

**STUDENT SERVICES
PROGRAM REVIEW RUBRIC**

Q1 For each component of the program review, please rate the response as one of the following: Meets Criteria (3 points) Needs Strengthening (2 points)* Does Not Meet Criteria (1 point)* *All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

Q10 PROGRAM MISSION AND PURPOSE

Q4 Descriptive overview that outlines the principles that guide the work of the program, its program purpose, goals/objectives, and how it connects to the college's overarching mission *All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Clear and concise mission statement	☐	☐	☐	☐
Description about the program; who it serves and what it does that separates it from other departments/programs	☐	☐	☐	☐
Aligned with college mission	☐	☐	☐	☐
Scope & Reach	☐	☐	☐	☐

Q6 Use this space for any additional comments about this section.

Q12 CONNECTION TO COLLEGE PLANS

Q5 Shows connection between program services and applicable college plans*All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Strategic	☐	☐	☐	☐
3SP	☐	☐	☐	☐
Student Equity	☐	☐	☐	☐
Facilities Master	☐	☐	☐	☐
Technology Master	☐	☐	☐	☐
Educational Master	☐	☐	☐	☐

Q8 Use this space for any additional comments about this section.

Q17 PROGRESS MADE TOWARD PREVIOUS PROGRAM REVIEW PLAN OF ACTION (POA)

Q92 Summarize the progress the program has made toward accomplishing the recommendations made by the validation team in the final POA in the past comprehensive program review. For each POA, indicate the action taken, results of that action, and the current status if incomplete. *All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Current program review addresses concerns or recommendations that were made in previous 6 year program review and annual updates	☐	☐	☐	☐
Progress towards each POA was assessed and where no action was taken, appropriate rationale was given for not pursuing that particular item	☐	☐	☐	☐

Q94 Use this space for any additional comments about this section.

Q93 SERVICES AND CURRICULUM

Q15 Identified and evaluated program/department services and curriculum *All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
If applicable, demonstrated courses taught by program addresses student needs and educational objectives	☐	☐	☐	☐
Demonstrated how program works collaboratively with other student services, instructional programs and support services	☐	☐	☐	☐
Demonstrated how department has developed innovative services to meet student needs	☐	☐	☐	☐

Q18 Use this space for any additional comments about this section.

Q19 STUDENT SUPPORT AND DEVELOPMENT

Q20 Evaluated and identified program/department student support and development*All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Demonstrated program provides students with current and accurate information re: program services, policies, complaint procedures	☐	☐	☐	☐
Demonstrated methods used by program to identify the educational support needs of its student population & gave examples of services provided to address those needs	☐	☐	☐	☐
Demonstrated the program has procedures in place to ensure equity	☐	☐	☐	☐
Demonstrated program services are provided equitably regardless of service location or delivery method	☐	☐	☐	☐
Demonstrated how program is involved in the maintenance of a healthy campus climate and supports a co-curricular environment	☐	☐	☐	☐
Demonstrated how program maintains student records permanently, securely, and confidentially	☐	☐	☐	☐

Q21 Use this space for any additional comments about this section.

Q22 STUDENT OUTCOMES

Q23 Evaluated and identified program/department student outcomes*All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Clearly described enrollment and demographic trends over the past 3-5 years of students served by the program	☐	☐	☐	☐
Identified student outcomes on the following measures: successful course completion, course retention, persistence, GPA, goal attainment	☐	☐	☐	☐
Provided evidence from students & staff (where appropriate) that demonstrated the success/effectiveness of the program.	☐	☐	☐	☐
Described methods used for systematic evaluation and summarized the results				
Described the process within the program for developing & assessing SLO's	☐	☐	☐	☐
All SLO's on the 6 year assessment plan were assessed	☐	☐	☐	☐
Summary analysis of data collected was conducted	☐	☐	☐	☐
Upcoming 6 year assessment schedule was discussed	☐	☐	☐	☐

Q24 Use this space for any additional comments about this section.

Q25 PERSONNEL AND SUPPORT SERVICES

Q26 Evaluated and identified program/department personnel and support services*All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Demonstrated use of personnel in relation to meeting student and program needs	☐	☐	☐	☐
Described professional development opportunities	☐	☐	☐	☐
Described process for evaluating staff and faculty	☐	☐	☐	☐

Q27 Use this space for any additional comments about this section.

Q28 FACILITIES

Q31 Evaluated and identified program/department facilities*All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Demonstrated facilities and support space are safe and appropriate for effective delivery of program services	☐	☐	☐	☐
Incorporated recent developments in technology	☐	☐	☐	☐

Q32 Use this space for any additional comments about this section.

Q33 FINANCIAL RESOURCES

Q34 Evaluated and identified program/department financial resources*All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Demonstrated financial resources were used effectively to support program & services	☐	☐	☐	☐
Demonstrated that resources have been prioritized based on assessment of SLO's & other supporting data	☐	☐	☐	☐

Q35 Use this space for any additional comments about this section.

Q39 COMMUNITY OUTREACH AND PROGRAM AWARENESS

Q40 Evaluated and identified program/department community outreach and program awareness *All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Demonstrated efforts made to create links between program & community	☐	☐	☐	☐
If applicable, an advisory committee has been established & meets regularly	☐	☐	☐	☐

Q41 Use this space for any additional comments about this section.

Q42 STATE AND FEDERAL COMPLIANCE

Q43 Evaluated and identified program/department state and federal compliance*All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Demonstrated program adheres to all appropriate state and federal guidelines	☐	☐	☐	☐
Demonstrated program adheres to all relevant college policies & procedures	☐	☐	☐	☐

Q44 Use this space for any additional comments about this section.

Q45 MAJOR PROGRAM STRENGTHS, CHALLENGES, AND OPPORTUNITIES

Q95 Evaluated and identified overall program/department strengths, challenges and opportunities*All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
Identified program strengths	☐	☐	☐	☐
Identified program challenges and opportunities for change	☐	☐	☐	☐

Q97 Use this space for any additional comments about this section.

Q96 PLAN OF ACTION

Q46 Developed a Plan of Action (POA) for each of the challenges and opportunities identified which is tied to the Summary & Priority of Resource Needs*All rubrics marked as needs strengthening or does not meet standard need further clarification in the comments section.

	Meets Criteria (3 points)	*Needs Strengthening (2 points)	*Does not Meet Criteria (1 point)	Does not apply
POA includes linkages to Allan Hancock College's Strategic, Educational, Technology and Facilities Plans, in addition to Student Learning Outcomes & Assessment, Student Equity and/or Student Success & Support Plans	☐	☐	☐	☐
POA includes action for service improvement	☐	☐	☐	☐
POA is tied to resource needs	☐	☐	☐	☐

Q47 Use this space for any additional comments about this section.