

Completing the Planning Forms

SECTION A—DEVELOPING A PROGRAM PLAN WHEN YOU HAVE NOT COMPLETED PROGRAM REVIEW

II. Characteristics, Performance, and Trends

This section is divided into two sections: characteristics and performance and trends. The **characteristics** section should describe what the program does or what services it provides. The **performance and trends** section is a more quantitative focus on what the program does. Give as much detail as possible.

Characteristics

Consider the following questions:

1. What does the program do?
2. What programs, services, staff, etc., make up the program?
3. What services does the program provide to further its mission?
4. Who are the customers or clients the program has served over the past five years and how many?

The second part of this section, **performance and trends**, requires that you present quantitative data (numbers) and qualitative data (words) to document the program's performance. Preferably, any data presented need to cover at least the past five years. If you do not have data that cover the past five years, present the data for the years that you do have. Address any significant trends in your data. Identify and discuss the effect that trends may have on the program's organization, structure, and nature for the next three to five years.

Performance and Trends

Consider the following questions:

1. Has the program been growing, shrinking, or remaining stable over the last five years?
2. How does the program address diversity issues in the staffing, students, etc?
3. Have there been any changes that may affect the performance of the program?

What information is available for use in developing a plan?

The type of information available to help you develop your plan varies among areas. There is a great deal of information available for all planning levels within the Instructional Area. Information is available in the Institutional Planning and Research Office on enrollment, enrollment per section, success, retention, student demographics, and FTES. Information is available for individual courses, disciplines, divisions, and the entire college. There is less information available for the Student and Learning Services, Administrative Services, and the President's Area because the measures of performance in these areas are not as commonly agreed upon.