

Date _____

Director Name _____

Department Name _____

SERVICES ANNUAL REPORT TEMPLATE

Writing and Style Guidelines for Annual Report:

- ◆ Use plain Times New Roman - 11 pt. Font – justify paragraphs.
- ◆ Write all sections excluding goals sections in paragraph form.
- ◆ Write goals sections with introductory paragraph with numbered goals to follow – *outcomes/accomplishments italicized at end of goals.*
- ◆ Indent lists throughout document – no bullets (Tammy will format).
- ◆ Use Microsoft Word or Excel for all charts, graphs and tables, which should follow text discussing the chart, graph or table. No color or formatting except for graphs or pie charts (Tammy will format charts, graphs and tables the same for the report). Create and/or import all into the annual report document (example: if chart is in excel then import to word).

1. Unit Mission

2. Who do you serve – who are your customers?

3. Organizational Chart

- Include staffing changes narrative here
- Include program or operational changes here

4. Goals and Objectives from previous Annual Report

- State whether or not they were accomplished

5. Specific Program Highlights for Program/Area/Function - Please list

6. Pertinent Statistics of Student or Customer Use

- Highlight trends here

7. Collaboration with Instruction

- Inquiry, practice, creativity and social responsibility

8. Assessment tools used to track customer satisfaction and results

(i.e. Student Satisfaction survey, unit survey)

Include methodology: How and when data was collected, interpreted, and utilized by whom and for what end?

9. Assessment of Operations tied to unit mission.

Strengths of Program/Area

Challenges/Weaknesses of Program/Area

- 10. Plans for Quality Improvements Based on Assessments**
 - If assessment is not working what will you do to make it better?
- 11. Identified Needs for the Program/Area/Function**
- 12. Goals and Objectives for 2005/06 Fiscal Year**
 - Organize under Goal heading of the College
 - Include projected outcomes
 - Include tools of assessment
- 13. In addition to goals from the unit plan, other specific goals department is working on**
 - Include technology, diversity, student learning environment
 - If applicable, also include status
- 14. Professional Development/Training for all Staff**