



PROGRAM REVIEW Student Services Program Review Template

Year : 2019-2020 | Program : ASC | [Save My Work](#)

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- Program Information
- Program Indicators
- Critical Reflection of Assessment Activities
- Evaluation of Previous Plans
- Planning
- Resource Requests
- Author Feedback
- PRC 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 | Continue to support the expansion and development of EPIC, including developing a plan for long-term sustainable funding. | Stalled | As noted in the Assessment tab, a Spring 2019 review of student success data for sections of courses with EPIC support did not show significant success rates associated with the program. As developed and structured, EPIC is a very expensive program to operate, and if it is not able to demonstrate a significant benefit it needs to be re-considered. Categorical funding for EPIC has been significantly cut for 2019-20, and only a few sections of EPIC are | Edit |

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|---|---|----------|--|------|
| | | | being offered. | |
| 2 | Maintain and improve the Academic Support Center's physical work/study environment by updating furniture and equipment used by staff and students, exploring ways of providing additional study rooms for collaborative student use and reconfiguring staff work spaces to improve productivity while securing and protecting work and protecting CONFIDENTIALITY of student records. | On hold. | None at this time. While we worked with Facilities on a tentative plan to make improvements in this area, no funding was available to purchase necessary additional components needed. | Edit |
| 3 | Continue implementation process of a District-Wide Tutor Training Program to ensure all Peer Tutors are trained to offer equitable support. | On hold. | The tutor training program in 2018-19 was held in conjunction with TRiO and EOPS, and tutors received a nationally recognized certification. However, EOPS has indicated a desire to pull out of the process due to cost, and with staffing changes in ASC this program is being discontinued. Other options for training tutors will be explored. | Edit |
| 4 | | | | Edit |

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

Resources allocated to support and expand the EPIC program did NOT appear to produce significant improvement in the programs it was intended to support. Anecdotal evidence in the form of self-reports from faculty who used EPIC leaders in their courses showed an unintended benefit in the form of improved pedagogical techniques due to the ability of EPIC leaders to communicate where, specifically, students were having problems understanding materials presented by faculty. Students also appeared to benefit from the study techniques taught in sessions outside of class. However, student success in the courses to which EPIC sections were attached did not show significant improvement.