

**Columbia Gorge Community College**  
**College Department Guide for Conducting Annual Departmental Review**  
***(Student Services, Facilities, Business Office, etc.)***

**Section One: Mission and Goals**

- A. What is the mission of your department.
- B. List your goals/objectives for the coming year.

**Section Two: Description of the Department**

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

- A. Services provided
- B. Personnel (number, qualifications, job description)
- C. Resources (financial, facilities, essential equipment)

**Section Three: Action on Previous Year's Recommendations**

Describe what actions you have taken on each of your recommendations from last year's departmental review.

**Section Four: Yearly Assessment of Core Functions**

Use assessment spreadsheet to evaluate your department's organizational management/leadership structure, professional development, timeliness of service, financial management/budget, planning and evaluation activities, resources, communication and coordination, and customer satisfaction.

**Section Five: Analysis of Assessment and New Recommendations**

Analyze progress of action on previous year's recommendations. Determine if the recommendation has been met or is ongoing. Based on this analysis, establish new recommendations for the coming year.

## CGCC Department Review Annual Core Functions Assessment

<b>Directions:</b> Determine or develop assessment strategies for the measurements listed in the left column as they apply to each of the department's core functions. Some measurements may apply uniformly to all function areas and need not be repeated for each.				
<b>WHAT TO MEASURE</b>	<b>DATA SOURCE</b>	<b>RESULTS AND ANALYSIS</b>	<b>FUTURE TARGET (derived from a standard)</b>	<b>ACTIONS FOR IMPROVEMENT</b>
<b>1. Organizational Management &amp; Leadership Structure</b>				
<b>2. Financial Management &amp; Budget</b>				
<b>3. Facilities, Technology, &amp; Other Resources</b>				
<b>4. Planning &amp; Evaluation</b>				
<b>5. Professional Development</b>				
<b>6. Communication &amp; Coordination</b>				
<b>7. Timeliness of Service</b>				
<b>8. Customer Satisfaction</b>				

Explanatory Notes:

1. 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.

## **CGCC Department Review Annual Core Functions Assessment**

2. Financial Management & Budget: evidence that the department/program has sufficient financial resources to do business, appropriate budget management practices, appropriately allocates funds.
3. Facilities, Technology, & Other Resources: evidence that the department/program has sufficient physical resources to do business.
4. 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.
5. 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.
6. Communication & Coordination: evidence that the department/program has adequate means of communication and coordination: internal, cross-departmental, and outside the college.
7. Timeliness of Service: evidence that the department/program provides its designated services in a timely manner as defined by the department/program.
8. 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.