

College of San Mateo

Student Services ANNUAL UPDATE PROGRAM REVIEW & PLANNING

Form Approved 9/2/2008:
Governing Council
Revised: 3/9/2010

The Program Review process should serve as a mechanism for the assessment of performance that recognizes and acknowledges good performance and academic excellence, improves the quality of instruction and services, updates programs and services, and fosters self-renewal and self-study. Further, it should provide for the identification of weak performance and assist programs in achieving needed improvement. Finally, program review should be seen as a component of campus planning that will not only lead to better utilization of existing resources, but also lead to increased quality of instruction and service. A major function of program review should be to monitor and pursue the congruence between the goals and priorities of the college and the actual practices in the program or service.

~Academic Senate for California Community Colleges

INSTRUCTIONS

This Annual Update for Program Review and Planning is due each year that your Comprehensive Program Review and Planning report is not due.

Resources for Supporting Documentation:

A listing of resources and documents which provide data or information for each section is included at the end of this document, after the final signature page. These resources are posted online and their URLs are also listed at the end of this document.

(You may delete these resource listings, when you submit your final program review.)

Note for Student Services:

The Office of Planning, Research, and Institutional Effectiveness is developing a pilot template for quantitative data related to student success especially for student services programs. This data will be available in March 2010.

Next Steps:

Program Review and Planning reports are due March 25, 2010. This date is aligned with CSM's Integrated Planning Calendar.

(See: http://collegeofsanmateo.edu/prie/institutional_documents.php)

Upon its completion, please email this Program Review and Planning report to the Vice President of Instruction, the Vice President of Student Services, the appropriate division dean, the CSM Academic Senate President, and the Dean of Planning, Research, and Institutional Effectiveness (PRIE).

Diana Bennett, Academic Senate President, bennettd@smccd.edu

Susan Estes, Vice President of Instruction, estes@smccd.edu

Jennifer Hughes, Vice President of Student Services, hughesi@smccd.edu

John Sewart, Dean (PRIE), sewart@smccd.edu

DEPARTMENT OR PROGRAM:

1. BRIEF DESCRIPTION OF PROGRAM:

2. Based on data from *Core Program and Student Success Indicators* (provided by PRIE for programs offering courses), information you have collected about student users, data about the numbers of student users, results of student satisfaction surveys, and the goals stated in your most recent Program Review, please identify any key successes and challenges.

Student Users:

- *Clubs: 24 clubs, with an average participation of 15 students: 360 to 400 students*
- *Student government: 30 student officers, Senators, and Associate Senators*
- *Student IDs: 3000+ students per semester*
- *Bus Passes and Tokens: 75 per month*
- *General Information and Help: several hundred per semester*
- *Student Lounge: 50 to 75 per day*

Successes

- *Helped students gain skills in resolving differences and conflicts*
- *Increased the number of students participating in student government*
- *Increased the number of active clubs and students participating in those clubs*
- *On average, students involved in student government have maintained or improved their GPA*
- *A significant majority of students involved in student government have successfully completed their academic goals to transfer or graduate*
- *Planned and executed a district-wide student government leadership retreat (winter 2011)*
- *Increased the number of candidates for student trustee nominee election*
- *Completed, updated, and implemented several departmental policies*
- *Implemented procedure for vending fund allocation*

Challenges

- *Navigating personality differences among student leaders*
- *Communicating with the general student population*
- *Understanding of Student Life's mission and goals by other College entities*
- *Continuing lack of additional full-time classified staffing*

3. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reasons.

Yes, the department is on track to meet most of its goals from the last program review with the exception of the implementation of a Service Learning program. The lack of progress on this goal is due to the lack of staffing in the department.

4. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.).

We have identified the establishment of a Club Leadership Conference as an additional goal/project to focus on for the following year. This conference would provide basic leadership and communication training to club leaders and students at large.

5. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

The most critical issue we face is the lack of additional full-time classified staff in the department. Current full-time staff is augmented with student assistants, however due to the limitations of hours and assignable tasks, that support is inadequate.

6. STUDENT LEARNING OUTCOMES (SLOs) AND ASSESSMENT FOCUS FOR THIS YEAR:

- a. Students will become more familiar with extra-curricular activities, including student government and student clubs and organizations offered at the College. See an increase in the number of active clubs at the end of each academic year. After three years, a total of 25 to 30 student clubs and organizations by the end of each academic year.
- b. Students will be able to demonstrate an understanding of leadership theory based on the Social Change Model and the Rational Model of Leadership. Pre- and post-test will be given before and after the ASCSM summer leadership retreat. Students will show an increase in correct answers from the pre-test to the post-test.

7. SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS

(Data resources: Educational Master Plan, 2008; Institutional Priorities, 2008-2011; College Index, 2009-2010; GE-SLOs, SLOs; department and program records; Core Program and Student Success Indicators; previous Program Review and Planning reports; other data)

- a. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.* Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted.

**Note: Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.*

Full-Time Faculty Positions Requested (if applicable)	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
n/a	n/a	N/a

Classified Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Reclassification of Accounting Technician to Assistant Program Coordinator	<p>If Granted: The Accounting Technician will be able to expand duties and responsibilities that will help departmental goals and SLOs</p> <p>If Not Granted: While valuable, the Accounting Technician will continue to be under-utilized in their current position</p>	<ul style="list-style-type: none"> • Provide an additional advisor to handle club and Inter Club Council matters • Assist in chaperoning student travel

- b. For instructional resources or program resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used (such as computers and furniture) and all materials designed for use by students and staff as resources (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials, etc). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your dean. Please list by priority.

Resources Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
n/a	n/a	n/a


*Status = New, Upgrade, Replacement, Maintenance or Repair.

8. PROGRAM REVIEW PARTICIPANTS AND SIGNATURES

Date of this Annual Update for Program Review and Planning evaluation:

Please list the department's Annual Update for Program Review and Planning report team as appropriate:

Primary program contact person: Aaron Schaefer
Phone and email address: (650) 574-6142, schaefera@smccd.edu
Full-time faculty:
Part-time faculty:
Administrators:
Classified staff:
Students:

	3/30/11
Primary Program Contact Person's Signature	Date
Full-time Faculty's Signature	Date
Part-time Faculty's Signature	Date
(as appropriate)	
Administrator's Signature	Date
(as appropriate)	
Classified Staff Person's Signature	Date
(as appropriate)	
Student's Signature	Date
(as appropriate)	
Dean's Signature	Date