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| **ALIGNMENT WITH THE COLLEGE MISSION** |

**College Mission**

Sauk Valley Community College is an institution of higher education that provides quality learning opportunities to meet the diverse needs of its students and community.

**College Vision**

Sauk Valley Community College will be recognized as a benchmark institution of higher education that provides exceptional learning opportunities in response to the diverse needs of its students and community.

**Program Mission**

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| The Illinois Small Business Development Center will be the premium resource for building our communities through guidance and counseling of: business start-ups, business owners, and agricultural business through educational programs, individual service, and partnerships. Creating jobs in Northwest Illinois, one business at a time. |

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| **VIABILITY COMPONENT**The viability component focuses on quantitative analysis and the need for the program. |

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| **SECTION A: ENROLLMENT & COMPLETION DATA**Resources: Annual reviewsEnrollment & completion dataOperational Plans |

Cross-disciplinary areas differ from other instructional programs in the types of programs and services that are offered, the basis for determining success, and what is generated by enrollment. In this section you are to identify and insert into **Table 1**, the primary programs offered and the pertinent viability components. Note: You will track and report on the same items in future annual reviews and program reviews.

1. Identify all of the primary programs of the cross-disciplinary area (i.e. ABE, ESL, customized training, public workshops, etc) and create a table for each program.
2. What constitutes a successful student completion (i.e. passing grades, post-test scores, etc)? In the table, replace *Successful Completions* with this term. Add rows if there are multiple ways to determine successful completion.
3. What does the program generate (i.e. credit hours, units of instruction, income, etc)? In the table, replace *Generation* with this term. Add rows if there are multiple items that are generated.
4. Insert annual data to complete each table.

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| **Table 1** |
| Program: Small Business Development Center  |
|  | FY04 | FY05 | FY06 | FY07 | FY08 | Total |
| a | Clients served | 210 | 270 | 214 | 179 | 259 | 1132 |
| b | *Business open/expanded*  | 2/2 | 10/0 | 8/1 | 4/0 | 5/2 | 29/5 |
| c | *Jobs created/retained* | 50/32 | 16/22 | 50/0 | 8/2 | 29/35 | 153/91 |
| d | Income | 100,000 | 100,000 | 100,000 | 120,000 | 204,000 | 624,000 |
| e | Expenses | 100,000 | 100,000 | 100,000 | 120,000 | 204,000 | 624,000 |
| f | Net (income – expenses) | 0 | 0 | 0 | 0 | 0 | 0 |

1. Describe a) the five-year trends, and b) results of the efforts to increase enrollment that were implemented since the last program review, for each program.

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| 1. The SBDC continues to maintain or increase the services provided to the citizens of Northwest Illinois.
2. Local, as well as statewide interest in small business ownership continues to increase. Through dynamic partnerships and referral networks, public awareness of the SBDC continues to increase. Due to the economic conditions in 2006-present we anticipate a larger client base.

Increased customers served from 2007 to 2008 were contributed to two (2) factors: Changes in the economy with more people looking to start their own businesses or current businesses looking to grow and expand. The other factor is the increase of Illinois Valley Community College to our regional group. As stated above our increased awareness campaign also contributed to our increases. |

1. Describe a) the five-year business openings and/or expansions and b) results of the efforts to improve business openings and/or expansions that were implemented since the last program review, for each program.

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| 1. In the last five (5) years the SBDC has changed materials given to clients. The new material is relevant, timely, and user friendly all driven by customer demand and staff development. This allows clients to complete the necessary documents (business plans, marketing plans, feasibility studies, etc.) with assistance from the SBDC. Quality of client work coupled with the SBDC materials and assistance has allowed more businesses to open and/or expand.
2. Our success with our clients has increased; however, we still struggle with getting clients to acknowledge the SBDC’s contribution via a signed success story. We began in 2007 to write the success stories on behalf of our clients as a press release. Then working with the client, we have used the press release as part of the launch of their business opening or expansion effort. Efforts have paid off with an increase of 15% and more signed success stories are being completed.
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1. Describe a) the five-year job creation trends, and b) results of the efforts to increase job creation that were implemented since the last program review.

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| 1. The trend for job creation has continued to increase as a state, region, and nation in urban areas. However, trends indicate that the rural areas are seeing a decrease in job creation due to the economy, loss of local jobs, and the mobility of younger generations. Our Centers have not experienced this. In fact, our Centers are the exception for rural Centers in the Illinois SBDC network. Annual our IEN leadership list comparisons of performance among the other 38 Centers. Our performance remains in the top 20% in comparison with other Centers in similar markets.
2. The SBDC has increased its community activities, awareness campaign, and success stories. These efforts have led to more referrals and have increased our client numbers. This increase coupled with improved programming has increased services to our clients and communities. The direct results are job creation.\*

In 2007 the SBDC introduced its Community Outreach Program (COP). This allowed the SBDC staff to be in a community all day working with business owners, potential business owners, community leadership, and local economic development professional. The results have been an increase in partnerships, referral networks, client hours, client successes, and positive interaction with the citizens of our communities.\* We do not keep records of numbers of phone calls or emails; the volume is unmanageable to record.  |

1. Describe what can be done to improve these trends during the next five years.

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| The trends will continue to improve with the increase of resources available to the SBDC. Continued increase of the budget will allow the SBDC to offer more services, client counseling hours, education programs, and a wider variety of programming. In the fall of 2008 the SBDC suffered its first budget cut. The results were a loss of a full-time staff member, increased work load to remaining staff, and a decrease in available client counseling hours. This will directly affect the jobs created and the number of clients served measures. Budget cuts cited but not reflected in the table above. Please clarify.How will the current economic conditions affect the SBDC? Pam’s hours cut by 50%. Lost all travel or 18% pay cut. What decreases in counseling hours do you foresee due to thi |

1. Summarize activities to improve the trends discussed in this section in the operational plan and code as PA. Indicate below if activities will be included in the operational plan.

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|  \_\_ Activities included in the operational plan Op Plan submitted but does not include any activities coded from the program review X No activities included in the operational plan |

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| **SECTION B: PROGRAM FINANCE** |

1. Describe a) the five-year income vs. expense trends, and b) results of the efforts to improve financial viability that were implemented since the last program review.

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| 1. The Illinois Small Business Development Center is a grant program. Our income is received from a grant obtained from the Illinois Department of Commerce and Economic Opportunity (DCEO) in cooperation with the Small Business Administration (SBA). These funds are matched with equal funds from Highland Community College, Illinois Valley Community College (since July 2007), and Sauk Valley Community College. Sauk Valley is and remains the administrative College for this grant. All income and expenses are equal. There is no carry over or net gain.
2. In 2008 the SBDC experienced its first budget cut from DCEO of 5%. This coupled with increased health care insurance expenses caused the SBDC to exceed its budgeted expenses. Expenses were cut to alter these expenses.
3. The SBDC began in 2007 to charge a small ($35 – 150 depending on class length) class fee for some of it classes in accordance with the grant agreement and the College administration. It has not and future trends indicate that it will not be a significant income source. The SBDC Director is in the process of writing a Human Resource manual that will be available for sale in our efforts to obtain additional revenue for our programs. Expenses that were eliminated: Administrative Staff cut to part time, all travel reimbursement suspended, staff paid for their own travel, office supplies, postage, and telephone use.
4. In January 2009 DCEO cut the SBDC budget again with cuts totaling 10%. This reduced administrative staff hours, suspended travel, office supply purchase, required professional development training, and operational expenses such as coping and postage. Due to these budget cuts SBDC staff will not be able to receive pay increase for FY 2010 because it will exceed to the budget amount set for wages.
5. Additional cuts from DCEO are anticipated for FY 2010, but commitment and detailed communication is not available at this time.
6. Funds for the cash match portion of the SBDC grant comes from the Illinois Community College Board (ICCB) under the Business and Industry grant. Currently that money is under negotiation with legislators and ICCB. If that funding changes the continuation of the SBDC could be at risks. In March Highland Community College announced the formal closing of the SBDC Center due to the ICCB funding considerations. Illinois Valley Community College and Sauk Valley Community College leadership are awaiting final appropriation to determine of the SBDC programming.

Solicitation to the general public or our clients for additional funding is not an acceptable revenue source. Solicitation to local economic development professionals, government offices, and banks is a source that DCEO does allow, but it is prohibited by the Colleges as it is direct competition for the Colleges Foundations.We continue to look for additional grant funding opportunities, training programs, and general donations as ways to obtain additional and much needed funding for the SBDC programs. |

1. Describe the results of the program’s efforts to go “green.”

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| We recycle all packing material, unused class materials, and expired materials. Lights, computers are turned off when not in use. All other efforts are made in compliance with Sauk Valley Community College policies. |

1. Describe how the program’s financial viability may be improved.

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| There have been many discussions on financial viability with leadership, staff, and DCEO. Considering the impact of the last budget cut, the hopes for increased funding from DCEO, the Colleges, or the general public are non-existent.SBDC staff is considering several experimental/pilot programs that would involve private/public joint ventures, small business incubators, and fee for service options. Due to the structure of the SBDC grant, funding partners and the College policies, plans will be slow to develop.The SBDC staff continues on a daily bases to explore all opportunities for funding. Per your request the committee asked for ways to improve operating efficiencies. There is some fundamental information that you should be aware. The entire grant agreement calls for a full time Program Director and at each Center staff requirements are: Center Director, full time Business Specialist, and full time Administrative Assistant. Our small team of five (5) covers these nine (9) positions. As of April 3, 2009, Pam Harrison left her position so we are down to four (4) team members. Each Center operates on $66,000 per year. At this time no services have been eliminated, staff pays for its own supplies, travel, professional development training, and in some cases postage. There is no other cost cutting measures that can be taken. Staff has gone above and beyond their call of duty to continue to deliver services for over 1 million people in a total of 13 counties. It would be inappropriate to ask for more cuts or take on any more responsibilities from this dedicated team. |

1. Summarize activities to improve the program’s financial viability in the operational plan and code as PB. Indicate below if activities will be included in the operational plan.

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|  \_ Activities included in the operational plan No activities included in the operational plan |

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| **QUALITY COMPONENT**The quality component focuses on qualitative analysis and issues. |

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| **SECTION C: COURSE SCHEDULING** |

1. Describe how classes are sequenced and scheduled.

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| Classes for the SBDC are in cooperation with Highland Community College. The SBDC grant dictates the types of classes that the SBDC must hold. These include:* Monthly-*Before You Start: Starting a Business in Illinois*
* Financial packaging and analysis
* Writing a business plan
* Expanding and/or growing a small business
* E-business technology
* How to market
* IRS and/or record keeping for small business

Our Centers are able to include any additional classes that are needed or desired by our clients or communities.Our Centers typically hold the classes in sequence in the following order:* *Before You Start: Starting a Business in Illinois*
* *Feasibility Study*
* *Writing a Business Plan*
* *Analyze This!*
* *Hit the Mark with Marketing*
* *Fatal Flaws*
* *Recipe for Success*
* *E-commerce for Your Business*

Classes are repeated with the first three (3) classes every quarter, the remaining classes are added in throughout the year. E-commerce is held in conjunction with a short series of e-business classes with our regional education partners.Individual Chambers of Commerce often partner with the SBDC for specialized classes based on the needs of their community. The SBDC co-sponsors and conducts these classes with the Chambers. |

1. Describe how long it takes a student to complete this program, ***OR*** indicate “There is no completion milestone.”

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| There is no completion milestone. |

1. Describe scheduling changes that may be needed during the next five years and the rationale for the changes.

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| The SBDC has flexibility in the program material, frequency (with the exception of *Before You Start*), instructors, location, and class fee. Classes must be held for a minimum of two (2) hours of contact time. Additional set up and tear down by the instructor are added to each class.In 2008 the SBDC began the process of learning about and investigating an online program. The goal over the next three (3) years (2009-2011) is to move the *Before You Start: Starting a Business in Illinois, Feasibility Study, and Writing a Business Plan* classes to all online classes open 24/7. The change in students’ desire for the convenience of online learning requires the SBDC to build its infrastructure in order to do so. The SBDC will need to have its own website with appropriate monitoring to accomplish online programming. Reasonable quotes have been obtained, but due to the current funding issues we are not able to move forward with this programming. |

1. Summarize activities that the department will perform to correct scheduling problems and make future scheduling changes in the operational plan and code as PC. Indicate below if activities will be included in the operational plan, ***AND/OR*** if the issues have already been corrected.

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| --- |
|  X Activities included in the operational plan No activities included in the operational plan Issues have already been corrected |

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| **SECTION D: CURRICULUM: COURSE OUTLINES** |

1. Have 100% of course outlines been reviewed and updated at least once during the past five years?

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|  X Yes No |

1. Are 100% of course outlines and syllabi aligned?

|  |
| --- |
|  Yes  No X Not applicable |

1. Summarize activities to correct course outline issues in the operational plan and code as PD. Indicate below if activities will be included in the operational plan, ***AND/OR*** if the issues have already been corrected.

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| --- |
|  Activities included in the operational plan X No activities included in the operational plan Issues have already been corrected |

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| **SECTION E: CURRICULUM: ASSESSMENT**Resources: Annual Reviews, Item 5 Assessment folder  |

1. Describe the assessment activities for each program.

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| The SBDC grant only has two types of assessments: Surveys and class evaluation. See question 37 for full details. April and October every year. SBDC clients from each Center.  at the end of the series. reviewed at least once a year. d, or eliminated as necessary. es are reviewed as they occur.  |

1. Describe a) the findings obtained from the assessment activities, and b) the results obtained from responding to the findings.

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| 1. Responses from surveys and class evaluations are consistently positive. Class attendees and clients routinely praise the strong customer service given by the SBDC staff and the level of materials given. Both surveys and class evaluations have listed other areas of assistance needed. Surprising results have been that attendees are unsatisfied with amenities of rooms in which we conduct programs. While we make all possible accommodations, we have no control over these particular issues.
2. The results from the survey and the class evaluations are used to make changes in curriculum, program delivery, instructors, and materials. Suggestions for new programs from the survey and the evaluations are used to add new materials and/or programs to the offerings.

Fatal Flaws and Recipe for Success were programs developed from suggestions from survey and class evaluations. Other programming that is currently in development such as the Not for Profit program are also from suggestions from surveys, class evaluations, and comments made by stakeholders and clients. |

1. Summarize activities related to assessment issues in the operational plan and code as PE. Indicate below if activities will be included in the operational plan.

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|  X Activities included in the operational plan No activities included in the operational plan |

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| **SECTION F: CURRICULUM: CURRICULAR CHANGES**Resources: Annual Reviews, Item 5 Assessment Summary Reports Operational Plans  |

1. Describe the positive or negative impacts of the curricular changes made during the past five years.

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| The SBDC classes have been submitted to curriculum committee for submission to ICCB. Curriculum committee has declined to review or refused to submit to ICCB as deemed not necessary by Dean.This is a negative impact for the SBDC for several reasons:* Unable to further develop a Small Business Certificate or Entrepreneurial Certificate program
* Students unable to attend classes for credit
* Unable to provide joint SVCC and SBDC training
* Unable to offer higher caliber class offerings with fees because no financial aid available
* Unable to provide much needed program income for the SBDC

Allowing curriculum to be submitted to ICCB will allow the SBDC to offer programming that will add value to SVCC offerings in addition to apportionment revenue for the College. Approved curriculum could also allow opportunities to provide joint SVCC and SBDC training. This would not only increase enrollment, but will allow facility to fulfill their schedule. |

1. Describe any possible changes in requirements or content that may be *imposed* on the program during the next five years, ***OR*** indicate “None.”

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| Another budget cut is anticipated for the FY 2010 but plan has not been communicated to the SBDC Centers as of this time. Announcement is anticipated in late May or early June 2009. A need for additional support from community is anticipated. Lack of support could be devastating to the program. |

1. Describe anticipated curricular changes that the department will propose during the next five years and the accompanying needs that will be required, or indicate “None.”

|  |  |  |  |
| --- | --- | --- | --- |
| **Curricular Changes** | **Equipment and/or Supply Needs** | **Facility Needs** | **Personnel and/or Training Needs** |
| Online classes |  | Additional record storage | Another counselor |

1. Summarize activities that the department will perform to make curricular changes in the operational plan and code as PF. Indicate below if activities will be included in the operational plan.

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| --- |
|  X Activities included in the operational plan\_\_\_\_\_\_ No activities included in the operational plan |

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| **SECTION G: EQUIPMENT AND SUPPLIES** |

1. Identify current deficiencies in equipment, software, and/or supplies that negatively impact the program, ***OR*** indicate “None.”

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| None |

1. Identify new and/or replacement equipment, software, and/or supplies which are anticipated during the next five years, with cost estimates, ***OR*** indicate “None.” Do not include items associated with the curriculum changes noted in Section F.

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| Director’s laptop to be replaced with new laptop with more storage capacity and memory at an approximate cost of $1,500. Peachtree software to be added to new computer and financial records added.Director’s current laptop would become client laptop (as required by grant). Programs and materials would be transfer to new laptop. Client laptop would then offer media storage capacity with several different options.Due to the anticipated budget cuts, the Director will seek private donation of the laptop, if possibl |

1. Summarize activities to acquire the needed equipment, software, and supplies in the operational plan and code as PG, ***OR*** submit a completed *Equipment Request Form*. Indicate below if activities will be included in the operational plan, and if an *Equipment Request Form* is attached.

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|  Activities included in the operational plan X No activities included in the operational plan A completed *Equipment Request Form* accompanies this program review |

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| **SECTION H: SUPPORT SERVICES** Definition: College services that are *specific to this program*, which are utilized by students outside of the classroom (i.e. tutoring in the LAC, special materials in the LRC, etc) |

1. Describe the program specific support services that are currently available to students, ***OR*** indicate “None.”

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| Students Services with bi-lingual translator (Ana Salgado) and Special Needs Services are utilized by our clients. |

1. Describe gaps in the program specific support services that currently available and identify possible solutions, ***OR*** indicate “None.”

|  |
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| None |

1. Describe any changes in the need for support services that are anticipated to occur during the next five years, ***OR*** indicate “None.”

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| None |

1. Summarize activities to expand or correct the gaps in support services in the operational plan and code as PH. Indicate below if activities will be included in the operational plan.

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| --- |
|  Activities included in the operational plan X No activities included in the operational plan |

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| **SECTION I: MARKETING**Definition: Systematic efforts aimed at attracting new students to the program. |

1. Describe how the program can be better promoted and marketed.

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| Marketing is lacking in the SBDC due to our budget constraints. While we use all the resources available (power point presentation, printed materials, brochures, flyers) there is still a big gap. To better promote and market the SBDC we need additional funds and resources. The first resource would be a dedicated website for the SBDC. This would allow 24/7 marketing as well as allow clients and potential clients to participate in online classes (classes required by the grant). Per the grant agreement the *Before You Start: Starting a Business in Illinois* class must be offered every month. The website allows the class obligations to be fulfilled freeing precious staff time for direct services which is a goal of the Center. The website would also be a resource that our community partners such as banks, economic development professionals, elected officials, and others would have access to.The SBDC is required by the grant to cross promote DCEO programs as well as the College programs. Given our regular presence in the communities, it would be nice for us to have available a nice cross selling marketing piece to share with all our stakeholders. A reciprocal effort by SVCC staff on cross selling SBDC services would be greatly appreciated. |

1. Summarize activities to better promote and market the program in the operational plan and code as PI. Indicate below if activities will be included in the operational plan.

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| --- |
|  X Activities included in the operational plan No activities included in the operational plan |

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| **SECTION J: STUDENT INPUT**Definition: Systematic efforts aimed at student opinions and suggestions for improving the program.Resources: Annual Review, Item 9  Operational Plans |

1. Describe what was gained from seeking student input since the last program review ***OR*** indicate “None was sought.”

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| --- |
| The SBDC grant only has two types of assessments: Surveys and class evaluation. |

1. Summarize activities to obtain student input in the operational plan and code as PJ. Indicate below if activities will be included in the operational plan.

|  |
| --- |
|  Activities included in the operational plan X No activities included in the operational plan |

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| **SECTION K: NON-STUDENT INPUT**Definition: Systematic efforts aimed at obtaining information regarding program content and improvement from informed sources other than students, for the purpose of keeping the program current and relevant.Resources: Annual Review, Item 10  Operational Plans |

1. Describe what was gained from seeking non-student input since the last program review ***OR*** indicate “None was sought.”

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| We do seek non student input from our stakeholders in the communities. We regularly attend community events where we are available to the general public to answer questions or to explore ideas, suggestions, wishes, and comments. When necessary the information is passed onto the appropriate administrator, staff, or department.Much is gained from theses community events. It is a good marketing opportunity for the College, it allows the SBDC to advocate services, partnership, and resources, and it allows the community members to see that the College is connected to their community with our presents and participation in their community. |

1. Summarize plans to obtain input from non-student sources in the operational plan and code as PK. Indicate below if activities will be included in the operational plan.

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| --- |
|  X Activities included in the operational plan No activities included in the operational plan |

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| **SECTION L: NEED AND GROWTH POTENTIAL** |

1. What is the projected level of need for the program, during the next five years?

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| --- |
|  X Growing need Level need Declining need |
|  |

1. List the top five priorities to strengthen the program during the next five years.

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| 1. Seek additional resources to assist our clients2.Seek additional funding to stabilize our financial budget3.Improve our marketing efforts via a website4.Seek additional revenue sources via the sale of kits, books, and CDs5.Explore private/public partnerships for additional financial stability |

**CROSS-DISCIPLINARY PROGRAM REVIEW SUMMARY REPORT**

**Required ICCB Program Review Report**

**Sauk Valley Community College Academic Year 2008 - 2009**

|  |  |
| --- | --- |
| **Discipline Area** | Illinois Small Business Development Center |

**Improvements & Rationale for Action**

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| Since our last review new programs, community outreach, additional resources, and new partnerships have all been established. This arises from the needs and input received from our stakeholders. Our stakeholders continue to demand additional programs and services. Our Centers have gone above and beyond necessary measures to satisfy our stakeholders. The results have been the continued growth of the SBDC client numbers and the respect from our peers, elected officials, stakeholders, and most of all our clients. |

**Principle Assessment Methods Used in Quality Assurance for this Program**

X Standardized assessments

X Certification and licensure examination results

⁭ Writing samples

X Portfolio evaluation

⁭ Course embedded questions

⁭ Client surveys

⁭ Analysis of enrollment, demographic and cost data

⁭ Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Statewide Program Issues (if applicable)**

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| The SBDC programs statewide do have issues. Programming, while it is exceptional at Sauk Valley and Highland Community College SBDC, is not offered elsewhere. This does cause issues if a client needs to be transferred or if resources from another College are needed. Standardized programming would help.Rural SBDCs, such as our two (2) Centers (Sauk Valley and Highland Community Colleges) are held to the same performance objectives as SBDCs in urban areas. This is especially noticeable in number of clients (population based), dollars in loans (rural areas are self sufficient and generally do not seek loans for start up businesses or expansions), and increases in new jobs created (generally rural areas hire fewer people than urban areas, especially smaller operations). Rural SBDCs should be held to levels that are obtainable based on the needs for rural areas and not based on a random general number. |

**BEST PRACTICES REPORT**

**Optional ICCB Program Review Report**

**Sauk Valley Community College Academic Year 2008 - 2009**

**Title of Best Practice**

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**Programmatic Area**

⁭ Academic Discipline

⁭ Career and Technical Education

X Cross-Disciplinary

⁭ Student & Academic Support Services

**Description of the innovation/best practice (150 word limit)**

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**What are the results/measurable outcomes?**

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**Contact Information**

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| --- |
| Sauk Valley Community CollegeName & Title: Michele Miller, SBDC DirectorPhone Number: 815-288-5511 x320E-mail Address: millerm@svcc.edu |

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| **FINAL NOTES:*** Complete the Program review using this document as a template. Do not use alternate formats.
* The Program Review is **due December 1, 2008**.
* The Program Review should be submitted as an e-mail attachment to:
	+ The program’s administrative supervisor, and
	+ The chair of the Program Review Committee, Janet Lynch.
* The names of the Program Review Team are to be included in the electronic version.
* Print the Signatures and Approval page and obtain signatures from all team members and submit to the chair of the Program Review Committee, Janet Lynch.
 |
| **Checklist** | **Supporting Documents to be submitted with this Review** |
|  | Equipment Request Form (referenced in Section G) |
|  | ICCB Program Review Report  |
|  | ICCB Program Review Report: Best Practices *(optional)* |
|  | FY09 Operational Plan (addendum to original plan) |
|  |
|  | **Signatures and Approval** 1) Type names of the team conducting this program review and include with the electronic submission; 2) Print the page and obtain each team member’s signature; 3) Submit the signed page to the chair of the Program Review Committee, Janet Lynch.  |

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| **SIGNATURES and APPROVALS** |

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| **Names and Signatures of the Program Review Team** Add lines if neededSignatures indicate that team members concur with the findings of the program review. |
| **Names** (Indicate chair/co-chairs) | **Signatures** |
| Michele Miller-Chair | On file |
| Brian Borger (Highland Community College) | On file |
| Pam Harrison (former SBDC staff) | On file |
| David Lockett (former client) | Via phone |
| Amy Bonnilla (client) | Via phone |
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| **Program Review Committee** |
| This Program Review is complete and acceptable. |  |
| This Program Review is complete but the conclusions ***are not*** fully substantiated. |  |
| This Program Review is incomplete and unacceptable. |  |
| Comments are attached (optional) |  |
| Program Review Committee Chair/Co-Chair |  |
| Date |  |
| Program Review Committee Co-Chair |  |
| Date |  |

|  |
| --- |
| **Administrative Approvals** Administrative signatures indicate an acceptance of the program review |
| Program Administrator |  |
| Academic Vice President |  |
| President |  |