

## 2026-2027 Comprehensive Program Review (CPR) Rubric Special Programs/Service Areas

Section	Exemplary	Satisfactory	Developing
Program Overview	<p><i>Meets satisfactory requirements, plus:</i></p> <ul style="list-style-type: none"> <li>Program has achieved at least one of its goals backed by clear evidence of achievement.</li> </ul>	<ul style="list-style-type: none"> <li>Program has a well-developed mission statement that aligns with the mission of the College.</li> <li>Program has well-developed goals that align partially with College's strategic goals.</li> </ul>	<p><i>Does not meet satisfactory requirements.</i> <i>Reasons may include:</i></p> <ul style="list-style-type: none"> <li>The program has a mission statement, but it is not in alignment, or vaguely aligns, with the mission of the College.</li> <li>Goals need alignment to the College's strategic goals</li> </ul>
Students Served	<p><i>Meets satisfactory requirements, plus:</i></p> <ul style="list-style-type: none"> <li>Student achievement is clearly linked to one or more of the service area's activities.</li> <li>Report shows careful analysis of impact of any changes – positive or otherwise – along with a direction forward.</li> <li>Past improvements have been assessed or even modified as a result of data analysis.</li> </ul>	<ul style="list-style-type: none"> <li>Program Review details the services in a manner and is clear and detailed.</li> <li>Changes in data are discussed in the review, even if they reflect negatively on the service area.</li> <li>If dashboard data is not applicable, program-specific data is discussed (i.e. service usage trends, surveys, application numbers).</li> <li>Improvement activities are linked to student achievement data provided and there is a clear evaluation plan.</li> </ul>	<p><i>Does not meet satisfactory requirements.</i> <i>Reasons may include:</i></p> <ul style="list-style-type: none"> <li>Details provided begin to describe service area but need to paint a more complete picture.</li> <li>Collaboration with other programs is either lacking or does not show tangible outcomes or deliverables, especially as they relate to the service area or student success in general</li> <li>Analysis of data is limited</li> <li>Activities the service area is taking to address lower completion rates for disproportionately impacted students are not measured or discussed in light of data provided.</li> <li>No or unrelated improvement plans</li> </ul>

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Assessment	<p><i>Meets satisfactory requirements, plus:</i></p> <ul style="list-style-type: none"> <li>• Program has taken steps to measure improvements identified previously and is reporting on them.</li> <li>• Data shows some positive increases in the areas of either student satisfaction or performance</li> <li>• Resource requests seem to demonstrate there will be a positive, measurable impact on student achievement</li> </ul>	<ul style="list-style-type: none"> <li>• Program Review demonstrates student awareness of outcomes about the area, and there is evidence that this level of awareness has informed some of the service area's activities.</li> <li>• Changes and improvements to the program are the product of assessment and dialogue within the service area that includes student perspectives.</li> <li>• Plans reflect some learning that took place during the assessment process.</li> <li>• Program is able to ascertain an effective evaluation of its effectiveness, even if there are areas in need of improvement and/or innovation.</li> <li>• Linkage between goals and resource requests is clear.</li> <li>• While complete as a review, there is evidence that more assessment based changes or planned improvements are needed. Also, improvements made may not yet be assessed.</li> </ul>	<p><i>Does not meet satisfactory requirements. Reasons may include:</i></p> <ul style="list-style-type: none"> <li>• Plans or improvements made are not related or having passing relation at best to outcomes and assessment</li> <li>• Student satisfaction survey data is absent or very thin in data</li> <li>• Limited indicators to show success or challenges of program.</li> <li>• Improvement plans, resource requests are barely linked or not at all to goals of the area</li> </ul>

	Exemplary	Satisfactory	Developing
Degrees and Certificates	<p>NOTE: AREA MAY NOT BE DIRECTLY RELATED TO EDUCATIONAL AWARDS.</p> <p><i>Meets satisfactory requirements, plus:</i></p> <ul style="list-style-type: none"> <li>• Service area has taken clear action to increase the number of degree and certificate completions within the population(s) it serves over the last three years.</li> </ul>	<p>NOTE: AREA MAY NOT BE DIRECTLY RELATED TO EDUCATIONAL AWARDS.</p> <ul style="list-style-type: none"> <li>• Analysis of degree and certificate numbers within the population(s) it serves includes discussion of trends and possible contributing factors.</li> <li>• Service area took some steps to increase degree and certificate completions within the population(s) it serves.</li> <li>• Service area has a clear plan to increase the number of degree and certificate completions within the population(s) it serves</li> </ul>	<p>NOTE: AREA MAY NOT BE DIRECTLY RELATED TO EDUCATIONAL AWARDS.</p> <p><i>Does not meet satisfactory requirements.</i></p> <p><i>Reasons may include:</i></p> <ul style="list-style-type: none"> <li>• Service area has not taken any steps to increase degree and certificate completions within the population(s) it serves</li> <li>• Service area has no plan, or a limited plan, to increase the number of degree and certificate completions within the population(s) it serves.</li> </ul>
Engagement	<p><i>Meets satisfactory requirements, plus:</i></p> <ul style="list-style-type: none"> <li>• Program demonstrates effective involvement of all faculty and classified professionals within the service area.</li> </ul>	<ul style="list-style-type: none"> <li>• Program engages in a variety of institutional and community activities and efforts.</li> <li>• There is evidence of effort to include all faculty and classified professionals within the service area in training, discussions, and decision-making.</li> </ul>	<p><i>Does not meet satisfactory requirements.</i></p> <p><i>Reasons may include:</i></p> <ul style="list-style-type: none"> <li>• Program demonstrates limited or no engagement in institutional and community activities.</li> <li>• There is limited effort to include all faculty and classified professionals within the service area in training, discussions, and decision-making.</li> </ul>

**Minimum Criteria for Validation (information will be forwarded for resource prioritization)**

Service Areas:

1. Must have goals
2. Must have measurable outcomes and assessment plan (Assessment)
3. Must substantively and thoughtfully answer all questions