

Fall 2008 Program Review Evaluation

Name of Program: Business Office / Accounting
Name of Unit: Finance and Technology
Name of Area: Administrative Services
Date Completed: 01/27/2009

Program's Mission Statement

The program review mission statement defines the purpose of the program and reflects the college's mission statement. The program mission provides a direction that directly ties in with the stated goals and activities.

The mission statement directly addresses what the program intends to accomplish and ties this to a customers service model which directly impacts retention and recruitment of students.

The mission statement reflects the changes in procedures made available by the advancement in information technology.

Program Outcomes

The program outcomes are well thought out and the results are detailed and specific. The business office plans details their five core services, and the impacts of these services. The committee recommends that at least one measurable Support Service Outcomes be identified and a specific end results identified.

Program's Characteristics, Performance, and Trends

This section describes the characteristics of the Business Office very well and how they help students. It is clear that the services described directly support the program mission. However, the committee recommends that this area address the make-up of the staff and the address the issue of diversity.

In addition, statistics on the number of students served and analysis of the programs used to serve students in the last five years should be added in this section.

Program's Strengths and Weaknesses

The committee commends the department for listing numerous strengths and weakness. However, the committee noted that the weaknesses are more statements related to the lack of funding or organizational structure. These weaknesses need to be better defined.

Program's Opportunities and Challenges

The committee commends the department for detailing how new technologies are creating new opportunities for the office. Some of the weaknesses listed in the previous section would be more appropriate in this section as department challenges.

Evaluation of Program's Performance

The Business Office has stated how they have overcome limitations and still delivers adequate service to the campus. The committee recommends that this section explain the how the lack of resources has impacted the office. The department needs to clearly state that the lack of staffing, and resources impacts the program negatively.

Program's 3-5 Year Strategic Directions

The Business Office plan addresses the technology changes that are anticipated in the next few years. It also addresses the integration into the student services building. The committee recommends this section add a piece on the level of skill needed for future staff members working in the office.

Individuals Who Participated in Developing this Plan

1. Marmolejo, William
2. Atkinson, Pamela
3. Acosta, Lucy