**ADMINISTRATIVE AND STUDENT SUPPORT SERVICES SELF-REVIEW**

At East Central College, every department plays an important role in supporting student success and providing high-quality educational experiences to students and the community. The Administrative and Student Support Services Review allows staff to assess and demonstrate support of the College’s Mission and strategic plan through continuous improvement within their department. Through this process, each department will define and evaluate their mission and goals, develop a broad understanding of the department, review current assessment practices, identify useful data, and analyze results to develop action plans that sustain and improve the department’s effectiveness. Administrative and student support service areas will complete a review on a five-year rotation according to the established Review schedule. Following the comprehensive review, a two-year follow-up on department action plans will be conducted in collaboration with the Office of Institutional Effectiveness.

1. **DEPARTMENT INFORMATION**
	1. **Name of Department:**
	2. **Date of Review:**
	3. **Contact Information (primary person completing review):**
		1. **Name:**
		2. **Email:**
		3. **Phone:**
	4. **Staff Who Contributed to the Review Process:**
2. **DEPARTMENT MISSION, STAKEHOLDERS, AND GOALS**
	1. **State the department’s mission and how it supports ECC’s mission:**
	2. **List your departments stakeholders:**
	3. **Identify department goals and how they support ECC’s strategic initiatives/goal.**

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| --- | --- | --- |
| **Department Goal** | **ECC Strategic Initiative/Goal** | **Comments** |
| **1.** |  |  |
| **2.** |  |  |
| **3.** |  |  |

1. **DEPARTMENT OVERVIEW**
	1. **Provide a brief overview of the department. Describe significant changes within the past 5 years.**
	2. **List the specific services provided by the department. Describe how those services help achieve the department’s mission and goals.**
	3. **Describe departmental training and any continuing education/professional development for the staff in your area. Describe how such development contributes to achieving your department and/or ECC’s mission/goals.**
	4. **Describe any innovative practices employed in your department and how they benefit students. How does your department ensure it is using current best practices?**
	5. **Describe methods utilized to allow students to access departmental services (including on-campus, on-line, and outreach).**
	6. **Describe equipment and/or technology used and how they are integrated into the department’s services. Describe significant changes within the past 5 years.**
	7. **Describe communication with stakeholders (including on-campus, on-line, and outreach). Describe significant changes within the past 5 years.**
	8. **Describe how the department interacts with other areas of the institution. Include any collaborative or innovative efforts to increase or strengthen interactions.**
	9. **What strategies, tools, or processes has your department used in the last 5 years to evaluate the quality of service, effectiveness of the department, satisfaction of stakeholders, etc.?**
	10. **Briefly describe how results are being used and influence decision making within the department.**
	11. **Explain how the budget supports department’s services.**
2. **SWOT ANALYSIS**

|  |  |
| --- | --- |
| **Strengths (build; enhance)** | **Weaknesses (resolve; reduce)** |
|  |  |
| **Opportunities (exploit; expand)** | **Threats (avoid; thwart)** |
|  |  |

1. **REFLECTIVE ASSESSMENT**
	1. **What impact would adjustments (positive or negative) to the budget have on the mission and goals of the department?**
	2. **What needs to be accomplished in the next year to improve the effectiveness of the department?**
	3. **What is the long range vision for the department? Describe any changes that would impact the effectiveness of the department.**
2. **DATA REVIEW & ANALYSIS – *to be developed***
3. **DEPARTMENT ACTION PLAN – *separate template to be developed***
	1. **Develop an action plan that identifies the short- and long-term goals for the department. Explain in detail actions that need to be taken to achieve those goals. Include a timeline for implementation. Goals should be “SMART” – Specific, Measurable, Achievable, Realistic, and Time-Bound.**

Review document adapted from Benedict College, North Central Missouri College, Moberly Area Community College, and Sam Houston State University