

Student Services Annual Program Review Update

I. General Information

Date: 6/21/10

Program/Department:

EOPS and CARE

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: 40% Budget Reduction for 2009-2010 | Effect: Budget cut resulted in a 40% reduction in program student cap. Final budget was known after program had admitted 165 students over required cap. The reduction also resulted in having only one application period which took place in the fall. Less continuing De Anza students were able to participate in EOPS. Several financial services to students were reduced or suspended: 1) Book voucher requirement was also reduced, however it was still necessary to solicit funds from outside sources to meet the required book service level. Program students saw a reduction in voucher amount from \$200 in previous quarters to \$150. 2) EOPS grants were suspended for the entire fiscal year resulting in approximately 100 students losing grants totaling \$600 per year. 3) Bus passes for approximately 25 students per month were eliminated. 4) The meal vouchers were eliminated for the CARE students. Not attributed to SSLO assessments. |
| Change: Counseling position | Effect: Full time General fund counseling assignment was lost for the foreseeable future until the overall budget picture improves. Not attributed to SSLO assessments. |
| Change: Staffing | Effect: Program staff remained the same for 09/10, however that was only because the campus General Fund picked up the cost of one full-time Classified position. Three positions were originally identified for elimination. Two positions have been moved to Escrow funds for 10/11, one position will be completely eliminated as of June 30, 2010. Not attributed to SSLO assessments. |
| Change: | Effect: |

III. SSLO Information

| Program/Department: | 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? |
|--|-----------------------------------|--|---|---|---|
| | | 3 | 1 | 2 | 1 |
| Faculty/Staff in Program: 6/1810jhh | 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? |
| | 16 | 16 | 16 | 16 | 16 |

Student Services Annual Program Review Update

**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.

Outcome goal: 80% of EOPS/CARE will have completed ALL program requirements by the end of spring quarter 2010.

Assessment process

To assess if EOPS/CARE students understood program participation requirements, students completed a survey that asked them about four required contacts (program compliance).

Fall quarter

- New EOPS/CARE students were administered the pre-assessment instrument (survey) during eleven new student workshops.
- Continuing student completed the pre-assessment instrument (survey) during their individual program update.
- Results were tabulated, combined and shared during a staff meeting in the fall quarter.

Spring quarter

- All EOPS students completed a post-assessment instrument (survey) during their individual program update.
- Results from spring quarter were tabulated and compared to the fall quarter results.

EOPS/CARE Survey Results

% of program participants that answered survey correctly

Question #1

Fall 2009

New students- 75%

Continuing students- 67%

Total students- 70%

Spring 2010

All students-72%

Question #2

New students- 75%

Continuing students- 59%

Student Services Annual Program Review Update

Total students- 64%

Spring 2010

All students- 67%

Question #3

New students- 62%

Continuing students- 71%

Total students- 68%

Spring 2010

All students- 68%

Question #4

New students- 77%

Continuing students- 73%

Total students- 74%

Spring 2010

All students-79%

Question #5

New students- 30%

Continuing students- 38%

Total students- 35%

Spring 2010

See copy of survey as an attachment

The EOPS/CARE database information was used to assess program compliance by students

EOPS

Update 1st Counseling 2nd Counseling Schedule check

91% (F08) 91% (F08) 61% (F08) 59% (F08)

98% (F09) 96% (F09) 80% (F09) 55% (F09)

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.

Student Services Annual Program Review Update

If enhancements/improvements that you have just identified can be implemented within your

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

Program/Department:

| | | Cost estimate |
|------------|----------------------|----------------------|
| Item Name: | <input type="text"/> | <input type="text"/> |
| Item Name: | <input type="text"/> | <input type="text"/> |
| Item Name: | <input type="text"/> | <input type="text"/> |

| | |
|--|----------------------|
| What SSLO Assessment findings, if any, support and guide the resource request? | <input type="text"/> |
|--|----------------------|

| | |
|---|----------------------|
| How will the resource allocation specifically enhance your program's services, activities, processes, etc. to improve student learning and achievement? | <input type="text"/> |
|---|----------------------|

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|--|----------------------|
| 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? | <input type="text"/> |
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Student Services Annual Program Review Update

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