

# Student Services Annual Program Review Update

## I. General Information

Date: Oct. 22, 2010

Program/Department:

A & R

Authors of Report:

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## II. Status Since Previous Program Review

What significant changes have occurred since the last complete program review? Were those changes based on SSLO assessments? How have these changes affected your program? You may also address how these changes affect the following: resource allocation requests, strategic initiatives, "main areas for improvement", mission statements, or physical/organizational restructuring.

Change:	Banner	Effect: Major changes in process
Change:	Staffing	Effect: Reduced staffing with increased work
Change:	Reorg.	Effect: New direct reports and collaborations
Change:		Effect:

## III. SSLO Information

	How many SSLOs have been written?	How many were assessed in 2009-10?	How many are committed to be assessed in 2010-11?	How many SSLOAC* were completed in 2009-10?	How many SSLOAC are committed to be completed in 2010-11?
<b>Program/Department:</b>	3	2	2	2	2 or 3

	Total	How many participated in writing SSLO?	How many participated in assessment phase in 2009-10?	How many will participate in assessment phase in 2010-11?	How many participated in Reflection & Enhancement discussions in 2009-10?
<b>Faculty/Staff in Program:</b>	18	4	2	4	2

*\*SSLOAC = a complete SSLO Assessment Cycle includes writing an SSLO, assessing the SSLO, reflecting on the results /process, and planning enhancements to improve student learning/achievement.*

**SSLOAC Discussion and Analysis:** Summarize the discussions and analyses of your program/departments' SSLOAC results.

Intake process in VETS area is effective and will be continued. Most students at front counter are aware of deadlines and web services but need special assistance from inperson staff.

### Suggestions for the SSLOAC Discussion & Analysis (above):

- Detailed data supporting some or all of the statistics collected.
- Patterns that emerge or are confirmed when SSLO data are viewed, either alone or in combination with other data (such as student success or retention rates) at the program level.
- What your goals were for any 'benchmark' percentages and whether you achieved those goals.
- Evidence of value derived from the SSLOAC process within your program.
- Some of the challenges your staff and faculty continue to face in attempting to hit your program goals with respect to SSLO.

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*If enhancements/improvements that you have just identified can be implemented within your program or division's currently existing structures and allocated resources, then consider this update form complete and submit to Jim Haynes (haynesjim@deanza.edu). If ADDITIONAL resources are needed through the Student Services Planning and Budgeting process, then complete Section IV. (below).*

## IV. Resource Requests: (Use this section ONLY if you have a NEW resource request)

Program/Department: A & R

Please submit your top three (or less) choices below in ranked order:

		Cost estimate
Item Name:	<b>Division Admin Assistant</b>	<b>\$45,000</b>
Item Name:	<b>B-Budget for TEAs</b>	<b>\$20,000</b>
Item Name:		

What SSLO Assessment findings, if any, support and guide the resource request?	N/A
How will the resource allocation specifically enhance your program's services, activities, processes, etc. to improve student learning and achievement?	We are understaffed and rely on student work study. This is not a sustainable model! Given our large student population and increasing needs of students for in person assistance.
How will the resource enhance your program with respect to the College mission or Strategic initiatives and/or your program's goals for improvement as stated in your last program review?	A&R is here to serve students from admissions through transfers or graduation, Without sufficient staffing we impact student retention and success by reduced services, communication, and collaboration with other divisions/departments.
Other information that may be important to support your request?	