

Reflective Program Analysis

The purpose of this exercise is to explore individual and departmental perspectives related to continuing education, either at the program or individual course level. Wherever possible, answer each question based on your understanding before engaging with references.

1) What Guides Us

What is your organization's mission, vision, and values?

What is your department's guiding principles or mission, vision, and values?

What is the purpose of your department within your organization?

What is the purpose of your department within communities connected to your organization?

2) What We Do

What does your team prioritize when conducting analysis for a proposed course?

Who is involved in the design and development of new courses?

What guidelines and/or principles guide course design and development?

When is learner feedback elicited and reviewed? How does learner feedback influence courses?

3) Who We Are

Based on learner feedback, why are learners taking your department's courses?

How are learners supported while participating in your department's courses? Share specifics.

What other supports have been requested or recommended by learners?

Reflect on some of the feedback, positive and negative, from your department's courses.

What have been some of the common themes shared by learners?

4) Where We Are Going

Identify any misalignments within and between **1) What Guides Us** and **2) What We Do**.

What actions can your department take to align these elements? What is needed to pursue these actions?

Review **3) Who We Are**. How can these learner insights inform actions toward alignment?

What are the likely outcomes and impact from these actions for learners, courses, internal processes, and the organization?