San Bernardino Community College District
Recommended Contents of Program Review Documents for District Operations
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Based on the accreditation standards and on sound planning and evaluation practices, the Program Review should include at least the following sections for each District unit (or major component that is treated as a unit for planning purposes):

I.   Mission
    A. Primary purpose, essential functions, and main clientele(s) in very concise language
II. Description
    A. Purpose
    B. Functions
    C. Clientele(s)
    D. Value to the clientele(s)
III. Outcomes and Other Measures of Effectiveness
    A. Effectiveness Measures: Identification of at least one measure of effectiveness for *each* major operation of the unit
       1. See *Effectiveness Measurement Guidelines and Examples*.
    B. Assessment of Effectiveness Using Those Measures
       1. Assessment Methods: See *Effectiveness Measurement Guidelines and Examples*.
       2. Assessment Results
          a. Report of the results of the effectiveness measures.
          b. Trend data, if reliable comparable data are available for previous periods
IV. External Opportunities and Challenges
    A. External opportunities that might lead to improvement in the unit
    B. External challenges, including constraints and requirements that might limit operations
V.   Analysis and Evaluation
    A. Implications of the assessment results and external factors for the unit
    B. Unit strengths in light of the assessment data, external factors, and other evidence
    C. Unit weaknesses in light of the assessment data, external factors, and other evidence
VI. Three-to-Five-Year Vision
    A. The main features of the unit as unit members would like it to be in three to five years.
VII. Impact on the Colleges and the District
    A. Relationship with other major District and College operations
    B. Contribution to Board Imperatives and District and/or College mission, vision, strategic directions, and/or goals
VIII. Other Pertinent Information
IX. Goals, Objectives, and Action Plans
    A. Plan for maintenance or improvement of operations, including:
       1. Reasonable goals and objectives in priority order
       2. Activities
       3. Timelines
       4. Responsible persons

X.   Resource Requests
    A. Resources required to achieve goals and objectives, with description and rationale
    B. Identification of associated goals and objectives
    C. Type of resource
        1. Category
        2. One-time/Ongoing
    D. Estimated annual cost
XI.   Progress Report on Last Cycle's Goals, Objectives, and Action Plans
XII.   Description of development process
    A. Main steps in the process
    B. Participation by staff members in addition to the manager
    C. Plan for future assessment cycles, particularly if not all measures were applied in current cycle

In addition, the Program Review process should include provisions for training unit staff and for evaluating and providing feedback to the unit on its Program Review.