***Admissions and Records Program Review***

***Commendations:***

1. Admissions clearly does a great deal of work in serving our students.

***Recommendations:***

1. We know the Admission and Records Office does a great deal in serving our students, but there needs to be clear data in Program Review to provide evidence of this work for continuous improvement and resource allocation.
2. Collect and utilize data to provide more informed information about the success and challenges of the program.
3. Rework Mission Statement for better clarity.
4. There is no evidence that there are established SSO’s, that the VA office is assessing them, and that this information is being utilized as a means for continuous improvement.
5. Requested technology, such as the use of the National Student Clearinghouse, but need to provide clarity regarding the purpose, and how it would improve the service.
6. Mention the receipt of an accommodation for your use of technology, but need to provide information regarding how it supports the program or our students.
7. The Admissions Office has many different subgroups, (i.e. evaluations, residency, international, records) and they should be identified within the document.
8. The document mentions that there are security issues, but there is no specific information regarding what they are. Please specify what the specific needs are in order to address.
9. The Admissions Office did not utilize the Student Satisfaction Survey in their Program Review.

***Adult Reentry Program Review***

***Commendations:***

1. The Adult Reentry Office does a wonderful job on providing workshops, a good website, and a good connection with other departments.
2. The Adult Reentry Office has great partnerships with outside groups.
3. All of the facility recommendations from previous evaluations have been realized.
4. There is a clear passion and knowledge regarding trends in the field, including Department of Labor statistics and national employment trends.

***Recommendations:***

1. The Adult Reentry Program should work with the RPIE office to better track student demographics. Better track the services provided to students served in the Adult Reentry Office.
2. Collaborate with the RPIE office to track and/or measure the student success and completion of their educational goals for their students served.
3. Continue to assess SSOs and make programmatic changes based on results.
4. Continue to work to seek grants and partnerships from community and other colleges
5. Create a partnership with the Veteran’s and CalWorks Office to provide much needed services to those adults.
6. Continue to offer workshops and orientations during peak times, i.e. late afternoons and evenings.
7. Track data regarding where referrals are coming from. Perhaps create a survey at the point of entry and at workshops.

***Athletics Program Review***

***Commendations:***

1. Continue to serve and create opportunities for underprepared and underrepresented students.

***Recommendations:***

1. The Athletic Department needs to define/establish their SSOs for their department.
2. The Athletic Department needs to assess/measure their area SSOs.
3. The Athletic Department needs to use the results of their SSOs assessment to improve student learning.
4. The Athletic Department should work with the RPIE office to better track athlete data, i.e. demographics, persistence, retention, success, and eligibility.
5. Continue to work closely with Student Services departments (EOPS, Financial Aid, UMOJA, etc.) that help make the transition into our school and county as smooth as possible.
6. The Athletic Department should develop a plan to address and maintain the purchase of viable equipment to best address the needs of the athletes. For example, current research shows the effects of concussions; as such the department should be vigilant in getting the right helmets for their football athletes.
7. Budget cuts have made it difficult for students to register for classes that are needed to meet their declared educational goals. The Athletic Department should provide an in-house general counselor.

***CalWORKS Program Review***

***Commendations:***

1. Provided a nice program overview

***Recommendations:***

1. The Committee knows that CalWORKs staff and faculty do outstanding work. However, there is a mutual feeling that the Program Review is not reflective of the quality and quantity of the work of the CalWORKs Program. In fact, it seems the Program Review is incomplete.
2. The document is very light in utilizing data. The committee would like to see greater depth and breadth of utilizing data to analyze program success, identifying program needs, and making decisions regarding moving the program forward. Examples include the following: How many students utilize the Child Care Center, outcomes for degree and certificate completion and employment outcomes.
3. If one out of four CalWORKs students is at the basic skills level, and 85% of the students have language barriers, how is the program going to address these challenges?
4. The Committee would like to see more information regarding program direction.
5. Has the program considered utilizing technology to enhance services?
6. The committee would like to see more information regarding how the CalWORKs Program collaborates with both internal and external partners.

***Career Services Program Review***

***Commendations:***

1. Does a very nice job with Career EXPO
2. Has good guest speakers for workshops
3. Good selection of workshops

***Recommendations:***

1. Revamp Mission Statement
2. Would like to see a more data driven program review
3. It is stated that the Career Center is serving about 400-450 students a month. Please show the data to validate this number.
4. How many students participate in internships, how many students are placed in jobs, and how many students participate in Career Services activities and workshops?
5. Need clear data regarding SSO’s and the evaluation of a full SSO cycle
6. According to the student satisfaction survey, data shows that a very small percentile of students utilizes the services of the Career Center. Please advise how the Career Center is going to reach out to the student population to improve greater utilization of service.
7. Would like to see a stronger focus on internal partnerships throughout the campus community to create more visibility for the program

***Counseling Program Review***

***Commendations:***

1. Plan to utilize technology to augment services: Cynosure online orientation and advising.
2. This is clearly a very productive program with staffing challenges.
3. The implementation and operations of the EAO program.
4. The program serves a very diverse student population. They are involved with numerous special populations such as Veterans, International, Immigrant, and Umoja.
5. Counseling has done a good job of establishing and assessing their SLO/SSO’s.

***Recommendations:***

1. How does the College market the EAO program?
2. Student Success-needs a clearer and more in-depth explanation of the effectiveness of the program. This is very general, and not necessarily evident.
3. The Mission Statement is not clear.
4. More comprehensive information regarding the Articulation component.
5. More comprehensive information regarding International Counseling.
6. Hire additional counseling faculty.
7. Build a more focused partnership with Instruction focusing on student success. This would include classroom presentations, professional development and a unified plan to improve student success outcomes.
8. Evaluate internal processes and professional development to potentially improve efficiency.
9. Include data on demographics of students the office actually serves, not total student population data.
10. Include data on scheduling of student appointments. How many students served?
11. Include data on assessment and orientation for the last five years.
12. Include data on success/completion rates for counseling courses.
13. SSO data needs to be collected for all students who utilize the office.

***Disabled Student Programs and Services Program Review***

***Commendations:***

1. DSPS was very thorough in using the data that was provided.
2. Good use of partnerships with the high schools, Cuyamaca, Counseling and Adult Reentry.
3. Good use of outside funding, i.e. Perkins Grant, Veterans Grant, etc.
4. Even with the budget challenges, the DSPS office has done very well, productivity is still high and they have expanded their use of technology and did very well on the student satisfaction survey.

***Recommendations:***

1. Reexamine the mission statement for clarity.
2. The DSPS office should explore a way to provide better evidence on their needs as it pertains to evolving technology and staffing.
3. The DSPS office should continue to develop and assess their student service outcomes (SSOs).
4. The DSPS office should provide more data on the number of students they serve and track the disability of their students. The data provided from the State Chancellor's Data Mart shows all the students classified as disabled; however they are not necessarily the students they serve.
5. Utilize Basic Skills Initiative funds to support/aid in developing supplemental instruction in the areas of developmental reading and career development.

***EOPS/CARE Program Review***

***Commendations:***

1. The program has clearly stated goals
2. Strong mission statement
3. Provided a nice program overview
4. SSO’s are related to student learning
5. SIP is a strong summer bridge program for incoming high school students. The committee felt it was very progressive linking English 98 with Counseling 120.
6. The program continued to provide strong services even with the significant changes in leadership and staffing resources.

***Recommendations:***

1. The committee knows that EOPS staff and faculty do great work. However, there was a feeling that the Program Review was not reflective of the quality and quantity of work.
2. The document is very light in utilizing data. Per the Research Liaison, the program was given data from 2008 through Spring 2012. The committee would like to see greater depth and breadth of comparisons, rather than only one year. There is clear data to show that students in EOPS are very successful. There has also been a significant change in demographics, and one year does not address this. How is the program adjusting services to accommodate these significant changes?
3. The committee would like to see more data to support the need for staffing.
4. It is clearly understood that there are challenges with staffing but the committee would like to see more information regarding ways to solve these issues outside of just hiring staff such as, utilizing technology to enhance the program. (Is the program looking to connect with the online orientation and advising tool? Is it planning on utilizing DARS?)
5. The committee would like to see more information regarding the program direction.
6. The committee would like to see program data for EOPS led programs like SIP.
7. The committee would like to see more data regarding support services, such as gas cards, meal tickets, bus passes, and book vouchers.

***Financial Aid Program Review***

***Commendations:***

1. Has done a fantastic job responding to the incredible growth in the number of students who have applied for financial aid and in the dollars distributed
2. Has done a nice job staying abreast of the latest federal changes and has built an infrastructure to respond
3. The Financial Aid Department runs a fiscally sound program
4. The student satisfaction surveys clearly show students are satisfied with Financial Aid services
5. Excellent data showing stronger success, retention and persistence rates for students who receive financial aid versus those who do not especially for traditionally underserved populations

***Recommendations:***

1. Would like further clarification regarding the types of workshops given (in reach and outreach) and the outcomes of the workshops
2. Recommend the facilitation of more financial aid outreach to the campus community (students, faculty and staff). Work more closely with the outreach program to reach out to high schools.
3. There was a feeling from the committee that the Financial Aid website was challenging to navigate and some areas need updating. The following links do not work: download forms, online Financial Aid/Counseling Workshop, and ask an advisor.
4. Good job in developing and completing an SLO cycle. However, I would recommend that Financial Aid revisit their SLO’s to make sure they all address “learning”.
5. Wondering why Cuyamaca is an HSI based on Financial Aid applications, and we are not, even though we have a larger Hispanic population. Should we be doing more outreach to the Spanish speaking community?
6. Would like to see outcome data for students who receive the Dream Keepers scholarship.
7. Is there any data that shows the number of scholarship applicants to ensure qualified and competitive pools? Request clarification regarding outreach efforts to inform students about the numerous scholarships.
8. Revamp Mission Statement

***Health Services Program Review***

***Commendations:***

1. The Health Services Office gets high marks when it comes to student satisfaction.
2. The Health Services Office does a wonderful job in partnering with the Nursing Department for volunteer services, Middle College for student interns, clubs, departments and communities.
3. The Health Services Office clearly provides a very valuable and productive service to the institution and provides a wide range of services to our students.

***Recommendations:***

1. Better track the services you provide and desegregate those services by demographics, and enrollment status.
2. Reevaluate the reason chart and codes for relevancy and better data tracking. The duplication of the "reasons" was hard to understand. There are "reasons" that are not reasons, like "drop ins". The program should provide a summary of explanation for reason code summary report.
3. The Health Services Office should consider building a mental health component into their services.
4. Continue outreach to all college communities and possibly work with ASGC in promoting the services of the Health Services Office.
5. Health Services should do a more thorough evaluation of their SSO’s assessment results, and utilize the results to implement programmatic changes/improvements based on gathered evidence.
6. With the increase of student fees, the Health Services Office should work in addressing the staffing needs of the office.
7. The Health Services Office should tighten up their mission statement so that it is clear and concise.

***Student Affairs/ASGC Program Review***

***Commendations:***

1. SSOs showed a complete cycle, creating SSOs, assessing the results and making decisions based upon the assessments.
2. The program provides evidence that the ease of access to services or instruction meets student needs and has plans or activities in place to meet a broader range of needs. Highlights include: online complaint process, Student Affairs website with key links, club webpage, use of social media (Facebook), creation of online campus calendar and extended hours to 8:00-9:00 p.m.
3. The program provides evidence that it has contributed to a college-wide understanding of diversity in at least two ways, including Diversity, Equity, Inclusion; World Arts and Culture Committee; student clubs and Black History Month planning.

***Recommendations:***

1. ASGC should track data on demographics for students who participate in clubs; this includes discipline and enrollment status.
2. ASGC should continue to utilize social media to engage students and possibly work with Counseling in orientations and FYE.
3. Student Affairs should consider creating workshops on academic dishonesty in English 98 and ESL classes.
4. Student Affairs should have an annual flex workshop regarding discipline, classroom management, our processes and the support available.
5. Student Affairs should deliver an annual workshop regarding plagiarism to new and continuing faculty.

***Student Employment Program Review***

***Commendations:***

1. Does a great job with the Career Expo.
2. Does a good job of establishing and evaluating SSO’s. Provides good SSO data.
3. Good partnerships with the outside community.

***Recommendations:***

1. Include data on demographics of students the office actually serves. Develop a better check-in system to have more accurate data on those who utilize the services and program. (This was also a recommendation in the last Program Review)
2. Include data on which services are most successful for the office.
3. Include data on workshop attendance.
4. Reword Mission Statement.
5. Revise Goal 1: Better serve students in historically under-served populations. – There are misspelled words.
6. In the section that asks you to **i**dentify your most successful goal, describe how this goal was a success. This section needs to be flushed out, particularly in regards to “…how this goal was a success.”
7. The program review references an increase in recruiters invited to campus as a strength. How this is a strength? What were the outcomes? Did more recruiters come to campus to provide more job opportunities to our students? Was this tracked and measured?

***Transfer Center Program Review***

***Commendations:***

1. Ease of access to services since moving to new location.
2. Very knowledgeable on educational trends

***Recommendations:***

1. The University Transfer Center should be keeping better records of the students they serve in their center. Perhaps using a Red Canyon database to better keep track of those students.
2. Provide pre-post surveys to track skills acquired from workshops.
3. Provide data on the number of students attending individual workshops.
4. Better coordination of the Transfer Center is very important for the college.
5. Maintain details on each workshop and activities that are done throughout the college and keep data on number of students participating in these activities.
6. Program should obtain computers/technology that better support student needs.
7. Keep assessing programs SSOs and make programmatic changes based on results
8. Partner with other services/groups on campus such as Freshman Academy, UMOJA, Veteran’s Affairs, EOPS, etc.
9. Provide flex week workshop for faculty on transfer opportunities and information.

***Veteran’s Program Review***

***Commendations:***

1. Grossmont is one of the few Colleges in the region that has a Veterans Resource Center.
2. Grossmont serves one of the largest veteran’s populations in the Region.
3. The Veteran’s Office moved to an online certifying process to improve efficiency.
4. The Veteran’s Office had a successful audit for compliance with limited staffing.
5. The Veteran’s Office does a good job of maintaining currency in the field through professional development activities.

***Recommendations:***

1. Collect and utilize data to provide more informed information about the success and challenges of the program.
2. Rework mission statement for clarity.
3. Provide specific information regarding how the VA Office collaborates with internal (Grossmont College programs) and external (community based) programs to support students and their success.
4. Provide more clarity regarding how the different components of the Veteran’s Program function together. (Certifying Official, Counseling, Resource Center).
5. There is no evidence that there are established SSO’s, that the VA office is assessing them, and that this information is being utilized as a means for continuous improvement.