

2010-11
Annual Program Review Update

PROGRAM NAME:

Admissions and Records

Name of person or persons that filled out this form:

Kathleen Moberg

I. PROGRAM DESCRIPTION

A. What is the primary mission/purpose of your program?:

The De Anza Admissions and Records office mission is to provide comprehensive, client sensitive, and technologically innovative and appropriate services that support student retention and success for our approximately 24,000 diverse students and staff.

B. What is your Program Level Outcome (PLO) statement?:

Students will be able to identify, access, and master Admissions and veterans-related technology, adhere to key dates, deadlines, and regulations, and identify and access support resources.

1. Describe the processes by which your PLO is assessed:

	Analysis of SLOAC results (refer to Part III)
X	Analysis of SSLOAC results (refer to Part III)

Other:

Review number of general petitions and email queries, evaluate web information, etc.

2. How does your PLO directly or indirectly support the: Mission, Institutional Core Competencies (ICC), and/or Strategic Initiatives

(Attach "PLO to Mission, ICC, and/ SI matching sheet(s)."

Comments:

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<p>1) COMMUNICATION AND EXPRESSION*</p> <p>1a Communicate clearly, x</p> <p>1b Express themselves creatively,</p> <p>1c Interpret thoughtfully and logically, and</p> <p>1d Engage actively in dialogue and discussion, while paying attention to audience, situation, and (inter) cultural context.</p> <p>* Communication and expression may be: Oral communication, Verbal, Nonverbal, Informational, or Artistic</p> <p>2) INFORMATION LITERACY **</p> <p>2a Recognize when information is needed x</p> <p>2b Locate information in various formats, x</p> <p>2c Critically evaluate information in various formats</p> <p>2d Synthesize information in various formats x</p> <p>2e Communicate information in various formats</p> <p>** They will use appropriate resources and technologies while understanding: Social, legal, or ethical issues for information and its use.</p> <p>3) PHYSICAL/MENTAL WELLNESS AND PERSONAL RESPONSIBILITY</p> <p>3a1 Recognize lifestyles that promote physical well-being,</p> <p>3a2 Recognize lifestyles that promote mental well-being,</p> <p>3b Engage in self- reflection and ethical decision-making</p> <p>3c Explore career choices and life goals,</p> <p>3d Practice effective individual and collaborative work habits,</p> <p>3e Demonstrate a commitment to ongoing learning</p> <p>4) GLOBAL, CULTURAL, SOCIAL & ENVIRONMENTAL AWARENESS</p> <p>4a Recognize their role as local, national, and global citizens.</p> <p>4b Participate in a democratic process</p> <p>4c Respect social and cultural diversity</p> <p>4d Appreciate the complexity of the physical world</p> <p>4e Understand the significance of both environmental sustainability and social j</p>
<p>5) CRITICAL THINKING</p> <p>5a Analyze arguments</p> <p>5b Create and test models</p> <p>5c Solve problems, x</p> <p>5d Evaluate ideas</p> <p>5e Estimate and predict outcomes based on underlying principles relative to a particular discipline</p> <p>5f Interpret literary, artistic, and scientific works</p> <p>5g Utilize symbols and symbolic systems,</p> <p>5h Apply qualitative and quantitative analysis</p> <p>5i Verify the reasonableness of conclusions</p> <p>5j Explore alternatives</p> <p>5k Empathize with differing perspectives</p> <p>5l Adapt ideas and methods to new situations</p>

C. Program Demographics

1. How many people does your program/department serve?

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all	# Students	Source:	registration, transcripts, etc
all	# Faculty	Source:	grade rosters, etc
some	# Staff	Source:	
	# Community	Source:	

Comments: Describe the typical characteristics of the people your program serves - i.e. What are their goals, majors, reasons for coming to your program, etc.

Admissions/Records serves all enrolled students, providing global services. These include transfer, transcripts, admissions, registration, veterans' services,

2. Number of employees associated with the program?

15	#FT Staff	600	Total hrs per wk combined
1	# PT staff	20	Total hrs per wk combined
0	# FT Faculty	0	(FTEF)
0	# PT faculty	0	(FTEF)
25	# Students	375	Total hrs per wk combined

II. SIGNIFICANT CHANGES and TRENDS

A. If your program offers instruction, attach your Program Review Data Sheet (from IR). Briefly, address any significant changes and how they have effected your **curriculum / instruction** relative to:

1. Growth or decline in historically underrepresented populations (Latina/o, African Ancestry, Pacific Islander, Filipino)

NA

2. Trends related to closing the student equity gap relative to the college's stated goals.

3. Overall enrollment growth or decline of all student populations

B. Briefly, address any significant changes and how they have effected your program's **services** relative to:

1. Growth or decline in historically underrepresented populations (Latina/o, African Ancestry, Pacific Islander, Filipino)

As a support to Outreach, Admissions has seen an increase in these student population. We also employ many students of color to create a welcoming environment.

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2. Trends related to closing the student equity gap relative to the college's stated goals.

3. Overall enrollment growth or decline of all student populations

In 10-11 there has been a decrease in overall headcount. We believe this is a combined result of the economic downturn and the reduction in course offerings.

C. Make any modifications, deletions, additions, edits, etc. to your 2008-09 Comprehensive Program Review (CPR). Use the spaces below to explain what changes you are making to your CPR and the reasons for those changes (i.e. College/District policies, state or federal laws and regulations, external agencies regulations or requirements, budget cuts, personnel decisions, etc.).

Reductions in staffing and B-budget has resulted in changing our service operations and trying to streamline our processes while still meeting student need.

D. Use this space to explain anything else about your program that was not included in your 2008-09 Comprehensive Program Review (CPR) or under II.C. What should be known about your program that hasn't been asked?

Primary changes were staffing and the Banner implementation, which created greater demands on staff and increased our need to communicate changes and bugs to faculty, staff, and students.

III. OUTCOMES ASSESSMENT

**If your program offers both instruction and services, complete all of Part III.
If your program does not offer instruction, skip to III. E.**

A. **If your program offers instruction**, describe the number of **SLOAC** that have been completed or will be completed in 2010-11.

B. **If your program offers instruction**, describe the level of engagement in the 2010-11 **SLOAC** process. (i.e. How many faculty, staff, and administrators participated in the SLOAC process?)

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C. **If your program offers instruction**, what program enhancements are you implementing as a result of the 2010-11 **SLOAC** process? (Only describe planned enhancements that **do not require additional resources**. Enhancements that require new resources will be addressed in Part V.)

D. **If your program offers instruction**, what are your **SLOAC** plans for 2011-12?

E. Describe the number of **SSLOAC** that have been completed or will be completed in 2010-11.

We began with surveys for veterans, front counter service, and graduation. The veterans survey was revised and a new one is being administered in spring 11. Another survey is being conducted with faculty to review Banner functionality. The graduation SLO will be evaluated at the end of the academic year. A training (pre- and post-test) survey for student staff is under development.

F. Describe the level of engagement in the 2010-11 **SSLOAC** process. (i.e. How many faculty, staff, and administrators participated in the SSLOAC process?)

5 staff and 1 administrator.

G. What program enhancements are you implementing as a result of the 2010-11 **SSLOAC** process? (Only describe planned enhancements that **do not require additional resources**. Enhancements that require new resources will be addressed in Part V.)

We are still under review.

H. What are your **SSLOAC** plans for 2011-12?

To assess the results of the faculty survey and make adjustments. To assess and refine the veterans survey and make adjustments to communication/services. To evaluate effectiveness of the student employee survey.

IV. PROGRAM BUDGET DATA

	2009-10 Actual	2010-11 Projected	
'A' budget		1,505,982	
'B' budget		\$34,118	
'C' Budget		\$0	
TOTALS	\$0	\$1,540,100	(automatically calculated)

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**If your program is NOT requesting any new resources -
your 2010-11 Annual Program Review Update is finished**

**If your program IS requesting any new resources -
Continue to Part V.**

V. RESOURCE REQUESTS

Department/Program Summary

A. Human Resources: Please submit up to three faculty and/or staff choices below in department/program ranked order:

Program Position Priority #1:

Faculty Staff
Full-Time Part-Time

Position Name:

Brief description:

Rationale: How will this person enhance or maintain your program's plans to improve outcomes relative to the college Mission, Institutional Core Competencies, Strategic Initiatives, Program Goals, etc. (i.e. What specific SLOAC/SSLOAC results support the program's need for this position?)

If applicable, address the FTE, PT/FTE ratios, and WSCH goals that support your request for this position.

Program Position Priority #2:

Faculty Staff
Full-Time Part-Time

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Position Name:

Brief description:

Rationale: How will this person enhance or maintain your program's plans to improve outcomes relative to the college Mission, Institutional Core Competencies, Strategic Initiatives, Program Goals, etc. (i.e. What specific SLOAC/SSLOAC results support the program's need for this position?)

If applicable, address the FTE, PT/FTE ratios, and WSCH goals that support your request for this position.

Program Position Priority #3:

Faculty

Staff

Full-Time

Part-Time

Position Name:

Brief description:

Rationale: How will this person enhance or maintain your program's plans to improve outcomes relative to the college Mission, Institutional Core Competencies, Strategic Initiatives, Program Goals, etc. (i.e. What specific SLOAC/SSLOAC results support the program's need for this position?)

If applicable, address the FTE, PT/FTE ratios, and WSCH goals that support your request for this position.

NOTE: It is an expectation that all positions that are allocated 2 or more years prior to the next Comprehensive Program Review (2013-14) will be assessed relative to their contribution to the program, the program level outcomes and the program review criteria. In this light, briefly state some of the criteria you may use to assess the effect of each of the additional positions on your program.

Review Criteria:

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B. Equipment/Materials/Facilities: Please submit up to three resource requests in department/program ranked order:

Program Resource Priority #1:

Equipment Materials Facilities
Est. Cost

Item Name:

Brief description:

Rationale: How will this resource enhance or maintain your program's plans to improve outcomes relative to the college Mission, Institutional Core Competencies, Strategic Initiatives, Program Goals, etc. (i.e. What specific SLOAC/SSLOAC results support the program's need for this item?)

Program Resource Priority #2:

Equipment Materials Facilities
Est. Cost

Item Name:

Brief description:

Rationale: How will this resource enhance or maintain your program's plans to improve outcomes relative to the college Mission, Institutional Core Competencies, Strategic Initiatives, Program Goals, etc. (i.e. What specific SLOAC/SSLOAC results support the program's need for this item?)

Program Resource Priority #3:

Equipment Materials Facilities
Est. Cost

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Item Name:

Brief description:

Rationale: How will this resource enhance or maintain your program's plans to improve outcomes relative to the college Mission, Institutional Core Competencies, Strategic Initiatives, Program Goals, etc. (i.e. What specific SLOAC/SSLOAC results support the program's need for this item?)

NOTE: It is an expectation that all resources that are allocated 2 or more years prior to the next Comprehensive Program Review (2013-14) will be assessed relative to their contribution to the program, the program level outcomes and the program review criteria. In this light, briefly state some of the criteria you may use to assess the effect of the additional equipment/materials/facilities on your program.

Review Criteria:

Divisional Summary (If applicable)

C. Human Resources: Of all the position requests within your Division what is the divisional ranking of your department/program position request?

Program Position Priority #1:

Division Position Ranking:

Program Position Priority #2:

Division Position Ranking:

Program Position Priority #3:

Division Position Ranking:

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D. Equipment/Materials/Facilities: Of all the resource requests within your Division what is the divisional ranking of your department/program resource request?

Program Resource Priority #1:

Division Resource Ranking:

Program Resource Priority #2:

Division Resource Ranking:

Program Resource Priority #3:

Division Resource Ranking: