

2022-23 Program Review Template

Directions for Lead Writers: Please use this template to complete your Unit’s Program Review for this cycle. After you complete this template, please click [here](#) to upload this word document.

Click [here](#) to view our Glossary of Terms.

Other Resources:

[Program Review Handbook](#)

[Acronym Dictionary](#)

[Resource Link Library](#)

[Mesa 2030](#)

[Program Review Archives](#)

DEI Discussions: as part of your reflection with your unit, a workgroup has developed a Diversity, Equity, Inclusion, and Accessibility Discussion Guide. Please use this in your unit-level discussions as we move toward becoming more diverse, equitable, inclusive, and accessible through intentional and ongoing campus-wide reflections and revisions of policies and practices.

View the guide [here](#). Have reflections or feedback to share? Click [here](#).

<i>Program Information & Executive Summary</i>		
Prompt	Guidance	Program Response
Describe the successes and challenges your unit has faced since the last comprehensive review.		<p>Successes:</p> <ol style="list-style-type: none"> The Business Office Support unit was able to immediately transition from working on campus to working remotely for 2.5 years due to COVID-19. <p>Challenges:</p> <ol style="list-style-type: none"> One of the major challenges facing the unit is the communication on changes to policy, procedures and forms from the District Office. Meeting the District’s deadlines is also a challenge when the campus’ departments submit their hiring paperwork late and expect to have their hires start work right away.
If applicable, describe any	Optional	n/a

major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.		
If applicable, describe the impact of any new resources (human, fiscal, etc.) on the unit and/or action plan implementation.	Optional	n/a
Please confirm that the department has reviewed the Course Learning Outcomes listed in CurricuNet for each course and verify accuracy.	Select One	<input type="checkbox"/> Reviewed and accurate <input type="checkbox"/> Reviewed not accurate, update in progress <input type="checkbox"/> Reviewed not accurate, need support
Data Reflection		
Prompt	Guidance	Program Response
Describe the trends you see in your program/service area's data.	Instructional Data you may consider: enrollment trends, course & program learning outcomes, Institutional Learning Outcomes, course success and retention rates, degree completion, transfer, employment, labor market analysis, other data relevant to your unit's work	With additional funding being requested by the campus, there is an increase in hiring of NANCE, adjuncts, contract classified, faculty, supervisors and managers. This puts a greater workload on the unit.
	Service/Admin Area Data you may consider - service usage, service access, demand for services, student service/administrative unit outcomes, types of services offered and used, headcount of services usage, trends in reason for service use, other data relevant to your unit's work	
Describe any equity gaps you see in these data. Are there differences and/or patterns observed by demographics (e.g. race/ethnicity, gender,	Equity gaps refer to disparities in educational outcomes and student success metrics across race/ethnicity, socioeconomic status, gender, and other demographic traits and intersectionalities.	n/a

age, etc.)?		
Describe the discussion(s) that took place about the unit's learning outcomes assessment data.	Department Outcomes Coordinators (DOCs) facilitate a department wide discussion on learning outcomes data each year during "Outcomes Across Campus". DOC's may helpful in supporting this section.	n/a
Practice Reflection		
Prompt	Guidance	Program Response
Describe current practices your unit has engaged in that you believe impact the above data trends and equity gaps.	Items to consider: new actions specifically focused on issues of equity, major curricular changes, professional learning, policy or process changes, data-informed unit dialogue, community outreach.	
What other factors (internal or external) might also impact the above data trends and equity gaps?	Items to consider: legislative changes, fiscal changes, staffing changes, recruitment, hiring, and retention practices.	
Unit Goals and Action Plans		
Prompt	Guidance	Program Response
Unit Goals	Goals should connect to Data and Practice Reflections. Goals should be Specific, Measurable, Attainable, Relevant, and Time-bound.	Goal 1: Outreach to the campus, via zoom or in person meetings, on various topics related to employment, payroll and related topics. Goal 2: Improve Business Office Support website with updated forms, hiring procedures, job aids and other related material. Goal 3:
Mesa2030 Roadmap Strategic Objective (SO) Alignment	Review Mesa2030 and the Roadmap to Mesa2030 , only link to SO's that your goal clearly and intentionally is meant to contribute to, each goal should link to 1 or more SOs	Goal 1: SO: Use technology to improve communication and accessibility across campus. Goal 2: SO: Use technology to improve communication and accessibility across campus.

		SO: Goal 3: SO: SO:
Identify specific actions your program/service area will engage in to accomplish this goal.	Examples may include: policy or practice changes; unit initiatives, curricular changes, etc.	<p>Goal 1</p> <ol style="list-style-type: none"> 1. Setup meetings every semester with campus departments to dialogue and answer questions regarding employment, payroll and other related topics. 2. Conduct survey(s) to departments to focus on topics that are most important to the campus. <p>Goal 2</p> <ol style="list-style-type: none"> 1. As our office is informed of changes, update the website with the latest information. 2. Conduct survey(s) to gather information on what the campus needs most on the website. <p>Goal 3</p> <ol style="list-style-type: none"> 1. 2.
Does this Action Plan require resources	if yes, complete resource request form	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Lead Writer and Manager Information		
Lead writer Name(s)	Marco A. Chávez	
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Manager Name	Erica P. Garcia	
Submission Date of Program Review Draft to Manager for feedback		
Submission Date of Program Review	6/20/2023	

Final Draft to Office of Institutional Effectiveness	
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