🏛 Dept SS - (A&R) Evaluation › Academic Support Assessment Unit › Program Review

▼ 🏛 **Dept SS - (A&R) Evaluation** ✎

SS Program Review Reporting Year: 2016-17

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, Albin Lee, Evaluation Specialist, Jenn Lee, Evaluation Specialist, Christa Steiner, Evaluation Specialist

SS 1c) Number students served annually & trend increasing, even, decreasing: In the most recent 12 month cycle we produced over 1900 GE certifications for outgoing transfer students. The evaluations team has 1800 degree applications, verifying and awarding over 2000 degrees. We processed nearly 600 certificate applications, verifying and awarding over 500 certificates. We did the initial processing of over 12,000 transcripts and did full evaluations of over 2500 transcripts. Over 700 AP scores were processed and evaluated.

Given the State's implementation of SB1440 and the Student Success Act mandates for increased accountability, the number of students we will be serving in the future will increase. For more information, see the IR website. http://www.deanza.edu/ir/AwardsbyDivision.html

SS 1d) Who are the typical students served by this program? : The Evaluation team serves the entire student population throughout the academic year. It does not have a specific group or groups. We see students across the spectrum. See the report on degree and certificate awards for demographic examples. http://deanza.edu/ir/deanza-research-projects/2016-17/By%20Ethnicity.pdf

SS 2a) What is the program Mission Statement?: This mission of the Evaluations department is to provide 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 request leading to 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 students need. The Evaluations Department strives to maintain accessibility to staff and student 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 SSSP, Scorecard, 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.

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 any day and time 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. They can submit these documents in-person, via email or regular mail.

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: The 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. 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. This process by definition 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 CPR?: The Evaluations group added two Evaluation Specialists in Spring/Summer of 2016.

SS 4b) Are there any significant staffing changes that will be needed over the next five years?: The Evaluation team could use support staff to assist with the processing transcripts (3SP) and initial intake of certificate and degree applications (Campus Scorecard), also need assistance in monitoring 3 email accounts Coordinator currently monitors. This staff person should also have the skills in ordert to assist with the technology resources to perform Degree Works scribing, testing, training, and other tech enhancements such as workflow and e-transfer credit upload into Banner.

SS 4b) Are there any significant staffing changes that will be needed over the next five years?:

SS 5a) Have there been any significant facility changes since the last CPR?: 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 CPR?: The Evaluations department was provided with six desktop scanners and six second computer monitors to allow real-time scanning of documentation for transcripts and prerequisite clearance forms to help make the process more efficient.

SS 6b) Are there any significant equipment changes that will be needed over the next five years?: A laser copier solely dedicated to the printing of all degrees and certificates.

SS 7a) Have there been any significant operational cost changes since the last CPR?: Yes, in that many employees were reclassified as a result of increased Banner and technology expertise. This resulted in a deficit B budget in the division. Augmentation has been available at times, but overall the B budget needs to be enhanced to meet staff professional and operational needs. Several new employees have been hired to fill vacant positions and we have gained two positions in the process that will continue to keep the B budget in a deficit.

SS 7b) Will any significant operational cost changes be needed over the next 5 years? : As mentioned above, the Evaluation team could use support staff to assist with the processing transcripts (3SP) and initial intake of certificate and degree applications (Campus Scorecard), also need assistance in monitoring 3 email accounts Coordinator currently monitors. This staff person should also have the skills in order to assist with the technology resources to perform Degree Works scribing, testing, training, and other tech enhancements such as workflow and e-transfer credit upload into Banner.

SS 8a) Have there been any significant organizational alignment changes since the last CPR?: The addition of two (2) Evaluation Specialists has allowed the distribution of duties and fulfillment of mandates; however, we have also took on the duties of clearing

all prerequisites for the college.

SS 8b) Are there any significant organizational alignment changes that will be needed over the next : The Evaluation team could use support staff to assist with the processing transcripts (3SP) and initial intake of certificate and degree applications (Campus Scorecard), also need assistance in monitoring 3 email accounts Coordinator currently monitors. This staff person should also have the skills in ordert to assist with the technology resources to perform Degree Works scribing, testing, training, and other tech enhancements such as workflow and e-transfer credit upload into Banner.

SS 9a) Have there been any significant changes in regulatiions/laws/policies since the last CPR?: Assembly Bill (AB) 1985 Advanced Placement Credit was signed on https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160AB1985

SS 9b) State significant changes in regulations/laws/policies affecting program over next 5 years.: Assembly Bill (AB) 1985 will require greater resources to implement, process, and award. As the number of students taking the Advance Placement exam increases.

SS 10a) State any significant professional development activities for the program since last CPR.: There have been two Evaluators Training Workshops that provided opportunities to engage with other community college evaluators to troubleshoot and establish best practices.
*2016 Evaluator Workshop (North) - A one-day workshop for Northern California Community Colleges. Evaluators were updated with information on eVerify for ADT's, C-ID/Transfer, ASSIST Next Generation, and how to effectively use the transfer Counseling website to aid in our work duties.
IEPI –Evaluator Training Workshop – A one-day workshop for evaluators in both the north and south. Consistent transcript evaluations and degree audits are vital to the education planning necessary not only for student success goals related to transfer and completion, but also to improve college operations such as enrollment management . Evaluators are encouraged to attend to hear the latest on topics including Transfer/ADTs, Credit by Exam, Out of State Transcripts and Exemplary Practices.

SS 10b) State any significant professional development needs for the program for the next 5 years.: The Evaluation team should show continued presence at Degree Works forums, 3CBG and Evaluator Training Workshops. Keeping current and continued 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 CPR?: NA

SS 11b) State any significant curriculum issues that will affect the program over the next 5 yrs.: NA

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 CPR?:

SS 2b) Are there any other significant issues that will affect the program over the

next five years?: Pending future changes if applicable.

SS 13a) How will the new 3SP orientation requirements affect the program over the next five years?: Resources will be necessary to develop program templates in Degree Works for counselor and student access during the 3SP orientation process.

SS 13b) How will the new 3SP assessment requirements affect the program over the next five years?: Continued updates in Degree Works and Banner will be necessary to accommodate changes in Assessment, multiple measures, and Common Assessment Initiative.

SS 13c) Effect of the new 3SP student education planning requirements over next 5 years.: The need to update and maintain curriculum for all De Anza programs in Degree Works for use in the Educational Planner as well as the addition of new ADT programs. The changes to courses titles to bring them in line with ADT offerings and help clarify the ADT process.

SS 14a) 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 14b) How many SSLO/SLO statements have been assessed since the last CPR?: A&R/Eval SSLO3 – Students will be able to identify the process for requesting an IGETC/GE Breadth Certificates to transfer.

SS 14c) Summarize the outcomes assessment findings and resulting program enhancements since last CPR: Made/making following enhancements:
Online certificate/degree application
Developing Evaluations website
years.
Continuing to build transfer equivalency tables to speed up

SS 14d) What are the program outcome assessment plans for the next five years?: Program outcomes will be developed as needed to assess new processes and mandates.

SS 15) Analysis of the program from last CPR to now to 2018-19.: The Evaluation area has now grown to six evaluators strong. We will continue to maintain curriculum for all De Anza programs in Degree Works, evaluate all incoming transcripts, post all AA/AS degrees, ADT degrees, and certificates, certifying IGETC/GE Breadth certificates for transferring students, eVerifying all ADT degrees, and in 2017, was given the new job duty of clearing all prerequisites for the college. 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 16a) Name of the Division and the names of the programs.: Enrollment Services is the name of the Division that houses the A & R program. The other areas within the Enrollment Services Division are assessment and veteran's services.

SS 16b) Who wrote the Divisional Perspective?: The primary authors of the divisional perspective for the Evaluation program are Tamica Ward, Dean of Enrollment Services; Robert Tomalinas Sr Evaluation Specialist; Veronica Aparicio, Graduation and Evaluation Coordinator.

SS 16c) Summarize the CPRs written by the programs of the Division.: Encompassing Admissions and Records, Assessment and Veteran's services, the Enrollment Services Division deals with a myriad of regulatory processes that are defined by various federal, state and local regulations. Enrollment Services is also responsible for attendance accounting reporting and warehousing the student information contained in electronic records system for federal, state and local reporting. With constantly updated technology requirements along with ever changing regulations, it is imperative that Enrollment Services maintain a high level of technical and regulatory knowledge to ensure successful reporting and safekeeping of student information.

Admissions and Records department oversees all facets of Admissions, Records, Transfer, Graduation, Veterans, Assessment, attendance accounting and other regulatory compliance. Faculty support related to course rosters, and Admissions staff provide assistance with census and grade submission. The department underwent a 30% decrease in the last five years. During this period Banner, implementation coupled with enormous regulatory and process changes from the State created a serious technology and knowledge deficit that had a severe impact on the Admissions and Records department.

Assessment services oversee not only a student's intake and start of their academic career; but also, assist with the fiscal support needed to fund the educational journey. As the division continues to strive to meet the needs and demands of an ever changing student body while adhering to state mandates and title V regulations. The division will also work closely with instructional deans and discipline faculty to ensure that the campus community is well informed and included in A&R policy and process changes. Additional changes at the state level to include the Common Assessment will require assessment division staff to participate in professional development, communicate change to the campus community, and participate in statewide pilots. Insufficient staff will limit De Anza's ability to be on the cutting edge of change as well as be a voice to innovation to the broader California Community College system.

The Graduation and Evaluations department has seen a tremendous increase in technology enhancements, regulatory changes, and budget reductions. During this period, the Graduation and Evaluation Coordinator was responsible for the implementation of Banner and Degree Works (DW), which required both technical understanding and leadership, and collaboration with Foothill, Educational Technology Services (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 the Student Success and Support Program (SSSP) requirements.

Besides the technology piece, the department also had to meet the requirements of Senate Bill 1440 (SB 1440) related to Associate Degrees for Transfer (ADTs). SB 1440 mandates ADT programs offered are completed and reported based on state deadlines and regulations. With the creation of new ADT's and conversion of all local De Anza

College degrees to ADT's, a subsequent increase in the number of ADT applications by students will have an impact to the staffing level of the evaluations team. This is exacerbated by the state deadlines set for semester colleges, which do not work well for quarter system colleges since the end of the spring quarter is late in the academic year.

The Veterans' Services department has seen an increase in regulations, compliance, and technology changes in the last five years, at the same time the student veteran population at De Anza has increased from less than 50 students served to almost 500. The Veterans' Specialist, along with the support of the dean, has been the sole certifier and De Anza intake/admissions person assigned to this group. The Veterans Resources Specialists have had to expand their role to include collaboration with other departments to increase and coordinate services, participate in training and educational sessions throughout the state, entertain Veterans Affairs and other community representatives interested in working with De Anza and De Anza veterans. Their role and expertise, attention to the needs of veterans, and leadership with student staff has made it possible for De Anza to serve more and more vets; however, two people cannot be expected to handle this workload or the expected increase in veterans alone.

For these reasons the Enrollment Services division has implemented a training program to convey changing legal requirements, updating processes and procedures to ensure legal compliance; and finally to instill the technical skills necessary for the staff to successfully support student learning and staff compliance. As De Anza moves forward to meet these challenges, evaluation of Student Services budgets and staffing levels will be critical to determine rebuilding, both to meet mandates and to ensure access, equity, and success are uniformly addressed and supported. This commitment of resources ensures that the Enrollment Services Division continues to support the De Anza College mission statement of providing "an academically rich, multicultural learning environment that challenges students of every background to develop their intellect, character and abilities; to realize their goals; and to be socially responsible leaders in their communities, the nation and the world."