College of Southern Idaho Support Services Program Review Process (SSPR)

Overview and summary

The Support Services Program Review (SSPR) Process is a standards-based process for assessing all support services at the College of Southern Idaho. The intent of the SSPR process is to provide an ongoing and systematic assessment of the health and vitality of CSI support services, thereby allowing the institution to strategically allocate resources in support of student learning and achievement.

The SSPR process is used to inform the President, Cabinet, Trustees, and other relevant stakeholders of the strengths and weaknesses of CSI support service programs and of actions that need to be taken in support of institutional effectiveness and mission fulfillment. Actions taken as a result of the SSPR process include recognition of superior performance as well as acknowledgement of areas in need of dedicated and specific improvement efforts.

Decisions regarding specific actions taken as a result of the SSPR process are the purview of the President in consultation with relevant parties and stakeholders. The President provides a written response to each SSPR report that includes specific recognition of achievement as well as direction for improvement, similar to the "recommendations and commendations" framework that the college receives from accreditation evaluators.

Structure, Expectations, and Content

Support Services Program Review reports provide an overall assessment of the unit and its ability to contribute to the mission, goals, and objectives of the College of Southern Idaho Strategic Plan. The following criteria are submitted via the SSPR template which is made available during the initial SSPR training in April of each year.

Assessment and evaluation criteria include:

- Key services and customers served.
- Key goals/objectives.
- Data informed assessment of the effectiveness of the unit, based upon unit goals and objectives.
- Explanation of how assessment results are used for continuous improvement.
- A summary of employee positions.
- Analysis of opportunities for increased efficiency and streamlining of operations.
- Plans for improving and strengthening the unit.

It is expected that SSPR reports will be thorough and comprehensive, and that they will provide a thoughtful and analytical approach to measuring both the successes and the challenges faced by the program being reviewed.

Timelines and Assignments

April	Training will be provided to programs implicated in the current SSPR cycle by the Accreditation Liaison Officer. The current SSPR Template will be made available at this training.
June	Initial unit drafts of SSPR reports will be discussed with supervisors, with informal feedback provided.
August	In-progress drafts of SSPR reports will be discussed and reviewed a second time by supervisors, with additional feedback provided.

October 15	Final SSPR templates will be submitted to supervisors for a final review (optional).
November 15	Final SSPR reports will be submitted to Office of the President by each responsible party.
January	Report responses will be provided by the Office of the President.

Support Services programs are reviewed on a four-year rotation, as outlined here:

Group 1 (~~2024~~, 2028, 2032)

Support Services Unit	**Responsible Party**
Tutoring Services	Dean of General and Transfer Education
Herrett Center	Vice President of Instruction
Bridge to Success	Dean of Student Access
Student Activities (including clubs and organizations)	Dean of Students
Military, Veteran, & International Student Services	Dean of Enrollment Services
Marketing and Communication	Vice President of Student Affairs and Enrollment Services
Student Housing	Dean of Students

Group 2 (~~2025~~, 2029, 2033)

Support Services Unit	**Responsible Party**
Business Office	Chief Financial Officer
Office of Human Resources	Director of Human Resources
Athletics	Director of Athletics
Workforce Development and Training (incl. Community Education)	Dean of Career and Technical Education
Office of the Registrar	Dean of Enrollment Services
Early College	Dean of Student Access
Information Technology	Chief Information Officer
Student Recreation	Dean of Students

Group 3 (2026*, 2030, 2034)

Support Services Unit	**Responsible Party**
Advising Services	Dean of Enrollment Services
Campus Safety	Executive Director for Facilities and Maintenance
Plant Facilities	Executive Director for Facilities and Maintenance
College and Career Readiness	Dean of Career and Technical Education
Off-Campus Centers	Dean of Student Access
Student Conduct/CARE Team	Dean of Students
Enrollment Services	Dean of Enrollment Services

Group 4 (2027, 2031, 2035)

Support Services Unit	**Responsible Party**
Financial Aid	Dean of Enrollment Services
Admissions	Dean of Student Access
Mental Health Services	Dean of Students
Student Accessibility Services	Dean of Students
Library	Vice President of Instruction
Testing Center	Dean of General and Transfer Education
Work-Based Learning Department	Dean of Career and Technical Education

*In response to some institutional reorganization, Group #3 will move their 2026 review to 2027 (along with Group #4), but will remain on the same cadence for 2030, and 2034).