Assessment: Assessment Unit Four Column

DeAnza College

Dept - (CE) Short Courses

Student Services Learning Outcomes (SSLOs)	Assessment Methods	Assessment Data Summaries	Enhancements
CE/EXYR_SSLO_1 - The Extended Year Program for Kids and Teens will improve communication and transparency with parents. **SSLO Status:** Active **Year(s) to be Assessed:** 2016-2017, 2017-2018 **Outcome Creation Date:** 12/20/2016	**Survey -** First assessment cycle conducted in July 2016. Assessments will be repeated in July 2017 and July 2018 **Target for Success:** 90% satisfied or extremely satisfied for communication with both program administrators and teachers. **Comments/Notes:** July 2016 marked the first parent-satisfaction survey distributed in the program's history. **Related Documents:** EY16 parent responses_export.xls	**Program Review Reporting Year:** 2015-2016 **Target :** Target Not Met 80.2% satisfied or extremely satisfied with program and teacher communication. (12/20/2016) **Reflection (CLICK ON ? FOR INSTRUCTIONS):** In the past, communication with parents of Extended Year students was limited to registration information on the administrative side and limited to a single green sheet on the teacher side. Parents' feel that this is insufficient. The new Dean of Community Education agrees with parents' general assessment. **Related Documents:** EY16 parent responses_export.xls	**Enhancement:** Extended Year teachers will be distribute weekly memos to parents. (06/12/2017) **Enhancement:** Program administrators will host bimonthly coffee talks for parents during program dates. (06/12/2017)
CE/EXYR_SSLO_2 - The Extended Year Program curriculum will align with Common Core methods and expectations. **SSLO Status:** Active **Year(s) to be Assessed:** 2016-2017, 2017-2018 **Outcome Creation Date:** 12/20/2016	**Portfolio Review -** Independent contractors and the Dean of Community Education will assess course outlines and methods for Common Core alignment annually. **Target for Success:** 90% of courses that have regular-year equivalents will meet Common Core expectations. **Comments/Notes:** Community Education will solicit a review panel of qualified grade-level experts and curriculum coaches to assess content and methods. Recommendations for improved		

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	alignment will be incorporated annually. **Survey -** Student perception surveys distributed to students annually at the conclusion of their courses. **Target for Success:** 2012-2016 survey is only moderately helpful: "did this class meet your expectations?" Future surveys will be revised: "D you feel that this class will improve your success during the upcoming regular year?" - target: 80%, yes responses. **Comments/Notes:** Common Core shifts over the last two years require us to adjust survey questions as a result. 2017 and 2018 surveys will be used for assessment here. 2012-2016 surveys are included for the sake of comparison.	**Program Review Reporting Year:** 2015-2016 **Target :** Target Not Met inconclusive - survey questions are not yet aligned with program goals. (12/20/2016) **Reflection (CLICK ON ? FOR INSTRUCTIONS):** The new Dean of Community Education has evaluated existing survey methods as insufficient for assessing program goals and effectiveness from the student perspective. Existing surveys focus almost entirely on teachers' delivery rather than on content and/or student growth. Comments above identify one of several shifts to the tool for 2017 and 2018. **Related Documents:** EY_ClassEvaluationSummaryInfo_20161220-1.pdf	**Enhancement:** Community Education will implement revised survey tool. (07/03/2017)
CE/Short_SSLO_1 - At the conclusion of each course they are enrolled, students will report their satisfaction, based on the following criteria: instructor knowledge, preparation/organization, utilization of class time, response to questions. **SSLO Status:** Active **Year(s) to be Assessed:** 2011-2012, 2012-2013, 2013-2014, 2014-2015, 2015-2016 **Outcome Creation Date:** 09/01/2011	**Survey -** Students will complete surveys at the end of every class. In select instances, we will solicit students for an email survey and/or additional comments and feedback. **Target for Success:** Surveys will be reviewed by staff. Nearly 70% of class comments must be in the Good/Excellent range. **Comments/Notes:** Initial data will be kept in binder in CE Office. We will work to compile information in our registration management system. **Related Documents:** SC_ClassEvaluationSummaryInfo_20161220.pdf	**Program Review Reporting Year:** 2015-2016 **Target :** Target Met 96.29% of respondents evaluated Short Course experiences in the Good/Excellent range (12/20/2016) **Reflection (CLICK ON ? FOR INSTRUCTIONS):** The department met in the 2011-2012 year to review and reflect on assessment data. Since then, surveys have continued to be logged, but not assessed by the team. The new Dean of Community Education started June 1, 2016. Beginning in the 2017 calendar year, Community Education teams will meet biannually to review data and reflect on progress. New assessment mechanisms are also necessary. **Related Documents:** SC_ClassEvaluationSummaryInfo_20161220.pdf **Program Review Reporting Year:** 2011-2012 **Target :** Target Met Student evaluations were distributed to students at end of	**Enhancement:** As a department, we must improve survey collection methods and

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		every class. Initial data collected is a random sampling of evaluations over the course of 2011-12 academic year. (05/18/2012) **Reflection (CLICK ON ? FOR INSTRUCTIONS):** Student evaluations were generally positive based on the four key areas listed in the SSLO. In addition to periodic instructor observations, student feedback helps us make an informed decision on the quality of a class.	mechanisms for 2017. Existing mechanisms do not allow review of data in aggregate, but only on a per-class basis. The team will re-write these surveys to better assess not only student satisfaction levels but content. Surveys must be differentiated by both grade level and course type in 2017. (12/20/2016) **Enhancement:** As a division, we'll continue to pursue data collection methods that yield more informative student data and allow staff to track this information more effectively. (05/17/2013)

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Dept - Office of Communications

Administrative Unit Outcomes (AUOs)	Assessment Methods	Assessment Data Summaries	Enhancements
AUO_OC_PLO1 - Faculty, staff and administrators will know to submit an online project request form to assist in managing and priortorizing the services of the office. **AUO Status:** Active **Year(s) to be Assessed:** 2015-2016 **Outcome Creation Date:** 01/13/2016	**Focus Group -** Staff meeting to perform swat analisis **Target for Success:** 95% of requests will come from the submitted forms. 90% of these requests will need no or minimal follow-up to manage request.		

Assessment: Assessment Unit Four Column

Dept AS - Catalog/Curriculum Office

Administrative Unit Outcomes (AUOs)	Assessment Methods	Assessment Data Summaries	Enhancements
Catalog_AUO_1 - Faculty knows the college's curriculum submission process through correctly completing all necessary paperwork and using ECMS to create and/or a revise a course, and submitting their courses by the curriculum deadline. **AUO Status:** Active **Outcome Creation Date:** 11/05/2010	**Other -** Assessment Method: The Curriculum Office used the production of the 2010-11 printed catalog for assessment. We assessed the number of courses that were submitted by the curriculum catalog deadline for inclusion in the printed 2010-11 catalog, and how much time the Curriculum Office staff spent via phone/e-mails/face-to-face answering curriculum questions, issues, and ECMS technical problems. **Target for Success:** 80% **Comments/Notes:** Assessment Dates: October 2009 through June 10, 2010	**Program Review Reporting Year:** 2012-2013 **Target :** Target Met AUO statement #1 was met, 94% rate of success. A total of 498 courses that were due for 5-year revision for the 2010-11 printed catalog, and out of the 498 courses, 29 courses missed the curriculum deadline. The Curriculum Office staff spent a total of 485 hours answering curriculum questions, and addressing ECMS question and technical issues. A big portion of the 485 hours were spent by the staff following up on why courses were not submitted for review, obtaining updates from initiators on status of the course paperwork or requirements by the curriculum committee, such as signatures and course justification. Assessment Dates: October 2009 through June 10, 2010. (08/14/2012) **Reflection (CLICK ON ? FOR INSTRUCTIONS):** The results indicate that the catalog/curriculum office and processes are functioning well.	**Enhancement:** No significant improvements are planned at this time. (10/16/2012)
Catalog_AUO_2 - Students able to find accurate course information in the course catalog. **AUO Status:** Active **Outcome Creation Date:** 11/05/2010	**Other -** Assessment Method: The course catalog information is entered and posted in many locations: De Anza searchable catalog, Internet Native Banner, and Banner Self Service. Catalog data accuracy can be assessed by the number of questions the office receives to clarify catalog	**Program Review Reporting Year:** 2012-2013 **Target :** Target Met We received less than 10 emails/phones seeking clarifications of catalog contents. Assessment Date: September 2011 through June 2012 (08/14/2012) **Reflection (CLICK ON ? FOR INSTRUCTIONS):** We received less than 10 emails/phones seeking clarifications of catalog contents. This meant that the course information in the	**Enhancement:** No significant improvements are planned at this time. (10/16/2012)

Administrative Unit Outcomes (AUOs)	Assessment Methods	Assessment Data Summaries	Enhancements
	information. **Target for Success:** 80% **Comments/Notes:** There was no assessment done for AUO statement #2 due to time constraint. Since course catalog and scheduling went live with Banner in summer 2010, a big portion of the Curriculum Office?s time was spent verifying course catalog data in Banner, as well as determining proper enforcement method for course prerequisites, co-requisites, number changes, and repeatability and their impact to student registration. A significant amount of hours were also spent providing data to the state and auditor.	catalog is accurate and clear.	

Assessment: Assessment Unit Four Column

Dept AS - Scheduling Office

Administrative Unit Outcomes (AUOs)	Assessment Methods	Assessment Data Summaries	Enhancements
Sched_AUO_1 - Produce the quarterly class schedule on time and accurately. **AUO Status:** Active **Year(s) to be Assessed:** 2010-2011, 2012-2013, 2014-2015 **Outcome Creation Date:** 11/05/2010	**Other -** The Scheduling Office used the production of the Summer 2011 class schedule for assessment. The summer 2011 class schedule must be posted to the web and released to students and the public on June 6, 2011, AUO statement#1 was assessed by whether or not the Scheduling Office met the deadline and how much time was spent correcting scheduling data inputted by the divisions prior to the schedule release. **Target for Success:** 100%	**Program Review Reporting Year:** 2012-2013 **Target :** Target Met 100% success. The Scheduling Office met the scheduling release deadline, and 200 total hours were spent correcting scheduling data before the release. The Scheduling Office staff spent a large portion of the 200 hours fixing the following information: load, room conflicts, incorrect class hours, etc. Assessment Date: April 1, 2011 through July 15, 2011. (08/14/2012) **Reflection (CLICK ON ? FOR INSTRUCTIONS):** Results indicate that the scheduling office is functioning well.	
Sched_AUO_2 - Division deans/schedulers should know how to use the various scheduling technological systems: SIS, Banner, Footnote system, etc., and know how to build the quarterly class schedule accurately through understanding of the college course catalog, Title 5, academic programs at the college (LINC, Honors, Civic Engagement, Sankofa, FYE, etc), and college/district policies (concurrent enrollment, FA contract, disability, etc).	**Other -** The Scheduling Office used the production of the Summer 2011 class schedule for assessment; we assessed AUO statement #2 by the number of MSI submitted by the divisions to modify the summer 2011 class information, and how much time the Scheduling Office spent answering and resolving questions and issues concerning summer 2011 classes. **Target for Success:** 80%	**Program Review Reporting Year:** 2012-2013 **Target :** Target Not Met Results did not meet the 80% target. Assist division schedulers and deans don't seem to have a good understanding of the Banner system, and don't know how to schedule classes that are in compliant with Title 5. The Scheduling Office received 310 MSI forms to change and modify the summer 2011 classes. 227 additional hours were spent providing answers and clarification to divisions on what can or cannot be changed in Banner, room availabilities, troubleshooting technical issues (registration, prerequisites, load, reports, etc), and making sure classes are scheduled in compliance with Title 5. Another 540	**Enhancement:** We need to work with the Staff Development Office to set up trainings for the schedulers (10/16/2012)

Administrative Unit Outcomes (AUOs)	Assessment Methods	Assessment Data Summaries	Enhancements
AUO Status: Active **Outcome Creation Date:** 11/05/2010		hours were spent fixing class data to address the 320 state reports. Assessment Dates: April 1, 2011 through July 15, 2011. (08/14/2012) **Reflection (CLICK ON ? FOR INSTRUCTIONS):** Need improvement and development of an effective plan to assist division schedulers and deans so that they better understand Banner system, and know how to schedule classes that are in compliant with Title 5.	

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PHASED OUT: Dept FCO - Technology Resource Group

Administrative Unit Outcomes (AUOs)	Assessment Methods	Assessment Data Summaries	Enhancements
TRG_AUO_1 - Distance Learning students will perceive that the Distance Learning technologies used for their course are well supported, easy to access and are available when needed. **AUO Status:** Active **Outcome Creation Date:** 11/05/2010			
TRG_AUO_2 - Students, faculty and the community will perceive and report that the De Anza website is well designed, easy to navigate and delivers important, up to date information. **AUO Status:** Active **Outcome Creation Date:** 11/05/2010			
TRG_AUO_3 - Students and faculty will perceive that De Anza's customized multi-media classrooms and audio/video production facilities are well supported and are designed to meet the specialized needs of their course. **AUO Status:** Active **Outcome Creation Date:** 11/05/2010			
TRG_AUO_4 - Students, faculty and the community will perceive that all of the above technologies and			

Administrative Unit Outcomes (AUOs)	Assessment Methods	Assessment Data Summaries	Enhancements
services are created and delivered with consideration for all cultural and ethnic groups and will meet the needs of those with disabilities. **AUO Status:** Active **Outcome Creation Date:** 11/05/2010			