

STUDENT SERVICES PROGRAM REVIEW

TIMELINE

2006-2007

March 30, 2006	Student Services Program Review Committee (SSPRC) is convened. Review charge & composition.
May 4, 2006	SSPRC meet with representatives from Areas to be reviewed (Group 1: EOPS/CARE, Athletics, & Health Services). Instrument distributed to the representatives. Select liaisons.
August 10, 2006	SSPRC meeting. Progress Report due from Group 1. Meet with new Areas (Group 2: Student Affairs, Assessment, DSPS, University Transfer Center & Financial Aid/Scholarships). Instrument distributed to the representatives. Select liaisons.
October 12, 2006	SSPRC meeting. Final Reports due from Group 1. Progress Reports due from Group 2. Meet with new Areas (Group 3: CalWORKs, Counseling, Career & Student Employment, A & R). Instrument distributed to the representatives. Select liaisons.
December 7, 2006	Summary/Response prepared and sent to Group 1.
January 18, 2007	SSPRC meeting. Final Reports due from Group 2. Progress Reports due from Group 3.
February 22, 2007	Summary/Response prepared and sent to Group 2.
April 5, 2007	SSPRC meeting. Final Reports due from Group 3.
May 3, 2007	Summary/Response prepared and sent to Group 3. Presentation to groups.

Student Services Program Review Committee

March 30, 2006, 2:30 p.m. – 3:30 p.m.

Conference Room 1, Student Services One Stop Center

Minutes

Present: Teresa McNeil, Chair; Kay Miller, Beth Viersen, Pat Garity, Pat Ardilla
Absent: Dr. Marie Ramos, Dr. Marsha Fralick, Barb Nghiem, Sandra Nolan

The meeting began at 2:30 p.m. Introductions were made and individuals were thanked for agreeing to serve on the committee. In particular, the student representative from ASCC, Pat Ardilla, was welcomed to the committee.

The composition of the committee was reviewed (handout). The charge of the committee was reviewed (handout). The areas to be reviewed in Spring 06 and Fall 06 were reviewed (handout). It was suggested that the manager of each area to be reviewed should receive a communication via e-mail about the impending process. It was recognized that the committee is somewhat behind schedule.

Committee members were asked to evaluate/assess the Assessment Instrument (handout) for its effectiveness prior to the next meeting. Several changes were suggested.

It was agreed that Thursday afternoons were the best time to meet, on the days that the Academic Senate does not meet. The chair will send a meeting schedule to all members.

The meeting adjourned at 3:20 p.m.

Student Services Program Review Committee

September 14, 2006, 3:00 p.m. – 5:00 p.m.

Conference Room 1, Student Services One Stop Center

Minutes

Present: Teresa McNeil, Co-Chair; Dr. Marsha Fralick, Co-Chair; Beth Viersen, Kay Miller

Absent: Sherri Braaksma, Sandra Nolan, Pat Garity

Guests: Keren Brooks; Priscilla Bartholomew, Health & Wellness; Cathy Bowyer; Athletics; Sandy Lyon, EOPS; Dr. Joe Marron, Vice President, Student Development & Services

The meeting began at 3:00 p.m. The timeline was discussed and partially revised as necessary. Teresa agreed to revise the remainder and send a clean copy out for review to the committee members. Keren Brooks disseminated the survey and spoke about the process. It was decided that the survey would be a random one, and the expectation would be for approximately 500 students to respond. Teresa will inform the instructional deans about the survey, and will coordinate the process on campus. Keren will look for a cover letter used in the past.

Oral reports were given by Athletics (Cathy Bowyers) and EOPS (Sandy Lyon). EOPS has conducted an internal survey. Health & Wellness has been understaffed, and therefore unable to complete.

Group 2 was represented by Marcella Brown (Assessment) Ray Reyes (Financial Aid), Gene Morones (DSPS) and Donna Hajj (University Transfer Center). The process was reviewed and the instrument was disseminated. Teresa agreed to be the liaison for Assessment; Marsha agreed to be the liaison for UTC; Beth agreed to be the liaison for Financial Aid.

Student Services Program Review Committee

November 29, 2006, 2:00 p.m. – 3:00 p.m.

Student Services One Stop Center

Present: Teresa McNeil, Co-Chair; Beth Viersen; Patrick Ardilla; Keren Brooks; Kay Miller; Sandy Lyon; Priscilla Bartholomew; Peter Hanna; Cathy Bowyer

Minutes

Keren Brooks brought and disseminated the results of the Program Review survey that had been completed in October (see attached). Hard copies were also given out to the members of the committee as well as the guests.

Each group gave a status report of their progress in completing their report. Reports were made by Cathy Bowyer for Athletics, Priscilla Bartholomew for Health & Wellness, and Sandy Lyon for EOPS.

Teresa gave reasons for changing the format and timeline of Student Services. It was proposed that the Student Services Program Review format be changed to include national standards of good practice. She explained Dr. Marron's familiarity with the Council for the Advancement of Standards in Higher Education (CAS) which has developed standards which are recognized nationally. In addition to changing the format, it was proposed that the timeline be altered every year, three programs are reviewed. Thus, over the space of four years, all twelve programs would have each had a thorough and comprehensive review. The timeline would therefore be much more realistic. The three programs that started would be the "pilot" group during the first year cycle.

The group agreed this seemed a much more realistic way to conduct program review, and gave the concept their support. Teresa agreed to follow-up with Dr. Marron about changing the process.