

Student Services Council Meeting

Tuesday, November 6, 2018

2:30 p.m. – 4:15 p.m.

Room 10-468

Minutes

Attendees:

Kim Lopez	x	Alicia Frangos	x	Jackie Santizo	x
Sylvia Aguirre-Alberto	x	Estela Garcia		Aaron Schaefer	
Maggie Barrientos	x	Fauzi Hamadeh	x	Christine Su	x
Emily Barrick	x	Luis Padilla	x	Niruba Srinivasan	x
Lizette Bricker	x	Claudia Menjivar	x	Dennis Tordesillas	x
Karen Chadwick		Mike Mitchell		Makiko Ueda	x
Gloria D'Ambra	x	Carol Newkirk-Sakaguchi	x	Carol Ullrich	x
Rob Dean		Charles Phan		Chris Woo	x
Krystal Duncan	x	Patrice Reed-Fort	x	Tiffany Zammit	x
Jennifer De La Cruz	x	Michele Rudovsky		Stephen Langi	x
Allie Fasth	x	Nicole Salviejo			

The meeting began at 2:32 p.m.

Analyze SS Program Review reports and create rubric

Documents: Program Review Assessment Rubric, SS Program Review template

Council members provided feedback about the recent Program Review (PR) reporting process and reported the following information:

- The reporting form has too many questions
- Some questions were repetitive
- The revised questions created additional time to complete
- The NoviSurvey format is not user-friendly
- A sample program review report would be helpful as a reference
- Section 1 of the report should be divided into several questions
- Section 2a should be moved to Section 3 Assessment
- College data not updated and hindered answering Section 3a

VP Lopez will use the feedback information and draft a new Student Services Program Review reporting template. The new template will be reviewed at a future Council meeting.

All PR reports submitted will be divided and assigned to an Institutional Planning Committee (IPC) review group for assessment. A *peer-to-peer* feedback will be given to the report writer in April 2019.

Resource Request results will be provided in December 2018.

Next meeting: December 4, 2018

College of San Mateo
Program Review Assessment Rubric
Student Services

Program Name:

Program Review Section	Institutional Expectations	
	Does Not Meet	Meets
Program Description & Mission Statement	Program description inaccurately describes program or is insufficiently linked to the College Mission.	Program description accurately describes the program and is linked to the College Mission statement
Results of Previous Program Review <ul style="list-style-type: none"> • Results of previous plan • Changes in Program • Student Success/Equity • Update on long term plans 	Results of previous plan is incomplete or insufficiently documented, no information on how success/equity gaps were addressed, or no long-range plans are provided.	Results of previous plan include changes implemented and how success/equity gaps were addressed. Update on long-range plans was provided.
Assessment & Program Analysis and Trends <ul style="list-style-type: none"> • Data Review • Identify and address opportunity gaps • Program efficiency • SLOs/SAOs reflect full cycle of assessment 	Evidence not cited or analysis unclear. No clear conclusions are drawn and/or efforts to close opportunity gaps are not addressed. SLO/SAO results are not used to inform program development.	The program has reviewed trend data and honestly assessed program strengths and weaknesses. Conclusions drawn are clear and evidence-based and reflect an in depth discussion within the program with specific examples cited. Efforts to close opportunity gaps are addressed and SLO/SAO results informs program development and a full-cycle of program assessment is evident.
Planning & Goal Setting <ul style="list-style-type: none"> • Actions, outcomes and timelines of goals • Student success and equity • Professional development 	No goals set, goals are not based on evidence or goals do not align with the College Mission.	Goals are clearly related to the mission of the program and of the College. Goals are clearly stated, a time frame is provided, and assignment of responsibility is evident. Goals are linked to concerns identified in previous sections.
Staffing	No evidence or analysis is provided to justify staffing requests.	Requests for new or replacement positions are based on evidence and analysis provided in other sections.
Resource Request <ul style="list-style-type: none"> • Equipment & Technology • Facilities • Other 	No evidence or analysis is provided to justify resource requests.	Requests for resources are based on evidence and analysis provided in other sections.

Summarize the key program issues/strengths that matter most?

2018-19 Student Services Program Review

Program Name:

Program Contact:

Academic Year:

Status:

Updated on:

Purpose: The purpose of Program Review is to reflect on their teaching and learning and to promote student success and equity through critical analysis and careful planning. Each program should look thoroughly at their student success data, learning outcomes assessment data (at the course and program level), and the relevancy of its curricula. The Academic Senate will provide support during Program Review in the form of workshops, guidance documents, and one-on-one mentoring. Faculty and coordinators should also consult their dean or director for assistance on their Program Review and Resource Requests.

1. Description of Program

Provide a brief description of the program and how it supports the college's Mission and Values Statements, its Diversity Statement, CSM's and SMCCCD's Strategic Plans, and the college's Educational Master Plan. You may also discuss any factors that have impacted the program and its enrollment. Include changes in student populations, statewide initiatives, transfer requirements, advisory committee recommendations, legal mandates, workforce development and employment opportunities, and community needs.

2. Results of Previous Program Review

- a. Describe the results of your previous Program Review's action plan.
- b. Program coherence and effectiveness: Explain any curriculum changes since last program review, including SLO alignments.
- c. Student success and equity: Discuss what your program has done to address equity gaps between student populations and between modes of delivery (online, hybrid, and face-to-face), describing your successes, works in progress, and/or ongoing challenges.
- d. Provide an update on any long-term plans that are still in progress (if applicable).

3. Assessment

- a. Review student program usage and discuss any differences in student success indicators across demographics. Refer to SARS, Banner, PRIE data, and other data sources as appropriate.
- b. Discuss what your program has done this Program Review cycle to address achievement gaps between student populations, describing your successes, works in progress, and/or ongoing challenges.
- c. Discuss what your program has done this Program Review cycle to address achievement gaps between modes of delivery (online, hybrid, and face-to-face), describing your successes, works in progress, and/or ongoing challenges.

- d. Program Efficiency Indicators: Do we deliver programs efficiently given out resources? Summarize trends in program efficiency. Discuss no-shows, group vs. individual delivery, etc.
- e. Reflect on recent Student Learning Outcomes (SLO) and/or Service Area Outcomes (SAO) assessment results for the program. Identify trends and discuss areas in need of improvement. Specify how SLO/SAO assessment informs program development and changes to the program.

4. Planning

Describe and prioritize goals and plans to sustain and improve student success and equity (referring to Parts 2 and 3 above):

- a. Provide a brief description, including actions, measurable outcomes, and timelines.
- b. What will your program do to increase student success and promote student equity in the next two years? What kind of professional development and institutional support will be engaged and enacted to meet these goals?
- c. Describe other professional development activities and institutional support and collaborations that would most effectively ensure that the program achieve its goals and plans.