



## 2014-15 Service Area Program Review

<b>DEPARTMENT/PROGRAM</b>	Student Support Services Program and college students with disabilities in Imperial Valley College successfully complete a program of study and graduate/transfer. The support services provided should increase their retention and graduation rates, facilitate their
	transfer from two year to four year colleges and universities and foster an institutional climate supportive of the success of students who are English proficient, students from groups that are traditionally underrepresented in postsecondary education, students with disabilities and students who are homeless children and youths, students who are in foster care or are aging out of the foster care system, or other disconnected students; and to improve the financial literacy and economic literacy of students.
<b>SUBMITTED BY:</b>	Dolores Diaz, SSS Program Director
<b>AREA DEAN/DIRECTOR</b>	Ted Ceasar
<b>AREA VICE PRESIDENT</b>	Todd Finnell

# I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
<p><b>INSTITUTIONAL MISSION AND EFFECTIVENESS</b> – The College will maintain programs and services that focus on the mission of the College supported by data driven assessments to measure student learning and student success.</p> <p><u>1.1</u> Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.</p> <p><u>1.2</u> Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.</p> <p><u>1.3</u> Develop systems and procedures to ensure that the college maintains a collegial and self reflective dialogue that improves effectiveness.</p> <p><u>1.4</u> Develop systems that are inclusive, cyclical, and understood by all stakeholders.</p>	<p><b>STUDENT LEARNING PROGRAMS AND SERVICES</b> – The College will maintain instructional programs and services which support student success and the attainment of student educational goals.</p> <p><u>2.1</u> Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.</p> <p><u>2.2</u> Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.</p> <p><u>2.3</u> Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.</p>		

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## II. PROGRAM GOALS

### A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

<b>1</b>	<b>PAST PROGRAM GOAL #1</b>	<b>INSTITUTIONAL GOAL(S)</b> (Select one primary goal.)
Identify Program Goal and Budget	expected for year from Program Review completed in 2013 2014	<input type="checkbox"/> 1 Mission & Effectiveness
(Section II C): Goal 3.2 Technology (SSS Grant Goal)		<input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4
		<input checked="" type="checkbox"/> 2 Student Learning Outcomes
		<input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6
		<input type="checkbox"/> 3 Research
		<input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3
		<input type="checkbox"/> 4 Leadership & Governance

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PASTPROGRAMGOAL#2

INSTITUTIONAL

<b>3</b>	<b>PAST PROGRAM GOAL #3</b>	<b>INSTITUTIONAL GOAL(S)</b> (Select one primary goal.)
Identify Program Goal and Budget expectations for program in 2013 2014 (Section II C):		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4
<input type="checkbox"/> Met	<input type="checkbox"/> Partially Met	<input type="checkbox"/> Not Met
Where?		<input type="checkbox"/> 2 Student Learning Outcomes <input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Research <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3

## B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. Attach electronic excel file with graphs or trend data, do not include them in the narrative below.

a. Strengths

Discuss what you do well in your program/department.

During the May 2014 Office Assessment conducted every SSS participant was asked to rate the effectiveness of the Student Support Services Program. The results were as follows:

The first set of survey questions measured participants satisfaction with the office hours, with availability of counselors in the program, with the courtesy, helpfulness, and promptness of the services provided by the SSS Program staff, with the academic advising you received, and with the academic/personal support provided by the SSS Program.

The second set of survey questions measured the specific program service(s) which were helpful in assisting participants in being successful in college. As measured the following questions were asked: (1) How helpful was the SSS Program in assisting you in being successful in college? (2) How helpful was the SSS Program in assisting you in being successful in college? (3) How helpful was the SSS Program in assisting you in being successful in college?



d. Challenges

Discuss obstacles/barriers that may influence program improvement.

- x Financial barriers
- x Student part time attendance

e. Program changes

What program changes if any, do you expect to have a positive effect on students?

In the next SSS Grant the following components will be added:

- x STEM component
- x Provides services to veterans
- x Student leadership component

2. Summarize revisions, additions, deletions, and alternate delivery methods to your program based on the last program review.

Additions r The US Department of Education will require SSS Program to graduate students in three years. This new requirement will restrict the admission of students into SSS Program placing lower than English 009, 019 and Math 091. More than ever it is imperative for the SSS Program to request registration priority for SSS Program è b À 0



C. FUTURE LIST OF "SMART" (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT GROWTH OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

### FUTURE PROGRAM GOALS

(Describe future program goals. List in order of budget priority.)

You are not required to list 3 goals. Only list/identify goal that are viable in one year's time or can be a priority.)



## FUTURE PROGRAM GOALS

(Describe future program goals. List in order of budget priority.)

You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.

### INSTITUTIONAL

#### GOAL(S)

(Select one primary institutional goal)

2

### 2015 2016 PROGRAM GOAL #2

Budget Priority #1

Identify Future Global Goal Goal 2.3, 2.6 Title Services (SSS Gain Goal)

### INSTITUTIONAL

#### GOAL(S)

1 Mission & Effectiveness

- 1.1     1.3  
 1.2     1.4

2 Student Learning Outcomes

Learning Outcomes

- 2.1     2.4  
 2.2     2.5  
 2.3     2.6

3 Research

- 3.1     3.4  
 3.2     3.5  
 3.3

- One Time
- Recurring

- General District
- Categorical (Specify)

\$ \_\_\_\_\_

C. Describe task and select the resource committee that will review your

Facilities     Marketing     Technology     Professional Development     Staffing

**Task**

A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

Facilities     Marketing     Technology     Professional Development     Staffing

**Title:**

**Expense Type**

One Time  
 Recurring

**Fund Type**

General District  
 Categorical (Specify)

**Budget Request**

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B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

Facilities     Marketing     Technology     Professional Development     Staffing

**Title:**

**Expense Type**

One Time  
 Recurring

**Fund Type**

General District  
 Categorical (Specify)

**Budget Request**

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C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

Facilities     Marketing     Technology     Professional Development     Staffing

**Title:**

**Expense Type**

**Fund Type**

**Budget Request**

**Oversight**

2.1     2.4  
 2.2     2.5  
 2.3     2.6

**3 Resources**

3.1     3.4  
 3.2     3.5  
 3.3

**4 Leadership & Governance**

4.1     4.4  
 4.2     4.5  
 4.3

