OREGON COAST
COMMUNITY COLLEGE

SPARC – Service Areas

Service and Program Area Review - Comprehensive
Template and Instructions

INSTRUCTIONS:
Please find below the form that includes the specific elements that should be included in your Service Area Review. Feel free to include and attach additional information or documentation that you feel is critical to the understanding of your service area. This may include information on a particular challenge your area is facing, additional assessment information for your area, or details on a notable project your area has recently completed to support the College Core Themes, Student Success and Educational Pathways.

The purposes of a program review are improvement, alignment with established objectives, and planning for the future. The program review process provides opportunities for programs to review their accomplishments, examine their strengths and weaknesses, and develop plans through which improvements can be achieved. Service Area Review conclusions and recommendations will be discussed and reviewed in department, division, College, and budgeting and strategic planning processes.

Service Area Review

Due Date: August-September of the Academic Year Assigned
Submission year:
Program Name:

 Instructions: SPARCs are due in August/September of the scheduled year. They consist of:
- a look back and evaluation of assessment outcomes and goals/objectives from your previous SPAREs (annual reports)
- identification of long-term goals (upcoming four year cycle) and short-term objectives (to support the achievement of these goals)
- funding requests for the next fiscal year, subsequent to the reporting year.

Supervisor Review Date and Signature:

Part One: Service Area Overview

1. Describe the functions of your service area. How does your area contribute to the achievement of College Core Themes, and, through them, the fulfillment of the College Mission?

2. Describe the current staffing levels of your service area and use the table below to categorize them. Briefly describe the functions of each position, so that readers can better understand your area and its operations.

Position type:	# of positions:
Classified: Full time	
Classified: Part-time permanent	
Classified: Part-time hourly	
Student workers	
Administrators	

3. As you look to the next four years of your area's operation, what are the strengths of your service area? What opportunities may exist?

4. Over the same period, are there particular weaknesses you may see in your service area? What challenges may exist for your area?

5. Attach to this review (or insert below) relevant quantitative data that you feel reflects your area's level of service to students, responsiveness to their needs, and/or provides evidence of service gaps. Examples might include: numbers of student served by different functions within your area, usage levels of different services, information about demographics of your students served, student feedback or evaluation of your services, etc.

a. Explain the source of your data. Give a brief overview of each example you have provided.

b. What does your data illustrate about student needs, the level and quality of service you provide, and the strengths or challenges you outlined above in Part One?

c. What opportunities for improvement are reflected in the data? Are there changes your area can make that would improve Student Success? How does the data inform your area's plans over the three-year program review period?

Part Two: Service Area Outcomes, Assessment, and Evaluation

1. Use the attached Table I: OCCC Service Area Outcomes, Assessment, and Evaluation to list your Service Area Outcomes (SAOs) and the method you will use to assess your area's progress toward achieving each outcome. For each SAO, specify the following:
   a. the core theme sub-objective supported by the SAO,
   b. the means of assessment you will use to evaluate your progress toward achievement of the SAO and the frequency of assessment (minimum once a year), and
   c. the threshold of performance you have set on each assessment that signifies achievement of your Service Area Outcome.

2. How do your SAOs align with and support College Core Themes and/or Comprehensive Institutional Learning Outcomes?

3. Describe how your service area plans to consistently engage in the discussion, review, assessment and revision of Service Area Outcomes.

4. (**Not Applicable in Initial Review Year One**). Attach or insert the results of your Assessment of your Service Area Outcomes (SAOs). Provide a brief summary of your assessment.
   a. Do the assessment results confirm your expectations? Why or why not?

b. Are your assessments capturing the information you had hoped to obtain about your service area?

c. What do the assessment results tell you about the level and quality of your area's services to students? What areas of potential improvement are indicated by the results?

d. How will you cause this improvement to occur during the next program review period? What changes will you implement in response to the assessment results?

e. How will you evaluate the impact of the change you have proposed above?

Part Three: Service Area Plan

1. Are there changes to your service area that you hope to implement over the four year review period to support student achievement of your Service Area Outcomes? Describe them here, with an explanation of how these changes would support your SAOs.

2. How will these changes improve the College's achievement of its two Core Themes, Student Success and Educational Pathways?

3. How will your service area build on the existing strengths and/or opportunities you identified in part 1.3 over the review period?

4. Over the review period, how will you address any weaknesses or challenges you identified in part 1.4?

5. Identify two or more long-term objectives below that will continue to promote progress toward the institution's mission of achieving equitable outcomes for students at the College.

6. Based on your responses to questions 1-5 above, use the attached Table 2, OCCC Service Area Plan, Four-Year Review Period to identify three measurable

goals your service area will undertake to achieve, and the two long-term objectives you have identified to support equity and inclusion.

    a. Specify which Service Area Outcome is supported by your program plan goal.

    b. Identify at least two interim objectives necessary to make progress toward the achievement of each goal you have identified above.

    c. How will you measure or assess your area's achievement of this goal?

Part Four: Identification of Future or Unmet Needs

If the achievement of a goal listed in question 5, Part Three, would require additional financial resources, or you have identified an unmet need in your area, complete Table 3: OCCC Service Area Plan: Identification of Future or Unmet Needs. If you are aware of a potential funding source for your request other than college general funds, identify the potential source.

1. Describe each resource request.

2. What measurable outcome will result from funding this resource request?

3. How will this request further college achievement of the College Core Themes and, through them, the fulfillment of the College Mission?

Oregon Coast Community College

Table I: OCCC Service Area Outcomes, Assessment, and Evaluation				
Reporting Service Area: **Academic Year:** **Review Year One**	Core Theme Sub-Objective Addressed by SAO	Assessment Method	Frequency of Assessment	Threshold for Achievement of SAO
SAO #1:				
SAO #2:				
SAO #3:				
SAO #4				
SAO #5:				

Oregon Coast Community College

Table 2: OCCC Service Area Plan, Four-Year Review Period				
Reporting Service Area: **Academic Year:** **Review Year One**	Service Area Outcome Addressed by Goal	Assessment Method	Frequency of Assessment	Threshold for Achievement of SAO
Service Area Goal #1:				
Short-term (one year) Objective One:				
Short-term (one year) Objective Two:				
Service Area Goal #2:				

Short-term (one year) Objective One:				
Short-term (one year) Objective Two:				
Service Area Goal #3:				
Short-term (one year) Objective One:				
Short-term (one year) Objective Two:				

Table 3: OCCC Service Area Plan: Identification of Future or Unmet Needs
Reporting Service Area: **Academic Year:** **Review Year One**

Resource Need:	Specific SAO Supported by Funding Request	Specific Core Theme Sub-Objective Supported by Funding Request	Requested Amount	Potential Funding Source
Personnel				
Facilities				
Equipment				
Supplies				
Computer Hardware				
Computer Software				
Training/Professional Development				
Other (e.g. promotion)				
Total Requested Amount				