Grossmont College
Student Services Program Review Redesign

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- Natalie Ray, Student Services Program Review Coordinator/SSO Coordinator/Counselor
- Juan Carlos Reyna, Title V/Via Rapida/FYE Director
Session Learning Outcomes

- Create strategies to facilitate a meaningful discussion and implementation of a program review process
- Differentiate between SSO’s, PSLO’s, ISLO’s, and the College Mission
- Design elements of a program review handbook and template
- Engagement of cross-functional colleagues
Reflective Learning Activity

Reflect on your current or past Program Review process. What are you doing? What is working well? What would you like to improve? Do you have support? Is your process inclusive?
Need for Change

- Lack of information
- Inconsistency
- New administrators and faculty
- Fear and frustration from former process
- Lack of clarity and the “why”
- Alignment with instruction, yet maintain Student Services identity
- No more “door stops”!
Setting the Stage for Redesign

2016–2017

- Cross-Functional Design Task Force
- Align with 2016–2022 Strategic Plan, and College Mission
- Draft Handbook and Template
- Reviewed by Student Services Council, Senate, and Cabinet

12/2015 “Deans Huddle”

2017–2018

- Group One
  - FA17– writing
  - SP18– presentations
  - 9 units completed

2018–2019

- Group Two
  - FA18– writing/presentations
  - SP19– writing/presentations
  - 12 units completed = ALL 18 Student Services Units Done!
Mission Driven

College Mission
- Grossmont College provides an exemplary higher education learning environment through comprehensive and innovative instructional programs and student support services. By advancing equity and inclusion, we prepare our diverse student population to lead and engage with local and global communities.

Division Mission
- Student Services provides access to a spectrum of services that respond to ALL student needs, facilitates quality information which are delivered with authentic care.*
Strategic Goals

1. Outreach
2. Engagement
3. Retention
4. Institutional Capacity
SSO Training: Supporting Program Mission and Purpose

- A mission statement communicates the essence of your organization/unit/department/program to stakeholders and should align with the institutional mission.

- If your program does not have a mission statement, create a purpose statement: In 1-2 sentences, describe the core purpose of your program or department. It, too, should align with the mission of the institution.

- SSOs are intended to measure how well you are accomplishing what you have set out to do: Your Purpose.
What is Outcomes Based Assessment?

“Outcomes-based assessment is about improving student success and informing improvements in the practice of student services and programming” (Bresciani, Gardner, & Hickmott, 2009, p. 15).

“It is the systematic collection, review and use of information about educational programs undertaken for the purpose of improving student learning and development” (Palomba & Banta, as cited in Bresciani, Gardner, & Hickmott, 2009, p. 15).
Aligning Learning Outcomes

Outreach – Engagement – Retention – Institutional Capacity

**ISLOs**—Knowledge, skills & abilities students take away from their total college experience.

**PSLOs**—Knowledge, skills & abilities students take away from participating in a program (e.g., degree/certificate).

**SLOs**—Knowledge, skills & abilities students take away from completing a course.

**SSOs**—Identify critical and central services, processes, and functions expected of a department and the desired quality

Assessment results provide convincing evidence that the institution is achieving its mission and goals, including key learning outcomes.
Student Services Outcomes (SSOs)

- Student Service Outcome (SSO) are statements that identify a service area’s client, service provided, and the experience that the service provides. Student Service Outcomes identify critical and central services, processes, and functions expected of a department and the desired quality (timeliness, accuracy, responsiveness, effectiveness, etc.) -SD Mesa College

  The SSO does not describe what the department/program/unit does.
“Doing assessment, simply performing assessment activities, is not the same as using assessment results. Considerable assessment activity can occur at a college or university—administering standardized tests to all students, documenting pass rates on licensure exams, writing reports about the results, for example.

Until the institution uses the assembled evidence to answer questions about educational quality—about what students know and can do—and then uses the answers to guide change leading to improvement, it is just doing assessment” (Kuh et al., 2015, p. 56).
Student Services Divisional Mission: Discovering Our North Star

“Students will have access to a spectrum of services that respond to their needs, provide quality information, and are delivered with authentic care”.
Timeline of Redesign

Spring 2017
• Taskforce Wrapped Up
• Student Services Writers Training (Group 1)

AY 2017–2018
• Writing and Presentations
• Modifications to Process
• Presentations to President and VPSS/SP18
• Student Services Writers Training/SP18 (Group 2)

AY 2018–2019
• Writing and Presentations
• Implementation of Mentor Assignments
• Modifications to Process
• Presentations to President and VPSS/SP18

Strengthening Student Success Conference October 2019
Participation

- 22 Student Services Units
  - 7 with program review experience
  - 8 units with little program review experience
  - 7 new units with no experience
Charge: The committee regularly reviews all programs within the Student Services branch of the College and submits a report of each review to the College President. The committee is responsible for cyclically evaluating the program review tool.
Student Services Program Review

- **Purpose**: Collaborative peer review of all Grossmont College Student Services, intended to support programs and departments in their efforts to identify and respond to the needs of students and the campus.

- **Values**: Peer reviewers make a commitment to integrity, professionalism, efficient use of time and resources, positive feedback, and honest critique.
Student Services Program Review

- **SSPR Outcomes:**
  - Programs will reflect on and document their history, services, members, goals, outcomes, campus partnerships, and needs.
  - Programs will receive feedback in the form of Commendations and Recommendations to identify areas of strength and growth.
  - The SSPR process will provide information to contribute to campus planning and resource allocation.

- **Meetings:** Committee member participation will be valued through effective planning, communication, and use of meeting time. Efforts will be made to complete tasks as scheduled, with flexibility as needed.
# Design of Handbook and Template

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## DEPARTMENT/PROGRAM

### STUDENT SERVICES PROGRAM REVIEW

#### SECTION 1 – MISSION

**Name of Program:**

**PURPOSE OF SECTION 1.1 & 1.2: To help the committee understand how the department/program supports the mission of GC.**

**College Mission:** “Grossmont College is committed to providing an exceptional learning environment that enables diverse individuals to pursue their hopes, dreams, and full potential, and to developing enlightened leaders and thoughtful citizens for local and global communities.”

1.1 Program Mission: What is your program’s mission statement? Please explain how the program’s mission relates to the mission of GC.

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**Mission’s relationship to College mission:**

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1.2 Mission statement improvement plan: Identify any plans your department/program has to change or revise its mission (when applicable).

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Spring 2019 - SSPRC Mentors

- Develop Mentor Guide

- Committee members work with programs prior to submission
  - Clarification of questions and expectations
  - Guide reflection
  - Ease anxiety!

Meaningful
In Practice: Undergoing the SS Program Review Process

- HSI Title V – Via Rapida
  - New program, new team, large goals!
SS Program Review Template
Step 1: Section Outline

- A reflective process focusing on:
  - Mission and Overview of Department/Program
  - Alignment with Strategic Plan
  - Prior Program Review
  - Student Outcomes
  - Data
  - Goals & Improvements
  - Staffing, Facilities, & Resource Needs
Via Rapida: Writing and Presentation Timeline

- **Fall 2018**
  - Draft 1 & 2

- **Winter Intersession**
  - Final Draft

- **Spring 2019**
  - Presentations to Program Review
  - Final Revisions + Highlights Due
  - Presentation to Executive Leadership & SSPR Committee

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SSOs

- Students will be able to develop & understand their educational goal.
- Students will be able to identify & utilize the support services offered at Grossmont College

Commendations & Recommendations
Incorporating SSPR Process Into our Program

- Program/Department Meetings
- Incorporating Big Picture Thinking & Recommendations
- Showcasing to HSI Title V Steering Committee
- Presenting to Leadership Committees, Councils, etc.
Where are we going from here?

**AY 2019-2020**
- Lessons Learned from First 3yr Cycle through Review of Data and Process
- Update the Student Services Mission Statement
- Implementation of a New Annual Unit Planning Process/FA19
- Program Review Presentations to Senate, SSC, and College Council/FA19

**AYs 2020-2022**
- Next Program Review Cycle Begins (or 2 years)
- Inclusion of Grossmont College Institutional Mission in Process
- Continued Modification to Process
- Look to expand Mentors to also serve as Data Coaches

**AY 2022-2028**
- New/Updated 6yr Strategic Plan
- Renewed Program Review Cycle
- Systematic Annual Unit Planning Process Tied to Resource Allocation

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And...we do it for our students...!!

Thank you!!!