



Student Services Program Review Process Outline (2026–2031)

Purpose and Philosophy

Grossmont College is implementing a streamlined Student Services Program Review (SSPR) process designed to reduce burden on staff while meeting institutional planning and accreditation standards. This six-year review cycle is aligned with Vision-Aligned Reporting (VAR) priorities and emphasizes data-informed reflection, improvement, and student voice.

Annual Review Timeline

Each calendar year, 4–5 departments will undergo review.

- The Spring term focuses on student and employee surveys, data collection, and internal reflection with participants in the review process.
- The Fall term is dedicated to completing the program review narrative, which is then reviewed and approved by the Department Head, VP of Student Services, and Senior Dean for College Planning and Institutional Effectiveness.

Participants in the Review Process

The composition of the review team is flexible and should reflect the size and structure of the program. Recommended participants typically include the administrator overseeing the program, a faculty member, a classified professional, a colleague from outside the department, and a student (e.g., a student worker in the department). Smaller departments may request a reduction of one participant to the VPSS and Senior Dean of CPIE.

The group typically meets three times: (1) to overview goals of the program review process and gather/disseminate data, (2) to discuss and evaluate findings, and (3) to review a draft commonly written primarily by the program administrator.

Oversight and Sharing

Completed program reviews are archived for internal planning and accreditation evidence. After approval, results are typically shared at the division level to support cross-program insight and collaboration. Reviews are also incorporated into the Annual Unit Planning (AUP) process to inform budget/resource requests. No standing program review committee is required. Programs are encouraged to share highlights at division meetings or retreats as an optional peer-learning practice.

Survey Administration

Standardized surveys for students and employees will be centrally coordinated by IR and administered each Fall using Qualtrics. A subset of program-specific questions will augment the standard survey for tailored information. Survey results will be summarized and shared with departments for inclusion in the program review. Efficiency tools may be utilized for survey data analysis to assist in generating overviews and outcomes.

Alignment with Vision-Aligned Reporting (VAR)

Programs selected in the first two years of the six-year program review cycle are generally aligned with the State Chancellor's Office VAR pilot programs. These programs may crosswalk their activities to the relevant VAR categories and subcategories and include high-level cost estimates where feasible. Programs not reporting in VAR may optionally provide high-level, categorical cost estimates, if helpful.

Review Workflow Summary

- Spring term: Student and employee surveys, other data assessment, internal reflection
- Fall term: Complete narrative, tag VAR categories, submit to VP of Student Services and Senior Dean for College Planning and Institutional Effectiveness
- Post-review: Share highlights at division level, incorporate into AUP process, and archive final document

Frequently Asked Questions (FAQ)

1. Do I have to collect all my own data for the program review?

No. In most cases, Institutional Research will provide standardized student and employee survey results, and centralized data (such as MIS, SARS, and program-level contacts) will be provided where available. Programs may supplement with local data if desired but are not expected to do their own data pulls.

2. What if I can't form a full review group with faculty, staff, and students?

That's fine. The review group structure is a recommendation, not a requirement. Small departments can adapt the process with fewer people or internal consultation, after approval from their Dean or Vice President. The goal is meaningful reflection, not bureaucratic formality.

3. How does the program review connect to Annual Unit Planning (AUP)?

The review directly informs your AUP. Sections on challenges, improvements, and resource needs help shape your annual requests. The goal is to link reflection to action through the AUP process and budget prioritization.

4. Do I have to complete the VAR crosswalk and estimate costs?

Only if your department is included in the current year's VAR cohort. If not, this section is optional. For VAR-aligned programs, a high-level estimate and category tagging can strengthen future planning and statewide reporting alignment.

5. When does the review process start and end each year?

Reviews begin each spring semester and conclude by October 1, so they can feed into the fall Annual Unit Planning (AUP) cycle. Programs are selected on a rotating calendar and complete reviews once every six years.

6. Can we customize the student or employee surveys for our department?

Yes, to a limited extent. A standard set of core questions will be administered across all departments, but programs may propose a subset of additional questions to generate findings that are relevant to the unique goals and mission in their areas. These will be added with support from Institutional Research.

7. Will our findings be shared publicly?

Program reviews are archived internally and used for planning, accreditation, and internal sharing. You are encouraged to share highlights or best practices at a division meeting, but the full document remains within the college unless explicitly requested.