Purpose:
The purpose of the Service Area Review (SAR) process is to ensure the long-range success, quality, and efficiency of the support service being considered. These reviews are conducted every five years. The internal review of support services will help ensure that services are meeting the needs of the college and external communities. Specific objectives of this process include (but are not limited to):

- To assure the department’s mission and associated activities align with the mission of the college;
- To guarantee excellent services to the department’s users;
- To identify support services needs so that resources may be adequately applied;
- To encourage professional staff development;
- To address the changing needs of the college community by revising processes and improving communication;
- To demonstrate and reaffirm the need for the department; and,
- To assist the college in maintaining evidence of continuous quality improvement as required by SACSCOC.

Process:
The director will be provided the self-study questions and the rubric. The self-study questions include prompts requesting information about that area of the department/unit. The rubric indicates the appropriate level of responses for each section. The rubric may be used to guide the department/unit to ensure the question has been answered completely. The director will meet with all department/unit staff to complete the self-study together. This may be done by conducting several meetings over the fall semester to ensure everyone provides input. Upon completion, responses to the self-study prompts are submitted to REAP.

At this point, a group of external reviewers (Durham Tech employees from outside of the department/unit) will be assigned to the external review team. The director may provide recommendations to the division head who supervises the department, however final selections are at the division head’s discretion. The external review team may consist of 3-5 team members. A group of external reviewers will review the self-study responses and use the rubric to evaluate the self-study responses. The self-study responses and rubric results will then be provided to REAP who will present them to the Leadership Council for review and approval.

The process will officially begin in July prior to the fall term and conclude by the end of the 2nd week of January of the spring term of the scheduled academic year. An orientation meeting will occur in the spring term prior to academic year the program is scheduled for review. By the end of the self-study, the department/unit will have created an action plan as well. Please keep in mind:

1. One person is not to complete the entire review by him/herself. This is a service area’s in-depth evaluation of how well its unit is functioning and services are delivered. All of the unit’s employees must be involved. It is recommended that the unit’s initial service area review meeting include discussion regarding disseminating tasks associated with the review.

2. The final product should:
   - Include a list of staff members (from within the unit) who helped to complete the self-study.
3. Timeline for completing the review:
   a. April - Initial Meeting
   b. July 1 - REAP Data available
   c. July 1 - Program Review begins
   d. July 1-January 15 - Complete Self-Study
   e. January 15 - Self-Study submitted to REAP
   f. January 20 - External Review team receives self-study
   g. January 20 -March 30 – External Review team reviews self-study responses and scores using rubric
   h. March 30 - REAP receives External Review rubric scores
   i. April 1 - REAP submits self-study responses and rubric scores to Leadership Council for review
   j. April 1 - 30 - Leadership Council reviews self-study responses and rubric scores to determine approval
   k. May 1 - REAP obtains final decision from Leadership Council

A. Service Area Description
1. Briefly describe the role of the service area within Durham Technical Community College.
2. What is the service area’s mission statement? What are the goals of the service area? How are the mission statement and goals communicated to the College and greater community?
3. How does the mission of the service unit support the overall mission of the College and the GELOs?
4. Changes since the last service area review- What has changed since the last service area review? How were recommendations from the previous review addressed by the service area?

B. Unit Operations
1. Indicate the principal functions or types of services performed by the service area, regular and day-to-day functions.
2. What services/products does the service area provide? (Please list these by the principal functions stated above.)
3. Who are the service area’s clients/customers? Approximate the number and/or percentage of services provided to each clientele group.
4. How does the unit make its customers aware of its priorities, policies, and procedures (how the area operates)?
5. What did you learn? What changes do you want to make to improve your program’s quality?
6. Refer to the SACSCOC resource, *The Principles of Accreditation: Foundations for Quality Enhancement*. A representative from REAP can assist you with identifying the principles that apply to the department.

**SACSCOCs Principles of Accreditation and Compliance Table**

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<thead>
<tr>
<th>Number</th>
<th>Brief Description</th>
<th>Compliance Documentation</th>
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C. Personnel

1. Staff Quality
   Based on data below, how well does your staff meet the needs of your unit? How do you know?
   What are strengths and areas for improvement in your unit’s staff?
   a. Staff credentials - Provide a list of staff credentials for all unit staff.
   b. Demographics - Provide data and/or a description of the make-up of your unit.

2. Staff Resources
   a. Full-time and Part-time – Provide a total of full-time and a total of part-time employees.
   b. Staff Professional Development – Provide a list and brief description of notable professional development for each unit employee.
   c. Staff Leadership and Committee participation - Provide a list of leadership and committee participation for the unit’s employees.
   d. Staff Accomplishments and Recognition – Provide a list of notable accomplishments and recognitions of the unit’s employees.
   e. Staff Retention – How have you worked to recruit diverse staff to the program? How have you worked to retain staff in the unit?

3. Advisory Committee
   a. List of advisory committee members and affiliation with the program.
   b. Description of recommendations from the advisory committee and actions taken.

4. What did you learn? What changes do you want to make to improve your unit’s staff quality?

D. Service Area Effectiveness

1. How does the service area learn about the customer’s needs and obtain ongoing feedback regarding products and service delivery?
2. From your customer’s perspective, how well does your unit understand and meet their needs? Provide a timeline for how often feedback is collected.
3. What other methods are used to assess and evaluate the service area? Provide a timeline for how often feedback is collected.
4. What did you learn? What changes do you want to make to improve your service area?

E. Institutional Support for Program

1. Workspace- Provide information regarding the physical location and environment and if additional space needed. Is there sufficient space for the number of employees? Is it a safe and healthy place for employees and students? Are there changes that would be beneficial?
2. Technology- Provide information regarding technology and software required and if additional technology is needed. What types of technology (software/hardware) are used by the department? Are there licensing agreements and upgrades associated with the software? Is the technology unique to this department? What are the current and future technology needs of the department?

3. Equipment- Provide information about additional equipment is required is needed. What types of equipment are used by the department? Are there contract agreements and upgrades associated with the equipment? Is the equipment unique to this department? Is equipment adequate to meet the needs of the service area? What are the equipment needs to enhance service delivery?

4. What did you learn? What changes do you want to make to improve your service area?

F. Summary and Action Plan

1. Overall, what are the unit’s greatest strengths?
2. Can the strengths be improved upon?
3. What did you learn? What changes do you want to make to improve your service area?

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<tr>
<th>Outcome (The department will...)</th>
<th>Action Step(s)</th>
<th>Target Date</th>
<th>Person Responsible</th>
<th>Results/Use of Results</th>
<th>Notes</th>
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