**Comprehensive Review for Unit X (Admin. and Support)**

**Fall 2012**

The following provides an outline of the required elements for a comprehensive unit review for Administrative and Support units. Upon completion of this report, please upload your document in the unit/program review application data/documents tab.

**Customer Satisfaction**

Summarize the results of your unit’s “customer” service satisfaction survey(s).

**Staffing Structure**

Analyze your unit’s staffing structure including 3 year FTE trend data.

**Budget Analysis**

Summarize you unit’s budget analysis including 3 year budget trend data.

**Facilities**

Report on your unit’s current and future use of facilities.

**Equipment and Technology**

Report on your unit’s current technology and equipment infrastructure.

**Professional Development**

Summarize the past (2 – 5 years) and present professional development activities of your unit members, and analyze your future professional development needs.

**Collaboration**

Describe any current collaboration efforts that are occurring between your unit and other units and programs both inside and outside of the Administrative and Support service area.

**Annual Review Update Analysis**

Analyze your annual reviews (objectives and improvements) over the past 4 years and respond to the feedback from last year’s review.

**Strategic Priorities**

Describe which strategic priorities (District or college) you feel are most applicable to your unit and how your unit plans to participate in supporting these priorities.

**Long Term Goals**

Using the above analysis, develop longer term (5 year) goals that you plan on addressing in your annual unit review updates (3 – 5 goals recommended).