



## **Educational Master Plan Program Review Part II: Student Services Portfolio Assessment/Program Review**

### **Philosophy Statement**

#### **PART A: College Credit Programs**

The Program Effectiveness Review process serves as a means through which program leaders can pause from the robust work in progress to assess its effectiveness in both a historical and comparative context. It provides the opportunity to consider the results of work that has been completed and the impact of new service models being piloted while providing information back through multiple sources that contribute to an assessment of the department through multiple lenses (faculty, staff, student, regional peer, collaborative partners, and others as appropriate).

The process for the Student Services Division is connected to the larger institutional Program Review cycle and process, which is applied college-wide across Student Services, Academic Affairs, and Administrative Services as well as within both credit and adult education divisions. A distinctive factor in the Student Services Division is that Program Effectiveness Review is completed annually and incorporated into the Program Planning Portfolio as one of its core components. We selected that strategy because the nature of our collective work in support of student success makes continuous review informative to on-going program development work. It also helps to highlight areas that are ripe for expansion and helps the division set priorities for the allocation of our precious resources while illuminating areas that are ripe for additional related resource development efforts.

The Portfolio Assessment/Program Review process is led by the area vice-president and the division's leadership team and implemented by all participating units. Preliminary portfolios are submitted in the winter of each year to inform the college's budget process and completed portfolios are submitted between May-September when student participation and success data is available. The cycle then repeats itself with a data-enriched review of the previous year's goals, SLO's and program effectiveness outcomes. The process is implemented in conjunction with the Institutional Effectiveness and Assessment committee, on which the vice president serves.

#### **PART B: The School of Continuing Education**

Santa Ana College School of Continuing Education strives to be a responsive community leader and partner dedicated to empowering students to become productive citizens, workers, family members and lifelong learners. SAC SCE Student Services is committed to a, "Student Centered Philosophy," that supports and enhances the educational experience and academic achievement of our students. Program Effectiveness Review provides us an opportunity to: 1)

examine the current programming, services, directions, and organizational efficiency and resource capabilities of a unit; 2) validate strengths; 3) identify opportunities for improvement; and 4) achieve high-level performance results; while also serving as an important mechanism for communication within a unit and between a unit and central administration.

Our Program Effectiveness Review is consistent with Santa Ana College Student Services Division. We ensure that our process is connected to the larger institutional Program Review cycle, which is applied college-wide across Student Services, Academic Affairs, and Administrative Services as well as within both credit and adult education divisions. We ensure that Program Effectiveness Review are completed annually and incorporated into the Program Planning Portfolio as one of its core components.

The Portfolio Assessment/Program Review process is led by the area vice-president and the SAC SCE leadership team and implemented by all participating units. Preliminary portfolios are submitted in the winter of each year to inform the college's budget process and completed portfolios are submitted between May-September when student participation and success data is available. The cycle is repeated each year.

# **Santa Ana College Student Services**

## **Planning Portfolio**

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Department

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Division



# **Student Services Division**

**Vice President of Student Services  
Sara Lundquist**

## **Admissions and Records**

- Arlene Elseroad, Associate Dean
- Christopher Truong, Registrar

## **Counseling (Cross-listed under Academic Affairs)**

- Micki Bryant, Dean

## **EOPS**

- Aurora Kamimura, Associate Dean

## **Financial Aid**

- Mark Liang, Associate Dean

## **Special Services**

- David Guzman, Dean

## **Disabled Student Programs & Services**

- Jane Mathis, Associate Dean

## **Student Affairs**

- Lilia Tanakeyowma, Dean

## **Student Development Office**

- Loy Nashua, Associate Dean

## **Functions**

Functions and services provided by the department:

Population to be served (description and size):

**Progress Towards Program Goals  
Established in 2006-2007**

(insert and update as appropriate)

<b>Goal</b>	<b>Measures of Progress</b>	<b>Progress Rating 1-10 (10=completed)</b>

# Student Services Program Effectiveness Review

**Program:**

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**Submitted**

**By:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Brief Program Summary/Purpose:**

**Area I: Environmental Scan:** Provide highlights of the most significant trend data, student input, strategic planning efforts, and other activities or environmental impacts that were a significant part of the current year.

**Area II: Comparative Context:** Consider your work in context and comment on significant issues relative to the impact of the program over time and/or the relative status of peer programs regionally.

**Area III: Analysis:** What are the implications of the above information for the program work in progress and future efforts?

**Area IV: Plan:** Please highlight related action and planning items. So what?

**2007-08 Budget**  
(Summary of Current Dedicated Budget and Source)



# Student Services Program Effectiveness Review

**Program:**

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**Submitted**

**By:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Brief Program Summary/Purpose:**

**Area I: Environmental Scan:** Provide highlights of the most significant trend data, student input, strategic planning efforts, and other activities or environmental impacts that were a significant part of the current year.

**Area II: Comparative Context:** Consider your work in context and comment on significant issues relative to the impact of the program over time and/or the relative status of peer programs regionally.

**Area III: Analysis:** What are the implications of the above information for the program work in progress and future efforts?

**Area IV: Plan:** Please highlight related action and planning items. So what?

## SAC Student Services Portfolio/SLO Planning Timeframe

Timeframe	Major Activities
Fall	<ul style="list-style-type: none"> <li>• Consolidation and review of previous year data and preliminary updating, especially in relation to SLO's and related assessments.</li> </ul>
Winter	<ul style="list-style-type: none"> <li>• Finalization of portfolio with continued assessment activities as appropriate to specific target SLO's.</li> <li>• Complete the program needs and budget section which will be your first submission of resource requests for the coming year (to be refined as the budget process advances).</li> <li>• Initial submission of the preliminary department portfolio to VP's office.</li> <li>• Dissemination and use at the program level.</li> </ul>
Spring/Summer	<ul style="list-style-type: none"> <li>• Continued data gathering, refinements, and completion of any assessments in progress (especially those that may require review of academic performance measures not available earlier in the year).</li> <li>• Update for final submission to VP's office. This will be the document that is considered your final portfolio for the 2006-2007 academic year and will be on record for accreditation purposes.</li> </ul>

It is extremely important that we successfully re-invent and/or update our portfolios to create a closer functional relationship between planning, program development, budget, and program evaluation. To achieve this, please consider what you have in place and need to complete 2006-2007 portfolios in terms of:

1. The quality and recency of your department's last portfolio.
2. Preliminary or sample SLO's for adoption and revision.
3. A scheduled retreat or block of time to draft with program leaders and refine with the department team overall.
4. Additional expertise to help frame SLO's and appropriate assessment tools.
5. Other related needs.