

Attachment 14.3

Assessment and Review Process for Student Services

Step 1: Purpose of Student Services

SJVC is committed to excellence and has developed a program review process that ensures the services and resources provided meet the needs of students through regular evaluation and improvement. Student Services systematically reviews the health of the program through quantitative and qualitative assessments, evaluation of outcomes, and programmatic improvements. The programmatic review is a platform for staff, faculty, and students to make impactful contributions to the services that contribute to student development and success.

SJVC Mission Statement

San Joaquin Valley College prepares graduates for professional success by offering Baccalaureate and Associate of Science Degrees and Certificates of Completion in business, medical, and technical career fields. The College serves a diverse student population with a common interest in professional development through career-focused higher education. The College is committed to student development through the achievement of measurable learning outcomes, emphasizing a balance of hands-on training and academic instruction. The College identifies and responds to the educational and employment needs of the communities it serves. The College is committed to the success of every student.

To enhance and support SJVC's mission to serve a diverse student population in their professional development, Student Services' program review provides evidence of quality support services and identifies improvement opportunities.

Student Services Mission Statement

San Joaquin Valley College provides comprehensive support services for its diverse student population to improve academic and professional success. This is accomplished by providing intentional services and resources which are systematically evaluated.

Step 2: Proposed Outcomes

Review of Student Service units is the ongoing, systematic evaluation process through student, staff, and faculty input used to assess and improve department effectiveness and its impact on student learning and achievement.

The outcomes and assessments developed undergo a 4 year review cycle in a series of five stages: 1) Define and refine outcomes, 2) Plan and provide learning opportunities, 3) Assess outcome achievement, 4) Analyze results, and 5) Improve.

The Service Unit Assessment Plan drives alignment with the Institutional mission, values, and outcomes.

How do student services align with SJVC's mission?

How do student services align with SJVC's Core Values?

- Success
- Diversity
- Integrity
- Community Involvement
- Excellence
- Lifelong Learning

How do student services align with SJVC's ILOs?

- Confident
- Educated
- Professional
- Skilled
- Citizens
- Communicators

How do student services align with SJVC's SOs?

Service Outcomes

SJVC aims to provide quality services through continuous improvement. The Student Services Program Review process presents a structured platform for staff, faculty, and students to develop outcomes and identify assessments for the evaluation of those services.

Upon interaction with our various student and employee services, participants will be able to:

1. Express opinions and feedback about services
2. Retrieve information about services from a variety of sources
3. Access resources easily
4. Utilize services for personal success
5. Confirm satisfaction of high quality and timely service

Student Service Unit Outcomes

Career Services

1. Provides appropriate job search instruction
2. Provides appropriate job search assistance
3. Prepares students for certification and licensure
4. Achieves institutional graduate placement goals
5. Provides employers with opportunities to provide input in instructional program review

Library and Learning Resource Center

1. Train students and faculty to navigate through resources and to locate a variety of materials for their assignments
2. Prepare students to demonstrate the information competency skill for evaluating a source and determining its reliability, authority, and point of view
3. Contribute to the development of students who are well-rounded citizens and life-long learners with curiosity for information and resources beyond coursework.

Student Center/MyLabs

1. Prepare students for college level Math and English
2. Ensures 100% of students complete their readiness study plans
3. Provide tutoring services to students
4. Prepare student for success in their classroom and vocation

Personal Services

1. Provide resources and support systems to assist students with academic, professional, and personal needs
2. Train students to access and utilize information for academic, personal, professional, or vocational purposes
3. Provide students with professional growth opportunities

Step 3: Assessment Measures

Assessments for the evaluation of Student Service Unit Outcomes include both direct (evidence of reduction in drop-out rate) and indirect (student survey of satisfaction or participation) measures. Evidence and collection method used to evaluate Student Services' achievement of outcomes is documented in the Assessment Plan.

Examples of assessment measures for supporting units include:

- Student satisfaction surveys
- Count of program/event participants
- Number of complaints
- Comparisons to professional organizations' best practices
- Number of applications
- Processing time for requests
- External review
- Opinion surveys
- Growth in participation
- Average wait or service time
- Statistical reports
- Number of users
- Focus groups
- Changes in key performance indicators, such as retention, SAP, graduation.

Step 4: Implement the Assessment

The Student Service Program Review is a comprehensive evaluation of the programs and services offered to students of SJVC. Those wishing to submit a proposal or topic to be reviewed must submit the proposal 60-90 days prior to the start of the Program Review.

Such improvement may include (WASCUC, 2013):

- Better aligning department, college and institutional goals

- Refining departmental access and other interventions to improve retention/attrition, and graduation rates
- Reorganizing or improving student support systems, including advising, library services, and student development initiatives to improve academic success of students in the program
- Developing specific action plans for modifications and improvements
- Informing decision making, planning and budgeting, including resource re/allocation

Module	Review Date	Report Due	Department/Unit
180402	Spring 2018	June 30, 2018	Career Services
180611	Summer 2018	Sep. 30, 2018	Student Center/MyLabs
180820	Fall 2018	Dec 31, 2018	Learning and Library Resource Center
181029	Winter 2018	March 31, 2019	Personal Services

A standard agenda and participant roster list are required at each program review. The Program Review Report is completed no later than 30 days after the scheduled Program Review and permanently uploaded to InfoZone. Constituents have 10 days to review and offer edits on the Report.

Step 5: Analyzing Assessment Findings

A draft of the Program Review Report is completed by the Committee Chair and made available for evaluation. Program Review Reports are forwarded to the Senior Management committee headed by the Vice President of Academic Affairs and to the Board of Governors Academic Oversight Committee. These committees use the results of the Student Services Program Reviews for institutional planning and budgeting along with approving recommendations for program improvement.

Guiding Questions:

- What can be inferred from the data?
 - Are there any outcomes not being met?
 - Does the data present any trends or patterns?
- What future actions will be taken?
- What changes will be made based on assessment results?
- What are the budgetary implications?
- What is the overall health of the program?

Student Services Review Policy

A Student Services Review Report is to be completed and posted no later than 30 days after the scheduled program review.

Student Services Review Standards

- Student Services Review Report follows guidelines set by the WASC rubrics for Program Reviews
- Student Services Review Report follows an assigned template

- Student Services Review Report is created in collaboration with constituents
- Student Services Review Report documents the status of action items and the impact on student achievement
- Student Services Review Report documents the analysis and findings unit outcomes
- Student Services Review Report documents an action plan for program improvement based on the data analysis and findings
- Student Services Review Report documents all involved constituents and their relationship to the unit
- Student Services Review Reports are stored on InfoZone

Step 6: Use the Results

The results of Student Services Review are used to continually refine and improve unit practices resulting in appropriate improvements in student achievement and learning.

Assessment is done to continuously improve student learning and quality of services provided. Quality enhancement is completed when the “loop is closed” and results are used to improve services. The end result of the assessment process is an Action Plan designed to improve student learning and quality of services.

The Student Services Review Action Item results will be reviewed at the next program review.

- Were improvement initiatives completed from previous Student Services Review?
- What impact did improvements have on achieving outcomes?
- What improvement initiatives were not completed and why?
- Recap of new improvement initiatives
 - Initiative
 - Owner(s)
 - Target completion date

Step 7: Review Assessment Process

To inform the effectiveness of the Student Services Review process, participants may provide feedback on the unit’s activity through focus groups or surveys after the review.

Each student services review is reflected upon and evaluated using the [SJVC Program Review Rubric](#) by all facilitators and co-facilitators of the meeting. Rubric scores are averaged into one score and used as a measurement of institutional objectives associated with Program Review effectiveness.

Evaluation of the effectiveness of the Review Process

- Does the committee have effective processes for setting and achieving goals?
- Does the committee appropriately assess data and develop improvements that meet student needs?
- In what ways can the committee improve its methods to better achieve its mission?

Checklist for Reviewing Student Learning Outcomes

Are the Student Service outcome statements:

- Aligned to the unit's mission and goal statements?
- Distinctive and specific to the program?
- Framed in terms of the program rather than individual courses or individual students?
- Focused on results?
- Measurable and there are available resources for measurement?
- Useful to identify areas to improve?

Do the Student Service outcome statements:

- Include concrete action verbs rather than passive verbs?
- Indicate the level and type of competence/skill that is required of graduates of a program?
- Describe intended outcomes not actual outcomes?