

Fall 2008 Program Review Evaluation

Name of Program: Bookstore
Name of Unit: Bookstore
Name of Area: Administrative Services
Date Completed: 01/06/2009

Program's Mission Statement

Mission statement is aligned with the college's mission.

Program Outcomes

Educational outcomes might be too specific. A lot of these seem like goals. If they are already listed as goals no need to list them twice.

Program's Characteristics, Performance, and Trends

Good analysis and lot of important information.

For easy read we would suggest that all services be listed separately with a brief description for each in an outline format.

More specific information is given regarding loss/profit.?

What has been the history over the last 6 years?

What items are most lucrative or more profitable?

Program's Strengths and Weaknesses

This area is strongly biased to what the staff wants and likes. The main emphasis should be the service to the campus community.

Give specific examples where things didn't go right and are to be improved as indicated by Program Outcomes

Indicate problems with pricing of textbooks (high publisher rates, books bundled with DVD's, District requirement that Bookstore make a profit)

Program's Opportunities and Challenges

Given good example of how challenges can be followed up with actions taken to address them and set plans for actions.

Need to describe what the new Win Prism system will do to improve the overall operation of the bookstore.

What will be the advantage of on-line sales?

What's being done about long lines and availability of books?

Evaluation of Program's Performance

It would be better to include more detail as to which specific areas need attention and what actions have been or will be taken to address them.

Program's 3-5 Year Strategic Directions

On what basis the future demand predictions are done?

Need more information, specific advantages, and feasibility connect with District system.

Individuals Who Participated in Developing this Plan

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