

Non-Academic Program Review

The primary function of the Non-Academic Program Review is to ensure quality, relevancy, and continuous improvement of Houston Community College's (HCC) administrative and student support services units and its six colleges through analysis of past and present performance, and planning for the future. It is undertaken with the goal of celebrating a unit's or colleges' accomplishments while proactively addressing its shortcomings.

All HCC administrative and educational support services operational units and its six colleges are reviewed on a four-year cycle. The program review is intended to help the unit and colleges achieve stated goals, improve performance, and plan better for the future. Additionally, the unit and college review is intended to help the unit and college achieve congruence with overall institutional goals. The major objectives of the Unit Review are to:

1. State unit goals and align future goals with HCC's mission, vision and strategic plan.
2. Collect and analyze data on key performance indicators on unit activities, accomplishments and outcomes.
3. Examine and document the effectiveness of student support and administrative services and the six colleges.
4. Develop recommendations and strategies concerning future unit directions and needs (e.g., budget, staffing and resources).
5. Make the connection between the planning and budgeting process as described in HCC's Institutional Effectiveness (IE) Model.
6. Comply with accreditation standards and other legal or certification requirements.

The major objectives of the College Unit Review are to:

1. State the colleges' individual strategic priorities.
2. Ensure the priorities align and support many other district-wide planning efforts ---for example, HCC's Strategic Plan, HCC's Educational Master Plan, and HCC's Facilities Master Plan.
3. Ensure that the priorities are supported by research-based information—for example, Achieving the Dream, Community College Survey of Student Engagement, Opportunities for Improvement Survey.
4. Enumerate the actions steps and timelines associated with making the priorities a reality.
5. Link planning and budgeting by allocating scarce resources to strategic priorities that align with HCC's district-wide plans and are supported by research and information.
6. Establish a system of responsibility and continuous improvement by requiring the development of a series of metrics that measure success on achieving the strategic priorities.
7. Comply with accreditation standards (2.5 and 3.3.1.1-3).

Research has shown that collecting and analyzing evidence leads to improvement of institutional or unit/college level effectiveness. In addition, it ensures that units/colleges are examining their services and programs. It helps document outcomes assessment and internal improvement efforts. It allows each unit and college to demonstrate how well it is doing. If used appropriately, it allows for requesting new resources. Finally, it relies on fact and not on perception and it allows the unit and college staff to prioritize improvements. All documents related to program review can be found at: <http://myhcc.hccs.edu>