

Peralta Community College District

Berkeley City College
College of Alameda
Laney College
Merritt College

Student Services Program Review Handbook

Spring 2010

Draft
Peralta Community College District
Student Services Program Review

Introduction

The primary objective of program review is to assure the quality of the PCCD Student Services programs, one that reflects student needs and encourages student success. It is a systematic process for the collection, analysis and interpretation of data concerning a program and its services. Recommendations for each program will be linked and incorporated into the unit's planning process, and decisions concerning schedule proposals, services changes, budget development, and hiring practices.

Student services program reviews will be completed every three years. Program review is intended to support and complement the completion of annual plans required of each unit.

The Programs reviews for Student Services will be completed on the same cycle as the program review for all instructional programs.

Program Review Narrative

The following questions serve as the basis for the program review narrative. All questions may not be relevant to your program.

I. Background Information

- A. Describe:
 - 1. the unit
 - 2. its history
 - 3. purposes and needs assessed
 - 4. current components
- B. Describe unique aspects of the program.
- C. Describe your current resources.
- D. Provide your program goals and show how they are measured.
- E. How do you know that the program is meeting its goals? What are the indicators that measure your present goals? What are expected results of these indicators?

TABLE 1.

GOAL	HOW IS THE GOAL MEASURED (INDICATORS)	WHAT ARE EXPECTED OUTCOMES

II. Student Demographics of Those Using Your Services (by numbers)

A. Who do you serve?

TABLE 2.

	2006-07	2007-08	2008-09
AGE GROUPS			
UNDER 16			
16-18			
19-24			
25-29			
30-34			
35-54			
55-64			
65+			
TOTAL			
GENDER			
MALE			
FEMALE			
UNKOWN			
TOTAL			
ETHNICITY			
ASIAN/PI			
BLACK			
FILIPINO			
LATINO			
NATIVE AMER.			
WHITE			
OTHER/MULTI			
UNKNOWN			
TOTAL			
SPECIAL POPS			
EOPS/CARE			
CALWORKS			
DSPS			
MATRICULATED			
FIN AID RECPT			

III. Student Performance and Feedback

- A. How do students who receive services perform? **Need some examples of how to measure this.**
- B. How do their counterparts who do not receive services perform? [If data are available.]
- C. What do students have to say about student services [for example: CCSSE Reports, surveys)

TABLE 3.

	FALL 2007 (#/%)	FALL 2008 (#/%)	FALL 2009 (#/%)
Success			
Retention			
TERM GPA			
Probationary Status		To be completed later	To be completed later
Persistence FA TO SP			

IV. Program Effectiveness- (How do you know that your program/service/ department is effective?)

- A. Interdepartmental/ Program/Campus Collaboration
 - 1. How does the unit (and committees in which unit participates) support other administrative, student services and academic units in the college?
- B. Quantity of program/dept/service delivered (student utilization of services and student engagement)
 - 1. How many students do you serve (unduplicated)?
 - 2. How many appointments/ contacts with students do you have on any given day?

V. Service Area Outcomes

- A. List the Service Area Outcomes that are presently being assessed. Describe the activities that will be or have been implemented to achieve the SAOs.
- B. What additional student learning outcomes SAOs should be considered to demonstrate what your student should know and/or be able to do as a consequence of the service provided by your unit?

VI. ACTION PLAN: Using the results of the data collected and discussed in this program review, identify:

- A. The future needs of the program/service area.
- B. The future goals and methods of assessment of the program/service area, including student learning outcomes service area outcomes.
- C. The strategies and actions to be taken by the program/service area over the next six years to strengthen the program and meet the strategic goals of the program and the college.
- D. The support needed by the program/service area in order to address issues resulting from the self-study.