

Introduction to Program Review

The purpose of the Student Services Program Review is to evaluate all existing Student Services programs and services at Monterey Peninsula College (MPC) to assure their quality, vitality and responsiveness to student needs and student learning. The Student Services Program Review at MPC is a process that provides an opportunity to look constructively at programs and services, on a continual basis, with the intent on refining and improving program practices and making effective and efficient use of resources. The Student Services Program Review is also an essential element of the college's planning, budgeting and resource allocation process. When appropriate, the Student Services Program Review should include data that demonstrates the effectiveness of its services as it relates to student access, retention, progress, and success.

Review Process

The Program Review involves the following processes:

- **Orientation:** The Vice President of Student Services will hold a meeting with Student Services Coordinators/Managers/Administrators responsible for completing Program Reviews to introduce procedures, forms and timelines.
- **Self-Study:** Student Services Programs undergoing Institutional Program Review will conduct a self-study based on the information provided in the orientation. All other programs and services are to complete annual updates. (see Student Services Program Review Component Checklist)
- **Evaluation:** A Program Review committee will review the self study document provided by the programs. Using the "Student Services Program Review Evaluation Form," the Program Review committee will prepare preliminary responses and recommendations which will be returned to the program to take the appropriate action. The Vice President of Student Services, Deans and/or Managers will also review and comment on the Program Review committees' preliminary responses. The Vice President of Student Services, Deans and/or Managers will also review and comment on all Program Review Annual Reports
- **Optional Meeting:** Programs will have the opportunity to meet with a representative from the Program Review committee to discuss findings and offer additional information regarding the Program Review committee responses.
- The Vice President of Student Services will provide a summary report of the programs undergoing Institutional Program Review to the Student Services Advisory Group (SSAG), College Council and the Board of Trustees.

The Student Services Program Review Cycle (follows college's Planning and Resource Allocation Process)

- October
 - Student Services Program Review Components Checklist distributed to all areas.
 - Programs undergoing Institutional Review are notified of the Program Review calendar.
- April
 - Institutional Program Review and/or annual updates due.
 - Evaluations of Institutional Program Reviews and annual updates conducted
 - Student Services Advisory Group (SSAG) reviews finding of programs undergoing Institutional Program Review.
- May
 - The Vice President of Student Services prepares an informational report for College Council and the Board of Trustees summarizing the overall process and Institutional Program Reviews completed during the academic year.

Program Review Self Study

This self-study is designed to enable each program to take into consideration as many perspectives as possible. Therefore, a successful self-study assures that all personnel in the program have the opportunity to be involved in the process. Please include a table of contents and respond to each Program Review components in the self-study and in the order listed.

The self –study is divided into three sections to allow staff to review current program information (section A); use that information to develop a plan and direction for the department (section B); and subsequently, plan for the costs involved (section C).

I. Program Information

A. Program Overview/Analysis

1. Program Description: *A brief description of your program; one page or less.*
2. Student Demographic Information: *Data that tells the reader who your students are, age, ethnicity, gender, residence. Information can be attained by requesting a report by Institutional Research.*
3. Program Data: *Pertinent information that takes a critical look at your program and how it supports students. Ex: How many FTES do you serve? How much money do you give to students? What are the pass rates or graduation rates of your students?*
4. Student Learning Outcomes: *SLOs established by your department and their results.*
5. Staffing Patterns: *How many staff members in your program and a brief description of their positions. This could include the ratio of student to staff member.*
6. Student Satisfaction: *Institutional Research can assist you with conducting a survey of your students. The summary data is displayed in this area.*
7. Program Compliance* *A summary of any Audit, Program Review, or compliance review conducted by yourself or an outside agency.*

B. Planning Information contained in your Program Review used to establish program goals and direction.

1. Prior Program Review Impact: *A critique of your last program review and how it assisted you with planning, changes, or attaining new goals. Were the prior action plans taking into consideration with future planning?*
2. Planning Assumptions/Trends: *Look at your data over the last five years and evaluate how your program has changed and supported the campus trends.*
3. Planning Constraints: *What are constraints in completing goals and enhancing your program?*
4. Goals: *What are your program goals and how do they support the goals of the Institution?*
5. Annual Objectives: *Explain why you have selected the program goals and the purpose of the goals.*
6. Activities: *What are the program activities to support the goals?*
7. Timelines: *What are the timelines of your activities?*
8. Program Cost: *A realistic analysis of what it will take to complete the above goals and objectives, taking into account the current budget and how that budget supports your goals.*

- C. Budget Information *This section reviews your current program budget and supports*
1. Budget Information
 - a. Current Budget Documents: *Current approved Budget*
 - b. Budget Development: *What are the increases that are mandated by items in your budget? I.e. Increase in Software Maintenance Agreements*
 - c. Annual Budget Adjustments: *What are the adjustments that need to be made to reach your goals?*
 2. Budget Requests
 - a. Action Plans: *This is a summary of the increases in your budget and how they support the institutional goals.*
- II. **Appendix:** *Back up documentation for your statistics, Program Compliance, etc.*

* For programs with external reviews

Student Services Program Review Components Checklist

All Student Services programs will participate in an Institutional Program Review every five years. Programs undergoing Institutional Program Review will be notified in advance and are to complete the components checked in the “Required for Institutional Program Review” column below.

All other Student Services programs are to complete the components checked in the “Required Annual Updates” column below to ensure that all Student Services budget requests are included in the college’s resources allocation process.

Student Services Program Review Components	Required for Institutional Program Review	Required Annual Updates
Table of Contents	√	
PART A. PROGRAM OVERVIEW/ ANALYSIS		
1. Program Description	√	
2. Student Demographic Information	√	
3. Program Data	√	√ (Q5)
4. Student Learning Outcomes	√	√ (Q2)
5. Staffing Patterns	√	
6. Student Satisfaction	√	
7. Program Compliance*	√	
PART B. PLANNING		
1. Prior Program Review Impact	√	
2. Planning Assumptions/Trends	√	√ (Q3)
3. Planning Constraints	√	√ (Q3)
4. Goals	√	√ (Q1)
5. Annual Objectives	√	√ (Q1)
6. Activities	√	
7. Timelines	√	
8. Program Cost	√	
PART C. BUDGET INFORMATION		
1. Budget Information	√	√ (Q5)
a. Current Budget Documents	√	
b. Budget Development	√	
1. Annual Budget Adjustments	√	
2. Budget Requests	√	
a. Action Plans	√	√ (Q4)
APPENDIX		
	√	√ (Q5)
Program Review Annual Report	√	√

*Applies to programs and services that have external reports, reviews and/or evaluations.

(Q1-Q-5) refers to the corresponding questions on the Student Services Program Review-Annual Report Form.