Student Services Comprehensive Program Review
Peer Review Assessment & Feedback Form

Program Name: Sparkpoint	Student Services Planning Council Peer Reviewers: Autumn McMahon, Danielle Pelletier, Keith Wan

The purpose of this form is to provide feedback on the quality of the program review to the Program Review author(s)

Student Services Program Review	Performance Level			
	Commendations	**Recommendations**	**Comments**	**ACCJC Exemplary Check**
Overall Summary				
Please summarize your program's strengths, opportunities/challenges, and action plans.	Provides: ☐ Summary of strengths ☐ Summary of challenges ☐ Summary of action plans ☐ Thorough summary	Information needed: ☐ Summary of strengths ☐ Summary of challenges ☐ Summary of action plans ☐ Thorough summary		☐
Program Context				
1. Mission: How does your program align with the College and District mission?	Provides: ☐ Summary of strengths ☐ Summary of challenges ☐ Summary of action plans ☐ Thorough summary	Information needed: ☐ Summary of strengths ☐ Summary of challenges ☐ Summary of action plans ☐ Thorough summary		☐
2. Program Description Who does your program serve? How many students are served by your program? How does your program intentionally serve underrepresented, disproportionately impacted or racially minoritized students (ie. Black and/or Indigenous People of Color; Gay, Lesbian, Bisexual, Transgender, Queer, Intersex, and Asexual; 1st Gen; Foster; Homeless; Undocumented; Veteran; Low-Income; or other disproportionately impacted student populations identified in our Student Equity data, etc.)? How has student access, retention, and completion changed over the course of this program review cycle?	Provides: ☐ Evidence ☐ Analysis ☐ Impact on students ☐ Efforts to make changes	Information needed: ☐ Evidence ☐ Analysis ☐ Impact on students ☐ Efforts to make changes		☐

What delivery method(s) does your program utilize to best serve students? (ie. in person, in the community, online, hybrid, hyflex, scheduled appointments, drop ins etc.). How does your program determine which delivery methods are most beneficial for students? What are your on and off-campus community partnerships and how are they operationalized to support students? How does your program support Cañada College as an Hispanic-Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI) designated institution?				
3. ~~Community and Labor Needs: Describe how changes in community needs, employment needs, technology, licensing, or accreditation affect your program.~~	Provides: ☐ Community needs ☐ Employment needs ☐ Technology needs ☐ Licensing ☐ Accreditation ☐ Impact on program	Information needed: ☐ Community needs ☐ Employment needs ☐ Technology needs ☐ Licensing ☐ Accreditation ☐ Impact on program	☐ No recommendation or change needed ☐ Not applicable	☐
Looking Back				
4. Describe major accomplishments since the last program review cycle. How did your accomplishments help to close the opportunity gap for disproportionately impacted, underserved or racially minoritized students? Describe major challenges since the last program review cycle. Have these challenges contributed to the expansion of or continuation of equity gaps?	Provides: ☐ Evidence ☐ Analysis ☐ Impact on students ☐ Efforts to make changes	Information needed: ☐ Evidence ☐ Analysis ☐ Impact on students ☐ Efforts to make changes		☐
Impact of Resource Allocations				
5. Describe the impact to date of previously requested resources (staff, non-instructional assignment, equipment, facilities, research, funding) including both resource requests that were approved and not approved. What impact have these resources had on your program/department/office and measures of student success or client satisfaction? What have you been unable to accomplish due to resource requests that were not approved? How have these resources (or lack of resources) specifically disproportionately impacted students/clients?	Provides: ☐ Thorough description of new resources' impact on program ☐ Thorough description of impact on students ☐ Efforts to make changes ☐ Efforts to make changes	Information needed: ☐ Further description of new resources' impact on program ☐ Further description of impact on students ☐ Efforts to make changes	☐ Not Applicable	☐

Administrative Program Review	Performance Level			
	Commendations	**Recommendations**	**Comments**	ACCJC Exemplary Check
SAOs and SLOs				
6. State your Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs) Describe how your program assessed your SAOs and/or SLOs. Summarize the findings of your program's SAOs/SLOs. What are some improvements that have been, or can be, implemented as a result of SAO/SLO Assessment? Please include meaningful action plans. How did your program's SAO/SLO assessment address antiracism? How did your program's SAO/SLO assessment address equity?	Provides: ☐ Evidence ☐ Analysis ☐ Impact on students ☐ Efforts to make changes	Information needed: ☐ Evidence ☐ Analysis ☐ Impact on students ☐ Efforts to make changes	☐ No recommendation or change needed Confusion on verb tense usage and dates. "SparkPoint staff will" & July 2023-June 2024 dates. Are these statements/goals to be met, are currently being met, or were met in the past?	☐
Looking Ahead				
7. **SAOs and SLOs for the Next Review Cycle:** State your SAOs and SLOs for the next review cycle. Describe how you will address identified opportunities for improvement. Discuss how you will address antiracism in the next program review cycle. Describe how you will address equity in the next program review cycle.	Provided: ☐ ~~Thorough description of opportunities for improvement~~	Information needed: ☐ ~~Further description of opportunities for improvement~~	☐ No recommendation or change needed Are these needed for this program review?	☐
8. **Program Improvement Initiatives/Resource Requests:** With an equity and antiracism lens, what changes could be implemented to improve your program? Please include meaningful action plans to improve student access and success. How will you address the opportunities for improvement that you identified throughout the prior sections of this Program Review?	Provided: ☐ ~~Thorough description of 3-year program goals~~	Information needed: ☐ ~~Further description of 3-year program goals~~	☐ No recommendation or change needed Are these needed for this program review?	☐

What additional antiracism training do you/your program need in the upcoming year? What research or training will you need to accomplish these plans? What supplies, equipment, or facilities improvements do you need?			

Overall Commendations:

Extremely thorough and very clear, painted a wonderful picture of the program. Showed the program's current effectiveness and growth with ample data and evidence demonstrating how the program got to its current state today. Did well to speak to its continued potential moving forward and what goals and resources will be needed to meet that potential.

Overall Recommendations:

Overall Program Effectiveness:
- € <mark>Highly effective</mark>
- € Effective
- € Needs program improvement

Hello again Keith,

I see that I cut off my screenshot.... Basically, the blue is what was achieved.   The Gold is the outcome.

Below is a new screenshot that includes the results from SAO #3.   I've also updated the "results" to make them easier to understand.   In summary, all SAO #1 was met while SAOs #2 and #3 were surpassed.

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12. Summarize the findings of your program's SAO/SLO Assessments.

SAO #1 - Identify Financial Goals Assessment Method

SparkPoint staff will meet with students to complete the SparkPoint Welcome Form and identify financial goals. Data will be tracked using Exponent Case Management (ECM), United Way's CRM. 90% of SparkPoint Clients will have identified their Financial Goals.

Assessment Frequency (yearly): July 1, 2023 - June 30, 2024

Goal :MET - 100% of SPCC measurable clients (MCs) identified their financial goals.

SAO #2 - Financial Literacy Knowledge Asessment Method

SparkPoint staff will meet with students to identify SparkPoint services and resources. SparkPoint clients will then be asked to identify at least two financial goals. Data will be collected and tracked using ECM and surveys. After meeting with your Financial Coach, clients will be asked, "Do you have an increased understanding on (how to create a budget, how to build your credit, how to create a savings plan)? Responses will be captured using a Likert scale and will include: a. Strongly Agree b. Agree c. Disagree d. Strongly Disagree

Assessment Frequency (yearly): July 1, 2023 - June 30, 2024

Goal Exceeded by 11% - 81% of SPCC MCs stated increased financial literacy knowledge.

SAO #3 - Client Satisfaction Assessment Method

Assessment Frequency (yearly): July 1, 2023 - June 30, 2024 Procedure: SparkPoint Clients will be asked to complete a survey that uses a Likert scale to rank satisfaction with information / services received. The survey will be administered yearly. The survey will ask clients to respond to the following question: "I am satisfied with the information / services I received at SparkPoint." Responses: - Strongly agree - Agree - Disagree - Strongly Disagree

Assessment Frequency (yearly): July 1, 2023 - June 30, 2024

Goal Exceeded by 13% - 93% of SPCC MCs were satisfied with SparkPoint services

Thank you,

Adolfo Leiva (he | him | his | él)
Director, SparkPoint at Cañada College
Building 9, Room 132 | 650-381-3557

From: Wan, Keith <wank@smccd.edu>

Thank you Adolfo! That personally helps me to understand the data a lot more; so the brown is the SAO and the blue is what you have achieved. Have you been able to capture this metric yet for SAO #3 Client Satisfaction Assessment with the surveys?

I can definitely update the feedback for the SLOs with the additional information you have/will provide. If Autumn and Danielle have any thoughts as well I would love to include it in.

Really appreciate your time!
Keith W.

Hello everyone,

Again, thank you all for taking the time to review and provide feedback on the 2025 SparkPoint Comprehensive Program Review (CPR). I'm thrilled to hear that you were very impressed with the CPR and I'm looking forward to sharing this feedback with my amazing team. This work can't be done without them.

I also appreciate the feedback provided and agree that information was missing. I realized that I had the results in my first draft, but this text didn't make it to subsequent drafts. However, I have added it now under Q12 (see below - blue and brown text). Please let me know if this addresses the comment provided.

As for the feedback from, let me check with Juan Vera and John Fraire to see if it was done correctly. Also, if I did address the question about the SLO's, should the feedback from be updated?

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12. Summarize the findings of your program's SAO/SLO Assessments.

SAO #1 - Identify Financial Goals Assessment Method

SparkPoint staff will meet with students to complete the SparkPoint Welcome Form and identify financial goals. Data will be tracked using Exponent Case Management (ECM), United Way's CRM. 90% of SparkPoint Clients will have identified their Financial Goals.

Assessment Frequency (yearly): July 1, 2023 - June 30, 2024

100% of SPCC measurable clients (MCs) identified their financial goals.
Goal (100%) MET

SAO #2 - Financial Literacy Knowledge Asessment Method

SparkPoint staff will meet with students to identify SparkPoint services and resources. SparkPoint clients will then be asked to identify at least two financial goals. Data will be collected and tracked using ECM and surveys. After meeting with your Financial Coach, clients will be asked, "Do you have an increased understanding on (how to create a budget, how to build your credit, how to create a savings plan)? Responses will be captured using a Likert scale and will include: a. Strongly Agree b. Agree c. Disagree d. Strongly Disagree

Assessment Frequency (yearly): July 1, 2023 - June 30, 2024

81% of SPCC MCs stated increased financial literacy knowledge.
Goal (70%) MET

SAO #3 - Client Satisfaction Assessment Method

Assessment Frequency (yearly): July 1, 2023 - June 30, 2024 Procedure: SparkPoint Clients will be asked to complete a survey that uses a Likert scale to rank satisfaction with information / services received. The survey will be administered yearly. The survey will ask clients to respond to the following question: "I am satisfied with the information / services I received at SparkPoint." Responses: - Strongly agree - Agree - Disagree - Strongly Disagree

Assessment Frequency (yearly): July 1, 2023 - June 30, 2024

Thank you,

Adolfo Leiva (he | him | his | él)
Director, SparkPoint at Cañada College
Building 9, Room 132 | 650-381-3557

From: Wan, Keith <wank@smccd.edu>
Sent: Thursday, November 21, 2024 11:18 AM
To: Leiva, Adolfo <leivaa@smccd.edu>; Pelletier, Danielle <pelletierd@smccd.edu>; McMahon, Autumn <mcmahonautumn@smccd.edu>
Subject: RE: Mea culpa

Hi Adolfo,

No worries! The fact that you missed the meeting because you were engrossed in serving our students through your program speaks volumes lol

We were very impressed at the materials provided and thought it was very thorough. You made it easy for us because there was honestly little to nothing to critique.

We did have some confusion/wanted some more clarity mostly regarding the area surrounding the "SAOs and SLOs" section.

From my understanding #3 bullet points are just stating the SAOs; basically what is hoping to be achieved. Do the #4 bullet points then address how you are meeting those SAOs? The tense usage of "will" combined with the dates (July 1, 2023 - June 30, 2024) left us a little confused. Could you speak to that and clarify a little? Maybe we were thinking about it too much!

3. State your Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs).

SAO #1 - Identify Financial Goals
   a. Students will be able to identify personal financial goals by utilizing SparkPoint services and resources.

SAO #2 - Financial Literacy Knowledge
   b. 70% of clients will demonstrate knowledge around financial literacy.

SAO #3 - Client Satisfaction
   c. 80% of SparkPoint clients will report that they are satisfied with SparkPoint services.

4. Describe how your program assessed your SAOs and/or SLOs.

SAO #1 - Identify Financial Goals Assessment
   SparkPoint staff will meet with students to complete the SparkPoint Welcome Form and identify financial goals. Data will be tracked using Exponent Case Management (ECM), United Way's CRM. 90% of SparkPoint Clients will have identified their Financial Goals Assessment Frequency (yearly): July 1, 2023 - June 30, 2024
SAO #2 - Financial Literacy Knowledge Assessment
   SparkPoint staff will meet with students to identify SparkPoint services and resources. SparkPoint clients will then be asked to identify at least two financial goals. Data will be collected and tracked using ECM and surveys. After meeting with your Financial Coach, clients will be asked, "Do you have an increased understanding on (how to create a budget, how to build your credit, how to create a savings plan)? Responses will be captured using a Likert scale and will include: a. Strongly Agree b. Agree c. Disagree d. Strongly Disagree Assessment Frequency (yearly): July 1, 2023 - June 30, 2024
SAO #3 - Client Satisfaction Assessment
   Assessment Frequency (yearly): July 1, 2023 - June 30, 2024 Procedure: SparkPoint Clients

will be asked to complete a survey that uses a Likert scale to rank satisfaction with information / services received. The survey will be administered yearly. The survey will ask clients to respond to the following question: "I am satisfied with the information / services I received at SparkPoint." Responses: - Strongly agree - Agree - Disagree - Strongly Disagree Assessment Frequency (yearly): July 1, 2023 - June 30, 2024

Finally, please let us know if we did things "correctly". We were able to download the document in the google link provided to us by John Fraire but not able to edit it, so we just downloaded it and edited the document how we could and attached it again here.

If we need to resubmit any materials or feel like another meeting is needed please let us know!

Thanks ya'll,
Keith Wan
Cañada College Welcome Center
Program Services Coordinator

From: Leiva, Adolfo <leivaa@smccd.edu>
Sent: Thursday, November 21, 2024 11:03 AM
To: Wan, Keith <wank@smccd.edu>; Pelletier, Danielle <pelletierd@smccd.edu>; McMahon, Autumn <mcmahonautumn@smccd.edu>
Subject: Mea culpa

Good morning,

I'm so very sorry! I read my calendar incorrectly!   I thought we were meeting at 11 so I went to Second Harvest to pick up more food.... I totally apologize.

Did you all meet? If needed, can we still meet anytime today?

Again, a thousand pardons!

Adolfo

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