



# PROGRAM REVIEW

## Student Services Program Review Template

Year :

2020-2021 ▾

Program :

ASC ▾

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Program  
InformationProgram  
IndicatorsCritical Reflection of  
Assessment ActivitiesEvaluation of  
Previous Plans

Planning

Resource  
RequestsAuthor  
FeedbackPRC  
Response

**3.1 Describe any new or ongoing plans/actions identified in the last program review, and their current status. List the current status as "completed," "ongoing," or "discontinued." Describe the measurable impact of actions taken and, if a plan was discontinued, please explain why.**

Number	Program Plans	Current Status	Describe Impact of Action	
1	Working with the Office of Instruction, continue offering of Drop-In Writing Assistance by faculty across a variety of disciplines and evaluate its impact on student success	At this point we have completed two full semesters of Writing Assistance. The program does not have ongoing funding and its continuance is dependent on approval of categorical funds.	Impossible to say at this time. due to staffing turnover in the ASC and the service interruption cause by COVID-19, effective and meaningful assessment has not been carried out.	<a href="#">Edit</a>

2	Improve security and oversight of instructional testing area (DE proctored tests, accommodated testing, and make-up exams) as well as records and files used for testing and tutoring.	A quote was obtained for an improved security system to monitor the testing room. However, due to COVID 19 and the shutdown of the campus, that system was never ordered or installed. Proposed process changes in testing were never implemented.	None.	Edit
3	Provide effective and sustainable academic support to help improve student success, particularly in transfer-level courses required by STEM and CE disciplines.	Due to excessive staff turnover during 2019-20, with five different individuals filling the two classified positions, we spent the first part of 2019-20 attempting to learn how to carry on basic tutorial services. Plans were being developed as staff learned their roles, but that was interrupted in March and no further planning was carried out. Due to the campus shutdown, we have no effective way of recruiting and training peer tutors at this time. We have minimal tutoring capability; we are providing tutoring for the Math Lab course as well as three sessions of Chemistry per week. In addition, we have joined the STAR-CA consortium so that students have access to online tutoring in a variety of subjects.	Collection of data on 2019-20 actions was never completed, and we can't determine the impact at this time.	Edit

### 3.2 Describe how resources provided in support of the plan(s) contributed to program improvement:

Funding was provided from Basic Skills/SEA to pay for the Writing Assistance tutors, and feedback was gathered from the faculty tutors at the end of the first semester (Dec. 2019). The intent was to conduct a second feedback session at the end of Spring 2020, so that the program could be improved for the current year, but that did not happen as planned.

No other funds were provided in support of the plans from the last program review.