

Southwestern College Achieving Institutional Mission: Program Review

Review of Student Services

The review of student services is intended to improve the overall quality of services offered to Southwestern College students. Its purpose is to assist the staff in conducting a self-study of their units to assure that the programs and services are responsive to the needs of students, as stated in the college's mission statement, and its diverse community.

Information will be collected and analyzed to determine how effectively Unit goals and Student Learning Outcomes (SLOs) are being attained as they relate to the following:

- Meeting student needs
- Assessing the Unit's efficiency and effectiveness
- Assessing the Unit's compatibility with institutional goals
- Facilitating Unit planning and decision making
- Assisting program improvement/program development
- Promoting a more comprehensive understanding of student services in the college community

Timeline for Student Services Program Review

The following steps detail the timeline for the production of the Student Services review.

Step 1	Student Success Committee/Program Review Subcommittee notifies cognizant Dean of timeline/schedule/process.	February
Step 2	Dean identifies Lead Person (Chair/Director/Manager) for developing self-Study, and Lead Person identifies work groups for unit review.	February
Step 3	Office of Research/Planning/Evaluation (RPE) contacts Lead Person to develop survey instruments/data collection.	February
Step 4	Unit notifies administrator if external review is also being required by outside agency. Administrator examines the content of the external review vis-à-vis the SWC program review process and notifies unit whether the external review will meet any portion of the SWC program review requirements.	March/April
Step 5	RPE provides standard survey statistical information and survey results to programs.	August
Step 6	Units complete program review; Lead Person secures signatures of work group members; submit to Dean for review and signature.	September/ October
Step 7	Dean reviews self-study and returns it to Lead Person for revision if necessary; makes comments and signs off on review; maintains a copy of Executive Summary and Unit's recommendation and work plan to be used in district-wide budgetary decision making; submits entire report to SSC PR Subcommittee.	November
Step 8	SSC PR Subcommittee reviews report.	November
Step 9	SSC PR Subcommittee submits summary report to Student Success Committee and to Vice President of Student Affairs.	December

In spring, Deans and Vice President of Student Affairs, will review and incorporate results into the district-wide budget planning process.

Required Components for Student Services Reports Checklist

(Please submit in this order.)

Student Services Executive Summary

Response to Previous Review

Criteria for Student Services Review (Criteria 1.0-8.0)

Other Comments and Concerns Not Previously Addressed (Criterion 9.0)

Unit's Recommendations and Work Plan (Criterion 10.0)

Additional Information

Components of Student Services Program Review

Response to Previous Review. If the unit conducted an assessment during a previous program review period, a review of that assessment should be done. Factors that hindered the program and recommendations made for program improvements should be addressed in a brief narrative that shows where the program has been and what it has accomplished.

Criteria for Student Services Program Review. The report must include a response to each of the following criteria (1.0-10.0) that are applicable to the program. Some of the criteria require a listing or description; others may not be applicable to the program area, in which case you should mark N/A. Finally, amplify, elaborate, or justify each response with narrative comments.