

**Administrative-Student Support Services Program Review  
Areas of Emphasis and Rationale**

1. SWOT analysis *to determine strategic advantages and challenges*
2. Use of data *to demonstrate data-informed decision-making*
3. Documentation of student learning outcomes and demonstrated use of results *for continuous quality improvement*
4. Continuous Improvement documentation *to ensure systematic use of Approach-Deploy-Learn-Integrate for all improvements* (assessment activities, DAPs, PIIPs, Benchmarking, Process Mapping)
5. Evaluation of resource needs (personnel, equipment) *to ensure adequate levels for excellence in student service and institutional support*