1. **Citrus College Mission and Institutional Outcomes**
   - A. Mission Objectives
   - B. Institutional Outcomes

   *(Ways in which the department supports the institutional mission and outcomes.)*

2. **Department Functions**
   - A. Executive Summary
   - B. Department Function by Section
   - C. History of the Department
   - D. Special Accomplishments
   - E. Other

   *(Brief description of the department’s functions and ways operations are currently performed. Brief highlights of successes and accomplishments in the department’s performance during this review period.)*

3. **Service Recipients**
   - A. Summary
   - B. Students
   - C. Faculty and Staff
   - D. Facilities
   - E. Other

   *(Brief description of the constituents who receive and benefit from the department’s services.)*

4. **Staff Resources**
   - A. Organizational Charts
   - B. Assignments and Specialties
   - C. Staff Preparation and Training
   - D. Professional Activities and Committee Participation
   - E. Other

   *(Analysis of the department’s current personnel resources and functions.)*
5. **Physical Resources**
   A. Building and Facilities
   B. Equipment and Materials
   C. Other

   *(Analysis of connections between department functions and current physical resources.)*

6. **Fiscal Resources**
   A. Budget
   B. State Programs
   C. Incentive Programs
   D. Other

   *(Analysis of current fiscal resources.)*

7. **Program Performance**
   A. Summary
   B. Quantitative Performance Measurements by Section
   C. Qualitative Performance Measurement of Program
   D. Trends and Impacts on Institutional Planning
   E. Goals and Objectives

   *(Discussion of trends and changes affecting the department’s ability to meet its mission and goals.)*

8. **Program Effectiveness and Needs**
   A. Effects on Student Outcomes
   B. Savings or Efficiency Measures
   C. Resource Needs

   *(Brief description of the ways in which the department contributes to learning, teaching, and student services efforts of the college. Resources needed for continued or improved performance.)*

9. **Action Plan**

   *(Realistic plan with timeline, resources, and responsible parties identified.)*
Questions that may help:

1. Mission and institutional outcomes
   - What is the department’s vision for the future?
   - How do the department’s mission and goals support the college’s mission?
   - What role does the department play in the college achieving institutional outcomes?

2. Department Functions
   - How are operations performed currently?
   - What data support assumptions about the department’s effectiveness?
   - Are there any awards, grants, leadership roles, staff incentive programs?

3. Service Recipients
   - Who are the primary users of the department’s services?
   - Are there changes in recipients’ needs?

4. Staff Resources
   - What positions does the department include?
   - Are staff resources adequate to meet current needs?

5. Physical Resources
   - Where are services provided?
   - Are physical resources adequate to meet current needs?

6. Fiscal Resources
   - What are the sources of income?
   - Are fiscal resources adequate to meet current needs?

7. Program Performance
   - What changes in technology will impact the department?
   - Will changes in community demographics potentially impact the department?
   - What political or statutory changes will impact the department? In what ways?
   - How do changes within the college impact the department?
   - What competition does the department or college face?

8. Program Effectiveness and Needs
   - In what ways does the department support student learning, teaching and student support services?
   - How does the department measure effectiveness and efficiency?
   - Have previous goals been accomplished?
   - What supplies, equipment, facilities, or staffing are needed?
   - What technology or training needs will help the department?
**SAMPLE ACTION PLAN**

Institutional support area:
Reporting area:
Contact person:                       Date of submission:

<table>
<thead>
<tr>
<th>Action (Goals and Objectives)</th>
<th>Responsible person</th>
<th>Due date</th>
<th>Obstacles to completion (trends or challenges)</th>
<th>Resource needs (materials, personnel, facilities)</th>
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Progress of action:
Completed: (date)
Revised: (date)
Comments: