

Student Services Program Review

(The following were suggested topics to be covered in the Program Review narrative.)

I. BACKGROUND INFORMATION

- A. Describe**
 - 1. The Unit**
 - 2. Its History**
 - 3 Purposes and Needs Assessed**
 - 4. Current Components**
- B. Describe Unique Aspects of the Program**
- C. Describe Your Current Resources**
 - 1. Faculty/Staff Resources**
 - 2. Classified Staff Resources**
 - 3. Facility Resources**
 - 4. Fiscal Resources**
- D. Provide your program goals and how they are measured**
- E. How do you know that the program is meeting its goals?**
- F. What are the indicators that measure your present goals?**
- G. What are the expected results of these indicators?**

II. STUDENT DEMOGRAPHICS OF THOSE USING YOUR SERVICES

- A. Who do you serve?**
 - Table 1 By Age**
 - Table 2 By Gender**
 - Table 3 By Ethnicity**

III. STUDENT PERFORMANCE AND FEEDBACK

- A. How do students who receive services perform?**
- B. How do their counterparts who do not receive services Perform?**
- C. What do students have to say about student services? (CCSSE Reports 2007 & 2009 as well as other surveys)?**
- D. Have you used statewide or national assessment? instruments to assess your program?**

IV. PROGRAM EFFECTIVENESS (How do you know that your program/ Service/department is effective?)

- A. Interdepartmental/Program/Campus Collaboration**
- B. Quantity of program/dept./service/delivered (student Utilization of services and student engagement)**

V. STUDENT LEARNING OUTCOMES

- A. List the student learning outcomes that are presently being Assessed**
- B. What additional student learning outcomes should be considered to demonstrate what your student should know and/or be able to do as a consequence of the service provided by your Unit?**

VI. ACTION PLAN

- A. The future needs of the program**
- B. The future goals and methods of assessment of the program, including student learning outcomes.**
- C. The strategies and actions to be taken by the unit over the next six years to strengthen the program and meet the strategic goals of the program and the college.**
- D. The support needed by the unit in order to address issues Resulting form the self-study**