

STUDENT AFFAIRS PROGRAM REVIEW Revised Guidelines

1. The Student Affairs program review process will include the following areas:

Admissions	Disabled Student Services
Advisement and Testing	Financial Aid
Athletics/Intramurals	Health Services
Career Placement Services	Registration
Child Care	Student Activities
Counseling Services	
2. One area will be reviewed each year, simultaneously on all three campuses. Preparations for each review will be coordinated by the Vice President for Student Affairs while the actual review process on the campuses will be supervised by the campus Deans of Student Services.
3. The Deans of Student Services will establish a Program Review Committee on each campus to conduct the actual review. Each committee will have a chairperson plus at least one representative from student services, one from the academic area, and one student. The Chair of the committee will be the campus administrator responsible for the area being reviewed, or a designee selected by the Dean of Student Services.
4. The counselors, students, and Student Affairs administrators who serve on program review committees will be selected by the Deans of Student Services while the representatives from the academic area will be recommended by the Deans of Faculty. All correspondence concerning the formation of the committee should come from the campus Deans of Student Services.
5. Whenever available, the criteria from the “Council for the Advancement of Standards and Guidelines for Student Services/Development Programs” (i.e., CAS Guidelines) will be used in the review process. For those areas not included in the CAS Guidelines, standards and guidelines developed by the appropriate professional organization may, if appropriate, be used instead (e.g., American Association of Collegiate Registrars and Admissions Officers). In situations where acceptable standards and evaluation guidelines do not exist, a committee should be established to develop an appropriate self-study/evaluation document using the CAS format as a model.
6. The actual program review itself will be conducted over one academic year. In addition, considerable preliminary work will be done prior to the actual program review period. During this preliminary period and continuing throughout the review process, every effort should be made to review and integrate existing studies, reports, and documents (e.g., Middle States materials) into the process. A complete time line for the entire review process follows.

A. **Preliminary Preparations**

Two Semesters Prior to Program Review

For any service area without CAS Guidelines, an ad-hoc committee should be formed to develop standards and a self-assessment guide consistent with the CAS materials. This ad-hoc committee should be composed of the full-time person on each campus with the primary responsibility for the service area in question. The Vice President for Student Affairs shall provide consultative assistance and support to the ad-hoc committee as needed. All newly created materials should be forwarded to the Student Affairs Planning Committee for review and approval by the end of the semester.

One Semester Prior to Program Review

For any service area with CAS Guidelines, an ad-hoc committee should be formed as above to review the CAS materials and to make any changes that might be needed. Once this has been completed, the person responsible for the service area on each campus should begin completing the self-assessment guide, with the expectation that the completed guide will be submitted to the Student Affairs Planning Committee by the end of the semester.

A second task of the ad-hoc committee is to develop a user survey instrument(s) for the program review. The committee may decide to use or adapt an existing survey, or alternatively, to develop a new instrument specifically for this purpose. The ad-hoc committee should also work with the Director of Institutional Research to develop a survey format and a sampling plan which allows for efficient data analysis and data collection respectively. The recommended instrument and survey procedure should be forwarded to the Student Affairs Planning Committee at least one month prior to the end of the semester to allow time for review and approval.

B. **Recommended Time Line for Program Review**

Fall Semester

Week 1 Committee Chair schedules initial meeting

Weeks 2-3 Initial meeting is held. Dean of Student Services attends initial meeting to clarify the charge and answer questions, and serves as a resource person as needed throughout the process.

Weeks 2-6 During this period, the Program Review Committee:

- a. reviews the completed self-assessment and any additional information or documentation which may be available.
- b. finalizes the plan to collect and analyze student survey information (with Institutional Research);
- c. develops a plan for conducting the program review.

- Weeks 4-12 Committee collects survey information and analyzes the results.
- Weeks 8-12 Committee carries out program review.
- Weeks 12-15 Committee discusses results of program review and survey data, and comes to preliminary agreement on outline of report, including strengths, weaknesses, and recommendations.

Spring Semester

- Weeks 1-9 Program review report is written and approved by Committee.
- Week 9 Report is submitted to Dean of Student Services and Executive Dean for comments and recommendations. The report may also be forwarded to a peer administrator at another campus for review. The Dean of Student Services is responsible for follow-up and implementation of all campus-specific recommendations.
- Week 11 College-wide recommendations are forwarded to the Student Affairs Planning Committee for review.
- Week 12-15 Student Affairs Planning Committee meets to discuss report and college-wide recommendations. Committee prepares response to college-wide recommendations, taking action as indicated and/or forwarding recommendations to Strategic Planning Council, President's Cabinet, or other committees or groups as appropriate.

7. In general, each review will cover the following areas included in the CAS guidelines:

- Mission
- Program
- Leadership and Management
- Organization and Administration
- Human Resources
- Funding
- Facilities
- Legal Responsibilities
- Equal Opportunity, Access, and Affirmative Action
- Campus and Community Relations
- Multicultural Programs and Services
- Ethics
- Evaluation

In addition, program reviews for those areas with central coordination (e.g., admissions, financial aid, registration) shall also cover the relationship between the campus and the central office.

8. All program reviews in Student Affairs should incorporate student survey information into the review process (e.g., satisfaction, awareness, utilization).
9. If the Student Affairs Planning Committee is not satisfied with the quality of work or progress of the Program Review Committee, it may take whatever corrective action it deems necessary, including disbanding the original committee and establishing a second committee to complete the review.
10. After the first program review has been completed, and in subsequent years thereafter, the Student Affairs Planning Committee will reevaluate the process and recommend any modifications that might be needed.