2008-09 Student Services Program Review Evaluation Summary

Program: Child Development Center (CDC)

Program Review Evaluation Team: Larry Walker, Eric Ogata, Julie Osborne, Vera Coleman

A Student Services Program Review was conducted for the CDC in the spring of 2009. The operation budget is approximately $421,000 and the program serves over 100 families of which the majority are full-time students. The CDC also serves thirteen (13) MPC staff members.

Strengths
- ➢ Clear, complete and identifiable program level SLO's
- ➢ Authentic and measurable assessments have been identified for the SLOs.
- ➢ Objectives and activities are clearly defined, but improvement is needed on the timeline.

Areas to Address
- ➢ More complete Action Plans could assist the CDC staff in future decision making processes
- ➢ Dates on documents and data would assist in evaluation process.

Trends
- ➢ CDC continues to have a waiting list for services
- ➢ Increase in the number of Hispanic families served
- ➢ Longitudinal data, specific to MPC that relates to trends indentified by the program would strengthen this area. For example, the number of families on the waiting list over the last three to five years; the number of Hispanic families services over the last three to five years.

Goals
- ➢ Goals address trends
- ➢ Goals are clear and concise
- ➢ Goals align with overarching Student Services goals
- ➢ Goals and activities presented in the Program Compliance section could be included as Action Plan items

Summary
- ➢ To identify program goals that may have non-budget dependent activities and include these activities on the Action Plan template to show that the CDC does contribute to the overall mission of the college.
- ➢ Good demographic data included; however, the demographic trends seem to be of the Monterey County as a whole rather than data from MPC. CDC should consider a comparison of demographic trends from the college, county as well as CDC's current enrollment and draw appropriate conclusions.
- ➢ The Program Review shows that the CDC provides a valuable resource the students attending MPC.
- ➢ Information contained in the Program Compliance section indicates the outstanding quality of services by the program staff.

Program: Counseling

Program Review Evaluation Team: Larry Walker, Janine Wilson, Vera Coleman

A Student Services Program Review was conducted for the Counseling Department in the spring of 2009. The budget for 2008-09 was $816,311. The following chart shows a significant increase in the number of students directed to counseling services, yet a decrease in the actual number served, This is attributed to a number of reasons to include the reduced number of counseling hours available to students throughout the academic year and/or insufficient time for counselors to conduct appropriate follow-up activities.

Academic Year	Student Directed to Counseling	Student Who Received Counseling
2007-08	6447	5530
2006-07	8275	5694

Strengths
- Goals are very specific and thorough and include activities, timelines, and staff responsibility.
- Increased the number of PERS 50 sections to eight (8) in 2008-09 up from two (2) sections in 2005-06.

Areas to Address
- Suggest defining assessment methods for to measure effectiveness of existing SLO's
- The identified goals and trends provide a good opportunity to include additional SLO's to support student success
- Research the trend related to the number of students requiring counseling services increased, yet the number of students who received counseling services did not.

Trends
- The number of students exempt from (matriculation) counseling has steadily declined, resulting in an increase of approximately 1,500 additional students each year requiring counseling services (4,500 students over the last three years.
- While the number of students requiring counseling services increased, the number of students who received counseling services did not.
- The largest percentage growth in students was among Latinos.
- Counseling services to play an integral role in college access initiatives: outreach efforts to increase participation rates of African American and Latino students.
- Counseling services to play an integral role in college retention initiatives: Basic Skills, Student Success Task Force (Lobo-TLC)

Goals
- Utilizing counseling strategies to support basic skills
- Support providing counseling services at the Marina Ed Center
- Developing and implementing SLO's
- Utilizing technology and data collection to support counseling services
- Provide a counseling department website that is functional and user friendly

Summary
- Overall very well organized and thorough

Program: Student Financial Services (SFS)

Program Review Evaluation Team: Larry Walker, Janine Wilson, Gaozong Thao, Vera Coleman

A Student Services Program Review was conducted for SFS in the spring of 2009. The following table indicates that SFS outreach activities have coincided with a steady increase in the number of students receiving the BOGFW and PELL grants. In addition, the amount of financial aid disbursed to students has also increased. In **2007-08, $4,993,584** was distributed to students compared to **$7,305,065 in 2008-09.**

BOGFW Type	2007-08	2008-09
BOGFW Fee Waiver A	207	**318**
BOGFW Fee Waiver B	1498	**2172**
BOGFW Fee Waiver C	575	**960**
PELL Grants	840	**1050**
Total Awards	3120	**4500**

Source: Chancellor's Office Data Mart

Strengths
- ➢ SFS website is dynamic resource for students and staff
- ➢ Interdepartmental training on FAMS
- ➢ Outreach activities

Areas to Address
- ➢ Highlight activities that address trends related to Latino population increase
- ➢ Update timelines for goals

Trends
- ➢ The data presented regarding demographics and enrollment did support the following trends:
  - o expansion of services to Education Center at Marina
  - o increase in distant education (how to deliver financial aid)
  - o increase in Latino population
  - o staff salary/benefits increases.

Goals
- ➢ Maximize SFS electronic technology (MPC student e-mail, SFS website, FAMS, FAMS student portal)
- ➢ Support MPC retention efforts (partnerships/collaboration with other Student Services areas)
- ➢ Develop and implement and integrated Outreach Plan for Student Services

Summary
- ➢ Ambitious, but attainable activities in Action Plan.
- ➢ Very thorough and comprehensive Program Review