vice President; program or individual objectives should list the Dean/Director/Coordinators’ objective.

Means of Assessment

You will have at least one method of assessing completion of each objective, but you may have more. Be sure that the assessment method(s) is measurable and if it is a program objective – it is student learning outcome oriented.

Resources Needed

What additional resources will you need to accomplish this objective (personnel, equipment, supplies, etc). Tie the resources to a budget dollar amount where possible.

Summary of Assessment Data Collected

What did you find out when you collected your data? Did you complete what you wanted to by the time you listed? Was the objective accomplished, partially accomplished, or not accomplished? THIS SHOULD BE COMPLETED AT THE END OF THE ASSESSMENT CYCLE.

Use of Results to Improve Program/Service Unit

What did you do with what you found out? How will you make use of the assessment results? What changes did you make to improve the program or unit? How will the results/actions taken be used to impact future planning? THIS SHOULD BE COMPLETED AT THE END OF THE ASSESSMENT CYCLE.