2023-2024 Comprehensive Program Review (CPR) Student Services Template

A. <u>**Description and Purpose**</u>

1. Describe the program's purpose and mission. (250 words)

2. Which of the following Institutional Learning Outcomes does the program support? (Please select at least one from the drop-down menu.)
   - (ILO) Acquire the self-confidence and self-discipline to....
   - (ILO) Obtain the knowledge and skills.....
   - (ILO) Respect the inter-relatedness of the global....
   - (ILO) Assume the responsibility for their own impact.....
   - (ILO) Demonstrate a level of engagement in the subject matter.......

B. <u>**Students Served**</u>

3. Describe 1-3 salient demographic composition of students served by the program and include an analysis of how it aligns with the students your program is intended to serve. (500 words)

4. Describe how the program does outreach to, and provides access for, the intended student population. (250 words)

5. When considering student outcomes, SMC produces the largest equity gaps for Black and Latinx students. How does the program address equity gaps within the scope of work that it performs? (500 words)

6. If applicable, describe any instructional partnerships or collaborations that impact the students served by the program. (500 words)

C. <u>**Assessment and Evaluation**</u>

7. Describe any changes that have been implemented as a result of the recommendations of the last program review. (500 words)

8. a. Identify and describe one or two outcomes students are expected to experience after receiving services from, or participating in, the program. (200 words)

   b. Describe how the identified student outcomes are assessed. (e.g., a survey of program participants is administered at week 12 of each semester) (200 words)

c. What is the "effectiveness" target goal for each of the expected student outcomes identified? (e.g., 90% or more of students attending the FAFSA workshops successfully complete the financial aid application within four weeks) (200 words)

d. Analyze the program's performance on the data collected to assess the program's student outcomes. Is the program meeting the target goals? What context is needed to understand the results? (500 words)

9. Based upon the outcomes assessment, satisfaction evaluation and/or other data, provide two notable examples of how the program serves students effectively and briefly explain why they are successful. (500 words)

10. Based upon the overall assessment and evaluation of the program, describe 2-5 areas that require attention or improvement. (500 words)

D. **The Future of the Program**

11. Based on the findings from your assessment and evaluation (Section C above) describe the goals and priorities to improve the program. (500 words)

E. **Employees/Program Staff and Departmental Culture**

12. List and describe program staffing, including FTE, faculty, classified professionals, managers, and student/intern support. (250 words)

13. Analyze staffing levels in the context of the program's mission and purpose. Are there any gaps or needs to be addressed? (250 words)

14. Describe how the program provides ongoing professional development opportunities for staff. (500 words)

15. What equity-centered practices and training have been implemented in the program? If applicable, provide examples and discuss strengths and areas for growth. How can the institution better support the program and staff in developing an equity-minded culture? (500 words)

16. If applicable, describe the program's succession plan to ensure that it is minimally impacted by staffing transfers, departures, and/or retirements? (250 words)

17. Describe how the college can support and improve the environment and/or morale in your department. (500 words)

Describe the program's workplace culture, climate, and morale, and discuss how it impacts the program's ability and capacity to effectively serve students.

F. Budget Planning

18. Describe how the current program budget aligns with the program's goals and desired outcomes over the next three years. If it doesn't align, what would be needed to supplement the current budget allocation? (250 words)

19. Are there any special projects or initiatives that will require additional budgeting or a reallocation of existing resources for the program? (500 words) Consider the following:
    - Human resources
    - Reducing racial equity gaps
    - Student success and completion
    - Community relations
    - Professional development opportunities
    - Federal, state or district initiatives