🏛 Dept SS - (A&R) Evaluation ✎

2018-19 Annual Program Review Update Submitted By:

SS Program Review Reporting Year: 2018-19

SS 1a) Program Name: Evaluations/DegreeWorks (Admissions and Records Department)

SS 1b) Name(s) of the author(s) of this report: Veronica Aparicio, Graduation and Evaluation Coordinator, Robert Tomalinas, Senior Evaluation Specialist, Jeff Dickard, Evaluation Specialist, Christa Steiner, Evaluation Specialist, Joseph Gilmore, Evaluation Specialist

SS 1c) Number students served annually & trend increasing, even, decreasing: In the most recent 12 month cycle, we produced approximately 1500 GE Certifications for outgoing transfer students. We processed and verified approximately 2450 degree applications, resulting in the awarding of over 2200 degrees. We handled nearly 1000 certificate applications, resulting in the verifying and awarding of 900 certificates. We did the initial review of over 4500 transcripts and did full evaluations of over 4000 transcripts. The Evaluations Office has also verified and cleared over 6000 student prerequisite related requests. Additionally, over 500 AP scores were also entered into Banner and Evaluated.

De Anza's declining enrollment trend has contributed to a corresponding decrease in incoming student degree applications, requests for prerequisite clearance and related documents. However, the number of ADT transfer degree applications continues to increase from 676 in 2017 to 895 in 2018. This increase means that despite a corresponding decrease in overall degree application volume the time required to process those documents has not decreased. Since ADT applications require additional attention.

SS 1d) Who are the typical students served by this program? : Evaluations interacts with the entire student population throughout the academic year. It does not have a specific group or groups. We see students across the spectrum, based upon the services we provide. See the reports on degree and certificate awards for demographic examples. http://www.deanza.edu/ir/deanza-research-projects/degrees/degrees.html

SS 2a) What is the program Mission Statement?: As part of the Admissions and Records office our Admissions Mission statement is as follows:
Admissions and Records provides comprehensive, client sensitive and technologically innovative services in an effort to simplify the admissions, registrations and record processes.

SS 2b) In what ways and to what extent does program assure the quality of its services to students?: The Evaluations Office works closely with other support services, such as counseling, to efficiently process student requests leading to enrollment in courses, degrees, certificates and transfer. It also oversees implementation and

enhancements to Degree Works, working closely with ETS. It conducts periodic reviews of processes that improve efficiency and expediency in meeting student needs. We have recently updated our website to simplify our messaging to students and make our information more succinct and accessible. The Evaluations Department strives to maintain accessibility to staff and offer quality service to students via phone, email, and face-to-face communications despite its high volume of work.

SS 2c) In what ways and to what extent does program support College Mission statement?: The Student Success and Support Program (SSSP), Scorecard, Associate Degrees for Transfer (ADTs), and other state mandates require greater accountability in the area of student outcomes. This department directly supports student learning by working with students (via Counseling) as they progress through their programs, and then awards degrees and certificates, and/or facilitates transfer. Evaluations also provides students prerequisite clearance with work from other colleges. This helps ensure students have completed the required courses to prepare them for the course content.

SS 3a) In what ways and to what extent does the program assure equitable access for all students?: Students can access Degree Works via the web anytime to review an audit of their stated educational goal and see their progress towards completion. They can also generate an educational plan in Degree Works and run that against their audit to ensure they are taking the correct courses to complete their goals. Degree applications, certificate applications, prerequisite clearance requests, and general education certification requests are available online to all students. Transcript evaluations no longer requires paper requests – any student may mail in, drop off, or provide an electronic transcript for evaluation. Students can submit documents in-person, via email or regular mail. New procedures related to IGETC language other than English have also been implemented to allow for faster GE certification turn around for students and to better help them track their IGETC completion.

SS 3b) State ways and extent that program encourages personal and civic responsibility.: By providing students with tools, such as Degree Works, and increasing communication from the Evaluations team, the Evaluations department encourages students to be proactive in planning and monitoring their academic progress and also petition for transfer or degrees in a timely manner.

SS 3c)State ways & extent program designs, maintains and evaluates counseling &/or academic advising: The Degree Works tool provides an inventory of all programs currently available at De Anza and the courses that comprise the curriculum for a specific program. Degree Works also provides an electronic educational planner for advisors and counselors to access. Periodic training is offered on the use of Degree Works to faculty and advisors.

SS 3d)State ways & extent program support/enhances student understanding & appreciation of diversity: Evaluations staff regularly evaluates coursework for our Intercultural Studies requirement, ensuring that all students are taking a minimum of one course focusing on race, ethnicity, gender, or historically underserved communities in America. Recently, Women's Studies courses have been approved to meet ICS requirements. Which has expanded students' options, created more incentive to study gender inequality. By evaluating these courses based on strict guidelines, we ensure that

all students completing an Associate's Degree at De Anza are exposed to diversity in their academic requirements.

SS 3e) State ways & extent program regularly evaluates admissions & placement practices: Evaluations uses the information contained on transcripts to best help the student clear prerequisites or award transfer credit for degree and certificates. This prevents bias related to any of the defined groups or ethnicities because it relies solely on the student's academic progress and content of the courses submitted. Evaluations staff effectively minimize bias by using defined academic standards to evaluate every student equitably. Evaluation staff meet regularly with the dean. Problems with processes that could possibly create inequity or bias are addressed quickly and clearly redefined when needed.

SS 3f) State ways & extent program maintain student records securely & confidentially?: All records are scanned after processing into the student record if applicable. Notations are made in Banner for transfer and other records. Paper records are shredded when no longer needed. Adhering to FERPA laws, only the student is allowed access to their personal information, with the exception of directory information. However, all students have the right to keep all records confidential.

SS 4a) Have there been any significant staffing changes since the last APRU?: The Evaluations group now has a vacant Evaluation Specialist position as of February 2019.

SS 4b) Are there any significant staffing changes that will be needed?: To maintain our current exceptional processing times and delivery of high quality service to our students. We will need to fill the current vacant Evaluation Specialist position.

SS 5a) Have there been any significant facility changes since the last APRU?: There have been no significant facility changes.

SS 5b) Are there any significant facility changes that will be needed over the next five years?: There are no significant facility changes that will occur over the next five years.

SS 6a) Have there been any significant equipment changes since the last APRU?: No

SS 6b) Are there any significant equipment changes that will be needed over the next year?: A laser printer solely dedicated to the printing of all degrees and certificates located in a secure area. This would greatly assist in maintaining the quality of the diplomas and certificates provided to students.

SS 7a) Have there been any significant operational cost changes since the last APRU?:

SS 7b) Will any significant operational cost changes be needed over the next year? :

SS 8a) Have there been any significant organizational alignment changes since the last APRU?:

SS 8b) Are there significant organizational alignment changes that will be needed over the next year: If we are unable to fill the vacant Evaluation Specialist position. We

will incur additional operating costs in hiring temporary employees to help alleviate the workload on other evaluations staff due to the vacant Evaluation Specialist position.

SS 9a) Have there been any significant changes in regulations/laws/policies since the last APRU?: Assembly Bill(AB) 705 The bill requires that a community college district or college maximize the probability that a student will enter and complete transfer-level coursework in English and math within a one year timeframe and use, in the placement of students into English and math courses, one or more of the following: high school course work, high school grades, and high school grade point averages.

SS 9b) State significant changes in regulations/laws/policies affecting program over next year.: Assembly Bill (AB) 705 will require greater resources to implement, process, and evaluate high school transcripts. As we did not evaluate high school transcripts for non IGETC AREA 6 requirements previously.

SS 10a) State any significant professional development activities for the program since last APRU.: Degree Works by Ellucian has a three day conference once a year. As Degree Works is a significant part of student success. It is highly advantages for evaluations staff to attend. The conference covers the latest on new practices, procedures, and updates to the Degree Works software.

SS 10b) State any significant professional development needs for the program for the next year.: A Continued presence at the Degree Works forum, 3CBG, and Evaluator Training Workshops. To continue access to state and technical venues to retain currency on trends, mandates, and tech updates.

SS 11a) Have there been any significant curriculum since the last APRU?: NA

SS 11b) State any significant curriculum issues that will affect the program over the next year.: In addition to various new degree and certificates changes. The college will be implementing three additional transfer degrees and three new IGETC/GE Breadth certificates. Which will create a corresponding increase in the workload needed to verify and post these new degrees and certificates.

SS 11c) State the aggregate student success rate in the instructional portions of the program?: NA

SS 11d) State gap of student success rates with targeted groups.: NA

SS 12a) Have there been any other significant program changes since the last APRU?:

SS 2b) Are there any other significant issues that will affect the program over the next year?: The possibility of Pending budget reductions would cause a significant slowdown in the speed at which documents are processed. Since ADT and IGETC deadlines are set by their respective Universities and cannot be moved. The timelines related to the processing of other documents could expand considerably. This could lead to a general lack of information to students and the possibility of missed registration deadlines.

SS 13a) What are the current/active program outcome statements?: A&R/Eval SSLO3 – Students will be able to identify the process for requesting an IGETC/GE Breadth Certificates to transfer.

SS 13b) How many SSLO/SLO statements have been assessed since the last APRU?:
A&R/Eval SSLO3 – Students will be able to identify the process for requesting an IGETC/GE Breadth Certificates to transfer.

SS 13c) Summarize the outcomes assessment findings and resulting program enhancements since last APR: Along with implementing ongoing updates to transfer course equivalency tables to bring them in line with the CID equivalency process and generally expedite the course evaluation process. The evaluations area has implemented new online forms to streamline and clarify the degree/certificate, prerequisite, and IGETC application process for students. We have also implemented a new evaluations informational website. Which was made available to student along with the new De Anza College website.

SS 13d) What are the program outcome assessment plans for the next year?: Next SLO will be geared toward the new Evaluations website.

SS 14) Analysis of the program from last APRU, now, and anticipate over next year.:
At present, we are down to five evaluators. This has made it difficult to maintain current excellent turnaround and service to our students. The department needs to fill the vacant Evaluation Specialist position as quickly as possible. It is made even more imperative if in the future, the schools anticipates any growth or improvement of services in the next five years. The Evaluations staff will continue to maintain the curriculums for all De Anza programs in Degree Works, evaluate all incoming transcripts, post all AA/AS degrees, ADT degrees, certificates, certify IGETC/GE Breadth certificates for transferring students, eVerify all ADT degrees, and clear all prerequisites for all incoming students. We will continue to strive to improve our communication, quality of work, and effectiveness to help our students achieve their goals of graduating and transferring.

SS 15a) Name of the Division and the names of the programs.: Enrollment Services is the name of the Division that houses the Admissions and Records, Evaluations, Assessment, Veteran Services and (new to the division) the International Student Program.

SS 15b) Who wrote the Divisional Perspective?: Tamica Ward

SS 15c) Summarize the CPRs written by the programs of the Division.: The Graduation and Evaluations department has seen a tremendous increase in workload, technology enhancements, regulatory changes, and budget reductions Budget Changes during the last five years 2016-17 period. During this period, the Graduation Coordinator was responsible for the implementation of Banner and Degree Works, which required both technical understanding and leadership, and collaboration with Foothill, ETS, Ellucian, and Counseling divisions. It required both learning to create the infrastructure to make DW function, but also the expertise to identify and implement enhancements and customization. This is an ongoing process and both functional requests and Ellucian upgrades are frequent. DW is now an integral part of meeting SSSP requirements.

Besides the technology piece, the department also had to meet the new requirements of SB 1440 (ADTs). Along with an increase in the number of ADT programs offered and a subsequent increase in the number of ADT applications by students, as wells as the demands for higher college performance in the areas of degree and transfer numbers as

well as challenges in meeting state deadlines set for semester colleges. Which do not work well for quarter system colleges.

The Enrollment Services Division oversees all facets of Admissions, Records, Transfer, Graduation, Veterans, Assessment, 320 and other regulatory compliance, and faculty support in the area of rosters, etc. The division underwent a 30% decrease in the last five years, during Banner implementation, and enormous regulatory and process changes from the state (repetition, repeat ability, SSSP, ADTs,). As De Anza moves to meet these challenges, evaluation of Student Services and staffing is critical to determine rebuilding both to meet mandates and to ensure access, equity, and success are uniformly addressed and supported. Additional changes at the state level, including AB 705, will require division staff to participate in professional development, communicate change to the campus community, and participate in state-wide pilots. Insufficient staff will limit De Anza's ability to be on the cutting edge of change as well as be a voice to bring innovation and concerns to the broader system and community