

**Self-Study
for
Student Services
Program Review
(Unit Name)**

November 2008

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Guidelines for Student Services Program Review

Review of student services programs is intended to improve the overall quality of services offered at Diablo Valley College. Its purpose is to assist the staff in conducting a self-study of their units and to assure that programs and services are responsive to the needs of students, as stated in the college's philosophy and mission statements.

The self-study document will reflect how effectively objectives are being attained as they relate to the following:

- Meeting student needs.
- Assessing the efficiency and effectiveness of student service programs.
- Enhancing the congruence of student service programs with institutional goals.
- Facilitating program planning and decision making.
- Assisting program improvement and program development.
- Determining priorities for budget requests.
- Enhancing a more comprehensive understanding of student services among program constituents and within the college community.
- Providing an opportunity to identify the critical issues and concerns facing student services, and generating new and improved approaches to these issues.

Characteristics of the Self-Study Report

An acceptable self-study report should have the following characteristics:

- *It is comprehensive.* The self-study report assesses all aspects of the student service operations and programs.
- *It is broadly participatory.* The self-study report involves personnel from the respective service units.
- *It is analytical.* The self-study report analyzes and assesses all aspects of the student service operations, identifying its strengths and weaknesses.
- *It is evaluative.* The self-study report examines the effectiveness of the student services' planning and evaluation processes.
- *It identifies significant issues.* The self-study report identifies and examines issues significant to student services' future development.
- *It presents recommendations.* The self-study report presents recommendations designed to remedy identified weaknesses and to enhance institutional strengths.
- *It develops a follow-up plan.* The self-study report describes adequate procedures for the review and follow-up of suggestions and recommendations made. Future self studies must include a response to the previous program review. Factors that hindered the program and recommendations made for program improvements should be addressed in a brief narrative that indicates where the program has been and what it has accomplished.
- *It relies on research and survey data.* The self-study report relies on research and survey data to provide supporting evidence for the statements made.
- *It is well documented.* The self-study report is supported by adequate documentation that provides corroborating evidence.

Components of the Self-Study Report

The self-study report must include a response to each of the components that are applicable to the program. Some components require a listing or description; others may not be applicable to the program area, in that case, please state not applicable. Components of the self-study report include the following:

- I. Unit Organization
- II. Student Profile and Performance Outcomes
- III. Survey Instruments and Summaries
- IV. Strategic Plan Progress Report
- V. Student Service Instructional Review (*for use by units with instructional components*)
- VI. Self-Study Executive Summary

(*) The term "staff" is used broadly in this document to refer to classified staff personnel, faculty members, and managers, employed at DVC.

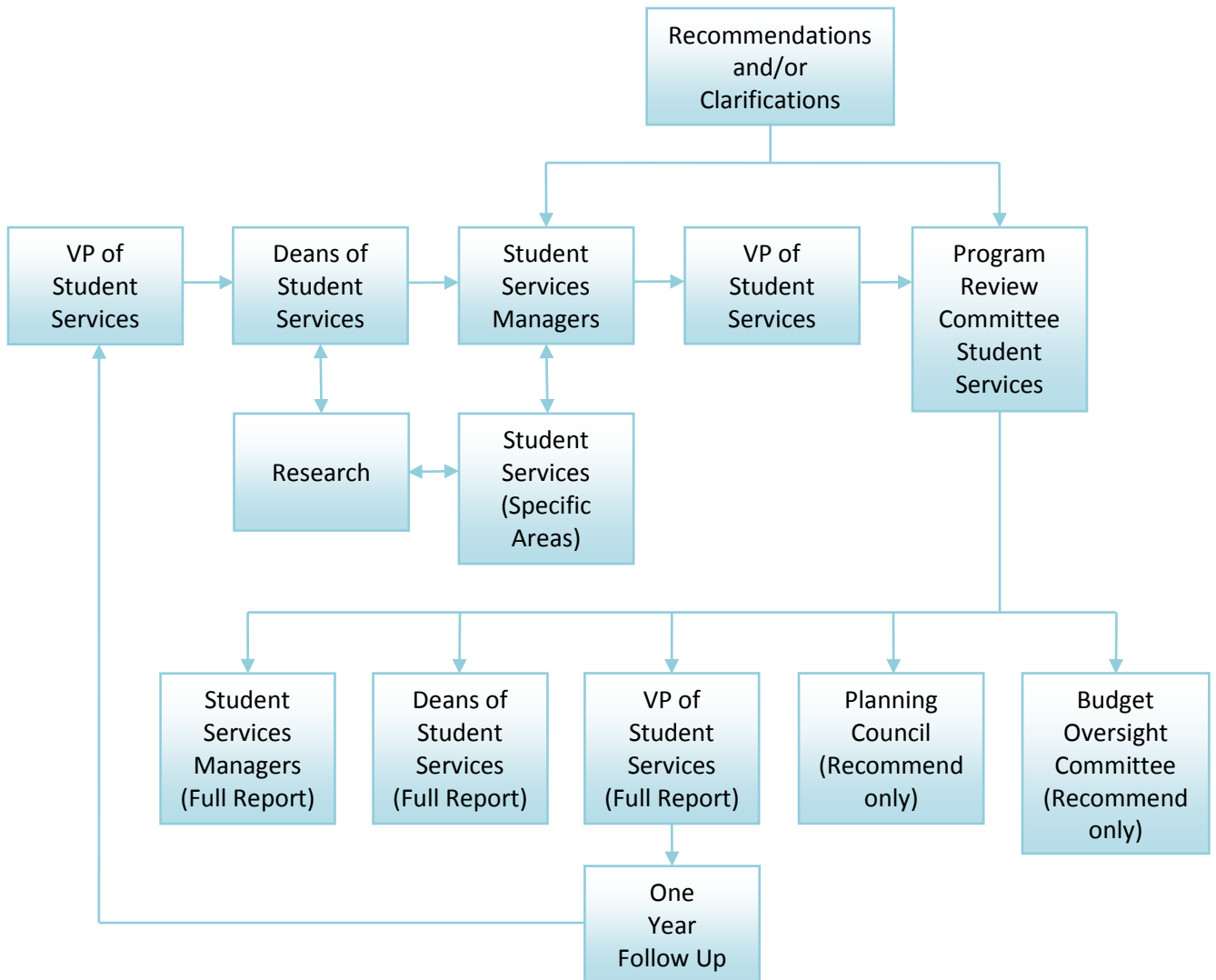
Student Services Program Review Process

Time Table for the Program Review of Student Services

	Activity	Date
Initiation: Year Preceding the Program Review		
1.	Vice President of Student Services sends notification of program review schedule to deans and managers.	April
2.	Managers appoint self-study teams and send names to deans and Vice President of Student Services.	September
Self-Study: Year of Program Review		
3.	Program Review committee conducts an orientation workshop for self-study teams.	October
4.	Self-study teams collect relevant data and gather documents.	Oct/Nov
5.	Managers review the collection of documents for completeness.	December
6.	Self-study team prepares the self-study report.	Dec/Jan
7.	Managers/deans review and forward the completed self-study reports to the Vice President of Student Services and to the Program Review Committee	February
8.	Oral presentations, if requested by the Program Review Committee, are presented by the self-study teams and managers.	March
9.	The Program Review Committee prepares a preliminary report to managers, deans, and to the Vice President of Student Services.	April
10.	After further discussion and review, the Program Review Committee prepares a final report with recommendations to managers, deans, Vice President of Student Services, the Planning Council, and the Budget Oversight Committee.	May
11.	The Planning Council will study the recommendations and incorporate the relevant ones into the college's operational plans for the following year.	May

Follow Up: Year Following Program Review		
12.	Managers prepare follow-up reports in consultation with deans and forward the reports to the Vice President of Student Services and the Program Review Committee. After discussion and consultation, the Program Review Committee prepares a report to managers, deans, and Vice President of Student Services, and the Planning Council.	March/April
13.	The Program Review Committee will monitor the annual reports and will take action as necessary and appropriate.	April

Flow Chart for the Program Review of Student Services



Unit Name

I. Unit Organization

A. Organization

1. Unit Organization Chart

Provide organization chart to include full-time, part-time and hourly staff, as well as, relations with other college areas and community agencies. Please list position titles (not names) of employees currently serving in your unit.

...

Comments: ...
Recommendations: ...

2. Policies, Procedures, and Legal Responsibilities

Summarize the important policies, procedures, and legal responsibilities in your unit. Please do not include the mission statement in this section.

...

3. Services at the San Ramon Campus

...

B. Human Resources

1. Staffing Profile

Please do not include student workers in the tables below.

Category	Total	Full-time	Part-time	Hourly
Headcount				
Full-time Equivalent				

Category	Total	Full-time	Part-time	Hourly
Male				
Female				

Category	Total	Full-time	Part-time	Hourly
African American				
Asian/Pacific Islander				
Hispanic				
Native American				
Other Non-White				
White				
Unknown				
Total				

Comments: ...
Recommendations: ...

2. Staff Development

a. Indicate the professional development activities for the staff in your unit over the past three years. In each column, indicate the number of persons that participated in the activity.

Professional Development Activity	Total 2005-06	Total 2006-07	Total 2007-08
...			

Comments: ...
Recommendations: ...

b. What has the staff gained specifically from professional development activities? How have these activities enhanced the program?

...

3. Projected Staffing Needs and Justification

...

4. Professional Organizations, District & College Committee Involvement

List the professional organizations and committee involvement of your staff.

Prof. Organization	Regular Member	Committee Member	Holding Office

Committee	College	District

Comments: ...
Recommendations: ...

C. Budget Trends

1. Expenditures and Funds

Provide an assessment of the budgetary trends of your unit. (Budget information may be obtained from the Office of Business Services.)

Code	Operating Expenses	2006-07	2007-08	2008-09
	Staffing Costs			
52320	Non-Instructional Hourly			
52420	Instructional Aide Hourly			
52620	Non-Instructional Aide Hourly			
52440	Instructional Aide Student			
52640	Non-Instructional Aide Student			
54100	Supplies/Materials			
55120	Consulting Services			
55200	Travel/Conferences			
55300	Dues/Memberships			
55620	Equipment Repair			

55650	Leases and Rentals			
56410	Equipment – Additional/Replacement Fees			
	Total General Fund			
	...			
	Grants			
	...			
	Other Sources			
	Grand Total			

<p>Comments:</p> <p>...</p>
<p>Recommendations:</p> <p>...</p>

2. Projected Budget

Provide a projection of the future budgetary needs of your unit.

...

D. Facilities and Technology

1. Student Services Building

a. Provide an assessment of the existing facilities in your unit.

...

b. Provide a projection of the future facilities needs of your unit.

...

2. Technology Needs

a. Provide an assessment of the existing technology (hardware/software) in your unit.

...

b. Provide a projection of the future technology needs of your unit.

...

E. Additional Relevant Information

Provide any additional information that is not included in previous parts of this section.

...

II. Student Profile and Performance Outcomes

A. Program Cohorts

1. Headcount

Program	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
Head Count					
...					
College	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
Head Count					
...					

Comments:

...

Recommendations:

...

2. Success/Retention Rate

Rate (Program)	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
Success					
Retention					
Rate (College)	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
Success					
Retention					

Comments: ...
Recommendations: ...

B. Enrollment Demographics

Gender (Program)	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
Male					
Female					
Unknown					
Total					
Gender (College)	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
Male					
Female					
Unknown					
Total					

Age (Program)	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
≤ 19 Years					
20-24 Years					
25-29 Years					
30-39 Years					
40-49 Years					
≥ 50 Years					
Total					
Age (College)	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
≤ 19 Years					
20-24 Years					
25-29 Years					
30-39 Years					
40-49 Years					
≥ 50 Years					
Total					

Ethnicity (Program)	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
African American					
Asian/Pacific Islander					
Hispanic					
Native American					
Other Non-White					
White					
Unknown					
Total					
Ethnicity (College)	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
African American					
Asian/Pacific Islander					
Hispanic					
Native American					
Other Non-White					
White					
Unknown					
Total					

Disability (Program)	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
Students with Disability					
Students without Documented Disability					
Total					
Disability (College)	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
Students with Disability					
Students without Documented Disability					
Total					

<p>Comments:</p> <p>...</p>
<p>Recommendations:</p> <p>...</p>

C. Student Learning Outcomes (Program-Related)

1. Assessment Summary

Summarize the results of your unit's SLOs for the past three years.

Year	Expected Student Learning Outcome	Assessment Results	Use of Results
2005-06	...		
2006-07	...		
2007-08	...		

2. Future Plans

Describe the next step(s) in your unit's assessment of SLOs.

...

3. Outcomes from the SLO Process

State what your unit has learned from the SLO process.

...

III. Survey Instruments and Summaries

A. Internal Survey

Internal surveys refer to surveys administered to the faculty and staff in your program. Include sample forms of the survey used to review your area's program and provide a summary of each. Note: use the results of surveys conducted in the past three years.

Question	Total Responses	Not Applicable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Rating
1. ...								
2. ...								

Comments: ...
Recommendations: ...

B. Student Survey

Student surveys refer to point-of-service surveys conducted by the program in the past three years.

Question	Total Responses	Not Applicable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Rating
1. ...								
2. ...								

Comments: ...
Recommendations: ...

C. Community Survey

Community surveys refer to surveys of offices and programs on campus that have frequent interaction with your unit. Note: use the results of surveys conducted in the past three years.

Question	Total Responses	Not Applicable	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Rating
1. ...								
2. ...								

Comments: ...
Recommendations: ...

IV. Strategic Plan Progress Report

A. Accomplishments

The Planning Council selected the following strategic directions for emphasis in 2008-2009. List your unit's accomplishments in relationship to these six directions. You may also include other significant accomplishments that are not directly related to these six strategic directions.

Strategic Directions	Accomplishments
1. Create and maintain new retention strategies.	
2. Improve organizational effectiveness.	
3. Strengthen professional development.	
4. Involve stakeholders in decision-making.	
5. Enhance student success with emphasis on progress of at-risk students.	
6. Develop community partnerships.	
7. Other...	

B. Barriers to Implementation

...

V. Student Service Instructional Review

This section is to be completed only by units which include instructional components.

A. Curriculum, Instruction, Scheduling and Articulation

1. Curriculum

a. List new courses approved during the past three years and give a brief rationale for the additions.

Added Course	2005-06	2006-07	2007-08
...			

Comments:
...

Recommendations:
...

b. List courses deleted during the past three years and give a brief rationale for the deletions.

Deleted Course	2005-06	2006-07	2007-08
...			

Comments:
...

Recommendations:
...

c. List courses that were significantly modified during the past three years and give a brief rationale for the modifications.

Modified Course	2005-06	2006-07	2007-08
...			

Comments:
...

Recommendations:
...

d. List courses with out-of-date course outlines, and recommend a plan for renewing the outlines or deleting the courses.

Course	2005-06	2006-07	2007-08
...			

Comments:
...

Recommendations:
...

e. Verify that the catalog descriptions match the corresponding course outline.

...

f. Briefly describe how you ensure consistency in multi-section courses.

...

g. Briefly describe how you ensure that curricula in the program are up-to-date and meet the needs of the students at DVC and beyond, either in the workplace or at transfer institutions.

...

h. Indicate the projected changes in course offerings and the justification for these changes.

...

2. Instructional Delivery

a. Evaluate the classroom technology tools available in your program, briefly describing their availability, effectiveness and deficiencies. Describe all technology tools, such as: various kinds of projectors, computer hardware and software, etc.

...

b. Evaluate the need for online or hybrid courses in your program.

Online Course	Total 2005-06	Total 2006-07	Total 2007-08
...			

Hybrid Course	Total 2005-06	Total 2006-07	Total 2007-08
...			

Comments: ...
Recommendations: ...

c. Briefly describe the teaching strategies employed to foster collaborative teaching and learning.

Study Group or Learning Community	Total 2005-06	Total 2006-07	Total 2007-08
...			

Comments: ...
Recommendations: ...

3. Scheduling

a. *Are courses offered at various times, days and locations to meet the needs of the students?*

...

b. *Are full-time and part-time faculty in the program available and willing to accommodate the scheduling needs of the program?*

...

4. Articulation

a. *Describe the relationship and/or articulation of your program with service area high schools.*

...

b. *Describe the status of the articulation efforts between your program and four-year institutions.*

...

B. Faculty

1. Faculty Size and Productivity

a. *Provide the data and a brief analysis of the full-time/part-time (FT/PT) ratio in terms of meeting the unique needs of the program and the students in the program.*

Instructional Unit or Discipline	FT/PT 2005-06	FT/PT 2006-07	FT/PT 2007-08
...			

Comments: ...
Recommendations: ...

b. Provide the data and a brief analysis of the full-time equivalent faculty (**FTEF**). Does the FTEF meet the needs of the program and the students in and out of the classroom?

Instructional Unit or Discipline	FTEF 2005-06	FTEF 2006-07	FT/PT 2007-08
...			

Comments: ...
Recommendations: ...

c. Provide the data and a brief analysis of weekly student contact hours (**WSCH**). Are the needs of the students being met?

Instructional Unit or Discipline	WSCH 2005-06	WSCH 2006-07	FT/PT 2007-08
...			

Comments: ...
Recommendations: ...

d. Evaluate the productivity of the unit in terms of academic load (**WSCH/FTEF**) and the student-faculty (**FTES/FTEF**) ratio.

Instructional Unit or Discipline	WSCH/FTEF 2005-06	WSCH/FTEF 2006-07	WSCH/FTEF 2007-08
...			
Instructional Unit or Discipline	FTES /FTEF 2005-06	FTES /FTEF 2006-07	FTES /FTEF 2007-08
...			

Comments: ...
Recommendations: ...

2. Orientation of New Faculty (Full-time and Part-time)

Beyond Nexus, evaluate briefly how your faculty/staff orient new full-time and part-time faculty to ensure quality and consistency in the program.

...

3. Involvement of Full-Time Faculty

a. *To what extent does full-time faculty participate in **faculty hiring** decisions? Are all full-time faculty afforded the opportunity as well as some encouragement to participate? How does your unit ensure shared decision-making in the program?*

...

b. *To what extent does full-time faculty participate in **faculty evaluation** decisions?*

...

c. *To what extent does full-time faculty participate in **curriculum** decisions?*

...

d. *To what extent does full-time faculty participate in **budget** decisions?*

...

e. *To what extent does full-time faculty participate in **departmental committees**?*

...

4. Updated Departmental By-Laws

Are updated departmental by-laws on file at the Faculty Senate, Instruction Office and District Office?

...

5. Morale of the Faculty and Staff

a. *Describe the morale of faculty and staff, and indicate the rationale for the assessment.*

...

b. *Describe the strategies for enhancing faculty and staff morale in your unit.*

...

6. Adequacy of Support Staff

List the support staff and describe how the program needs are met (or not met) by the existing staff.

Support Staff	Total 2005-06	Total 2006-07	Total 2007-08
...			

Comments:

...

Recommendations:

...

7. Professional Development for Faculty

a. Indicate the professional development activities for the faculty in your unit over the past three years.

Professional Development Activity	Total 2005-06	Total 2006-07	Total 2007-08
...			

Comments:

...

Recommendations:

...

b. What have the faculty gained specifically from professional development activities? How have these activities enhanced the program?

...

8. Projected Staffing Needs and Justification

...

C. Student Learning Outcomes (Course-Related)

1. Assessment Summary

Summarize the results of your unit's SLOs for the past three years.

Year	Expected Student Learning Outcome	Assessment Results	Use of Results
2005-06	...		
2006-07	...		
2007-08	...		

2. Future Plans

Describe the next step(s) in your unit's assessment of SLOs.

...

3. Outcomes from the SLO Process

State what your unit has learned from the SLO process.

...

D. Support Services

Select the five services your unit most frequently uses, and make comments and recommendations regarding the level of support.

Admissions and Records	Grant Development
Advisory Committees	Information Center
Assessment Center	Instructional Office (Scheduling)
Book Center	Instructional Tech and Computer Services
Building and Grounds	International Student Office
Business/Accounting Services	Library
Career Development Office	Media Services
Central Services	Planning, Research and Student Outcomes
Counseling	Police Services
Custodial Maintenance	Public Relations and Marketing
Disability Support Services	Re-entry Center
Extended Opportunity Programs & Services	Relations with Schools Office
Financial Aid	Staff Development Center
First-Year Experience	Student Life (Conduct, ASDVC)

Food Services	Tutoring Services and Instructional Labs
Foundation	Other (please specify)

1. Name of Service:	...
Comments:	...
Recommendations:	...

2. Name of Service:	...
Comments:	...
Recommendations:	...

3. Name of Service:	...
Comments:	...
Recommendations:	...

4. Name of Service:	...
Comments:	...
Recommendations:	...

5. Name of Service:	...
Comments:	...
Recommendations:	...

VI. Self-Study Executive Summary

A. Findings

Based on the results of the study, summarize your unit's findings.

...

B. Recommendations

Based on the results of the study, state your unit's recommendations for improvement. All recommendations should be substantial.

...

C. Future Plans

Based on the results of the findings and recommendations, update your unit's strategic plan and add any objectives that are identified as a result of the self-study. Prioritize activities, indicate time-lines, and identify those responsible for implementing the plan.

...

D. Unit Committee Members Self-Study Sign-off Sheet

Name	Signature	Date