



Student Services Program Review Guide

Updated Oct. 2015

Student Services Program Review Components

1. Board Policy

Allan Hancock Board Policy 3255 addresses program evaluation. The accompanying Administrative Procedure 3255 has been expanded to include procedures specific to conducting a student services program review. The expansion includes directions regarding the persons responsible for the review, the structure of the self-study team, the structure of the validation team as well as the reporting expectations for both teams.

2. Program Description

Provisions are made for the identification of the mission statement, program purpose, under review. Alignment to Strategic Plan, College Mission and when applicable connection to other relevant college plans, such as the Student Success and Support Plan and Student Equity Plan, are also encouraged in the program description.

3. Criteria to be Evaluated

Eight individual sections of criteria to be evaluated are presented along with major topics to address each criteria. The eight sections are:

1. Curriculum and Services
2. Student Support and Development
3. Student Outcomes
4. Personnel and Support Services
5. Facilities
6. Financial Resources
7. Community Outreach and Program Awareness
8. State and Federal Compliance

4. Major Program Strengths

The self-study team is asked to construct a list of the major strengths of the program organized numerically by the criteria from #3 above.

5. Major Program Challenges and Opportunities

The self-study team is asked to construct a list of the major challenges and related opportunities organized numerically by the criteria from #3 above.

6. Plan of Action for Service Improvement & Resource Request Summary

The self-study team is asked to develop plans of action for each of the challenges and opportunities identified in #5 above. Specific guidelines for these plans are provided. These include linkages to the Allan Hancock College Strategic, Educational, and Facilities Plans, in addition to Student Learning Outcomes & Assessment. When applicable, connections to other relevant college plans, such

as the Student Success and Support Plan and Student Equity Plan, are also encouraged in the program's plan of action for service improvement.

8. Appendix & Other Materials Relevant to Program Review

Please attach your upcoming 6 year Assessment Schedule, any previous student learning outcome assessment data, staff and/or student survey instruments, results and comments; statistics on students served, etc.; organizational flow charts; outreach material; and other materials deemed relevant by the program under review.

AP 3255 PROGRAM REVIEW (excerpt)

STUDENT SERVICES PROGRAM REVIEW

1. Each spring semester, the Chief Student Services Officer notifies the appropriate dean or supervising administrator which programs are scheduled to undergo program review for the succeeding year. The appropriate dean or supervising administrator notifies the department and/or program no later than April 1. The schedule is submitted to the Superintendent/President at the beginning of each fall semester.
2. The Academic Senate has primary responsibility for creating and revising processes for reviewing educational programs and services.
3. The team is chaired by a full-time faculty person in the discipline area whenever possible and who has primary responsibility for writing the self-study. If not possible, the team is chaired by the program dean or director. The team consists of at least one full-time faculty member from within the program, if applicable; one representative from within that student services area, and an additional student services representative from another student services area. Every effort will be made to include a CSEA member on each team. Part-time faculty and a student are encouraged to participate. Additional members from within the program may serve as resources to the Program Review Team as their work assignment pertains to the program review development.
4. The self-study team will use program data and evaluation criteria as a basis for preparing and writing an evaluation report. The content of the report includes a follow-up on the plan of action for the previous program review, a description of the program, an appraisal of the program, an assessment plan, and a new plan of action which identifies needed resources.
5. The self-study report is made available to a validation team before the end of the semester in which the study was initiated.
6. The Chief Student Services Officer appoints the chair of the validation team. The chair will be a dean, director, or coordinator from another student service area. The remaining members of the validation team include one faculty member (from outside of student services) and one other student service representative. Optional members of the validation team may also include one or more of the following:
 - a. someone from a four-year institution in the same service area;
 - b. someone from another community college in the same service area;
 - c. a high school representative;
7. Written notification of the proposed composition of the validation team is forwarded to the Chief Student Services Officer for approval.

8. The validation team prepares a cover report following its review of the self-study including observations and recommendations. The report is completed within one month of receipt of the self-study and is made available to the self-study team, who reviews it for accuracy of information. Recommendations may include the following:
 - a. continue the program as presently offered.
 - b. review or modify the program in specific ways.
 - c. review the program for vitality and feasibility under Board Policy 4021.
9. The validation team chair forwards one copy of the self-study recommendations and the final validation report to the Chief Student Services Officer.
10. Every spring semester subsequent to the completion of the comprehensive six-year program review, the department or program submits an annual update to the program review by the end of the second week of April to be part of institutional prioritization the following fall.
11. Upon completion (by the end of the second week of April), the program review or annual update is forwarded to the appropriate dean or supervising administrator and department to be used for unit- and district-level planning and budgeting. The administrator forwards one copy of the completed report to the Chief Student Services Officer. An electronic copy will be sent to Institutional Research for archiving.
12. If the program review recommends a vitality review, the processes and procedures in Board Policy 4021 will be followed.

Adopted: 3/11/04

Revised: 5/21/13

Revised: 7/14/15

Student Services Comprehensive Program Review Check Off List.

Semester 1: Conducting the self-study

_____ Identify program review team

_____ Review Final Plan of Action from last comprehensive review

_____ Complete self-study responses (Cover; Criteria 1-8; Strengths & Challenges)

_____ Develop and attach upcoming 6 Year SLO Assessment Schedule

_____ Develop new Plan of Action and Request for Resources

_____ Attach appendices for supporting evidence (student data, surveys, statistics, etc.)

_____ Select validation team

Semester 2: Validation process

_____ First validation team meeting set

_____ Second validation team meeting set

_____ Executive summary

_____ Plan approved, final packets completed

_____ Stipend form signed

_____ Final Program Review document posted on IRP website