De Anza College

Student Services
Program Review Reflection
2019-2020
Evaluations Department

1. Overview: Assess program, services, division during the 2019-2020 year. Describe accomplishments, challenges and how challenges were addressed. Include evidence that illustrates accomplishments and challenges.

In the academic year of 2019-2020, we hired a new Evaluation Specialist to replace the Evaluation Specialist that left De Anza College. This was a great accomplishment to help with the growing back log of increasing transcripts, transfer degrees, local degrees, certificates, and clearing of prerequisites. However, due to unforeseen circumstances the newly hired Evaluation specialist was unable to work for a large majority of the year. This caused a redistribution of work which placed more strain on the Evaluations department. This came along with the Covid-19 Pandemic which caused the campus to shut down and make working from home a necessity. The ability able to collaborate and work as a team is an essential part of evaluations and it was a challenge to adjust to the changing work landscape. However, we have created an online forum in Microsoft Teams and have regular Zoom meetings to be able to collaborate while working from home. Due to limitations from ongoing staffing issues and the increasing numbers of transfer and local degrees, certificates, GE Certifications, transcript evaluations, and prerequisite clearances. The Evaluations department has been overwhelmed. Later in the year we did received slight relief when we were allowed to have a part-time temporary assistant to help with data entry.

2. Describe how program plans were met, including evidence that illustrate how these program plans were met.

The evaluations area maintains Degree Works with new and updated major requirements for degrees and certificates. This helps facilitate better information for counselors and students regarding Student Equity and Achievement (SEA). In concert with counseling, it also helped to monitor ED plan development and provide technical assistance to meet SEA priority registration mandates.

3. Describe your experience related to transition of remote work, including online services, instruction, and supporting students offsite during the pandemic.

The Evaluations department has its own department email (Evaluationsda@Deanza.edu) which allows students to reach any one of the evaluators for help with questions or services. We have moved all our forms to be accessible online. We have also begun the process of moving toward an online graduation application. This has all been done to help serve students better, so they continue to receive the services that they need to graduate from De Anza College especially during the COVID 19 pandemic.

4. Describe how Student Equity goals were met and any improvements that were made. Include evidence that illustrate how goals were met using institutional data.

We have been monitoring the graduation numbers of the identified populations of students with different ethnic backgrounds to assist in determining what if any equity gaps apply to create roadblocks in their chosen academic paths.

5. Describe the impact of the 2020 pandemic and all of the associated events have had on the students served by the program. Share what the program review data reveals about the corresponding impacts of the current circumstances.

The pandemic did not decrease the number of degrees, certificates, prerequisite clearances, transcripts evaluations, or GE certifications. In fact, our amount of work has increased due to many people being confined to their homes and many students thinking it was a suitable time to go back school to complete a degree or certificate.

6. Resource requests based on previous Program Reviews and/or Annual Program Review Updates.

Additional help as we are down one Evaluation Specialist who is currently out.

A designated printer solely for the purpose of printing official degrees and certificates for the students.

7. Other Relevant Information, including future anticipated goals.

Our goal is to have up and running the new online graduation application in 2021. We are also starting work to bring more of our forms online and more accessible to students. To increase accessibility to students there is currently also project that will allow students to receive digital copies of their diplomas and certificates.