

The Basics:

Column 1 indicates the information being requested for the **2015-16 APRU**.

Column 2 is where your program information should be recorded. The APRU is a Word document, so you will be able to copy and paste or type in your information into the center column. Word wrap is turned on so the box will expand with your typing.

Column 3 contains the instructions for responding to the requested information.

When completed, save this Word doc and name it: sspbt15apru_ *Evaluations(A&R)*. E-mail the completed APRU and any supporting documents as attachments to < haynesjim@fhda.edu >. It is a good practice to upload a copy to the program's TracDat Documents Repository and keep a soft copy for your files to ensure that your work is not lost. Please contact: Jim Haynes < haynesjim@fhda.edu > or ext. 8954 if you have questions.

Getting Started: Review your 2013-14 Annual Program Review Update posted on the SSPBT website:

<http://deanza.edu/gov/SSPBT>

Column 1 Information Requested for the 2015-16 SSPBT - APRU	Column 2 Input your answers in this column. Word wrap is turned on so the box will expand with your typing. Please provide brief responses. Note: Reference documents can also be attached, i.e. TracDat reports. Make sure to note the name of any reference documents in your explanations.	Column 3 Instructions:
Program Name:	Evaluations (Admissions and Records)	Enter the name of the program being reviewed.
Name(s) of the author(s) of this report:	Veronica Aparicio, Graduation & Evaluation Coordinator Robert Tomalinas, Senior Evaluation Specialist	Enter the name or names of those who wrote this APRU.

<p>What is the program's Mission Statement?</p>	<p>As part of the Admissions and Records office our Admissions Mission statement is as follows: Admissions and Records provide comprehensive, client sensitive and technologically innovative services in an effort to simplify the admissions, registration and record processes.</p>	<p>Enter (or cut and paste) your most current Mission Statement. Please highlight changes, if any, to the Mission Statement that was posted in your 2013-14 APRU</p>
<p>Have you made any significant changes in your program based on the feedback you received from the SSPBT's review of your 2013-14 APRU?</p>		<p>NOTE: If no feed back was received move to the next question.</p>
<p>Have there been any changes to your program since the 2013-14 APRU?</p>	<p>The volume of work increased immensely due to a corresponding increase in the number of transfer degree majors offered. The number of degrees awarded in our Diplomas on Demand database increased from roughly 400 in 2014-15 to close to 400 for just the spring quarter of 2015-16. The resulting applications to review, also caused a surge in related transfer degree transcripts. This was particularly challenging with the loss of personnel, which caused the evaluation department to suffer.</p>	<p>Please explain any significant changes in: Staffing, equipment, facilities, operational costs, organizational alignment, State/Federal regulations or laws, other?</p>

<p>What Impact have these significant changes had on your program?</p>	<p>The increase in transfer degree applications, applicable transfer transcripts and loss of personnel, caused other duties/services of the evaluations department to be impacted. For example, the evaluation of incoming transcripts from other colleges, experienced significantly longer delays. In 2014-2015, we were evaluating incoming transcripts within 2-3 months. Then in 2015-2016, the turn around time to evaluate incoming transcripts was taking approximately 6-8 months and at times even longer.</p>	<p>Please explain how these significant changes have impacted your program. What is now different?</p>
<p>What Impact have these significant changes had on your students?</p>	<p>Because the students did not have relevant official evaluations of which courses were accepted and transferable to De Anza to meet general education and graduation requirements, students lacked the information they needed to register for courses that they needed to either transfer out of De Anza or to petition to apply for graduation. Which then postponed their transfer out of De Anza and pushed back their graduation dates.</p>	<p>Please explain how these significant changes have impacted your students, including any positive or negative consequences.</p>

Have you initiated anything new to your program since the 2013-14 APRU?	In 2015-16 evaluation office was able to increase staffing by 2 evaluation specialists. This addition while helping greatly, only served to bring staffing inline to pre budget cut levels and effectively increasing evaluations staff by 1. An already impacted system was somewhat alleviated but evaluations timelines were only incrementally improved. We look forward to the 2016-17 year, when two additional evaluation specialists, should greatly speed up the evaluations process and the flow of information to students.	This is similar to the above question about significant changes but is meant to single out any new initiatives.
Is there anything else the SSPBT should know about what has happened in your program since the 2013-14 APRU?	An increase in the number of transfer degrees offered and higher visibility of the transfer degree program in general means that more transfer degree applications and related transcripts will be received.	Briefly described anything else the SSPBT should know about your program including any trends, future concerns, things on the horizon, etc.
Common and Unique Services		
Are there any additions/deletions / edits to the list of common or unique services identified in your 2013-14 APRU?	Evaluation of transcripts Maintain/Update Degree Works Processing/Posting of Degree & Certificates	The 2013-14 APRU asked your program to, list any common or unique services provided to students. Please briefly explain any changes to that list?

<p>Are there any changes to the common or unique service designations listed in your 2013-14 APRU?</p>	<p>The increase in the number of transfer degree programs offered, along with an overall increase in the visibility of the transfer degree program to students in general will only cause the volume of transfer degrees to grow. This will also cause a corresponding surge in all related transcript evaluations and processing/posting of degree & certificates. This increase is coupled with the need to continually maintain previous majors and create new major programs in Degree Works.</p>	<p>The 2013-14 APRU asked your program to designate the direction you believe each of your common or unique services need to move towards. As you recall the choices were to: Grow, Maintain, Enhance, Change Direction, Reduce, or Discontinue. Are there any changes to these designations for a specific service?</p>
<p>SERVICES:</p>	<p>Student Services Learning Outcomes Assessment Cycle</p>	

<p>List all of your current and active Student Services Learning Outcome Statements as they are numbered and recorded in your TracDat account.</p>	<p>A&R/Eval_SSLO_1 Financial Aid students who request an extension will be able to use Degree Works as part of their petition and review process. (Inactive)</p> <p>A&R/Eval_SSLO_2 Students will be able to identify the process for petitioning for graduation and the courses necessary for meeting degree requirements. (Active)</p>	<p>You may cut and paste your SLO statements here or attach a document to this APRU and be sure to indicate the name of the document.</p>
<p>What is or has been your SSLOAC activity for 2013 -14?</p>	<p>A&R/Eval_SSLO_1: Several hundred students had requested extensions, and we had 74 responses. Overall students understood both the functionality of Degree Works and why it was important as part of the Financial Aid extension process. (7/24/2012) However, this assessment has been placed on inactive status due to lack of data and staff turnover. (9/6/2016)</p> <p>A&R/Eval_SSLO_2: We emailed approximately 1100 students over the course of the 2010-2011 academic year. 84 students responded to our request to take part in a brief anonymous survey. These responses confirmed our expectation that the majority of the students had the correct knowledge regarding the graduation and certification processes due to interaction with the Counseling department and/or Admissions and Records. However, the survey did reveal that additional steps are required to provide better means of communicating these processes to students. (07/30/2012)</p>	<p>Please summarize all Student Services Learning Outcomes Assessment Cycle activities since the 2013-14 APRU, including any work in progress.</p>

<p>Have you completed a SSLOAC in 2013 - 14?</p>	<p>A&R/Eval_SSLO_1: This assessment has been placed on inactive status due to lack of data and staff turnover. (9/6/2016) A&R/Eval_SSLO_2: As part of our plan to improve communicating the graduation and transfer GE processes to students during the coming year, we will develop an FAQ for these processes on both the Admissions and Records web site as well as our new DegreeWorks degree audit system. Additionally, we will work with both the Counseling and Marketing departments to improve the way we communicate these processes through the annually scheduled Graduation Open House and the online class schedule. Another step we are investigating is the use of targeted email announcements to provide current information regarding these processes. (04/09/2013)</p>	<p>If yes, please summarize the results, discussions, analyses, and any improvement plans that do not involve any new resources to implement. If no, please give an update of your progress or future assessment plans.</p>
<p>Have you identified any enhancement plans for which additional resources will be needed in order to achieve a desired or improved outcome?</p>		<p>If yes, please summarize the results, discussions, analyses, and any improvement plans that will require new resources to implement.</p>
<p>RESOURCE REQUESTS</p>		
<p>Are there any deletions/edits to the resource requests listed in your 2013-14 APRU?</p>	<p>Deletion of Transfer Degree Evaluation Specialist</p>	<p>Review your resource requests form your last APRU in 2013-14. NOTE: Resources include: Staffing, equipment, facilities, staff development, operational costs, other.</p>

<p>Are there any additions to the resource requests listed in your 2013-14 APRU?</p>		<p>If adding new resource requests, please provide a brief explanations to the following criteria for each new request (see attached "ICC_SI_SSPBT_Values information sheet"):</p> <ol style="list-style-type: none"> 1. Is the request linked to any of the Institutional Core Competencies? 2. Is the request linked to any of the Strategic Initiatives? 3. Is the request linked to any of the Core Values? 4. Is the request linked to any SSLO Assessment Cycle findings? 5. Is the request linked to your CPR 5-year plan? 6. How many times has this request appeared on an APRU? 7. Is the request linked to any of the SSPBT priorities? 8. What are the plans to assessment the effectiveness of this request if granted? 9. Is there anything innovative, unique, or cutting edge about this request? 10. Other information in support the resource request. <p>OR</p> <p>For each new request, attach a detailed document that addresses the 10 criteria listed above – be sure to indicate the name of the document.</p>
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