



STUDENT SERVICES COMPREHENSIVE PROGRAM REVIEW (AY23 CYCLE; REVIEW OF AY21-22)

INTRODUCTION/INSTRUCTIONS

The Program Review Committee (PRC) supports and advances the College mission, vision, and values by enhancing the connection between program planning and resource allocation, analyzing student learning and other measurable outcomes appropriate to each program. All programs of the academic disciplines, Student Services, Business Services, and Administrative Services complete annual or multiyear reviews. Program Review **PREPARERS** should provide enough information so that **REVIEWERS** can:

1. understand the work you do and its connection to the College mission and goals, and
2. evaluate your program outcomes and the quality of your planning and program improvement efforts.

For the purposes of Program Review, a “program,” includes academic disciplines, Student Services, Business Services, and Administrative Services.

NOTES on using this form: Right now, under the “File” tab, use “Save As” to rename the template and save it to your program’s folder in Teams. In the file name, use your **program name** and identify whether the review is an **annual or a comprehensive** (multi-year). **Examples:** Sociology_Annual.doc; EAC_Comp.doc; Economics_Multi.doc.

If you are submitting a **Resource Request**, NOTE you will need to scroll to the **END** of the document to access the form.

PROGRAM & PREPARERS

Program Name
Preparer Names

REVIEW TEAM

Review Team Member Names

DEAN APPROVAL—ACADEMIC PROGRAMS ONLY

Dean	Date

PROGRAM DESCRIPTION

Describe the purpose of your program.

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Describe alignment with the [College mission, vision, guiding principles](#) and with the goals of the [Educational Master Plan \(EMP\)](#) and/or [Strategic Plan](#).

Describe any significant changes that occurred last year (e.g., retirements, new hires, funding/resource changes, new services/courses/programs).

List your program's degrees, certificates, gateway courses, and/or services (as applicable).

PROGRAM DESCRIPTION – STUDENT SERVICES ADDENDUM

Describe how your program supports each of the Guided Pathway Pillars.

Clarify the path

Enter the path

Stay on the path

Ensure learning

Describe how your program contributes to closing equity gaps among students you serve.

REVIEWER'S COMMENTS ON PROGRAM DESCRIPTION (*TO BE COMPLETED BY REVIEWER*)

OUTCOMES – STUDENT SERVICES

PRIOR YEAR SERVICE UNIT OUTCOMES

What were the Service Unit Outcomes you set in the prior year?

How did you measure success in meeting them?

Describe the outcome and your assessment of what worked best.

CURRENT YEAR SERVICE UNIT OUTCOMES

What are the Service Unit Outcomes you will set for the following year?

How do they align with the [College's Educational Master Plan \(EMP\)](#)?

How will you measure success in meeting them?

REVIEWER'S COMMENTS ON OUTCOMES (TO BE COMPLETED BY REVIEWER)

KEY INDICATORS - STUDENT SERVICES

What are the key indicators for your area (e.g., number of students served, rate of student persistence from fall to spring, rate of students completing Math/English in their first year, etc.)?

Identify trends, changes, or patterns in these indicators.

What is your assessment of these trends, changes, or patterns?

Do you notice any trends, changes, or patterns related to ethnicity, age, gender, or mode of delivery (i.e., in-person vs. online/remote service)?

Summarize and discuss any relevant feedback/survey results.

REVIEWER'S COMMENTS ON KEY INDICATORS (TO BE COMPLETED BY REVIEWER)

DEVELOPMENTS AND TRENDS

Describe your program's strengths and accomplishments since your last comprehensive review.

Describe the challenges and areas needing improvement.

Describe the major trends you expect to impact your program in the next three to five years.

Describe any innovations in delivery, use of technology, cooperative efforts with other departments, etc.

REVIEWER'S COMMENTS ON DEVELOPMENTS AND TRENDS *(TO BE COMPLETED BY REVIEWER)*

PLANS

Describe plans that have been or will be developed to address areas of concern.

Describe plans that have been or will be developed to address major trends.

Describe how your plans align with the [College mission, vision, guiding principles](#), and with the goals of the [Educational Master Plan \(EMP\)](#) and/or [Strategic Plan](#).

Describe how your plans address diversity, equity, and inclusion.

Identify potential collaborators. What programs/offices could help address trends or concerns?

PLANS – STUDENT SERVICES ADDENDUM

How do your outcomes and key indicators inform your planning?

What changes will you make to address diversity, equity, and inclusion?

REVIEWER'S COMMENTS ON PLANS *(TO BE COMPLETED BY REVIEWER)*

CONCLUSION

(OPTIONAL) Preparer's additional comments. Provide any additional information you want to highlight.

REVIEWER'S COMMENTS ON CONCLUSION *(SECTION TO BE COMPLETED BY REVIEWER)*

Report Quality: Does the report provide sufficient detail to form an accurate assessment of the program's strengths, challenges, and plans? Please explain.

Highlights: What is the program doing exceptionally well?

Suggestions: What might need to change to improve the program?

Rating: Please rate the status and performance of this program with one of the following responses: (Exemplary, Good, Fair, Needs Improvement)

Click to select

RESOURCE REQUEST

Use the link below to complete the online Resource Request form.

Please NOTE:

- You will need to submit **ONE form for EACH item** you request. Use the link for each request.
- **Your Dean/Manager should give you prior approval for each request you submit.** Do not submit any requests until you have discussed your needs with your manager and they have given you approval to submit a request for each of your items. All managers will review the final list of submitted requests before any requests are forwarded for review and prioritization.

[Click here for the online Resource Request Form](#)