



District Annual Unit Review

Department Name
Author

2014

Definition of a Support Services Department/Unit

For purposes of this planning document, a support services unit is defined as a District department, which is responsible for providing services throughout the District in a manner that creates and maintains an optimal learning environment for students and/or provides services necessary to support the overall operation of the District and colleges.

Unit Plan Purpose

Unit plans are annual documents created and used by District units to develop and maintain high quality services to support student learning and District and college operations. The Accrediting Commission's Standard 1.B.3-4 states:

The institution assesses progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data.

The institution provides evidence that the planning process is broad-based, offers opportunities for input by appropriate constituencies, allocates necessary resources, and leads to improvement of institutional effectiveness.

Plan Due Date

The initial unit plans are required to be developed by December 18, 2014 and annually, hereafter, by December 1st. and use this template. A copy of the review will be maintained in the unit and the Office of Chancellor.

Statement of Purpose

Provide your unit's statement of purpose.

For reference, the following are KCCCD's Vision and Mission statements.

Vision Statement

The Kern Community College District is recognized as an exemplary educational leader, partnering with our communities to develop potential and create opportunities. Successful students will strengthen their communities and, along with the faculty and staff, become life-long learners.

Mission Statement

The mission of the Kern Community College District is to provide outstanding educational programs and services that are responsive to our diverse students and communities. To accomplish this mission, we will:

- Provide academic instruction to promote fulfillment of four-year college transfer requirements and encourage degree and/or certificate acquisition in our surrounding communities.
- Provide workforce skills training through Career and Technical Education programs.
- Provide basic skills education and student services programs to enable students to become successful learners.
- Establish partnerships with businesses and governmental entities as well as other educational institutions to advance economic development.
- Improve the quality of life of our students and communities through broad-based general education courses.
- Prepare students with the skills to function effectively in the global economy of the 21st century.
- Anticipate and prepare to meet challenges by continually assessing and prioritizing programs, services, and community needs.

Unit Responsibilities and Projects

List your unit's primary assigned responsibilities including those related to creating and/or supporting an effective learning environment. Also, identify any expected changes in responsibilities or major new projects (e.g. opening of new facilities, IT infrastructure upgrades, etc.) for the next academic year (summer, fall, spring). Please reference any KCCD Strategic Plan strategies, accreditation standards or policies, or changes to state or federal laws that are informing your changes in primary responsibilities or new projects.

Describe the end-user or the population that is served by the department.

List the major projects or services performed by the department (current or one-time).

List your unit's primary functions and responsibilities (ongoing):

Describe the mechanisms used to monitor the department's budget and fit with student and institutional needs.

Is there a desire or plan to add or expand services provided by the department? Explain how added or modified services will help improve an institutional process or customer satisfaction. Also, what is the strategy to implement and/or modify those services?

Unit Plans

Use the following question prompts to document how your unit will complete your assigned responsibilities and projects. State your unit's plans to:

Describe the adequacy of the unit's equipment, software, supplies needed to support new projects, expanded responsibilities, and necessary upgrades. Be specific.

How adequate and appropriate are departmental facilities and equipment? Be specific about current deficiencies and projected needs at the colleges and the District Office.

Identify appropriate staffing needed to support new projects or expanded responsibilities.

Describe the adequacy of the department's staffing levels to provide quality services to the colleges and the District.

Identify remodels or alterations needed to support the completion of unit responsibilities.

Identify professional development activities that help unit members stay current with their job requirements. Please list expected individual and department requests for professional development activities.

Are there unmet professional development needs of department staff? If yes, describe.

Briefly describe the techniques/assessments currently used to ensure quality or required external standards (e.g., audits, inspections). Also, describe techniques/assessments being developed for use next fiscal year.

Provide 3-5 years of data on usage or services provided by the department to each college. Provide separate data by college and comment on significant information that emerges from the data.

Provide satisfaction results from end-users (use mapping survey results or other assessment tool to gather feedback from end-users). If no data is available, explain how the department currently measures satisfaction from end-users. Comment on significant information that emerges from the data.

Are there specific fiscal needs that have not been previously identified? If yes, specify.

State your unit's plans to develop and implement any special or long term projects. List each plan below and attach a copy to your unit plan. Briefly describe projects and indicate implementation timelines below.

Describe the strengths of the department.

List your unit's accomplishments.

List sources you used to support your unit plan statements.

Attach supporting documents (Supporting Data from the IR, etc.) following this page, identifying those you have attached in the text box, below.

Describe departmental areas for improvement and how the department plans to correct identified weaknesses. Suggest timelines and required resources as appropriate.

Please provide any suggestions for improving the District's unit plan process, including how to more effectively align with other District and college processes (strategic plan, other planning, resource allocation, etc.).

Routing and Review Process

After completion of the program review report, the following steps are to be followed:

Step 1: District Department Head shall review the completed report with his/her department manager/director. Any suggested revisions shall be made before proceeding to Step 2.

Review date: _____

Signature of District Department Head: _____

Step 2: Final district unit review report shall be submitted to the Chancellor's Office.

Review date: _____

Signature of Chancellor: _____

Step 3: Date posted on the District's website under the Chancellor's Office.
