De Anza College
Student Services Planning and Budgeting Team (SSPBT)
2019-20 Program Review (APRU)

TracDat Description (50 character max)	Part 1	Program Information	
	Program Review		If you are entering for a previous year complete in word document and submit to Vice President of Student Services.
	1a) Program Name	Office of College Life (OCL)	Enter the name of the program being reviewed
	1b) Name(s) of the author(s) of this report:	Dr. Hyon Chu Yi-Baker & Dennis Shanannikian	Enter the name or names of those who authored this APRU
SS 1c) Number of students served annually & trend increasing, even, decreasing	1c) How many students are served by this program annually and is this number trending up, even, or down?	The OCL organizes, conducts and supports a variety of programs and services that are connected to De Anza Student Body (DASB) Senate or Inter-Club Council (ICC). In addition, OCL offers its own line of programs and events tied to leadership and student development. Our program includes the bike loan program, legal advice, discount movie tickets, and other co-curricular activities throughout the year. Most of these events are led by our DASB Senators. We are also responsible for the student photo ID program as well as the VTA Smart Pass. For these two programs we see about 10,000 students. As these two programs are tied to enrollment, we have seen some decline in this area which has also negatively impacted our budget.

DASB Senate typically includes 25-30 elected student representatives per academic year; we also work with over 50 DASB interns that provides an introduction to the Senate. The number of students involved in DASB Senate in some formal capacity has remained steady over the years. The office manages the college's Flea Market which continues to see a slight decline in number of vendors upwards from 800 to some months as low as 400. We average around 600 vendors per month. This decline has impacted our DASB revenue and therefore our overall budget as we receive about 30% of our funds from the Flea Market. | Please discuss the number of students who are served in the program and explain whether the number of students is increasing, even, or decreasing. Are there any anticipated trends in the number of students served? |

		The Inter-Club Council is the governing body that manages between 80-85 clubs per academic year. In the past few years, we have seen an increase from about 70 to upwards to 85 clubs. The clubs include up to 400 club officers and over 1,500 members. OCL leads presentations and workshops on orientation, academic integrity, campus life, and leadership development reaching several thousands of students each academic year. As our office is looking at building out our programs, we anticipate that we will increase our capacity and serve more students in the near future.	
	1d) Who are the typical students served by this program?	OCL serves the entire campus community in providing a wide variety of co-curricular activities involving student leadership and engagement. Some of the DASB Senate funding are geared to supporting historically underrepresented groups.	Please discuss the typical students who are served in the program. Does the program specifically address the college's goals to increase access and success of 'targeted' student populations (Latina/o, African Ancestry, Pacific Islander, Filipino)?
	Part 2	**MISSION and Accreditation Standard II.B.1**	
	2a) What is the program Mission Statement?	OCL provides opportunities for students to develop their leadership capacity and prepare them to be responsible and engaged citizens of the world. Rooted in our commitment to the values of diversity, involvement, and community, OCL strives to promote the ideals of servant leadership, empowerment, and civic engagement through a comprehensive and robust college life program. Utilizing an integrated approach, OCL bridges our institutional core values with evidence-based practices to produce high impact programs and services that celebrate and fosters a climate of respect, integrity, and inclusion.	Cut/paste or type in the program's most current Mission Statement.
SS 2b) In what ways and to what extent does program assure the quality of its services to students?	2b) In what ways and to what extent does the program assure the quality of its services to students?	We use our satisfaction surveys, assessment and evaluation tools, and informal contacts with our students to get a pulse on how well we are serving our students.	Please address part 1 of Accreditation Standard II.B.1-The institution assures the quality of student support services.

SS 2c) In what ways and to what extent does program support College Mission statement?	2c) In what ways and to what extent does the program demonstrate that its services support student learning and enhances the achievement of the College Mission?	OCL provides trainings, programs, and services that directly align with the College's mission. We help build their intellect, critical thinking skills, and leadership capacity to prepare them for the greater complex global world.	Please address part 2 of Accreditation Standard II.B.1-The institution ...demonstrates that these services, regardless of location or means of delivery, support student learning and enhance achievement of the mission of the institution. The college Mission Statement can be found at: http://deanza.edu/about/mission.html
	Part 3	Accreditation Standard II.B.3	
	3a) In what ways and to what extent does the program assure equitable access for all students?	OCL sponsors programs and activities that encourage the participation and inclusion of students from all diverse communities. We actively provide training on equity and diversity sensitivity to our students involved in DASB and ICC. In addition, we ensure that the venues, materials, and activities are always ADA compliant and accessible.	Accreditation Standard II.B.3.a-The institution assures equitable access to all of its students by providing appropriate, comprehensive and reliable services to students regardless of service location or delivery method. Please address how the program is, or plans on, incorporating universal design concepts into its operations (materials, processes, activities, professional development, etc.) to assure that the program's services are accessible and effective for all students regardless of personal demographics or background. Cite specific examples.
SS 3b) State ways and extent that program encourages personal and civic responsibility.	3b) In what ways and to what extent does the program provide an environment that encourages personal and civic responsibility?	The Student Representation Fee which was implemented 4 years ago encourages De Anza students to participate in civic related activities on both the local and state levels of government. DASB Senators participates in the campus' shared governance structure as the student representative. In addition, ICC is the governing body that manages over 80 student clubs and organizations that represent the wide gamut of special interests., civic engagement, and academic areas with the student body. Furthemore, OCL provide training for our student leaders on civic capacity as well as serve as advisors to the many conferences they attend on civic engagement. We support our DASB Legislative Director to attend alll of their regional conferences and meetings including hosting one regional meeting on our campus.	Accreditation Standard II.B.3.b-The institution provides an environment that encourages personal and civic responsibility, as well as intellectual, aesthetic and personal development for all of its students.
SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising	3c) In what ways and to what extent does the program design, maintain and evaluate counseling and/or academic advising programs	Not applicable	Accreditation Standard II.B.3.c-The institution designs, maintains and evaluates counseling and/or academic advising programs to support student development and success and prepares faculty and other personnel responsible for the advising function. (Answer only if applicable to the program under review)
SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity	3d) In what ways and to what extent does the program design and maintain practices and services that support and enhance student understanding and appreciation of diversity?	OCL provides a warm and welcoming environment that honors and celebrates diversity, inclusion, and equity. We offer support, advocacy, and leadership opportunities that emphasizes critical thought, social	Accreditation Standard II.B.3.d-The institution designs and maintains appropriate programs, practices and services that support and enhance student understanding and appreciation of diversity.

		justice, and cultural empowerment for the De Anza community. We have co-hosted the Student Voice Leadership Conference with VIDA and the Office of Equity for the past two years and plan to again in 2020. This is a conference focused on equity and developing a students' capacity to engage in community advocacy and empowerment. In addition, our student leaders receive annual training on diversity to increase their level of awareness, critical thinking, empathy, and perspective building.	
SS 3e) State ways & extent program regularly evaluates admissions & placement practices	3e) In what ways and to what extent does the program regularly evaluate admissions and placement instruments and practices to validate their effectiveness while minimizing biases?	Not applicable.	Accreditation Standard II.B.3.e-The institution regularly evaluates admissions and placement instruments and practices to validate their effectiveness while minimizing biases.(Answer only if applicable to the program under review)
SS 3f) State ways & extent program maintain student records securely & confidentially?	3f) In what ways and to what extent does the program maintain student records permanently, securely and confidentially, with provision for secure backup of all files?	College Life program and student files are stored in locked file cabinets and care is taken to ensure the protection of electronic data by using required secure passwords to gain access to student records.	Accreditation Standard II.B.3.f-The institution maintains student records permanently, securely and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.
	PART 4	Staffing	
SS 4a) Have there been any significant staffing changes since the last APRU?	4a) Have there been any significant staffing changes since the last APRU?	Both the Student Activities Specialist and Flea Market Coordinator positions are currently vacant. The Student Activities Specialist has changed from being funded by the District to being funded by DASB.	Please explain any significant changes in Classified, Faculty, and Administration positions that have occurred over the past year.
	4b) Are there any significant staffing changes that will be needed?	Considering the budget reduction and impact on department funds, the Student Activities Specialist was identified by the college to be permanently eliminated beginning 2019-2020, however, the position has been approved by last year's DASB Senate to fund the position this year. It would be beneficial to shift this position back to being District funded in the future. In order to meet the needs of our student population and to also reflect the mission of our college, the OCL would like to consider hiring another full-time staff member as an educational coordinator to provide programs on leadership, diversity, and life skills.	Please identify any anticipated changes in Classified, Faculty, and Administration positions that could occur over the next year. (Explain why these changes may be needed, i.e. new directions, retirements, policy issues, etc.).

	PART 5	Facilities	
	5a) Have there been any significant facility changes since the last APRU?	The Office of College Life, ICC Office, and Club Room were refurbished in summer 2019 with new layouts, furniture, paint, and carpet.	Please explain any significant changes in program facilities that have occurred over the past year.
	5b) Are there any significant facility changes that will be needed?	The Office of College Life storage room in the lower level of the Campus Center is still awaiting mold removal and paint repair so we can start using it again.	Please identify any anticipated facility needs that could occur over the next five years. (Explain why these changes may be needed).
	PART 6	Equipment	
	6a) Have there been any significant equipment changes since the last APRU?	We received new computers for the student ID card production stations. Two other computers were also replaced.	Please explain any significant changes in program equipment that have occurred over the past year. (Instructional and non-instructional)
	6b) Are there any significant equipment changes that will be needed over the next year?	Additional computers need upgrades or replacing.	Please identify any anticipated program equipment needs that could occur over the next year. (Explain why these changes may be needed. Include both instructional and non-instructional needs)
	PART 7	Operational Costs	
	7a) Have there been any significant operational cost changes since the last APRU?	Over the past two years, the $1.2 million-dollar DASB budget has continued to take on expenses that are typically covered by the campus budget (i.e. new programs to serve targeted populations, expansion of current programs, etc.). In addition, the college-wide demand for DASB funding is increasing. This trend is expected to continue with the massive budget cuts the college is making. In addition, there was an increase of operational costs associated with staff for Flea Market since last year and the addition of the Student Activities Specialist this year. There was also an increase in the minimum wage for student employees.	Please explain any significant changes in program operational funding that have occurred over the past year.
SS 7b) Will any significant operational cost changes be needed over the next year?	7B) Are there any significant operational cost changes that will be needed over the next year?	The minimum wage continues to increase for student employees, which is a significant portion of the DASB Budget, and the DASB funding the Student Activities Specialist will impact the ability of DASB to fund other areas of the campus. In addition, the Office of College Life seeks general base money to build their programming area of service.	Please identify any anticipated changes to operational cost needs that could occur over the next year. (Explain why these changes may be needed.)

	PART 8	Organizational Alignment	
SS 8a) Have there been any significant organizational alignment changes since the last APRU?	8a) Have there been any significant organizational alignment changes since the last APRU?	None	Please explain any significant organizational alignment changes that have occurred over the past year.
	8b) Are there any significant organizational alignment changes that will be needed over the next year?	Unknown	Please identify any anticipated changes to organizational alignments that could occur over the next year. (Explain why these changes may be needed.)
	PART 9	Regulations/Laws/Policies	
SS 9a) Have there been any significant changes in regulations/laws/policies since the last APRU?	9a) Have there been any significant changes in regulations/laws/policies since the last APRU?	We are now required to include Domestic Violence Hotline information on the back of the student ID cards in addition to the suicide prevention and crisis hotlines that were added last year.	Please explain any significant changes in regulations/laws/policies that have occurred over the past year. (Federal, State, Local, District, college, etc.
SS 9b) State significant changes in regulations/laws/policies affecting program over next year.	9b) Are there any significant changes in regulations/laws/policies that will affect the program over the next year?	Unknown	Please identify any anticipated changes in regulations/laws/policies that could affect the program over the next year. (Federal, State, Local, District, college, etc.)
	PART 10	Professional Development	
SS 10a) State any significant professional development activities for the program since last CPR.	10a) Have there been any significant professional development activities for the program (or others) since the last APRU?	OCL professional staff are encouraged to attend college and district provided professional development workshops, presentations, conferences, and convocations. We also do our own internal professional development activities such as team building and during our staff and individual one on one meetings.	Please explain any significant professional development activities that have occurred over the past year. Include the nature, reason, significance, and outcomes of the activities.
SS 10b) State any significant professional development needs for the program for the next year.	10b) Are there any significant professional development needs for the program (or others) over the next year?	As we anticipate two new hires in the next year, we will need professional development training to help these new staff members transition into their new roles. In addition, we would like to continue providing professional development opportunities in areas such as	Please identify any anticipated professional development needs for the program over the next year. Include the anticipated nature, reason, significance, and outcomes of the activities.

		customer/client care, IT training to learn up-to-date technology, trends in student development, and other relevant topics that relate to our work with students.	
	PART 11	**Curriculum, Student Success, and Equity**	
SS 11a) Have there been any significant curriculum since the last APRU?	11a) Have there been any significant curriculum since the last APRU?	We implemented some new practices in our trainings and DASB elections (mandatory info sessions), and	Please explain any significant curriculum changes that have occurred over the past year.
SS 11b) State any significant curriculum issues that will affect the program over the next year.	11b) Are there any significant curriculum issues in that will affect the program over the next year?	None	Please identify any anticipated curriculum issues in that could affect the program over the next year.
SS 11c) State the aggregate student success rate in the instructional portions of the program?	11c) What is the aggregate student success rate in the instructional portions of the program?	Not applicable	In accordance with ACCJC requirements, the college has adopted an institutional standard for successful course completion at or above 60% http://www.deanza.edu/ir/deanza-research-projects/2012_13/ACCJC_IS.pdf. If student success rates in the program are below 60%, what plans are there to bring course success rates up to this level?
SS 11d) State gap of student success rates with targeted groups.	11d) What are the student success rates between groupings of students? Is there a success rate gap that exceeds 5% between any of these groupings?	Not applicable	The college equity goal is to have no more than a 5% student success gap between any groupings of students. Please explain any gaps exceeding 5% and what plans are in place, or are being made, to address closing this gap
	PART 12	**Other**	
SS 12a) Have there been any other significant program changes since the last APRU?	12a) Have there been any other significant program changes since the last APRU?	None	Please explain any other significant program changes that have occurred over the past year.
	12b) Are there any other significant issues that will affect the program over the next year?	None	Please identify any other anticipated issues that could affect the program over the next year.
	PART 13	**Student Services Learning Outcomes and Accreditation Standard II.B.4**	
	13a) What are the current/active program outcome statements?	Students involved in DASB Senate will identify and develop their leadership capacities. Students involved in DASB Senate will demonstrate enhanced skills in conflict management, time	Please list all of the Student Services Learning Outcomes (SSLO) statements for the program. (Cut/paste from TracDat, APRU or other documents.)

		management, communication, and budgeting.	
	13b) How many SSLO/SLO statements have been assessed since the last APRU?	The two above	Please identify the SSLO statements that have been assessed over the past year. (Cut/paste from TracDat, APRU or other documents.)
	13c) Summarize the outcomes assessment findings and resulting program enhancements made since the last APRU.	DASB Senators were given a pre assessment where they self-identified their skill sets. A post assessment survey was planned to be distributed at the end of the academic year but many of the Senators prematurely stepped down from their positions and therefore only a few post assessments were collected (about 5). The results indicated the students would like more tactical training on the day to day responsibilities of their positions.	Please summarize the outcomes assessment findings and resulting program enhancements made over the past year. (Cut/paste from TracDat, APRU or other documents.)
	13d) What are the program outcome assessment plans for the next year?	OCL is currently working on creating new assessment tools for our student leaders. In the past only DASB was assessed. Moving forward both programs will be evaluated and assessed. We will continue to use the same SSLO's as indicated above.	Please indicate which SSLO/SLO statements will be assessed over the next year and when. (Include any plans to create new outcome statements.)
	Part 14	APRU Summary	
	14) Where has the program come from since last year, where is it now, and where does it anticipate or need to go over the next year?	In the last 3 years, OCL has gone from being only known for our DASB and ICC activities to expanding our leadership opportunities for the greater De Anza student population. We are currently working on building out our leadership trainings and workshops as well as creating a comprehensive programming	Based on the information provided in Parts 1 through 14 above, please summarize: 1) Where the program has come from since the last APRU? 2) Where the program is now, and 3) Where the program anticipates or needs to go over the next year.

		curriculum that touches on a wide variety of topics to help develop the holistic student. Our goal is to build a robust pipeline for our DASB Senate and ICC programs as well as provide multiple points of entry for any student to become engaged and involved in campus life and to build their critical social and emotional skills to be more competitive in our global world.	
	Part 15	**Divisional Perspective**	
	15a) Name of the Division and the names of the programs.	Student Development Division: • Extended Opportunities Programs and Services(EOPS) • Guardian Scholars • College Life (DASB and ICC, Student ID, Eco Pass, Flea Market • Health Services (HE&W, Psych. Svcs., Clinical Svcs.) • Student Judicial Affairs • HEART (Harm Evaluation Assessment Reduction Team) • Americans with Disabilities Act (ADA) / 504 Compliance • Unlawful Harassment and	Write the name of the division and the names of the programs that are submitting APRUs

		Discrimination Coordination	
	6b) Who wrote the Divisional Perspective?	Michele LeBleu-Burns, Dean, Student Development & EOPS/CARE	Enter the name or names of those who authored this Divisional Perspective.
	16c) Summarize the APRU written by the programs of the Division.	The Student Development Division, which is comprised of Extended Opportunities Programs and Services, the Office of College Life, Health Services, Student Judicial Affairs and ADA/504, has continued to grow over the past several years as program areas have been added or developed to address the educational, social, learning and development needs of a diverse student population, by cultivating strategic partnerships with other student services and instructional departments/divisions, faculty, staff and administrators. Due to the length of tenure of the division employees, changes in the form of employee retirements will be a challenge over the next several years. In addition, declining enrollment has and will potentially have a continued negative effect on department revenues. This is specifically true for College Life, which relies on student body card sales and Flea Market revenues to support clubs and student government and the many campus programs funded by the student body senate including student tutoring, athletics,	Please summarize all the APRUs to be submitted in the Division. Provide a Division wide perspective on the CPRs explaining how they all fit or work together into a cohesive division plan.

| | | Vasconcellos Institute for Democracy in Action (VIDA) and the Honors Program to name a few. Health Services, which includes Clinical Health Services, Health Please summarize all the APRUs to be submitted in the Division. Provide a Division wide perspective on the CPRs explaining how they all fit or work together into a cohesive division plan.
Education and Wellness and Psychological Services have also seen declining revenues from the health fee as a result of the decrease of enrollment college-wide. Despite these challenges, the division has consistently provided high quality, student centered services to De Anza College students. | |