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
   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.
   D. Provide your program goals and show 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 expected results of these indicators?

TABLE 1.

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.

	2006-07	2007-08	2008-09
AGE GROUPS			
UNDER 16			
16-18			
19-24			
25-29			
30-34			
35-54			
55-64			
65+			
TOTAL			
GENDER			
MALE			
FEMALE			
UNKOWN			
TOTAL			
ETHNICITY			
ASIAN/PI			
BLACK			
FILIPINO			
LATINO			
NATIVE AMER.			
WHITE			
OTHER/MULTI			
UNKNOWN			
TOTAL			
SPECIAL POPS			
EOPS/CARE			
CALWORKS			
DSPS			
MATRICULATED FIN AID RECPT			

III. Student Performance and Feedback

       A. How do students who receive services perform?
       B. How do their counterparts who do not receive services perform? [If data are available.]
       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?

TABLE 3.

	FALL 2007 (#/%)	FALL 2008 (#/%)	FALL 2009 (#/%)
Success			
Retention			
TERM GPA			
Probationary Status			
Persistence FA TO SP			

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

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