Program Review Request
Administrative Services – Student Services Wing

Program Review Purpose

"Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices" –Academic Senate for California Community Colleges, 2009

DATA

Number of departments:	11
Number of staff in wing:	50+
Number of faculty in wing:	20
Number of administrators in wing:	1

KPIs: *Include data for 2022-2023 and goals for 2023-2024*

Total FTES:	NA
Total LHEs:	NA
Efficiency (FTES to LHE ratio):	NA
Enrollment count:	Total Campus Enrollment
Course Success Rate:	Total Campus Success Rate
Number of Certificates Awarded:	2293
Number of Associate Degrees Awarded:	2558
Number of ADTs Awarded (subset of above):	785
Number of transfers:	998 (21-22)

List the Administrative Service Outcomes (ASOs) for Student Services Wing: *If you have not defined your ASOs, please describe how you will define them in 2023-2024.*	For 2023-24, the student services wing will assess: 1. Resources available to students with basic needs 2. Student engagement both on-campus and online 3. Student persistence
Describe how you assessed your ASOs this year? (e.g., survey, document review) *If you have not assessed ASOs, describe your plan to assess in 2023-2024.*	For 2023-24, we will look at student satisfaction surveys for activities and events, student persistence data, and student preferred modality survey
What were the findings of your ASO assessment?	N/A

How do you plan to strengthen practices/policies to improve your outcomes?	N/A

Outside of hiring new faculty or staff, please discuss the data trends above, and your plans for serving more stakeholders (students, employees) or improving your outcomes.
N/A

PROGRAM-SPECIFIC QUESTIONS

Describe the functions of the Student Services Wing?
To provide a warm, welcoming, inclusive environment for all students. To support students from application through completion, including financial aid and special programs such as EOPS, Guardian Scholars, DSPS, etc. To provide basic needs resources and services to all students. To enhance students' college experience through campus life programming - events, activities, etc.

What does the Student Services Wing do exceptionally well?
The Student Services Wing values being equity-minded and student-centered in our approach to services. We pride ourselves in customizing our services to students to meet their unique needs. We are highly responsive and welcoming in our approach and responses to students. We provide services in multiple modalities, including in person, phone, email, text, livechat, zoom, etc. We adapt to the needs of our students.

How does the Student Services Wing help GWC meet its mission?
Golden West College provides an intellectually and culturally stimulating learning environment for its diverse student population. The College provides enriching and innovative programs that help students: transfer to four-year institutions, earn associate degrees, complete certificates in career and technical education, advance their careers, and demonstrate college readiness. The College is committed to continuous assessment and improvement of student learning and institutional effectiveness.
The Student Services Wing serves the entire student population and supports them in accomplishing their career, transfer, or completion goals. We provide a welcoming and inclusive environment so students can thrive and fulfill their goals.

How can the Student Services Wing adapt to handle the increased volume in programs requiring additional tracking and reports?
The Student Services Wing utilizes the reporting tools available to us, including ARGOS reports, ORPIE dashboards, Banner data, and other platforms, such as Slate, Accudemia, SARS, ClockWorks, etc.

What are the most impactful changes in processes to the Student Services Wing that can improve service to students and the campus community?

Almost all of our services are provided online, so students do not have to physically come to campus to complete any processes. We have responded very well to student needs and changes in their preferred mode of communication and completion of processes. The new funding from the state Chancellor's Office has allowed us to provide more mental health and basic needs resources to our students. Providing free bus passes, chromebook loans, access to mental health resources 24/7, and food and clothing are critical to student completion and success.

What are the biggest challenges facing the Student Services Wing in completing its role?

The biggest challenges facing the Student Services Wing is that we're limited in what we're able to provide to our students based on our personnel. We have lost four management positions in the last year and have scrambled to provide all services and resources to students despite the decrease in managers. Our students require a lot of individual time and case management. Due to the increase in mental health issues and basic needs issues with our population, the required time to support individual students is growing. In addition, the State continues to mandate new requirements at the local level which require more technical support from the District as well and more personnel to implement these changes. While we may receive some funding for these efforts, it is inadequate to cover the total cost of the implementation.

GOALS AND REQUESTS FOR FUNDING

Requests – If you are requesting any of the following, they MUST be addressed within your goals. These forms must be submitted separately from the Program Review.

- Faculty
- Equipment, Facilities, Technology
- Support Staff

GWC Strategic Plan Goals Legend

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and academic programs that lead to student success.
3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing

professional development opportunities that focus on the achievement of the College Goals.

7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

GOALS FROM PREVIOUS PROGRAM REVIEW CYCLE

Please refer to your previous Program Review cycle and summarize all outcomes for each goal.

Summary and Outcomes of Previous Goals (from the last Program Review) including resource requests and if they were funded or not.
N/A

GOALS FOR CURRENT PROGRAM REVIEW CYCLE

Current goals should be connected to GWC's Strategic Plan Goals.

GOAL 1 (Required)

Description of goal:
Meet the changing basic needs of our students.

What actions will be taken to accomplish the goal?
Established a Basic Needs Center. We are in the process of renovating and moving The Stand, which will serve as the new Basic Needs Center. The new location is larger and more central for all students to be aware of the resources available. Hired a case manager through Basic Needs Grant. The case manager establishes a relationship with our students and is the point of contact for their basic needs and continually assesses the needs of our students.

What metric will you use to measure your goal?
We submit MIS data to the state, which captures the services utilized by our students.

Which of the College's missions and goals does this goal support? (check all that apply)

☐ Enrollment
☒ Equity and Success
☐ Completion
☐ Workforce Preparation
☐ Facilities
☐ Professional Development
☐ Communication

GOAL 2 (Required)

Description of goal:
Increase Student Engagement both on-ground and online.

What actions will be taken to accomplish the goal?
Create more welcoming on-campus spaces for students to hang out and enjoy so they stay on campus and make more connections with one another and their faculty. We are in the process of creating The Lounge, a café-like space that allows students to gather and mingle while enjoying free coffee and snacks. We are also in the process of collecting ideas from students to update the Student Union into a space that is better utilized and student-friendly. Activities for students are offered both in person and online.

What metric will you use to measure your goal?
Student feedback and surveys on utilization of services. Look at the proportion of student participation based on total enrollment.

Which of the College's missions and goals does this goal support? (check all that apply)
☐ Enrollment
☒ Equity and Success
☐ Completion
☐ Workforce Preparation
☐ Facilities
☐ Professional Development
☐ Communication

GOAL 3 (Required)

Description of goal:
Increase student persistence

What actions will be taken to accomplish the goal?
Fully implement Slate (CRM), Starfish (early-alert tool), and other support for students to persist.

What metric will you use to measure your goal?
Persistence data from the office of Research.

Which of the College's missions and goals does this goal support? (check all that apply)

Program Review Request

Administrative Services – Student Services Wing

☐ Enrollment

☒ Equity and Success

☒ Completion

☐ Workforce Preparation

☐ Facilities

☐ Professional Development

☐ Communication

OTHER INFORMATION

What additional information would you like to share about your program?
Click or tap here to enter text.

Submitter's Signature: *Claudia Lee*		Date: 10/2/2023

Supervisor's Review
As the supervisor of this program, I have reviewed this request. ☐ No concerns ☐ I have concerns
Comments: Click or tap here to enter text.

Supervisor's Signature: Click or tap here to enter text.		Date: Click or tap to enter a date.

Vice President's Signature: Click or tap here to enter text.		Date: Click or tap to enter a date.