EL CAMINO COLLEGE
STUDENT & COMMUNITY ADVANCEMENT

PROGRAM REVIEW MATRIX
2016-2017 ACADEMIC YEAR

Program Description	Excellent	Meets Expectations	Needs Improvement	Comments
Description of program. Linkage to College's mission statement, statement of values, or strategic initiatives.				
Description of students served by the program. Source of data referenced.				
Description of how interaction with program helps students succeed or meet their educational goals.				
Description of program interaction with other on-campus programs or with off-campus entities.				
Listing of notable achievements that have occurred since last Program Review.				
Listing of prior Program Review recommendations not implemented and its impact on the program and students.				

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Program Environment	Excellent	Meets Expectations	Needs Improvement	Comments
Description of program environment including the program's location and resources to provide required programs and services to staff and students.				
Description of personnel assigned to the program. Inclusion of organizational chart.				
Description of program personnel needs for the next four years.				
Description of program facilities needs for the next four years.				
Description of program equipment needs for the next four years.				
Description of program hours of operation and explanation if hours of operation meet the needs of staff and students.				
Description of external factors that affect the program. Explanation of how the program addresses external factors.				

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Service Area Outcomes (SAOs)	Excellent	Meets Expectations	Needs Improvement	Comments
Listing of program's SAOs.				
Description of how SAOs were developed and who engaged in their development.				
Description of how SAOs were assessed and who engaged in the discussion.				
Discussion of SAO assessment results especially if they were not anticipated.				
Description of where SAO assessment results are shared with staff, students, and the public.				
Discussion on SAO assessment results that indicate the need to change or modify components of the program.				

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Program Improvement	Excellent	Meets Expectations	Needs Improvement	Comments
Description of program activities aimed at improving services to students.				
Description of how program personnel have utilized metrics from the last four years to improve program services.				
Explanation of patterns in student success, retention, persistence, graduation, and transfer as they relate to student characteristics and program objectives including planned responses or changes.				
Customer Service	**Excellent**	**Meets Expectations**	**Needs Improvement**	**Comments**
Explanation of how the customer service survey was conducted. Inclusion of survey in appendix.				

	Excellent	Meets Expectations	Needs Improvement	Comments
Explanation of major findings of customer service survey.				
Description of exemplary services that should be expanded or shared with other programs.				
Description of the programs' services that need improvement including how the program will carry out the improvements.				
Conclusions and Recommendations				**Comments**
Summarization of program's strengths.				
Summarization of program's areas needing improvement.				
Listing of program's recommendations in a prioritized manner.				

Recommendation for Program Continuation or Discontinuation

☐ **Continue Program**

☐ **Discontinue Program**
Explain how the program's services could be handled by another on-campus entity if the program has been declining or is no longer fully utilized.

Rating of Program Review

☐ **Excellent**
The program review was extremely well written. Concise and grammatically correct with few to no spelling errors. A model program review that is ready to be posted online for a public audience.

☐ **Meets Expectations**
The program review was adequately written. Lengthy or vague at times or included some grammatical and spelling errors. Corrections should be made prior to posting online for a public audience.

☐ **Needs Improvement**
The program review was poorly written or incomplete. Too lengthy or vague or too many grammatical and spelling errors throughout the document. The program review needs to be rewritten and resubmitted to the Student & Community Advancement Program Review Committee by an established deadline.

Revised
August 20, 2016