



**Cañada College
Program Review Handbook
for
Student Services**

Revised January 26, 2009

Student Services Program Review Introduction

(Revised January 2009)

Preparing a Program Review is an opportunity to provide program assessment and evaluation as well as program introspection and analysis emphasizing student learning outcomes (SLO).

In preparing this Program Review, remember the College and the Student Service missions because all programs should be aligned with the Institutional Mission, as well as the Mission of Student Services. (See Appendix B.)

Purposes

- ❑ To develop, maintain, improve and promote quality instruction and support services in order to optimize the potential for student learning, success and access
- ❑ To promote cooperation among faculty, administration, classified staff, and students
- ❑ To enhance interaction among instructional and student services
- ❑ To ensure the effective and efficient utilization of the College's personnel, financial and physical resources
- ❑ To ensure a process of orderly institutional self-direction consistent with legal requirements and District and College mission and goals

Program Reviews serve as the basis for annual planning and budget allocations in instructional and student service areas each year.

Program Review should be the initial step in determining priorities for staffing requests, equipment, software and supplies, and facilities' alterations and planning.

Since resources are limited, not all projects can be funded; priority will be given to requests with appropriate justifications found in Program Review documents.

The Components of Program Review

Each Program Review report will be comprised of the following sections:

- I. Executive Summary
- II. Program/Department Overview (2-3 pages)
- III. Review Report (approximately 10 pages)

IV. Appendices

Section I: Executive Summary

Written at the conclusion of the review, the Executive Summary is a comprehensive restatement of the program's/department's purpose, goals, conclusions, and recommendations. The function of the executive summary is to consolidate the principal points of the review in order to share the results with the College.

Section II: The Program/Department Overview

The **Program/Department** should be brief (1-2 pages). It is meant to provide a broad understanding of the program/department, and how it serves to meet the Mission of Cañada College. The Overview should address the following:

- A. The mission of the program/department and its link to the College Mission and the Student Services Mission.
- B. Historical background and any unique characteristics of the unit.
- C. Progress since the last Program Review
- D. Current strengths, opportunities and challenges

Section III: Review Report

The **Review Report** (8-10 pages) provides a more detailed assessment of the program/department. The Review Report should include the following subsections:

- Programs and Services
 - Unit SLOs and Link to Program SLOs
 - Recommendations
- A1. Curriculum (if applicable)
 - Recommendations
- Staffing and Organizational Structure
 - Recommendations
- Leadership and Governance
 - Recommendations
- Facilities, Technical Infrastructure, and Resources
 - Recommendations

Each of the subsections should include a narrative self-assessment based on supporting data. Teams should determine necessary data and should work with the College Research Analyst early in the process to obtain the necessary information.

Below is a list of guiding questions for each subsection. These questions should be used to create the narrative; include data when necessary. The purpose of this

narrative assessment is to encourage continuous improvement throughout the College, at all levels, and to guide effective planning and decision-making.

A. Programs and Services

1. What are the program's/department's primary service offerings?
2. How does the program/department meet the needs of Cañada's diverse community?
3. How does the program/department coordinate, impact and/or interact with other programs/departments, divisions, or departments in Student Services and Instruction?
4. What methods are used for evaluation?
5. What are the program's/department's strengths and weaknesses?
6. If the unit has an advisory board, describe its role.
7. How has SLOAC helped improve the unit's program and services?
8. What Programs and Services recommendations might be needed to make this program/department more effective?

A. 1. Curriculum – Complete this section if your unit offers courses.

1. Describe how courses offered in the program meet the needs of the students and the relevant discipline(s). (This may be answered through narrative or quantitative evaluation.)
2. State how the program has remained current in the discipline(s).
3. All course outlines in this program should be reviewed and, if appropriate, revised every six years. If this has not occurred, please list the courses and present a plan for completing the process.
4. How has SLOAC helped improve the program's/department's course(s)?
5. What recommendations might be needed for future curricular development and/or program modification.

B. Staffing and Organizational Structure

1. Describe the administrative/classified/faculty staffing structure of the program/department. How does this staffing structure affect the program's/department's ability to fulfill its mission and goals?
2. How does your program/department address the need for staff to continually improve their effectiveness in serving the diverse student population?
3. What steps could be taken to improve this program's/department's organizational efficiency within its current budget?
4. What Staffing and organizational recommendations might be needed to make this program/department more effective?

C. Leadership and Governance

1. Describe the leadership roles of the faculty and staff in your program/department.

2. How do the faculty and staff in your program/department participate in the governance processes of the College/District?
3. What recommendations might be needed to enhance/improve leadership skills?

D. Facilities, Technical Infrastructure, and Resources

1. How do the size, type and/or quality of the program's/department's current physical space affect the program's ability to fulfill its mission and support its current offerings?
2. Describe the information technology available to the program/department and its affect on the program's/department's ability to fulfill its mission and support its services?
3. Describe the adequacy of the program's/department's financial resources over the past five years.
4. What recommendations in facilities, technology, or other resources might be needed to make the program/department more effective?

Section IV: Appendices

Each Program Review should include the following appendices:

- A. Program/Department Organizational Chart
- B. Five-Year Program Staffing Profile
- C. Program/Department Goals and Objectives
- D. Resource Needs Summary Table
- E. Supporting Data
- F. Evaluation of Comprehensive Review Process

Additional appendices can be included and should be listed in the Table of Contents.

A. Program/Department Organizational Chart

An Organizational Chart should be created for the program/department. This can be created in any format and should clearly show how this program fits in with the larger divisional/organizational structure.

B. Five-Year Program Staffing Profile

Each program/department should create a table, (See sample below) which shows the staffing levels in each category (administration, full-time classified staff, part-time classified staff, student workers, full-time faculty, and part-time faculty) for the previous five years, and the percentage change over that period of time.

Position	Staffing Levels for Each of the Previous Five Years					% Change from Year 1 to Year 5
	2005	2006	2007	2008	2009	
Administration						
Bargaining Classified Staff FT						
Bargaining Classified Staff PT						
Non-bargaining Classified Staff FT						
Non-bargaining Classified Staff PT						
Student Workers						
Faculty FT						
Faculty PT						

C. Program/Department Goals and Objectives

D. Resource Needs Summary Table

Each program/department should list personnel, equipment, and facilities needs and brief justifications. (See attached form.)

E. Supporting Data

Each program/department should collect any key performance indicators, such as annual operating budget, expenditures, number of service recipients, etc., in order to confirm its observations regarding its activities, accomplishments, needs, etc.

F. Evaluation of Comprehensive Review Process (See attached form.)

G. Other Appendices as Needed

Appendix A:

Cañada College Mission, Vision and Values Statement

Mission Statement

It is the mission of Cañada College to ensure that students from diverse backgrounds achieve their educational goals by providing quality instruction in transfer and general education courses, professional/technical programs, basic skills and activities that foster students' personal development and academic success. Cañada College accepts responsibility for serving the community's diverse needs for lifelong enrichment and highly values close teacher to student teaching and learning relationships, support services and a co-curricular environment that contributes to personal growth and success for students.

Vision

Cañada College ensures success through personalized, flexible, and innovative instruction. The College infuses essential skills and competencies throughout the curriculum and assesses student learning and institutional effectiveness to make continuous improvement. Cañada responds to the changing needs of the people it serves by being involved in and responsive to the community, developing new programs and partnerships and incorporating new technologies and methodologies into its programs and services.

Values

Striving to produce responsible, life-long learners who become resourceful, adaptive, independent and productive employees, employers, and members of their community, Cañada College values and actively promotes:

- personalized instruction and service
- active learning and interaction
- high standards of excellence
- increased student access
- diversity in staff, student body, and curriculum
- partnerships with business, schools, colleges and universities, governments, and community based organizations

Student Services Mission Statement

Fully engaged in Student Services programs and departments, students will develop the skills and knowledge necessary to successfully navigate Cañada's programs, services, and various offerings; will achieve their personal, professional, and academic goals; and will be more fully equipped to contribute to society.

Appendix B:

Student Services Review Template

**Cañada College
Program Review for
[Name of Program/Department]**



Submitted on [Date]

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Program Review Team Members and Approvals

Program Review Team Chair:

Program Review Team Members:

Approvals:

Division Dean

Vice President of Student Services

Program Review Checklist

- _____ Form Program Review Team
- _____ Gather Documents (Org Chart/Staffing Profile)
- _____ Solicit input from faculty and students
- _____ Determine additional research needed
- _____ Contact College Research Analyst if necessary
- _____ Write Program Review Report
- _____ Submit report to Dean or VP for approval
- _____ Submit report to Office of Student Services for approval
- _____ Present report to Curriculum Committee (if appropriate)
- _____ Submit report to Planning & Budget Committee
- _____ Present report to College Council
- _____ Submit report to SMCCCD Board of Trustees

Section I: Executive Summary

Section II: Program/Department Overview

Section III: Review Report

Section IV: Appendices

Program Review – Resource Needs Summary Table

Program/Review _____

	Needs	Justification
Personnel	1. 2. 3. 4.	
Equipment	1. 2. 3. 4.	
Facilities	1. 2. 3. 4.	

CAÑADA COLLEGE EVALUATION OF THE COMPREHENSIVE PROGRAM REVIEW PROCESS

To improve the Program Review process your help and suggestions are instrumental. We ask that all parties responsible for preparation of this review have input into the evaluation. After completion of the Program Review process, please take a few moments to complete this evaluation.

Program Name:

1. Was the instrument clear and understandable? Was it easy to use? If not, explain and offer suggestions for improvement.

2. Were the questions relevant? If not, please explain and offer specific suggestions.

3. What value did you find in the Program Review process?

4. What improvements would you make concerning the process of performing Comprehensive Program Review?

5. Was the data you requested the appropriate data? Was the data you received complete and presented in a clear format? What additional data would you like to use?

6. How can this process be more effectively integrated into the College's planning cycle?

Please offer any comments that could improve and/or streamline Program Review!