

Student Services Programs

Program review forms for Instruction, Learning Support Centers, and Student Services have numerous components. We need to ensure that the faculty/staff have responded to all sections of the program review.

In reviewing those program reviews assigned to you:

1. Indicate by a "yes" or "no" if the response adequately addresses the question asked and provide comments if necessary, including any commendations or recommendations. If you indicate "no", please provide information as to why the response is incomplete/ not sufficient. This will help when the IPC co-chairs provide feedback to the department faculty/staff.
2. Use additional paper if needed for your comments.

Name of program and department contact: _____

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?

Does this response adequately address what is asked? Yes No
Comments:

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.

Does the response address the question(s) and what is required in this section? Yes No
Comments:

B. Student Support Indicators

1. Review student program usage and discuss any differences across demographic variables. Refer to SARS, Banner, [Planning, Research and Institutional Effectiveness \(PRIE\)](#) reports and other data sources as appropriate.

Does the response address what is required in this section? Yes No

Comments:

2. Discuss any differences in student program usage across modes of service delivery.

Does the response address what is required in this section? Yes No

Comments:

- 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.

Does the response address what is required in this section? Yes No

Comments:

3. Additional Factors

Discuss additional factors that impact the program, including, as applicable, 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. Discuss additional factors that impact the program, including, as applicable, 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. Discuss additional factors that impact the program, including, as applicable, 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.

If applicable, does the response address this section? Yes No Comments:

4. Planning

A. Results of Program Plans and Actions

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

Does the response address what is required in this section? Yes No
Comments:

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.

Does the response address what is required in this section? Yes No

Comments:

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.

Does the response address what is required in this section? Yes No

Comments:

B. Website Review

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

Does the response address what is required in this section? Yes No

Comments:

C. SLO Assessment Contacts

Is the section complete? Yes No

Comments:

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).

Does the response address what is required in this section? Yes No
Comments:

Please rate the overall completeness and quality of the program review:

Excellent Good Fair Recommend Resubmission (comment on back)

If recommending resubmission, please note specific areas in need of revision and provide any suggestions that might be helpful to the department.

Comments:

Short Summary Paragraph: (General Observations about the Program Review)

IPC Reviewers:

1. Name:	Signature:	Date:
2. Name:	Signature:	Date:
3. Name:	Signature:	Date:
4. Name:	Signature:	Date: