



ACADEMIC PROGRAM REVIEW

Writing Recommendations in Outcomes Measurable Language

The objective of the CAR process is to conduct a self-assessment program review and to create recommendations that would focus on unit improvements. These recommendations should work in harmony with other strategic initiatives as established by the President and the strategic planning process. Recommendations should not be a laundry list of space and equipment needs; however, they should represent the high level agenda of the unit's major plans for the coming years, as evidenced by the information provided in the narrative. Recommendations should be reasonable, thoughtful, and implementable within the given five year timeframe. After conducting the CAR process, the end result is to generate recommendations that lead to unit and institutional improvements. Start recommendations with action words such as:

	Examples
Action Words to use	collaborate, communicate, conduct, create, define, develop, ensure, establish, expand, explore, implement, improve, increase, initiate, investigate, modify, prepare, produce, refine, replace, revise, search, select, standardize, update
Action words not measurable	Consider (can't measure thinking), look, ponder, suggest

Example of measurable recommendations:

- Standardize course requirements for all high demand courses
- Convert all paper files to electronic files
- Refine process and procedures within the unit
- Explore and decide on methods of cost effectiveness
- Review organizational structure to examine economy of scale and shared staffing across the unit.

Examples of non-measurable recommendations:

- We need to be better trained or have a back-up person assigned to support our database.
- Drive initiatives to define, document, and implement business processes.
- Better approach to determining marketing needs of the College