



Rancho Santiago Community College District District Services Administrative Unit Review

2013-2015

I. Department Mission Statement: *(Please provide a mission statement for your unit.)*

II. Functions and services: *(Please provide the basic functions and services for your unit.)*

III. Customers and recipients of services: *(Who are the customers/recipients of your services?)*

IV. Staffing: *(Please summarize the status of your staffing since the last planning cycle and concerns.)*

V. Budgets: *(Please summarize the status of your department budget and concerns)*

VI. Department Assessment: *(Please provide internal assessment of your department (by all unit staff) and external assessment (from data provided by the District Services Satisfaction Survey, as well as other sources that your department would like to use). What recommendations would you like to bring to the District's attention?)*

Internal Assessment:

External Assessment:

Recommendations:

VII. Work Plan: (As a result of the assessment process, what initiatives does your department want to address in 2013-2015? Please identify which RSCCD goal(s) and strategic plan objective(s) it addresses. What resources do you need to achieve these goals, and how will you know you have achieved it?)

Service Initiative Goals your department would like to address (include RSCCD goal(s) # and strategic plan objective(s) # being addressed)	Unit Outcome (The client) will (intended outcome) as a result of (function or action)	Criteria for Success How will you know you've achieved your goal?	Resource Needs What resources (personnel, technology, fiscal) do you need to achieve your goal?	Results After two years, how well did you achieve your goal(s)?

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