

. Please indicate which committee you are completing this form for.

- Institutional Planning Committee (IPC; the Great Read)
- Committee on Teaching and Learning (CTL; Professional Development)

. Rubric Instructions:

- Please select between "Present" or "Not Present/Partially Present" to indicate whether the content is present within the Program Review.
- Provide comments in the text box provided.
- Select "ACCJC Exemplary Example" if you feel this submission is an excellent response to the Program Review prompt and should be noted as a model for accreditation purposes.

To help you complete the rubric, you may use the 2023-24 Program Review Form [linked here](#).

. Select the Program you are reviewing:

Instructional Programs

. Student Services

. Academic Support and Learning Communities

. 1. Provide a brief description of the program and how it supports the following: CSM Mission and Values Statements; CSM Statement of Solidarity; CSM's Strategic Priorities; SMCCCD's Strategic Goals; CSM Forward 2028 - Education Master Plan.

Identify any factors, including federal, state, or local initiatives, that have impacted the program and the students served.

Present

Not Present/Partially Present

ACCJC Exemplary Example

| | | | |
|--|-------------------------------------|-------------------------------------|--------------------------|
| Alignment of program description with institutional plans and mission | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Identified any factors, including federal, state, or local initiatives, that have impacted the program and the students served | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

. Please elaborate on any of your responses above.

What an essential job the Welcome Center has! Possibly being the initial point of "personal" connection for individuals at CSM. Something you may want to add to your Description of the Program because it is requested is Assembly Bill (AB) 705. In the second bullet point, it asks to Identify any factors, including federal, state, or local initiatives, that have impacted the program and the students served"

a. 2a) Describe the results of your previous Program Review's action plan and identified equity gaps. Includes: previous goals, results achieved, changes implemented, plans still in progress, any notable or surprising results and outcomes.

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|---|-------------------------------------|-------------------------------------|--------------------------|
| Description of results from previous Program Review | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improvements made to address equity gaps | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Previous goals | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Results achieved | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Changes implemented | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Plans in progress | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Notable results and outcomes | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

. 2b) Explain any curriculum or programmatic changes since last program review to specific courses, or to any discipline as a whole. This includes degree, certificate, or course sequences, program delivery or structure, etc.

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Curriculum changes | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Programmatic changes | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Delivery mode changes | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Teaching methodology changes | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

. 2c) Discipline-level and SLO (Student Learning Outcomes) assessment/Student Services and SAO (Service Area Outcomes) assessment: Describe learning or area assessment plans implemented since last Program Review, including any activities undertaken to address equity or delivery mode gaps. Your summary should explain:

- SLO/SAO: What did the assessment focus on? Was it discipline/program/service-specific or interdisciplinary/a collaboration between programs or services? Why was it prioritized (e.g., equity issue, key

disciplinary issue, etc.)?

- Assessment results: What was the activity or intervention? What were the outcomes?
- Program improvements implemented: What did you learn from it?
- What changed?

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|--|-------------------------------------|-------------------------------|--------------------------|
| Summary of SLO assessment focus and prioritization | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Assessment results | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Program improvements implemented | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Changes | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

. Please elaborate on any of your responses above.

Notable program changes: Recognizing the need to meet students where they are and transitioning to a Priority enrollment program via Zoom has visibly boosted student attendance. Also, eliminating the need for a 2-3 hour placement test improves equity (as these tests can be intimidating) and allocates more time to address other barriers faced by these students.

. 3a) Student population equity: Discuss any gaps in student success, persistence, satisfaction, utilization or enrollment across student populations (statistics provided for ethnicity, first-generation, age, gender and total enrollment), or student population served.

- Findings: What has changed from the previous program review?
- Analysis: What factors do you feel contribute to these gaps?
- Resources: If you were granted a resource request, please note what that was and the impact it had.
- Plans to address opportunity gaps: What has your program done to address these gaps? Include information on interventions implemented, any successes in closing gaps, and ongoing challenges.

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|--|-------------------------------------|-------------------------------|--------------------------|
| Discussion of equity data and actions to close equity gaps | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Findings | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Analysis | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Resources | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Plans to address opportunity gaps | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

. 3b) Modes of Delivery equity: Discuss any gaps in student success, persistence, satisfaction, utilization or enrollment, and student population served across different delivery modes. Please comment on in person services/instruction vs hybrid services options/instruction vs completely online services/instruction.

- Changes since last Program Review: What has changed, in terms of gaps, since last program review?
- Analysis of gaps: What factors do you feel contribute to these gaps?
- Plans to address opportunity gaps: What has your program done to address these equity gaps? Include information on interventions implemented, any successes in closing gaps, and ongoing challenges

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
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| | | | |
|--|-------------------------------------|--------------------------|--------------------------|
| Discussion of student success data by mode of delivery | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| In-person vs. hybrid vs. online discussion | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Analysis of gaps | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Plans to address opportunity gaps | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

. 3c) Challenges and Opportunities: Describe any other particular challenges, opportunities, or other factors that impact the success of your program (e.g., natural or health disasters, assessing whether a degree program is meeting its learning outcomes, developing new degree programs or courses, adapting to a changing student population, keeping a flagging program alive, starting a learning community, resources, etc.).

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|--|-------------------------------------|-------------------------------------|--------------------------|
| Description of challenges | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Description of opportunities | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other factors that impacted the success of the program | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

. Please elaborate on any of your responses above.

There was no discussion or description of additional challenges or opportunities going forward. That being said, it sounds like the Welcome Center has done some amazing work and already addressed several challenges, including implementing Super Days, bringing current CSM students to events to explain their own experiences, finding an alternative for placement testing, and reaching out on Zoom.

. 4a) Discipline-level and SLO (Student Learning Outcomes) assessment/Student Services and SAO (Service Area Outcomes) assessment for 2023-2025: Describe learning or area assessment plans for this Program Review cycle, including any activities planned to address equity or delivery mode gaps. Your summary should explain:

- SLO/SAO: What will your assessment focus on? Is it discipline/program/service-specific or will it be interdisciplinary/a collaboration between programs or services? Why is it prioritized (e.g., equity issue, key disciplinary issue, etc.)?
- Assessment plan: What is the planned activity or intervention? Describe next steps and the timeline for your SLO/SAO assessment
- Resources for SLO/SAO assessment: What resources will you need to assess changes (i.e., PRIE support in the form of specific data, surveys, etc.)?

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|---|-------------------------------------|-------------------------------|--------------------------|
| SLO/SAO assessment focus and prioritization | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Description of SLO/SAO assessment plan | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Resources for SLO/SAO assessment | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

. 4b) Program goals: Based on your current review of your program's equity gaps, learning assessments and challenges and opportunities, identify specific goals and plans. Please note that whereas SLOs/SAOs involve assessing and measuring a specific skill or knowledge students will be able to do/understand upon successful completion of a course, program, service, and/or degree/certificate, program goals reflect overall aspects of your program or service you hope to improve.

Please note that closing equity gaps is a College-wide priority. If there are significant equity gaps in student success, persistence, satisfaction, utilization or enrollment, and student population served in your program, these should be addressed in at least one of your goals (see 3a and 3b).

For each goal, you should include: A brief description of the issue being addressed (equity gap, etc.), What actions you plan to take, what measurable outcomes you hope to achieve, a timeline, who is responsible, and what support you anticipate needing in order to achieve your goals and plans.

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|--|-------------------------------------|-------------------------------|--------------------------|
| Meaningful and ambitious goals for program related to improvement, innovation, and/or equitable student outcomes | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Actions | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Measurable outcomes | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timeline | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Person(s) responsible | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Support needed | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q28. Please elaborate on any of your responses above.

The satisfaction survey will help to meet student needs as well as collect data to help measure outcomes and successes.

. 5a) CE Only: Review the program's available labor market data, as applicable, and explain how the program meets a documented labor market demand.

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|---|--------------------------|-------------------------------|--------------------------|
| Description of program's available labor market data | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Explanation of how the program meets a documented labor market demand | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

. 5b) CE Only: Summarize student outcomes in terms of degrees and certificates. Identify areas of accomplishments and areas of concern.

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|--|--------------------------|-------------------------------|--------------------------|
| Summary of student outcomes in terms of degrees and certificates | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Areas of accomplishments and concern

. 5c) CE Only: Review and update the program's Advisory Committee information. Provide the date of most recent advisory committee meeting and outcomes of the meeting (updates, changes, new members, etc.).

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|---|--------------------------|-------------------------------|--------------------------|
| Date of recent advisory committee meetings and outcomes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

. 5d) CE Only: What strategies have you discussed in your recent Advisory Committee's meetings to meet the needs and challenges of getting people retrained and back to work?

| | Present | Not Present/Partially Present | ACCJC Exemplary Example |
|----------------------|--------------------------|-------------------------------|--------------------------|
| Strategies discussed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

. Please elaborate on any of your responses above.

. Please use this space to include any additional comments for the Program Review author(s).

It sounds like the Welcome Center is doing exceptional work. Rightfully so, it seems there is a lot of attention given to incoming high school students, but is there any collaboration with Adult Education to assist these students with onboarding and talking with fellow CSM students? It seems all students would get value from all the work the Welcome Center has done.

. List any PD completed (Q2, Q3), along with any observations the author provides about its impact.

This question was not displayed to the respondent.

. List any PD needs identified by the author (Q3, Q4, Q5), and the purpose provided.

This question was not displayed to the respondent.

. Based on the findings and planning (Q3, Q4, Q5), are there possible PD strategies not mentioned by the author?

This question was not displayed to the respondent.