College of San Mateo Program Review

Self-Study for Student Services and Learning Community Programs

# Program Context

1. How does your program align with the College and District Mission? (100-word limit)
2. Program Description (500-word limit)
3. Who does your program serve?
   1. How many students are served by your program?
   2. How does your program intentionally serve underrepresented, disproportionately impacted or racially minoritized students (i.e., Black and/or Indigenous People of Color; Gay, Lesbian, Bisexual, Transgender, Queer, Intersex, and Asexual; 1st Gen; Foster; Homeless; Undocumented; Veteran; Low-Income; or other disproportionately impacted student populations identified in our Student Equity data, etc.)?
4. How has student access, retention, and completion changed over the course of this program review cycle?
5. What delivery method(s) does your program utilize to best serve students? (i.e., in person, in the community, online, hybrid, hyflex, scheduled appointments, drop ins, etc.) How does your program determine which delivery methods are most beneficial for students?
6. What are your on- and off-campus community partnerships and how are they operationalized to support students?
7. How does your program support College of San Mateo as a Hispanic-Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI) designated institution?

# Looking Back

## Major Accomplishments and Challenges

1. Describe major accomplishments since the last program review cycle. (500-word limit)
   1. How did your accomplishments help to close the opportunity gap for disproportionately impacted, underserved, or racially minoritized students?
2. Describe major challenges since the last program review cycle. Have these challenges contributed to the expansion of or continuation of equity gaps?

## Impact of Resource Allocations Process

1. Describe the impact to date of previously requested resources (staff, non-instructional assignment, equipment, facilities, research, funding) including both resource requests that were approved and were not approved. (250-word limit)
   1. What impact have these resources had on your program/department/office and measures of student success or client satisfaction?
   2. What have you been unable to accomplish due to resource requests that were not approved?
   3. How have these resources (or lack of resources) specifically disproportionately impacted students/clients?

## SAOs and SLOs (100 word limit)

1. State your Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs).
2. Describe how your program assessed your SAOs and/or SLOs.
3. Summarize the findings of your program’s SAO/SLO Assessments.
   1. What are some improvements that have been, or can be, implemented as a result of SAO/SLO assessment? Please include meaningful action plans to improve student access and success.
   2. How did your program’s SAO/SLO assessment address antiracism?
   3. How did your program’s SAO/SLO assessment address equity?

# Looking Ahead

## Program Improvement Initiatives/Resource Requests (250 word limit)

1. With an equity and antiracism lens, what changes could be implemented to improve your program? Please include meaningful action plans to improve student access and success.
2. How will you address the opportunities for improvement that you identified throughout the prior sections of this Program Review?
   1. What additional antiracism training do you/your program need in the upcoming year?
   2. What research or training will you need to accomplish these plans?
   3. What supplies, equipment, or facilities improvements do you need?