

ENMU-ROSWELL

SERVICE AREA REVIEW PRINCIPLES, PURPOSE, AND OUTCOMES

INTRODUCTION

ENMU-Roswell's review process for service area units provides a framework to guide the reflective evaluation of the effectiveness and efficiency of these non-academic areas with a goal of continuous improvement. Non-academic areas include student services, business units, facilities, advising, human resources and other campus areas that do not provide direct for-credit instruction to students. Service reviews are the companion to academic program reviews and both forms ultimately focus on improving student learning outcomes.

PRINCIPLES

ENMU-Roswell's Service Review process is based on the principles:

- The service area employees have the primary responsibility for improving the effectiveness of their services.
- That the information resulting from the reviews should be shared and used to guide service area planning.
- That the review process should not be overly burdensome to area employees.

PURPOSE

The purpose of the Service Area Review process at ENMU-Roswell is to:

- Conduct an authentic and critically reflective assessment of every service area that the College offers, including a review of student learning outcomes and the service area's contribution to the College's mission.
- Create a five-year plan that facilitates continuous improvement of each service area that is incorporated into the College's larger Institutional Planning process.
- Ensure that external requirements are met.

OUTCOMES

- To encourage a thorough review that is useful, but not overly burdensome to employees or administration.
- To facilitate critical reflection on service area data and information.
- To use the findings of the review to enhance service excellence.
- To support service area participation in the College's Institutional Planning process.