Council for the Advancement of Standards in
Higher Education

Internship Programs

Final Report

Presented By:
Sabrina Stewart
OTI Program Supervisor
December 2022

CAS Program Review and Self-Assessment
Final Report

Executive Summary of Review Process

On November 5, 2020 the Self-Assessment process developed by the Council for the Advancement of Standards in Higher Education (CAS) organization was introduced to the Student Services Planning and Budget Team (SSPBT). Subsequent to the November 5th meeting, SSPBT approved the CAS standards for use as a replacement of the previous comprehensive program review. The CAS self-assessment guides (SAG) were chosen by each team leader as the appropriate tool to assess the programs /function within each department. The SAG consists of standards and guidelines used to evaluate the strengths and deficiencies of each Program and to plan for improvement opportunities within the De Anza College Student Services Division.

The CAS Standards and Guidelines consist of twelve Parts used for the review of each program/service area:

> Part 1: Mission
> Part 2: Program and Services
> Part 3: Student Learning, Development, and Success
> Part 4: Assessment
> Part 5: Access, Equity, Diversity, and Inclusion
> Part 6: Leadership, Management, and Supervision
> Part 7: Human Resources
> Part 8: Collaboration and Communication
> Part 9: Ethics, Law and Policy
> Part 10: Financial Resources
> Part 11: Technology
> Part 12: Facilities and Infrastructure

The review team for (Department Name) consisted of (blank) members. Members were recommended by the Student Development office.

Team Member Name	Team Member Title
Joe Lipsig	Lab Coordinator
Sabrina Stewart	OTI Program Supervisor

All CAS review team members were given training for the CAS review and provided with an Office365 Folder consisting of the following:

- A list of recommended documents to be gathered as evidence as a part of the self-assessment process.
- An electronic folder containing subfolders for storing evidence for each of the twelve parts.
- A copy of the Self-Assessment Guides (SAG) for the program/service area being assessed.
- A copy of the functional area guide which clearly outlines the components for each part of the standards.

During the team meetings, the CAS Committee team organized discussion around pre-identified rating discrepancies, open-ended questions as evidenced at the end of each section, and any other issues the Committee felt needed further discussion. Strengths, opportunities for growth, and action steps were also identified at each meeting for each section.

The following rating scale was used during the assessment.

CAS Raters Definitions
- DNA - Does not apply
- IE – Insufficient Evidence/Unable to rate
- 0 – Does not meet
- 1 - Partially Met
- 2 - Meets
- 3 - Exceeds

Summary of Initial Findings

Program alumni

Conclusions:

Meaningful limitations to completion of the program review:

The CAS program review process was very labor intensive. OTI has very limited staffing and this created challenges throughout the process due to the complex nature and workload of the department programs and services.

Summaries
The following pages represent the Review Committee's collective responses and serves as the initial report.

Overall Section Average Scores

Section 1: Mission: 1.5

Section 2: Program and Services: 1.75

Section 3: Student Learning, Development, and Success: 1.5

Section 4: Assessment: 1

Section 5: Access, Equity, Diversity, and Inclusion: 1.5

Section 6: Leadership, Management, and Supervision: 2

Section 7: Human Resources: 2

Section 8: Collaboration and Communication: 1.5

Section 9: Ethics, Law and Policy: 2

Section 10: Financial Resources: 1.5

Section 11: Technology: 1.5

Section 12: Facilities and Infrastructure: 2

Section 1: Mission

CAS Section 1 Purpose Summary

*The mission of Internship Programs (IP) is to engage students in planned, practical, educationally purposeful experiences in professional, work-related settings that relate to or complement students' academic and career goals.***(Also CompTechs mission statement)**

Section 1 Committee Summary – Average rating: 1.5

OTI Mission Statement:

OTI provides a supportive pathway for career development for all students with emphasis on, Socio-economically disadvantaged students.

Achievements:

CompTechS has placed over 100 students in internships positions with outside companies. We have received feedback from student alumni as to the efficacy of the experience in their professional careers. As further evidence of this we get referrals from former interns.

Opportunities for Growth:

Although there has been an increase in the number of women interns, we would like to recruit more women and attract more students from all learning communities.

Action Steps:
A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 2: Program and Services

CAS Section 2 Purpose Summary

Internship Programs (IP) must be guided by a set of written goals and objectives that are directly related to the stated mission. The IP goals must be aligned with institutional priorities and expectations of the functional area. IP must regularly develop, review, evaluate, and revise its goals. IP must communicate goals and progress toward achievement to appropriate constituents.

Section 2 Committee Summary – Average rating: 1.75

Achievements:

We give a higher priority to socio-economically disadvantaged, veterans, disability students, financial aid recipients and other students in our computer donation and internship program.

Opportunities for Growth:

To offer internships for students in other Career and Technical Education (CTE) related disciplines in addition to the current program options. In addition, CompTechs would like to develop a formal training component to teach student workplace and soft skills for succeeding in the workplace.

Action Step

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 3: Student Learning, Development, and Success

CAS Section 3 Purpose Summary

Internship Programs (IP) must contribute to students' formal education, which includes both curricular and co-curricular experiences. Internship experiences must provide opportunities for the critical exploration of the relationship between knowledge, concepts, theories and models resulting from college/university and those from work settings; development of skills, attitudes, values, and interests; and the exploration of career options in a professional setting.

Section 3 Committee Summary – Average rating: 1.5

Achievements

Our greatest achievement is when one of our interns is offered a permanent position at their work site. OTI has had numerous students transition to full-time permanent positions over the years.

Opportunities for Growth

- Promote expanded opportunities for internships in CTE fields in addition to Computer Science.
- Facilitating the opportunities for students campuswide to learn workforce related skills to promote their success in their chosen occupation.

Action Steps

Pportun time

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 4: Assessment

CAS Section 4 Purpose Summary

Internship Programs (IP) must develop assessment plans and processes that document progress toward achievement of mission, goals, outcomes, and objectives. IP must design assessment plans that incorporate an ongoing cycle of assessment activities. IP must have fiscal, human, professional development, and technological resources to develop and implement assessment plans.

Section 4 Committee Summary – Average rating: 1

Achievements

Our outside companies have requested that we only refer students who have been vetted and undergone training with our lab instructor coordinator provides as there is a noticeable difference between students who undergo training and those who do not. Since the inception of the program, only 1 intern has been released.

Opportunities for Growth

- Develop formal program goals and objectives.

- Develop program evaluation metrics to determine goal attainment, areas of success and areas of program improvement/further development.
- Implement an intern evaluation process once a quarter.
- Solicit feedback from the employers regarding intern performance and other program processes.

Action Steps
Summary – Average rating 0

As we rebuild this program, this would be an opportune time to create assessment plans but due to limited staff this topic is important but not a priority at this time.
Topics that require assessment are discussed during meetings.

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 5: Access, Equity, Diversity, and Inclusion

CAS Section 5 Purpose Summary

Within the context of each institution's mission and in accordance with institutional policies and applicable codes and laws, Internship Programs (IP) must create and maintain educational and work environments for students, faculty, staff, administrators, designated clients and other constituents that are welcoming, accessible, inclusive, equitable, and free from bias or harassment. IP must not discriminate on the basis of race; color; national origin; sex; disability; age; cultural identity; ethnicity; nationality; citizenship; family educational history (e.g., first generation to attend college); political affiliation; religious affiliation; sexual orientation; gender identity and expression; marital, family, social, economic, place of residence, or veteran status; or any other basis included in codes, laws, and institutional policies.

Section 5 Committee Summary – Average rating: 1.5

Achievement:

For many years OTI has exemplified equity in action before it became a significant trend. OTI has offered equitable opportunities, including internships, to various non-traditional student populations such as but not limited to low-income, parent, immigrant, unemployed, and students with learning and developmental disabilities. Our space is a welcoming, nurturing, non-judgmental, and supportive for all who enter regardless of gender, religion, etc. and has proven to be a breeding ground for preparing students for employment.

Opportunities for Growth:

Mainly due to our affiliation with outside agencies, the campuses are not familiar with our programs, resources, and services. As focus on workforce become a priority, OTI will take advantage of this opportunity to become a major contributor regarding workforce process and program development and implementation to serve the college's diverse student population.

Action Steps

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 6: Leadership, Management, and Supervision

Section 6 Purpose Summary

Internship Programs (IP) leaders must model ethical behavior and demonstrate alignment with institutional mission, goals, and ethical practices. Leaders with organizational authority for IP must provide management and supervision as well as lead strategic planning and program advancement.

Section 6 Committee Summary – Average rating: 2

Achievements:

The staff's length of time working in OTI ensures their programs continue to operate in a satisfactory manner.

Opportunities for Growth

There is always space for improvement regarding leadership, management, and supervision which is facilitated by one having good leadership/mentorship, taking advantage of all trainings, and practice.

Action Steps

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 7: Human Resources

CAS Section 7 Purpose Summary

Internship Programs (IP) must identify the level of staffing necessary to achieve its mission and goals. IP must be staffed by individuals qualified to accomplish its mission and goals. Personnel include full-time and/or part-time faculty, staff, administrators, and paraprofessionals (e.g., student employees, interns, graduate assistants, and volunteers). IP must have access to technical and support personnel to accomplish its mission. IP professional personnel either must hold an earned graduate or professional degree in a field relevant to their position or must possess an appropriate combination of educational credentials and related work experience. IP personnel must demonstrate knowledge of experiential learning and its pedagogy and be able to enact an experiential and learning-outcome based internship program.

Section 7 Committee Summary – Average rating: 2

Achievements

The CompTechS internship program is in the process of being rebuilt and working toward our goal of enrolling 20 interns this academic year, despite a coordinator position being vacant for several years. This program has never had adequate and/or appropriate staffing to fully accomplish the program's purpose, goals, and objectives.

Opportunities for Growth

- OTI is a self-funded department and will need to generate enough revenue to pay for additional positions to fully meet the program goals and objectives.

- Develop strategic partnerships to leverage the knowledge, expertise, and other department assets to acquire resources to enhance the program.

Action Steps

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 8: Collaboration and Communication

CAS Section 8 Purpose Summary

Internship Programs (IP) personnel must collaborate and consult with institutional leaders, faculty, individuals, and departments essential to the success of the program. IP must develop productive working relationships with a wide range of institutional offices and services in order to support mutual referrals, exchange of information, sharing of resources, and other program functions.

Section 8 Committee Summary – Average rating 1.5

Achievements

The OTI Lab Coordinator, is a very likeable, well respected, and has built relationships with colleagues in workforce, financial aid, ETS. Business and Computer Science and other departments which helps inform about CompTechS and creating collaborative partnerships (on and off campus) all toward helping CompTechS fulfill its mission and grow the program. In addition, the OTI Supervisor, has developed numerous collaborative relationships with on campus and off campus entities to further the goals and plans of the OTI department. The collaborative efforts of the Lab Coordinator and OTI Supervisor have been vital to the program's success and continued growth and development.

Opportunities for Growth

- Continue to develop and formalize the OTI Advisory Committee to seek consultation and relationships to benefit the department and its programs.

- Join relevant campus committees to become familiar with areas throughout the campus.

- Build relationships with peers in the community and form partnerships to access resources and internship opportunities.

Action Steps

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 9: Ethics, Law and Policy

CAS Section 9 Purpose Summary

Internship Programs (IP) must review and adopt appropriate standards of ethical practice including those of applicable professional associations. IP must comply with laws, regulations, policies, and procedures that relate to its respective responsibilities and that pose legal obligations, limitations, risks, and liabilities for the institution as a whole.

Section 9 Committee Summary – Average rating: 2

Achievements

Managing an internship program requires contracts between the District and the organization and finding balance and compliance between each entity's by-laws, guidelines, and procedures while conducting

ourselves with integrity and professionalism. With the help of our Risk Management department, OTI can negotiate terms that is in the best interest of our students, department, and District.

Opportunities for Growth

- The OTI staff will continue to become more familiar with the policies, regulations, agreements, and standards related to their program operations and that govern the overall college functions (i.e. District/Board Policies, Title 5, California Education Code, etc.).
- The OTI staff will become more experienced and comfortable with legal language as new partnerships are developed.

Action Steps

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 10: Financial Resources

CAS Section 10 Purpose Summary

Internship Programs (IP) must have the funding that is necessary to accomplish its mission and goals. IP must determine with administrative leadership what funding is necessary.

Section 10 Committee Summary – Average rating 1.5

We are a self-funded program. Offering paid internships allows us to generate revenue which helps us pay salary and benefits for the Lab Instructor Coordinator.

Achievements

The OTI has been able to maintain program functions and has been able to meet students' needs despite not having appropriate staffing and resources.

Opportunities for Growth

- OTI will develop stable and consistent revenue streams to support the programs and services on an ongoing basis.

Action Steps

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 11: Technology

CAS Section 11 Purpose Summary

Internship Programs (IP) must have current technology to support the achievement of its mission and goals. IP must incorporate accessibility features into technology-based programs and services. IP must ensure that

personnel and constituents have access to training and support for technology use. IP must back up data on a cycle established in partnership with the institution's information technology department. IP must implement a replacement plan and cycle for all technology with attention to sustainability.

Section 11 Committee Summary – Average rating; 1.5

Achievements

The pandemic forced us to learn a different and more efficient way of doing our jobs. The lab coordinator always had maintained his own data systems regarding interns. Training is promoted and encouraged to ensure proficiency with the institution's IT improvements.

Opportunities for Growth

OTI and its related programs can benefit from a centralized records management system to support program application, intake, data collection, and reporting functions of the department.

Action Steps

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.

Section 12: Facilities and Infrastructure

CAS Section 12 Purpose Summary

Internship Programs (IP) facilities must be located in suitable spaces designed to support the functional area's mission and goals. IP facilities must be intentionally designed to engage various constituents, promote learning, and provide accessible and safe spaces. IP facilities must be designed to protect the security and privacy of records and ensure the confidentiality of sensitive information and conversations. IP must incorporate universal design principles. IP facilities must be designed and constructed to be energy-efficient and sustainable.

Section 12 Committee Summary – Average rating: 2

Achievements

We are fortunate enough to have a dedicated lab to prepare potential interns for placement. Our space allows us to accommodate the various aspects of meeting with and training students as well as having a locked area for files and being ADA compliant.

Opportunities for Growth

Currently there are no plans for changes.

Action Steps

A detailed description of objectives, key results, activities, responsible persons, and timelines are included in Appendix A: Objectives and Key Results Worksheet.