



G R O S S M O N T
C O L L E G E

Student Services Program Review Template

Program Information

Program Name: [Click or tap here to enter text.](#)

Reviewers (names and titles): [Click or tap here to enter text.](#)

Date Submitted: [Click or tap to enter a date.](#)

1. Program Mission and Connection to College Priorities

Briefly describe the mission of your program and how it aligns with Grossmont College's institutional goals and priorities.

Grossmont College Institutional Priorities (Aligned with KPIs)

1. **Increase Equitable Access**
 - Expand enrollment opportunities among disproportionately impacted student groups
 - Strengthen outreach through dual enrollment, CCAP, and academic/career pathways
2. **Improve Course Success and Close Equity Gaps**
 - Increase course success and retention rates across all disciplines
 - Focus on reducing performance disparities among DI student groups
3. **Accelerate Completion of Transfer-Level English and Math**
 - Support students in completing transfer-level English and math in their first year
 - Address barriers to placement and completion through targeted interventions
4. **Increase Student Momentum Through Unit Attainment**
 - Promote milestone achievement (12+, 30+, 60+ units) to build academic momentum
5. **Improve Term-to-Term and Annual Persistence**
 - Increase student persistence from Fall to Spring and year-over-year
 - Identify and address stop-out risks through proactive support
6. **Increase Degree/Certificate Completion and Close Equity Gaps**
 - Support students in completing ADTs, AAs/ASSs, and certificates
 - Close gaps in completion rates by race/ethnicity, gender, and other equity factors
7. **Improve Career and Transfer Outcomes**
 - Strengthen transfer preparation and outcomes to CSU/UC and other four-year institutions
 - Support students in obtaining living-wage employment in their field of study

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2. Key Activities and Services

List your program's primary activities or services. Optionally tag each with a VAR category if applicable.

Example: Academic Counseling – VAR: Counseling > Academic

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3. Student and Employee Survey Reflections

Summarize key insights from the student and employee surveys related to your program.

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4. Data Equity Reflection

Based on student service or outcomes data, what equity gaps, if any, have you observed in your program? Are there differences in service use, outcomes, or satisfaction based on demographics?

[Click or tap here to enter text.](#)

5. Highlights and Successes

Share 2–3 recent successes or improvements made by your program.

[Click or tap here to enter text.](#)

6. Challenges and Barriers

Describe any emerging or persistent challenges your program faces in meeting student needs, including internal or external factors that may impact services, access, or outcomes.

[Click or tap here to enter text.](#)

7. Planned Improvements or Innovations

Identify goals, improvements, or changes your program plans to implement in the next 1–3 years. Describe how your SSO assessments have informed these plans. (Optional: What support would help you implement these improvements?)

[Click or tap here to enter text.](#)

8. Optional: Vision-Aligned Reporting Crosswalk

If applicable, list any major activities and indicate their VAR category, student group served, and estimated annual cost (high-level only). This section is optional unless your department is part of the current year's VAR cohort.

Example:

Activity: Peer Mentoring

VAR Category: Student Support Services > Peer Support

DI Group: Hispanic/Latine

Estimated Annual Cost: \$5,000

[Click or tap here to enter text.](#)

9. Reviewer Sign-Offs

Program Administrator: [Click or tap here to enter text.](#) | Date: [Click or tap to enter a date.](#)

Senior Dean of CPIE: [Click or tap here to enter text.](#) | Date: [Click or tap to enter a date.](#)

VP of Student Services: [Click or tap here to enter text.](#) | Date: [Click or tap to enter a date.](#)