

# Student Services Highlights

**SSPBT**  
**June 18, 2020**

# Enrollment Services

## Admissions & Records Team

- **Excused Withdrawals (EW)** – implemented new online process
- **P/NP Requests** – implemented new online process to help accommodate for retroactive as well as in-progress requests
- **Hybrid classes** – worked on Banner reconfiguration to ensure Title 5/Ed Code compliance and flexibility
- **Academic Standing for Winter 2020 term** - spearheaded change so students currently on probation would not be penalized due to COVID-19
- Productivity has increased with quicker response times, digital forms, and open communication with co-workers.

\* The work above was done in collaboration with the Academic Senate, Counseling, ETS, Instruction, and Marketing.

→ <https://www.deanza.edu/admissions>



# Enrollment Services

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## Evaluations Team

- **357** Degrees Posted for Winter 2020
- **171** Certificates Posted for Winter 2020
- **712** Prerequisites Cleared for Spring 2020
- **418** Prerequisites Cleared for Summer 2020\*
- **230** Transcripts Reviewed and Evaluated

\* These numbers are from March 16th to May 13th during shelter-in-place.

→ <https://www.deanza.edu/admissions/evaluations>

# Enrollment Services

## Assessment Team

- Most assessments/exams are now available in an online format to eligible students:
  - ❑ English and Math Guided Self-Placement assessment
  - ❑ English as a Second Language (ESL) assessment
  - ❑ Biology 40A exam
- The Assessment team was able to administer assessments during the first week of the stay-at-home order.
  - ❑ This included international students who had their orientation during this week as well.

➔ <https://www.deanza.edu/assessment>



# Enrollment Services

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## Veteran Program

- **Implementation of Online Scheduler**
  - Veteran students are able to schedule an appointment online with the Veteran counselor.
- **Student Veteran Welcome Video**
  - The Student Veterans Association chapter of Student Veterans of America produced a welcome video for our incoming students.
- **Implementation of Paperless Office**
  - Making all VA Forms fillable online so Veteran students can authorize certification by completing the request form and indexing directly into BDMS.

→ <https://www.deanza.edu/veterans>



# Financial Aid Office

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- Processing student files and assisting students via email, phone or Zoom about their Financial Aid and Promise Program.
  - <https://www.deanza.edu/promise>
- Scholarships and grants are being reviewed and awarded to students.
  - <https://www.deanza.edu/financialaid/types/scholarships.html>
- Student employee paperwork is now being collected via Zoom and supervisors and employees are being informed of the new changes in time reporting requirements due to COVID-19.

→ <https://www.deanza.edu/financialaid>

# Financial Aid Office

## Emergency Funds

- **\$1.8 million** in CARES Act Funds have been disbursed to students.
- **\$13.5k** in computer funds given to purchase from the bookstore.
- **\$5.4k** in bookstore vouchers
- **\$31k** in other emergency funding (includes funds dispersed prior to the CARES Act).
- **\$75k** in additional SEOG awards allocated for emergency funds.
- Worked with Outreach and OTI to provide computers to students.

\*All data as of June 1, 2020

→ <https://www.deanza.edu/resources/emergency-funds.html>




# International Student Program

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- The week-long **Spring 2020 new student orientation** was moved to a virtual platform during the first week of shelter-in-place.
- **FAQ web page** was established based on immigration's guidance addressing complex immigration regulations due to the COVID-19.
- Created a [webpage](#) for **online assessments** for international students to access for orientation.
- **Increased communications** to students via ISP Listserv & Facebook page with counseling and services available online.
- Collaborated with 4-year university representatives to provide admission/transfer workshops virtually.

➔ <http://www.deanza.edu/international>





# Counseling & Advising

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## Counseling & Transfer Center

- **Student counseling/advising services** provided through Zoom.
  - <https://www.deanza.edu/counseling/appointments-3.html>
- **General Counseling Center** staff, advisors, and counselors have guided students to make sure they can navigate and be comfortable with being online by phone, email, Zoom video, and through [Online Advisor](#).
- **Transfer Center** has coordinated with the CSUs and UC reps to conduct Zoom meetings with our students.
  - <https://www.deanza.edu/transfercenter/transfer-events/rep-visits.html>

➔ <https://www.deanza.edu/counseling>

# Disability Support

## Programs & Services

- **Disability Support Services (DSS)** counselors have helped their students with online issues and concerns. An online support group for our students struggling with taking online classes has been created as well.
  - <https://www.deanza.edu/dsps/dss/>
- **Deaf & Hard of Hearing Services (DHHS)** have come together and have had absolute success in providing services in an online format. This includes faculty trainings and one-on-one student needs assessments.
  - <https://www.deanza.edu/dsps/dhhs/index.html>
- **Adapted PE** classes have been conducted via Zoom and the instructors have creatively connected with their students using new exercise platforms.

➔ <https://www.deanza.edu/dsps>

# Disability Support

## Programs & Services

- Our **Alternative Media Specialist** convinced publishers to give students access to electronic editions of books that they could read with access technology. (Before, we would need to physically scan the books for students).
- **HOPE Services** use Zoom to individually check in weekly with students to see how they are doing and have created fun and engaging YouTube videos on a weekly basis for HOPE students.
  - They have also been working on a De Anza College website specifically for developmentally disabled students during the COVID-19 virus so that our students can easily access educational materials
  - <https://www.deanza.edu/dsps/hope>

# Occupational Training Institute

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- They have worked to ensure that all OTI students, new and continuing, were enrolled in classes, received ed plans, books and other needed services and resources.
- The OTI Counselor is meeting with OTI students via Zoom, email, and phone to complete ed plans and help with enrolling in classes.
- Ensured that our work study students continue to get paid and funding for other student needs.
- They have personally delivered over 20 computers to students in need and continue to fulfill student requests for computers.

→ <https://www.deanza.edu/oti/index.html>

# Office of Outreach & Relations

## with Schools

- **De Anza Next Steps Fridays from 2:00 pm - 3:00 pm** – Offering Zoom session to go over enrollment steps, College Promise information, and open Q&A. This session is open to all prospective and new students.
  - <https://www.deanza.edu/outreach/next-steps.html>
- **Orientations and ed plan sessions** for new students are held every Thursday from 3:00 pm - 4:30 pm.
  - <https://www.deanza.edu/apply-and-register/apply/orientation.html>
- **Application workshops** are being conducted at the high schools via Zoom and a newsletter being sent out to prospective students.
- Prospective students can set-up meetings online with Outreach Counselors.

→ <https://www.deanza.edu/outreach>

# Office of Outreach

## De Anza Food Pantry

- **Mobile Pantry** - 100 student bags of groceries were distributed over three dates in March and April.
  - Available on the **second and fourth Tuesday** of every month, from 12:30 pm - 3:30 pm in Parking Lot A
- **A La Carte** - prepared food packed to-go, will be available at the same time as the mobile food pantry starting Tuesday May 26th.
- **Grocery Store Gift Cards** – Safeway gift cards are being mailed to students who were active food pantry users. 92 cards were mailed out in three weeks
- **CalFresh** – weekly CalFresh zoom support/open hours held on Thursday's from 11:00 am - 1:00 pm.

→ [https://www.deanza.edu/outreach/food\\_pantry.html](https://www.deanza.edu/outreach/food_pantry.html)



# Office of Outreach

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## Men of Color & Promise Program

- **Men of Color** Counselors and Mentors are following up with MC2 students via phone calls and emails.
  - Newsletters & online resources for remote learning, online tutoring, and updates on campus and community resources
  - Men of Color tutors are providing weekly Zoom sessions in Precalculus, Calculus, Stats, and English
  - <https://www.deanza.edu/mc2/mentors.html>
- **Promise Counselors** are holding community hour support groups every other week.
  - Newsletters & Canvas updates on online resources for remote learning, online tutoring, and updates on campus and community resources
  - <https://www.deanza.edu/promise>

# Student Development

## Office of College Life & EOPS

- **Office of College Life** has established remote DASB Senate and InterClub Council (ICC) meetings. In addition, student leaders are receiving training and development activities remotely.
  - <https://www.deanza.edu/clubs>
  - <https://www.deanza.edu/dasb>
- **EOPS** counselors and advisors have implemented Zoom counseling services for students and online EOPS orientations for new students.
  - ❑ Procedures have been established to provide books, technology and grocery gift cards for program participants.
  - ❑ EOPS Student **Rachel Chavez** was awarded a Region IV EOPS Consortium Scholarship.
  - <https://www.deanza.edu/eops/index.html>
- **Student Judicial Affairs** is conducting disciplinary meetings and hearings via FERPA complaint Zoom.





# Student Development

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## Health & Psychological Services

- **Health Services** has developed and implemented Electronic Medical Records and virtual, remote medical advice services.
  - <https://www.deanza.edu/healthservices>
- **Psychological Services** has implemented virtual therapy appointments using HIPPA compliant Zoom.
  - <https://www.deanza.edu/psychologicalservices>
- **First Annual District-wide Mental Health Awareness Week** – developed by De Anza College Health Services, Psychological Services and Health Education and Wellness have worked collaboratively with the Foothill College Psychological Services Department (held May 18th-22nd).



# FHDA Virtual Job Fair Online

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- This event was a collaboration between Foothill and De Anza Colleges, organized by De Anza Career Services/Career Training, De Anza STEM Success Program, Foothill College Workforce Development, and De Anza Job Fair Club.
- Event was held on May 8th from 11:00 am - 1:00 pm via Zoom. Students connected with local employers who are still currently hiring or promoting their future job or internship opportunities.
- More than 50 employers and 300 students registered for the online event. 37 employers and 130 students participated in the Zoom conference.
- 22 breakout rooms were grouped by industry including business/accounting, STEM, health, child development/education, and FHDA organizations.