



**CERRITOS
COLLEGE**

**Institutional Effectiveness,
Research, Planning, &
Grants**

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STUDENT SERVICES PLANNING PROCESS

CONTENT

- 1 Purpose of Student Services Planning
- 2 The Student Services Planning Process
- 3 The Three Year Cycle
- 4 Student Services Program Review
- 5 Student Services Annual Planning
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ACCREDITATION

STANDARD 1: INSTITUTIONAL MISSION AND EFFECTIVENESS

- 1.4: The institution's mission directs resource allocation, innovation, and continuous quality improvement through **ongoing systematic planning and evaluation of** programs and **services**.

STANDARD 2: STUDENT SUCCESS

- 2.4: The institution **communicates clear, accurate, and accessible information regarding** programs, **services**, and resources that foster success in students' unique educational journeys.
- 2.7: The **institution designs and delivers effective services** and programs that **support students in their unique educational journeys**, address academic and **non-academic needs**, and maximize their potential for success. Such services include library and learning resources, **academic counseling and support, and other services** the institution identifies as appropriate for its mission and student needs.
- 2.9: The institution **conducts systematic review and assessment to ensure the quality of its** academic, learning support, and **student services programs and implement improvements and innovations** in support of achievement for all students.

1

THE PURPOSE

CONTINUOUS IMPROVEMENT

- Planning is not just about compliance; structured way to ensure services are effective and responsive to student needs
 - Are your programs/services doing what they say they are doing?
- Improve effectiveness of services
 - Evaluate whether your services are achieving the their intended outcome
- Identify strengths and gaps
 - What works well and what needs improvement
- Respond to student needs
 - Not just simply completely more paperwork, focus is on improving services for students

2

THE PURPOSE

RESOURCE ALLOCATIONS

- Planning is the primary mechanism for requesting resources.
 - Funds in addition to already allocated budget
 - One time funds -or- budget augmentations requests
- Resource requests must be tied to documented goals, outcome assessment, and student needs.
 - Staffing
 - Technology
 - Equipment/Supplies
 - Campaigns
- Ensures transparency and equity in how limited resources are allocated across the institution.

3

THE PURPOSE

PROGRAM REVIEW

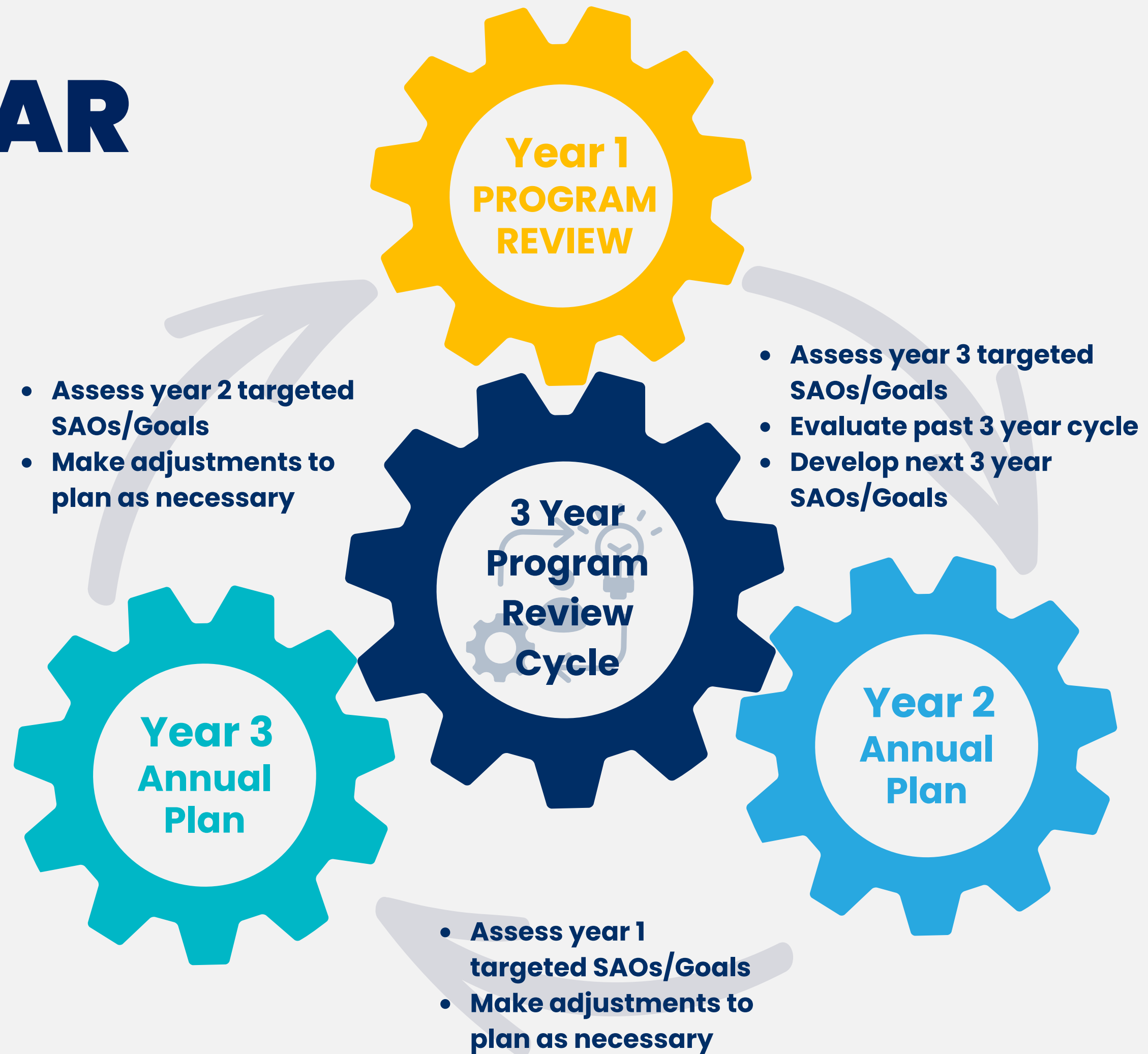
- A three year review process to enhance the quality and effectiveness of services provided to the campus community
- Answers: How well are we doing what we said we were going to do?
- Primary Focus: Evaluating programs/departments
- Emphasis: planning for the future
- Compliance: Student First Framework & Accreditation

ANNUAL PLANNING

- Action orientated follow through that turns program review into concrete improvements over the next year.
- Directly informed by the goals and SAOs identified in program review.
- Yearly check-in on goal progress
- Yearly SAO assessments
- Resource Requests

PLANNING PROCESS

THREE YEAR CYCLE



PROGRAM REVIEW

CYCLE

2026-2029



OFFICE OF INSTITUTIONAL EFFECTIVENESS, RESEARCH, PLANNING, AND GRANTS

Student Service Program Review

Student Service Area by Cycle, 2026-2029

Visitation Year	Cycle	Service Area	Division
2026-2027	A	Counseling	Counseling Services
2026-2027	A	Equity Center	Student Equity and Success
2026-2027	A	Extended Opportunity Programs and Services (EOPS)	Student Equity and Success
2026-2027	A	Financial Aid	Enrollment Services
2026-2027	A	Student Health Service	Student Accessibility and Wellness Services
2026-2027	A	Student Life (Student Activities)	Student Affairs
2026-2027	A	TRIO	Student Accessibility and Wellness Services
2027-2028	B	CalWORKs	Student Equity and Success
2027-2028	B	Career Services	Counseling Services
2027-2028	B	Justice Scholars	Student Equity and Success
2027-2028	B	Office of Student Conduct and Grievances	Student Affairs
2027-2028	B	School Relations	Enrollment Services
2027-2028	B	UMOJA	Counseling Services
2027-2028	B	Veterans Resource Center	Student Equity and Success
2028-2029	C	Admissions and Records	Enrollment Services
2028-2029	C	Basic Needs (Falcon's Nest)	Student Affairs
2028-2029	C	International Student Services	Student Equity and Success
2028-2029	C	Puente Project	Counseling Services
2028-2029	C	Student Accessibility Services	Student Accessibility and Wellness Services
2028-2029	C	Transfer Center	Counseling Services

PROGRAM REVIEW

Action	Responsibility	Timeline/Deadline
Program Notified of Review	IERPG	March 15- April 1 st
Program Review Planning Form	Department or Program Manager	April 15 th
Orientation	IERPG Writing Committee	April 15 th – April 25 th
Program Review Committee Formed	Department or Program Manager	May 5 th
Program Review Committee Orientation	IERPG Program Review Committee	May
Program Review Committee Form	Department or Program Manager Program Review Committee	May 31 st
Self-Study: Data analysis and report preparation	Writing Committee Program Review Committee	June - October
Self Study Submitted	Department or Program Manager	October 31 st
Committee Feedback and Meeting	Program Review Committee Writing Committee	By December 1 st
Committee Feedback Integration	Writing Committee	December – January 10 th
Finalized Self-Study Submitted	Department or Program Manager	January 10 th
Approval	Program Review Committee	January 31 st
Coordinating and Planning and Budget Committee report outs	IERPG	May
Note: if the deadline falls on a holiday or weekend, the deadline is the next business day		

August

Annual Plan
Notifications

September

Gather service
area data for
the past year

October

Assess and/or
analyze
outcome
related data

November

Based on data
analysis update
goals & request
resources

December

Unit Annual
Plans DUE

January

Division Annual
Planning begins;
resource request
sent to Deans

February

Division Plans
are due

March

Area VP sent
resource
requests

ANNUAL PLANNING



Q/A



Connect with us.



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THANK YOU

