

Columbia Gorge Community College  
**Annual Non-Instructional Departmental Review  
Guidelines/Template**

**Purpose**

Departmental review is an opportunity for department personnel to come together and evaluate progress toward yearly goals and, based on that progress, establish new goals for the coming year. It is primarily an internal activity meant to foster self-reflection, support thoughtful, evidence-based planning, and result in effective action. While departmental review provides external accountability, it is primarily a function that is supposed to be useful and a benefit to the department itself.

After examining all departmental reviews, the Institutional Assessment Committee creates a summary document highlighting general trends as seen across departmental data, recommendations, and “big dreams.” The summary, as well as the original documents, is forwarded to the Quality Council to be considered in their annual strategic planning work and college-wide budget development.

This template provides a minimum set of standards on which departments should be assessing themselves. While it is not mandatory that departments follow the format of the template, it is expected that all the areas are addressed. Following the template does provide a common language and format that may be more easily understood across the college.

**Section One: Description of the Department**

*Briefly describe the present composition of your department in terms of:*

- A. Mission
- B. Services provided
- C. Personnel
- D. Resources (financial, facilities, essential equipment)

**Section Two: Annual Goals**

List your goals/objectives for the year under review.

**Section Three: Action on Previous Year’s Recommendations & Analysis**

Describe what actions you have taken on each of your recommendations from last year’s departmental review. Analyze progress of action on previous year’s recommendations. Determine if the recommendation has been met or is ongoing.

**Section Four: New Recommendations**

Based on the analysis and conclusions in section three, determine and list new recommendations and/or goals for the coming year.

## **Section Five: Yearly Assessment of Core Function Areas**

Analyze and evaluate your department's performance/adequacy regarding the following core function areas (see explanatory notes below):

- A. organizational management & leadership structure
- B. planning and evaluation activities
- C. communication and coordination
- D. financial management & budget
- E. personnel
- F. professional development
- G. facilities and technological resources
- H. sustainability
- I. timeliness of service (responsiveness and efficiency)
- J. customer satisfaction

### **Explanatory Notes:**

- A. Organizational Management & Leadership Structure: evidence that the department/program has an organized structure that is understood and followed by department personnel. Evidence may include, but not limited to: organizational charts, department surveys, job descriptions, employee evaluation.
- B. Planning & Evaluation: evidence that the department/program conducts systematic and regular evaluation and planning. Is planning ongoing, participatory, documented, executed, evaluated, based on Mission & Goals? Evidence may include, but not limited to: departmental meeting notes/minutes, departmental action plan, year-end reports.
- C. Communication & Coordination: evidence that the department/program has adequate means of communication and coordination: internal, cross-departmental, and outside the college.
- D. Financial Management & Budget: evidence that the department/program has sufficient financial resources to do business, follows appropriate budget management practices, allocates funds appropriately.
- E. Personnel: evidence that the department has sufficient, qualified personnel to perform the necessary functions.
- F. Professional Development: evidence that the department/program provides appropriate and necessary professional development including initial and ongoing training. Include evidence of training availability, use and effectiveness. Evidence may include, but not limited to: staff development plans, documentation of trainings attended.
- G. Facilities and Technological Resources: evidence that the department/program has sufficient physical resources to do business.
- H. Sustainability: evidence that the department is doing business using sustainable practices, supporting CGCC's Sustainability Initiative and the President's Climate Commitment.
- I. Timeliness of Service: evidence that the department/program provides its designated services in a timely manner as defined by the department/program.
- J. Customer Satisfaction: evidence that the department/program is meeting the needs of its customers. Evidence may include, but not limited to: customer satisfaction surveys, stakeholder input, needs assessments, comments and requests.

## **Section Six: Dream Big**

In order to inform long-term college-wide strategic planning, if your department were not constrained by resources, what visionary changes would you recommend?