

**PROGRAM REVIEW STEERING COMMITTEE  
 SPRING 2019 ANNUAL UPDATE  
 FEEDBACK TEMPLATE**

**PROGRAM:** High Tech/Test Proctor

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<b>OVERALL ASSESSMENT</b>	
<b>Support of College Strategic Goals:</b>	Established
<b>Planning:</b>	Established
<b>SLO/SSO Assessment Status:</b>	Evolving
<b>Data Analysis:</b>	Evolving

Peer review for purposes of improvement:

**Support of College Strategic Goals:** The department provided a thorough update on progress and activities undertaken over the past several years, given that this was the first program review the department did on its own, separate from the DSPS program review. The program provided information on a variety of activities the department is doing to support student access. The department indicated that each of its goals was linked to all college strategic goals.

**Planning:** The department provided an update for one previous goal, which was completed under the umbrella of the DSPS program and the department noted it was difficult to measure. The department also noted two new goals, which were measurable and included reasonable action steps and evaluation plans.

**SLO/SSO Assessment Status:** Program did not have its own SLOs because this is the first time it is not part of the DSPS program review. However, DSPS included one activity in its prior program review that referenced the High Tech Center and could be considered a service area outcome. The department conducted a survey to assess High Tech Center utilization (or reasons for not using High Tech Center services).

**Data Analysis:** The department summarized utilization data for each of its major services and provided context for observed trends. The department noted plans to improve services to students based on the data it has already collected. The department did not discuss disaggregated data or demographics of students who accessed services.

**Commendations:** The committee commends the High Tech Center on the following:

- Collecting a variety of data to measure service utilization and make improvements
- Making changes the way services are provided and the way data is collected to reflect current student needs and trends.

**Recommendations:** The committee recommends the following:

- Continue creating and assessing SLOs or service area outcomes for the department
- Work with Outreach to let incoming students know about the services offered
- Identify ways to assess equity in student access to services by student demographic backgrounds
- Work with Tutoring to ensure student needs are met through transitions in program services