SOP FOR SSPC COMPREHENSIVE PROGRAM REVIEW PROCESS

Date:12/08/2025

Approved by SSPC: 12/10/2025

Next Review date: 12/09/2026

Purpose:
To provide a clear, consistent process for Student Services program reviews that ensures accountability, constructive peer feedback, and continuous improvement aligned with institutional goals.

Student Services Program Review Process

1. Staff Responsible
- SSPC Co-Chairs:
  - Vice President of Student Services
  - Second Chair (designated by SSPC)
- SSPC assigns a representative to serve for up to 2 years in the PBC Program review group

2. Program Review Peer Review Process
a) Annual Peer Review: Conducted during the **first SSPC meeting in December** each year.
b) Assignments and Responsibilities:
- SSPC Co-Chairs: during the fall semester"
  - Assign peer reviewers to each comprehensive program review.
  - Assign a lead for each peer review group.
  - Send a complete peer review package to each group after the PR is submitted, and all feedback is incorporated. Note: Peer Review packages consist of the Feedback form and the completed program review.
- Program Review Author:
  - Schedule a meeting with the program review staff and peer reviewers during the regular SSPC time or whatever is good for the group no later than the SSPC peer review deadline on the Program review website.
- Peer Review Lead:
  - Facilitate feedback exchange and address any questions regarding the program or documentation.
  - Take notes on the CPR feedback form and submit to the SSPC co-chairs
- Peer Review Reader(s):
  - Provide feedback to author
  - Include student representation if possible

3. Peer Review Package Contents: Each group will receive a package that includes:
a) Program Review Narrative (printed from Improve/Nuventive) AND on the PRIE PR website

b) Updated Program Review Form

c) SSPC co-chairs to send the program review package no later than the first week of November.

d) Program review feedback form should be placed on the SSPC website and added to Nuventive (if possible)

4. Training for Program Review Peer Reviewers:
a) Remind folks about the peer feedback process
b) Give examples of constructive feedback

5. CPR review Cycle:
a) Define the cycle length for the questions. Should 6 years or 2 cycles
b) Change as needed based on accreditation or legal mandates

6. SSPC Program Review Presentations
a) Scheduling: The first SSPC meeting in the Spring semester is allocated for program review presentations.
b) Presentation Guidelines:
- Presentation time: 10-minute presentation and 5 minutes for questions
c) Purpose of presentation:
- Provide a succinct **overview** of the Comprehensive Program Review.
- Share a plan to address identified opportunities for improvement.
d) CPR presentations should be shared on the SSPC website