

**SBCCD DISTRICT PROGRAM REVIEW**  
**Two-Year Program Update**

**Program or Service Area:**

**Name:**

**Date:**

**Productivity**

Explain how your program defines and measures satisfaction and productivity. What do these measures reveal about your program over a three-year period?

- Average time to respond to requests for service
- Average time to respond to complaints
- Results of user satisfaction surveys
- Results of employee satisfaction/staff morale surveys
- Additional identified benchmarks of excellence for the department, and department standing relative to these benchmarks of excellence

Productivity Data

Analysis of Productivity Data

## Staffing

List the number of full and part-time employees in your area.

<b>Classification</b>	<b>Number Full-Time</b>	<b>Number Part-Time, Contract or Prof. Experts</b>	<b>Vacancies</b>
Managers			
Faculty			
Classified Staff			
Professional Experts			
<b>Total</b>			

## Analysis of Staffing Levels

What does the current staffing level data suggest about your program area? Is there a need for more employees? Is there a need for greater efficiency? Is there a need for redistribution of workload or staff? Include any data that is relevant to your program, including any staffing needs for compliance with state, local, and federal regulations.

**Trends**

What are the new or continuing trends affecting your program and how will these trends impact program planning?

**Opportunities and Challenges**

What are the opportunities and challenges presented by the new or continuing trends identified above? Provide any additional data or new information regarding planning for the department. In what way does your planning address these opportunities and challenges?

**Three-to-Five Year Vision**

Describe your program, as you would like it to be in three-to-five years.

## **Goals and Objectives**

Please complete for as many Goals and Outcomes as your program has.

Goal #1

Objectives for Goal #1

Goal #2

Objectives for Goal #2

Goal #3

Objectives for Goal #3

**Goals and Objectives (Continued)**

Please complete for as many Goals and Outcomes as your program has.

Goal #4

Objectives for Goal #4

Goal #5

Objectives for Goal #5

Goal #6

Objectives for Goal #6