

Process for Student Support Services

Appendix C

The Self-evaluation Process for Student Support Services

Program review should be viewed as an ongoing process of self reflection and assessment of program effectiveness with program improvement as the intended outcome. Although program review reports are submitted every six years, it is expected that, at a minimum, programs will collect data and engage in collaborative discussion on an annual basis.

Points to be covered are listed below and are meant to serve as guidelines for the self-evaluation process and the preparation of the report. Topics covered in one section need not be readdressed in another. Student Support Services programs with instructional elements must incorporate pertinent topics from Appendix A: Process for Instructional Programs.

Program Description, Goals and SLOs

Describe the program or service under review, emphasizing the program goals, the program's impact on student success, if appropriate, and how the program supports the broader college mission.

1. Goals might include objectives for a specific or focused area of student support (ex. admissions, financial aid), a combination of support elements for a specific target population, state or federally mandated activities or other activities directed at providing support to students.
2. Discuss how the goals and Institutional Learning Outcomes of the College (see Vision, Mission, Goals, and ILOs) are integrated into the program.
3. Discuss how the program evaluates its effectiveness in meeting SMC's institutional mission.
4. Using available data, discuss who your clients are in terms of ethnicity, race, gender, age, and other student/client characteristics.

Compare the students/clients you serve with the college-wide demographic. Are the students you serve different than the whole college population? Reflect on whether your program is serving the students you are expected to serve (in terms of diversity, program goals, etc.).

5. If the program goals have changed since the last self evaluation, explain how and why they have changed.
6. Summarize program modifications made since the program's last self-evaluation. Show how the changes responded to changing demographics, technologies, external requirements, or other relevant factors.
7. Describe how the department engages all members in the discussion, review, assessment and revision of program SLOs.
8. Respond to the commendations and recommendations from the Executive Summary of the previous program review.
9. Describe notable achievements since your last self-evaluation.

Program Improvement

Discuss how the program addresses program improvement.

1. What activities has your program engaged in to improve the student support services and environment?
2. How and when has your program assessed SLOs, and how have you responded to the results?
3. How does the program ensure that SLOs are assessed consistently?
4. What program changes have been made based on the result of the assessed outcomes?
5. Explain any unusual patterns in student success and retention in terms of student characteristics and program goals and discuss planned responses or changes.

Program Environment

1. Discuss the program environment, including the relationships among program staff and between program staff and students and the involvement of program staff with other programs or support areas.
2. Describe the number and type of staff, faculty and administrators with regard to educational preparation, currency in field, and workload and how the staffing level supports program goals.
3. Discuss program engagement in institutional efforts and activities (ex. committee participation).
4. Discuss facilities and equipment assigned to the program and how well they support program goals. Identify facilities and equipment needed to support program enhancement or to overcome hindrances to the ability of the program to function properly.
5. Indicate the specific hours the program operates and describe how the scheduled hours of availability meet student demand.
6. Describe the influences that external factors, such as state laws, changing demographics, and the characteristics of the students/clients served have on the structure and services and how the program addresses these factors.
7. Describe the interactions between this program and other programs on campus and any particular influences these interactions have on the ability of the program to meet its goals.

Program Effectiveness

Describe how the program evaluates the effectiveness and impact on students/clients.

1. If data is available, describe how well your program is doing in terms of the following outcomes:
 - Volume of unit activity (number of students served, number of appointments, etc.)
 - Efficiency (responsiveness, timeliness, number of requests processed, etc.)
 - Effectiveness of service in accomplishing intended outcomes (accuracy, completeness, etc.)
 - Client/customer satisfaction with services
2. Discuss how program SLOs relate to the program goals or achievement outcomes.
3. Discuss what happens after students participate in program activities. Address whether students are successful in meeting their goals.

Conclusions & Recommendations

Present any conclusions and recommendations resulting from the self-evaluation process, referencing the specific topics above. Include information on how the program engages all program members in the self evaluation dialogue and how everyone participates in the program review process.

1. Summarize your areas of strength and areas that need improvement.
2. Identify strategies for the future. Indicate program priorities, discuss any projected changes, and anticipate how the changes may affect staffing, facilities, equipment, and other operational areas.

Sources of Information

Student Service programs may refer to the following sources of information in the self-evaluation process:

1. Program goals statements.
2. The Executive Summary from the program's previous Program Review.
3. Reports from Institutional Research such as enrollment, retention and evaluation reports. Please note, SMC's Department of Institutional Research has compiled data from recent semesters and sessions and posted it online. To access this source and to request data go to: <http://www.smc.edu/apps/comm.asp?Q=187>. Other sites such as CalPass: <http://www.cal-pass.org/> may also provide pertinent information.
4. Results of any research projects undertaken by the program to examine any relevant area of interest.