

Student Services Division Meeting
February 16, 2010

ALL STUDENT SERVICES DIVISION MEETING
FEBRUARY 16, 2010

LANEY COLLEGE

STUDENT SERVICES DIVISION

PROGRAM REVIEW FORMS

Peralta Community College District Student Services Program Review

Introduction

The primary objective of program review is to assure the quality of the PCCD Student Services programs, one that reflects student needs and encourages student success. It is a systematic process for the collection, analysis and interpretation of data concerning a program and its services. Recommendations for each program will be linked and incorporated into the unit's planning process, and decisions concerning schedule proposals, services changes, budget development, and hiring practices.

Student services program reviews will be completed every three years. Finally, program review is intended to support and complement the completion of annual plans required of each unit.

The VPs of Student Services from the four Peralta colleges will establish the schedule for program reviews.

Program Review Process

Self Study Team and Report

The VP Student Services will collaborate with the Dean of Student Services, if applicable, and the coordinator of the unit to establish the self-study team, which will consist of the coordinator of the unit, at least one classified employee and one faculty member and student if appropriate.

- The self-study report will consist of both a narrative and an action plan based on responses to the questions on the self-study narrative.

Validation Team and Summary of Findings

- The validation team will consist of at least one manager (Dean of Student Services), one faculty member, one classified staff member, and one student from the college or another college within the district. The team will determine the chair. At the team's option the validation team may include an external member.
- The validation team will determine the accuracy of the self-study report and make recommendations. Determine thoroughness.
- The validation team will meet with the self-study team to share/discuss their summary of findings.
- The validation team chair will submit the final report to the VP Student Services who will summarize, analyze, and recommend the action plan to the college President.

Self Study Narrative

The following questions serve as the basis for the self-study narrative. All questions may not be relevant to your program.

I. Background Information

- Describe:
 - the unit
 - its history
 - purposes and needs assessed
 - current components
- Describe unique aspects of the program.
- Describe your current resources.
- Provide your program goals and show how they are measured.
- How do you know that the program is meeting its goals?
- What are the indicators that measure your present goals?
- What are expected results of these indicators?

TABLE 1.
GOAL

GOAL	HOW IS THE GOAL MEASURED (INDICATORS)	WHAT ARE EXPECTED OUTCOMES

II. Student Demographics of Those Using Your Services (by numbers)

A. Who do you serve?

B. TABLE 2.

AGE GROUPS	2006-07	2007-08	2008-09
UNDER 18			
18-24			
25-29			
30-34			
35-44			
45-54			
55-64			
65+			
TOTAL			
GENDER			
MALE			
FEMALE			
UNKNOWN			
TOTAL			
ETHNICITY			
ASIAN/PI			
BLACK			
FILIPINO			
LATINO			
NATIVE AMER.			
WHITE			
OTHER/MULTI			
UNKNOWN			
TOTAL			
SPECIAL POP			
ED/S/CARE			
CALWORKS			
DSPS			
MATRICULATED			
FIN AID RECP			

PR FORMS CONTINUED

III. Student Performance and Feedback

- How do students who receive services perform? (If data are available.)
- How do their counterparts who do not receive services perform? (If data are available.)
- What do students have to say about student services [COSSE Reports 2007 & 2009 as well as other surveys]?
- Have you used statewide or national assessment instruments to assess your program?

TABLE 3.

	FALL 2007 (#/%)	FALL 2008 (#/%)	FALL 2009 (#/%)
Success			
Retention			
TERM GPA			
Occupational Status			
Residence-FALOSP			

IV. Program Effectiveness: (How do you know that your program/service/department is effective?)

- Interdepartmental Program/Campus Collaboration
 - Please provide a list of memberships in standing committees and governance groups.
 - How does the unit (and committees in which unit participates) support other administrative, student services and academic units in the college?
 - If your program does have an impact on other programs/service, please describe the nature of the relationship with the program/dept/service and the effectiveness of the relationship.
- Quantity of program/service delivered (student utilization of services and student engagement)
 - How many students do you serve (unduplicated)?
 - How many appointments do you have on any given day?
 - How many contacts do you make with students?

V. Student Learning Outcomes

- List the student learning outcomes that are presently being assessed. Describe the activities that will be or have been implemented to achieve the SLOs.
- 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: Using the results of the data collected and discussed in the self-study, identify:

- The future needs of the program
- The future goals and methods of assessment of the program, including student learning outcomes.
- 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.
- The support needed by the unit in order to address issues resulting from the self-study.

Validation Team Report

Unit reviewed _____ Date _____

Self-Study Team _____

Validation Team _____

Summary of Findings

Part A. Accuracy and Thoroughness of Self-Study/Action Plan (program strengths, areas for improvement, data collection, projection of future trends/support).

Part B. Validation Team Recommendations

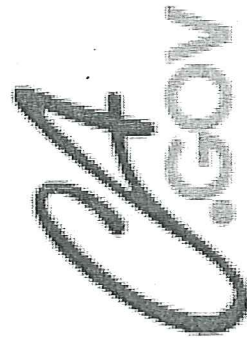
PROGRAM REVIEW



Welcome to the
PERALTA
COLLEGES

Fall Transfer by Discipline

Laney College Student Equity Fact Book 2009



Data Mart

**2009 & 2010
ARCC Report**

2010 ARCC Report

2009 ARCC Report

STUDENT LEARNING OUTCOMES

January 2010

- comprehensive Student Services divisional satisfaction survey shall be administered;
- minimum of 85% of Student Services will have developed SLO statements.

February 2010

- at least 80% of Student Services will have completed an SLO Planning Form.
- a minimum of 60% of Student Services will move to the data collection phase of the assessment cycle.
- the remainder of the Spring 2010 term will move an additional 25% of the remaining 40% toward the data collection phase.

March 2010

- the Student Services Council will complete critical analysis of the data from the Student Enrollment Survey that was conducted in Fall 2008; results will inform planning for improvement of future enrollment systems and services.

SLO PLANNING FORM

SLO PLANNING FORM

LANEY COLLEGE
STUDENT SERVICES DIVISION

Exercise Form

Student Service Unit: _____
 Academic Year: _____
 Names of those Completing Form: _____

STUDENT SERVICES MISSION STATEMENT:

UNIT LEVEL MISSION STATEMENT:

I Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	II Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	III Assessment Schedule (Who, when, where will you gather assessment data?)	IV Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Direct</p> <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Comments <input type="checkbox"/> Examinations <input type="checkbox"/> Observations using a rubric</div> <div style="width: 45%;"> <p>Indirect</p> <input type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input type="checkbox"/> Focus Groups</div> </div>	<p>Who will gather data? Where? When?</p>			

STUDENT SERVICES INTEGRATION

STUDENT SERVICES INTEGRATION