PROGRAM REVIEW
SELF STUDY FRAMEWORK
FOR STUDENT SERVICES UNITS

1999-2004

Revised May 1999

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FRAMEWORK FOR CCSF PROGRAM REVIEW

1. Goals and Objectives of Program Review
   1.1 To promote student learning and greater teaching excellence.
   1.2 To promote high levels of quality and efficiency in all functions of the college enterprise.
   1.3 To establish a six-year plan for each unit in the college.
   1.4 To assist the unit in creating a basis for the annual budget requests within the college budget and planning system and in making the case for resource needs.

2. Framework for Modified Program Review System
   2.1 All units in the college will undergo program review: administrative, student services, and instruction.
   2.2 All employees in a unit should be able to and encouraged to participate in the self-study process wherever and whenever possible.
   2.3 Units will undergo program review every six years.
   2.4 Units that are required to undergo external accreditation may carry out a modified program review to avoid duplication of effort. In addition, campuses that carry out an education planning activity may develop a modified report for program review purposes.
   2.5 Each unit will submit to its immediate supervisor an update to its program review report at the end of the third year following submission of the report. Copies of this report should be sent to the Program Review committee and the appropriate vice-chancellor. This update will include a list of the goals and action plans identified in the program review, and a brief summary of the status of each.
   2.6 The Program Review committee will assign one member to act as a liaison for each unit currently undergoing program review. The unit is encouraged to consult this person on all questions of content and scope of program review.
   2.7 Program review reports should be kept simple and straightforward: reports of 15 to 25 pages are encouraged. Excessively wordy or repetitive reports are discouraged.
   2.8 An instructional department may be requested to do a program review before the normal cycle. In all such cases, the vice-chancellor for academic affairs, in consultation with the department chair and the appropriate dean, will make the final decision on whether a program review is warranted. This could occur under circumstances such as:
      2.8.1 The department experiences a two-year trend of precipitous enrollment declines or licensure exam pass rates (for programs whose graduates are required to take such exams).
      2.8.2 There is an external trend that will positively impact enrollments and may result in a necessary change in the content or focus of the departmental curriculum.
   2.9 On consultation with the program review committee, the appropriate administrator will make a recommendation of continue with expansion (the areas of expansion to be specified in the recommendation), continue, watch, or contract for each unit undergoing program review.
Student Services Units

Part I: Context

1. Mission/function statement (revised as appropriate).
2. Status of goals, objectives, and action plans in previous program review.

Part II: Current Status of Unit--Historic/Statistical

1. Recent developments which significantly impact upon the unit’s ability to provide services to students.

2. Significance of results and (where available) trends in the following two areas:
   2.1 Student and faculty survey results. (Surveys of faculty, staff and student satisfaction with student services will be carried out by the Office of Research and Planning.)

Part III: Current Status--Link to Strategic Plan

The following two areas will be addressed by all student services departments. (Note: relevant sections of the college strategic plan will be referenced under each topic.)

1. Improvement of Student Learning Outcomes and Delivery of Student Services (address all applicable topics)
   1.1 Departmental activities toward improving student learning outcomes, including professional development activities.
   1.2 Current status of collaboration with other student services departments and administrative units within the college, and any efforts to improve collaboration.
   1.3 Increasing communication and collaboration between student services and instruction.
   1.4 Improvement and expansion of delivery of student support services.
   1.5 Enhancement of outside classroom learning opportunities.
   1.6 Expansion of external partnerships (with other schools, businesses, and organizations).
   1.7 Enhancement of college transfer effectiveness.

2. Supportive Working Environment
   2.1 General morale of faculty and staff in the department, including results of employee surveys.
   2.2 Involvement/inclusion of part-time faculty in departmental activities.
   2.3 Involvement/inclusion of departmental classified staff in departmental activities.
   2.4 Facilitation of collaborative and collegial relationships among faculty and between faculty and staff.
   2.5 Promotion of respect for diversity and tolerance of differences among faculty, staff and students.
The following three areas are optional, but should be addressed as needed to justify items in part IV.

3. Facilities Renewal
   3.1 Adequacy of departmental facilities with respect to size, layout and location.
   3.2 Current condition of departmental facilities.
   3.3 Safety issues and hazardous conditions that have not been addressed or remedied by the college.
   3.4 Recent significant facility changes, changes that are planned for the near future by the college, and the effect of these changes on departmental operations.
   3.5 Proposed changes to facilities and rationale for those changes.

4. Technology (Note: results of the biannual Information Technology Survey will be provided and should be referenced in discussions of technology.)
   4.1 Departmental utilization of technology in the delivery of student services and the promotion of student learning.
      4.1.1 Numbers of faculty and student users.
      4.1.2 Types of technology used.
      4.1.3 Status of staff training in technology applications.
      4.1.4 Appropriateness of technology to the departmental mission/function.
   4.2 Proposed technology-based instructional delivery requiring significant employee training or upgrade of current CCSF resources or facilities, with rationale.

5. Equipment and Supplies
   5.1. Current status of the department’s major equipment.
   5.2. Need and rationale for any major new equipment (a cost minimum would be included).
   5.3. Adequacy of the departmental supply budget, and rationale for any proposed augmentation.

Part IV: Plans for Next Six Years

1. Major departmental goals and objectives for the next six years (to be based on the unit’s responses to the questions in parts III and IV).

2. Proposed action plans addressing the goals and objectives stated in #1, including specific timelines, budgets and persons responsible in each year of the plan.

3. Ways in which the department will continue to address the college strategic priorities. (Refer to parts II and III above.)