

## 2016-2017 Student Services Program Review

Program Name:  
Program Contact:  
Academic Year:  
Status:  
Updated on:

**NOTE:** Program Review authors are strongly urged to share a draft of the program review with their Dean at least one week prior to submission. The Dean's perspective and input on the program review content is vital to it being as strong, accurate and persuasive as possible.

### 1. Description of Program

Provide a brief description of the program and how it supports the college's College Mission and Diversity Statements, CSM Strategic Goals 2013/14 to 2015/16, and other Institutional Program Planning as appropriate. What is the program's vision for sustaining and improving student learning and success over the next three years?

### 2. Student Learning and Program Data

#### A. Student Learning Outcomes Assessment

Reflect on recent SLO assessment results for the program. Identify trends and discuss areas in need of improvement. Specify how SLO assessment informs program development and changes to the program.

#### B. Student Support Indicators

1. Review student program and discuss any differences in student success indicators across demographic variables. Refer to SARS, Banner, Planning, Research and Institutional Effectiveness (PRIE) reports, and other data sources as appropriate.
2. Discuss any differences in student program usage across modes of service delivery.

#### C. Program Efficiency Indicators. Do we deliver programs efficiently given our resources?

Summarize trends in program efficiency. Discuss no-shows, group vs. individual delivery, etc.

### 3. Additional Factors

Discuss additional factors as applicable that impact the program, including changes in student populations, state-wide initiatives, transfer requirements, advisory committee recommendations, legal mandates, workforce development and employment opportunities, community needs. See Institutional Research as needed.

### 4. Planning

#### A. Results of Program Plans and Actions

Describe results, including measurable outcomes, from plans and actions in recent program reviews.

B. Future Program Plans and Actions

Prioritize the plans to be carried out to sustain and improve student success. Briefly describe each plan and how it supports the CSM Strategic Goals 2013/14 to 2015/16. For each plan, list actions and measurable outcomes. Plans may extend beyond a single year. Describe the professional activities and institutional collaborations that would be most effective in carrying out the program's vision to improve student learning and success.

**5. Program Maintenance**

A. Course Outline Updates

Review the course outline update record. List the courses that will be updated in the next academic year. For each course that will be updated, provide a faculty contact and the planned submission month. See the Committee on Instruction website for course submission instructions. Contact your division's COI representatives if you have questions about submission deadlines. **Career and Technical Education courses must be updated every two years.**

| <b>Courses to be updated</b> | <b>Faculty contact</b> | <b>Submission month</b> |
|------------------------------|------------------------|-------------------------|
| None                         |                        |                         |

B. Website Review

Review the program's website(s) annually and update as needed.

| <b>Faculty contact(s)</b> | <b>Date of next review/update</b> |
|---------------------------|-----------------------------------|
|---------------------------|-----------------------------------|

C. SLO Assessment Contacts

**Faculty contact(s)**

**Date of next review/update**

**6. Dominant themes summary for IPC**

Briefly summarize the dominant, most important themes or trends contained in this program review, for division deans to collect and forward to the Institutional Planning Committee. What are the key program issues that matter most? (Brief paragraph or bullet points acceptable).