Your profession is not what brings home your weekly paycheck, your profession is what you're put here on earth to do, with such passion and such intensity that it becomes spiritual in calling.

Vincent Van Gogh

WHICH THE CO.

Student Services Program Review & Outcomes

Natalie Ray

What you'll learn about Student Services Program Review

- Unique features and approach
- Accomplishments and findings
- Current plans and activities

SSPRC Purpose, Values, Outcomes

- Purpose: Collaborative peer review of all Grossmont College Student Services, intended to support programs and departments in their efforts to identify and respond to the needs of students and the campus.
- Values: Peer reviewers make a commitment to integrity, professionalism, efficient use of time and resources, positive feedback, and honest critique.

Outcomes:

- The SSPR process will provide the opportunity for programs to reflect on and document their histories, services, members, goals, outcomes, campus partnerships, and needs.
- Programs will receive feedback in the form of Commendations and Recommendations to identify areas of strength and growth.
- The SSPR process will provide information to contribute to campus planning and resource allocation.

A Diverse and Dynamic Team

- Who works in Student Services?
 - Student hourly, classified, advisors, counselors, supervisors, deans
- What does Student Services do?
 - Provide services and support from outreach through graduation
- Variety of methods
 - "Process"
 - "Participation"
 - "Education planning"

Student Services Departments and Programs

Student Affairs

- Office of Student Affairs
- Student Engagement
- Student Health Services
- Mental Health Services

Admissions & Records Financial Aid

- Admissions & Records
- Evaluations
- International
- Veterans Services
- Financial Aid

Outreach Student Support

- Outreach
- Via Rapida/FYE
- SSSP

Counseling & Career

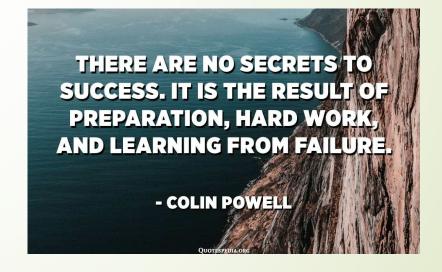
- Accessibility Resource Center
- CalWORKs
- Career Services
- Dream Center
- EOPS
- EOPS/CARE
- EOPS/NextUp
- General Counseling
- International
- Justice Scholars
- Puente
- Transfer
- Umoja
- Veterans

Athletics

- Athletics Counseling
- Eligibility & Advising

Comprehensive Student Services Program Review 2017-2019

- Mission & History
- Target Population & Services
- Alignment with Strategic Plan
- Previous Program Review Recommendations
- Student Outcomes
- Student Data
- Goals and Improvement
- Staffing, Facilities, Resource Needs



Presentation schedule

Wow!

Spring 2018

- •A.R.C.
- •SSSP
- Financial Aid
- International
- EOPS
- NextUp
- •CARE
- Mental Health
- •Student Health
- Transfer

Fall 2018

- •Student Engagement
- Student Affairs
- Career Services

Spring 2019

- Outreach
- •Title V/FYE
- Umoja
- Counseling
- Puente
- CalWORKs
- Veterans
- A & R

Program-level Recommendations

Common Recommendations at the **Program**-level:

- Increase collaborations
 - help manage workload
 - reduce duplication of efforts
- Engage part-time faculty and classified employees in professional development activities
- Design and implement 3-year SSO assessment cycle
- Develop and implement data plans

Institutional Capacity Recommendations

- Recommendations related to Institutional Capacity
- Implementation of student tracking systems
 - Screen for eligibility
 - Support common needs
 - Streamline referrals and distribution of student-directed resources
- Coordination of training and collaboration across departments and programs

Top Priorities

- Data and reports: Targeted assistance to support access to and use of data
- Technology: Coordinated technology infrastructure across all programs and services
- Observation: Need for an institutional structure to help mitigate language barriers across all departments and programs

What we learned...

- It was difficult!
- It was beneficial
- We are doing more than most people realize even ourselves!
- We have heart and passion for our work
- We make a difference in our students' lives
- We have many common needs
- We don't want to do this again!

1-3-6 Cycle of Review

- 1-year: Annual progress (Annual Unit Plan AUP)
- 3-year: Mid-term Progress & Outcomes Review
- ► 6-year: Comprehensive Review / Update Plan

Cycle B: 2019-2026

- Program Review and Outcomes schedule
- Currently in Year Two
 - Year One = 2019-2020 accreditation visit and reflection/preparation

Student Services Program Review & Outcomes Assessment Cycle (2020-2023)

Annual Review	Outcomes Bavianu 2 vees	Draguem Daviewy 6 veer	
	Outcomes Review: 3-year	Program Review: 6-year	
Actions/expectations:	Actions/expectations:	Actions/expectations:	
 Semester reporting 	 Review and update mission statement 	 Program purpose and goals 	
 Service metrics 	 Review and update job descriptions 	 Report and reflect on data 	
 Reflection/Discussion/Action 	 Progress on goals and recommendations 	Changes/improvements	
 Spring planning 	 Outcomes review 	 6-year summary of progress and outcomes 	
Reflect on outcomes	 Survey tools and methods 	 Outcomes review: 1st 3 years 	
 Current progress 	Survey results	 Outcomes review: 2nd 3 years 	
Goals for next year	 Changes/improvements 	 Goals for next 6 years 	
❖ Submit AUP – Fall	 Documentation of discussion/action 	 Update Program Plan 	

Year 1: Reporting – Reflection – Evaluation – Planning – Preparation				
Fall 2019	Spring 2020			
Accreditation	Survey development – Review and update template			

Program/department rotation (24):

Year 2		Year 3		Year 4	
Fall 2020	Spring 2021	Fall 2021	Spring 2022	Fall 2022	Spring 2023
Annual Review: All		Annual Review: All		Annual Review: All	
Semester report	Semester report	Semester report	Semester report	Semester report	Semester report
Submit AUP	Plan for next year	Submit AUP	Plan for next year	Submit AUP	Plan for next year
Outcomes Review: 3-year		Outcomes Review: 3-year		Outcomes Review: 3-year	
Mental Health	EOPS	EOPS – Dream	Career	A&R: Dual Enroll/Eval	A&R
Health Services	EOPS – CARE/Transitions	NextUp	Financial Aid	Engagement	Student Affairs
Program Review: 6-year Report and Presentation		Program Review: 6-year Report and Presentation		Program Review: 6-year Report and Presentation	
	A.R.C.	Umoja	Veterans	International	CalWORKs/Justice Scholars
NONE	Via Rapida	Outreach	Puente	Transfer	Athletics
					Counseling - General

Year 5		Year 6		Year 7	
Fall 2023	Spring 2024	Fall 2024	Spring 2025	Fall 2025	Spring 2026

nray 11/10/20

Overarching Student Services Outcome

Students will have access to a spectrum of services that respond to their needs, provide quality information, and are delivered with equity and authentic care.

Divisional survey – Fall 2020

Questions:

- I was able to easily access services from X department.
- The service I received addressed my need.
- I received helpful information related to my need.
- I felt the person I met with cared about helping me.
- What needs do you still have that were not met?

Findings:

- Positive experiences overall
- Negative comments related to difficulty obtaining some services



Student Services Annual Unit Plan

- Components:
 - Mission
 - Purpose
 - Target population
 - "Impact"
 - Student success metrics
 - Services and delivery methods
 - Outcomes assessment and results
 - Action plan

Student Services Program Review & Outcomes

Committee work-in-progress:

- First year of presentation schedule (prototype)
 - Two programs present Fall 2020
 - Four programs present Spring 2021
- Develop review rubric
- Mentor roles
- Support Annual Unit Planning



THE TALE OF TWO WOLVES



A Cherokee elder was teaching his young grandson about life. "A fight is going on inside me," he said to the boy.

"It is a terrible fight and it is between two wolves. One is evil- he is anger, envy, sorrow, regret, greed, arrogance, self-pity, guilt, resentment, inferiority, lies, false pride, superiority, self-doubt and ego.

The other is good- he is joy, peace, love, hope, serenity, humility, kindness, benevolence, empathy, generosity, truth, compassion and faith.

This same fight is going on inside you-and inside every other person, too."

The boy thought about it for a minute and then asked his grandfather,

"Which wolf will win?"

The elder simply replied. "The one you feed."