

# SPRING 2020 PROGRAM REVIEW STEERING COMMITTEE

## Non-Instructional *Comprehensive* Evaluation

### *Committee Feedback Report*

Department/Program: Vice President, Student Services

Author(s): Dr. Jessica M. Robinson and Gwen Nix

SECTIONS	Initial	Evolving	Established	N/A
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Section I: Program Overview and Update			X	
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**Commendations:**

**Recommendations:**

**Additional Comments:**

Section II: Program Reflection and Description			X	
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**Commendations:** Mission Statement clear and is very well aligned to the college's. Explanation of how the program advances the college's student success & equity goals was well done and addressed the breadth of the student services division, without relying on information that would be used in programs under the VPSS.

**Recommendations:**

**Additional Comments:** The data section explains how the data is being used, but it does not talk about the actual data/research results themselves. This may add additional context for the Student Services division planning.

Section III: Course Curriculum				N/A
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**Commendations:**

**Recommendations:**

SECTIONS	Initial	Evolving	Established	N/A
<b>Additional Comments:</b>				

Section VI: Degree & Certificate				N/A
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**Commendations:**

**Recommendations:**

**Additional Comments:**

Section V: Student Service Area Assessment and Data Analysis				N/A
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**Commendations:**

**Recommendations:**

**Additional Comments:**

Section VI: Service Area Assessment and Institutional Effectiveness		X		
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**Commendations:** The VPSS division has developed a number of partnerships and collaborations with internal and external departments. The division also began a comprehensive planning process for all areas, starting with the overall mission and vision for Student Services. The division thoroughly described its internal strengths and logistical and external environment challenges, as well as the opportunities for improving student success and equity through improved/redesigned onboarding, education planning, and community partnerships.

**Recommendations:**

**Additional Comments:** The department discussed how it was gathering information from a variety of sources and stated it was using it to inform improvements. However, no specific findings or detailed

SECTIONS	Initial	Evolving	Established	N/A
implications were discussed.				

Section VII: Previous Goals			X	
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**Commendations:**

**Recommendations:** The division should consider providing additional context for Previous Goal 1 (Successfully implement Student Services re-organizational structure), including intended outcomes, efficiencies, or improvements to services for students.

**Additional Comments:**

Section VI: New Goals		X		
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**Commendations:**

**Recommendations:** The VPSS division should consider expanding the New Goal 1 (Conduct a Student Validation training in each student services department) to be a broad, multi-year, aspirational goal, which may include the intended outcome of these trainings (e.g., create a more inclusive and student-centered environment across student services areas and/or improved student retention and success).

**Additional Comments:**