

Assessment Summary: Administrative Units



Dept FCO - (CO) Bookstore & Printing Services

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>Book_AUO_Rental_Books - The selection of rental textbooks meets student's needs. AUO Status: Active Year(s) to be Assessed: 2013-2014, 2014-2015, 2015-2016 Outcome Creation Date: 11/05/2010</p>	<p>Survey - To question "The textbooks and supplies I need are always in stock" students and faculty and staff will reply: "Strongly agree", "Agree", "Disagree", or "Strongly disagree". Target for Success: Benchmark: 75% will agree or strongly agree</p>	<p>Program Review Reporting Year: 2013-2014 Target : Target Met 92% of students said that the textbook rental program meets their needs. Student survey Q-11. (12/31/2013) Reflection (CLICK ON ? FOR INSTRUCTIONS): These figures are encouraging as the rental program is relatively new Related Documents: Dept_FCO_CO_CollegeOperations_AUO_Survey_Result_Fall2013.pdf</p>	<p>Enhancement: The textbook rental program will be expanded to meets the needs of our socio-economically diverse student body. (12/02/2016)</p>
<p>Print_AUO_1 - Printing materials are produced in a timely manner. AUO Status: Active Year(s) to be Assessed: 2013-2014, 2014-2015 Outcome Creation Date: 11/05/2010</p>	<p>Survey - First assessment cycle was done in 2014 Target for Success: 80% of respondents will agree or strongly agree</p>	<p>Program Review Reporting Year: 2014-2015 Target : Target Met 88% of student respondents agreed or strongly agreed that printing materials are produced in a timely manner (02/27/2018) Reflection (CLICK ON ? FOR INSTRUCTIONS): The target was met. The process of gathering data worked well and gave the department an opportunity to see how well it was serving the students. Related Documents: Dept_FCO_CO_CollegeOperations_AUO_Survey_Result_Fall2013.pdf</p>	<p>Enhancement: The target was met. Staff will continue to seek feedback by periodically asking students if there are any areas that could be improved upon. (04/13/2017)</p>

Assessment Summary: Administrative Units



Dept FCO - (CO) College Operations

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>AUO_1 - The Office of College Services supports a campus wide effort of environmentally friendly and sustainable building management and renovations</p> <p>AUO Status: Active</p> <p>Year(s) to be Assessed: 2014-2015, 2015-2016</p> <p>Outcome Creation Date: 08/11/2014</p>	<p>Survey - Survey included new buildings and renovated spaces</p> <p>Target for Success: 80%</p>	<p>Program Review Reporting Year: 2013-2014</p> <p>Target : Target Met</p> <p>82% of respondents who expressed an opinion agreed or strongly agreed (Questions 21) (02/27/2018)</p> <p>Reflection (CLICK ON ? FOR INSTRUCTIONS): The division noted that although 82% of those who expressed an opinion agreed or strongly agreed 25% of the overall respondents replied "does not apply". It would be interesting to know why these respondents did not think that this question was relevant.</p>	<p>Enhancement: Continue to verbally support the college's strong commitment to environmentally and sustainable building management and renovations during collaborative planning conversations and discussions. (04/13/2017)</p>

Assessment Summary: Administrative Units



Dept FCO - (CO) Custodial

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>Custo_AUO_1 - Students and staff will report that classrooms, restrooms, common areas and offices are clean.</p> <p>AUO Status: Active</p> <p>Outcome Creation Date: 11/05/2010</p>	<p>Survey - First assessment was performed in 2014</p> <p>Target for Success: 85%</p> <p>Related Documents: Dept_FCO_CO_CollegeOperations_A UO_Survey Result_Fall2013.pdf</p>	<p>Program Review Reporting Year: 2014-2015</p> <p>Target : Target Met</p> <p>85% of respondents “agree” or “strongly agree” that campus classrooms, restrooms, common areas, and offices are clean. (02/26/2018)</p> <p>Reflection (CLICK ON ? FOR INSTRUCTIONS): The department met as a group to discuss the survey results. The department were pleased to see that despite the staff shortages the goal was met. It is hoped that with the replacement of old equipment, as per the program review, efficiencies can be made to help mitigate the impact of the upcoming budget reductions that may result in layoffs.</p>	<p>Enhancement: The team evaluated their shift hours and coverage and adjusted some schedules to allow for more coverage in the late afternoon/early evening shift. (02/26/2018)</p>

Assessment Summary: Administrative Units



Dept FCO - (CO) Dining Services

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>Dining_AUO_Food_Selection - The food selection available meets campus dining needs. AUO Status: Active Year(s) to be Assessed: 2013-2014, 2014-2015 Outcome Creation Date: 11/05/2010</p>	<p>Survey - Staff & Student survey was sent out in Fall 2013 Target for Success: 80%</p>	<p>Program Review Reporting Year: 2014-2015 Target : Target Not Met 60% of student respondents agreed (Q-6 of student survey). 63% of staff respondents who, use dining services, agreed Q-11 of the staff survey) (02/27/2018) Reflection (CLICK ON ? FOR INSTRUCTIONS): Although the results reflected there is room for improvement, it should be noted that food services use organic locally sourced produce and good quality ingredients which support the college's commitment to sustainability. Stiff competition from local fast food companies who's employees earn minimum wage with no/limited benefits also impacts dining services.</p>	<p>Enhancement: The results helped the department re-evaluate the variety of food it offers. The menu will be re-freshed each quarter to offer different selections and weekly specials that tie in to national events (e.g. St Patrick's day = colcannon) will be offered. The introduction of the pho station has proved to be very popular. Option to select ingredients at the salad bar allows for for custom salads. (10/14/2016)</p>
<p>Dining_AUO_2 - Students and employees will report that they are able to utilize the conference rooms in the Campus Center in an equitable manner and the staff they interact with are helpful and pleasant. AUO Status: Active Outcome Creation Date: 11/05/2010</p>	<p>Survey - Survey Target for Success: 75% of Students and employees will report that they are able to utilize the conference rooms in the Campus Center in an equitable manner and the staff they interact with are helpful and pleasant.</p>	<p>Program Review Reporting Year: 2011-2012 Target : Target Met 75% of Students and employees will report that they are able to utilize the conference rooms in the Campus Center in an equitable manner and the staff they interact with are helpful and pleasant. (10/16/2015) Reflection (CLICK ON ? FOR INSTRUCTIONS): 76% of Students and employees will report that they are able to utilize the conference rooms in the Campus Center in an equitable manner and the staff they interact with are helpful and pleasant.</p>	
<p>Noodle_Bar_Ph_Station - Provide high quality inexpensive Asian Foods, Vietnamese Pho, Japanese Ramen</p>	<p>Other - We used the equipment that we already had and only purchased \$750 additional. After we arrived at</p>	<p>Program Review Reporting Year: 2016-2017 Target : Target Met In the year 2014 - 2015 we made 15K on commission from</p>	<p>Enhancement: Steam line - speed Ways to improve the quality of</p>

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>and Chicken Teriyaki AUO Status: Active Year(s) to be Assessed: 2016-2017 Outcome Creation Date: 10/22/2015</p>	<p>the Noodle concept we spent 4K on retooling the operation. Target for Success: Expectation 150 covers</p>	<p>the Chinese Food vendor. In 2016 - 2017 we grossed 274K in sales. The predicted forecast was 150 covers a day; we typically do over 300 a day. (10/31/2017) Reflection (CLICK ON ? FOR INSTRUCTIONS): Critique on the method Related Documents: Deli Unit Stock Pot Range.pdf NA</p>	<p>food - begin to work with enviro studies - to produce organic veggie for Pho. (10/31/2017)</p>
		<p>Program Review Reporting Year: 2016-2017 Target : Target Met In the year 2014 - 2015 we made 15K on commission from the Chinese Food vendor. In 2016 - 2017 we grossed 274K in sales. (10/31/2017) Reflection (CLICK ON ? FOR INSTRUCTIONS): It could be viewed that time was wasted experimenting with different types of Asian cuisine. There were several factors which had to be met, throughput of the production (specifically safety - eliminating work flow cross over) retooling of the operation for maximum production. Once we had narrowed down to a noodle bar concept, we painted the existing tile black and decorated with appropriate signage and neon signs. The menu was narrowed down to three items, Pho, Ramen and Chicken Teriyaki. The simplicity worked with not only the production and workflow but as volume expanded the system held strong. Related Documents: pho 2016 - 17 Financial.pdf Pho Noodle Bar Sales 16-17</p>	<p>Enhancement: We are currently working with the Environmental Department growing organic food on campus to be used in the food court at the Pho / Noodle bar station. (10/31/2017)</p>

Assessment Summary: Administrative Units



Dept FCO - (CO) Facilities Rental

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>FacRent_AUO_2 - Outside organizations and groups will report that requests for facility usage are responded to in a pleasant and timely manner, that events are coordinated effectively and efficiently and the facilities are clean and equipment is in working order.</p> <p>AUO Status: Active</p> <p>Outcome Creation Date: 11/05/2010</p>	<p>Survey - There is a link on the website for clients to take a survey once they have completed their event in the Visual and Performing Arts Center with opportunity for comments regarding all phases of their experience.</p> <p>Target for Success: Our target for success would be repeat business with a 70% or 7 out of 10 positive experience from the surveys.</p> <p>Comments/Notes: I want to expand this survey to incorporate rentals outside of the theatre and include general rentals.</p>	<p>Program Review Reporting Year: 2015-2016</p> <p>Target : Target Met</p> <p>Out of 8 survey responses, 7 reflected an excellent experience with 1 client reflecting a good experience (10/16/2015)</p> <p>Reflection (CLICK ON ? FOR INSTRUCTIONS): We are continuing to provide the best possible experience in Theatre Rentals.</p> <p>Related Documents: VPAC Survey.xlsx</p>	<p>Enhancement: Target Met. Periodically seek feedback from renters to look for improvements. (10/16/2015)</p>

Assessment Summary: Administrative Units



Dept FCO - (CO) Grounds

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>Grounds_AUO_1 - Students and employees will report the campus grounds are aesthetically pleasing and walkways are clear of garden debris.</p> <p>AUO Status: Active</p> <p>Outcome Creation Date: 11/05/2010</p>	<p>Survey - Send out annual survey to assess what level of students and staff find campus grounds aesthetically pleasing.</p> <p>Target for Success: At least 85 % of students and staff surveyed will state "agree" or "strongly agree" that campus grounds are aesthetically pleasing.</p>	<p>Program Review Reporting Year: 2014-2015</p> <p>Target : Target Met</p> <p>87% of respondents “agree” or “strongly agree” that the campus grounds are aesthetically pleasing. (10/16/2015)</p> <p>Reflection (CLICK ON ? FOR INSTRUCTIONS): After meeting with our management team we determined that the service level we are achieving is appropriate with the current staffing levels.</p> <p>Related Documents:</p> <p>Dept_FCO_CO_CollegeOperations_AUO_Survey_Result_Fall2013.pdf</p>	<p>Enhancement: Target met.</p> <p>Continue to ensure campus looks pleasing and free of garden debris. (02/26/2018)</p>

Assessment Summary: Administrative Units



Dept FCO - (CO) Postal Services

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>Postal_AUO_1 - Faculty and staff will report that Postal Services processes mail in a courteous and timely manner.</p> <p>AUO Status: Active</p> <p>Outcome Creation Date: 11/05/2010</p>	<p>Survey - first survey was performed in 2013</p> <p>Target for Success: 80% of those who use postal services department</p> <p>Related Documents: AUO_Employee_Survey_Result_Fall2013.pdf</p>	<p>Program Review Reporting Year: 2013-2014</p> <p>Target : Target Met</p> <p>Data reported that 117 out of 118 respondents who use the mailroom "agreed" or 'strongly agreed' what this department processed mail in a courteous and timely manner. (10/16/2015)</p> <p>Reflection (CLICK ON ? FOR INSTRUCTIONS): Results for individuals that used the services was very pleasing. Results for individuals who have never used services was surprising. We must consider if those who do not use these services do not use them because they are unaware of them.</p> <p>Related Documents: Dept_FCO_CO_CollegeOperations_AUO_Survey_Result_Fall2013.pdf</p>	<p>Enhancement: Postal Services has reached out to current users and requested that they make their colleagues aware of the services that this department provide. (10/16/2015)</p>

Assessment Summary: Administrative Units



Dept FCO - (Fin) Budget and Personnel

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>Budget_AUO_1 - Financial managers need to be able to review and manage their own budgets. AUO Status: Active Year(s) to be Assessed: 2014-2015, 2015-2016 Outcome Creation Date: 03/10/2015</p>	<p>Other - Monitor the number of inquiries received. Target for Success: Reduce number of inquiries by 50%.</p>	<p>Program Review Reporting Year: 2014-2015 Target : Target Met In coordination with ETS reports have been developed so that the financial managers have access to the information. The number of inquiries has been reduced by 80-90% (03/10/2016) Reflection (CLICK ON ? FOR INSTRUCTIONS): The creation of the reports and training provided all including those new to the system has led to this result of only the occasional inquiry. Training is provided by the Director of Budget and Personnel.</p>	<p>Enhancement: Target Met. Continue to work with managers and ETS to improve reporting, as needed. (12/09/2016)</p>
<p>Payroll_AUO_4 - All faculty will know how to find their CWID and understand the importance of including it on all payroll forms. (Active) AUO Status: Active Year(s) to be Assessed: 2010-2011 Outcome Creation Date: 11/05/2010</p>	<p>Survey - First assessment cycle conducted in Spring 2011. Target for Success: Eighty percent of the faculty will know their CWID number. Date Originally Added: 05/10/2012</p>	<p>Program Review Reporting Year: 2010-2011 Target : Target Met 85% of the faculty know their CWID. (05/26/2011) Reflection (CLICK ON ? FOR INSTRUCTIONS): The results were satisfactory but could use improvement.</p>	<p>Enhancement: Target met. Continue to explain importance of the CWID to new faculty when on-boarding. (05/10/2012)</p>

Assessment Summary: Administrative Units



Dept FCO - (Fin) Cashier

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>Cash_AUO_3 - Students will report the installment payment plan is helpful in pursuing their academic goals.</p> <p>AUO Status: Active</p> <p>Year(s) to be Assessed: 2013-2014, 2014-2015</p> <p>Outcome Creation Date: 11/05/2010</p>	<p>Survey - 1st assessment cycle was completed on Jan 2011.</p> <p>Target for Success: 80%</p>	<p>Program Review Reporting Year: 2013-2014</p> <p>Target : Target Met</p> <p>85% of students being surveyed are satisfied with our installment payment plan. (02/28/2011)</p> <p>Reflection (CLICK ON ? FOR INSTRUCTIONS): In house payment plan assists students in affording college.</p> <p>Related Documents:</p> <p>defer-form-qtr.pdf</p> <p>Installment Payment Plan Cashier Link</p>	<p>Enhancement: Target was met. Periodically review installment payment plan for improvements (04/14/2016)</p> <p>Follow-Up: mention follow up procedure or items.... (05/14/2012)</p>

Assessment Summary: Administrative Units



Dept FCO - (Fin) Student Accounts

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>StudentAccounts_CashHandling_Procedures - DASB/Club students will understand the process for cash handling AUO Status: Active Year(s) to be Assessed: 2015-2016 Outcome Creation Date: 10/16/2015</p>	<p>Survey - Survey provided to DASB/Club Officers students and Club Advisors to assess students understand of proper procedures of cash handling and the required forms. Target for Success: 75% Related Documents: De Anza College Student Accounts AUO 2017.pdf Cashbox_Ticket_Request.pdf Cash_Count.pdf Club_Receipt_Log.pdf Cash_Handling_Procedures-Clubs.pdf</p>	<p>Program Review Reporting Year: 2016-2017 Target : Target Met Of the 45 surveys completed, 37 did understand the cash handling procedures, which equals to 83%. (10/21/2017) Reflection (CLICK ON ? FOR INSTRUCTIONS): The results were positive with 83% understanding of the cash handling procedures. We will continue to work with the student officers annually as they change every academic year and to make sure they are aware of the process. Related Documents: Cash_Handling_Procedures-Clubs.pdf</p>	<p>Enhancement: The student accounts office conducts annual orientation of the cash handling procedures at the beginning of each quarter of the academic year. The cash handling procedures have been updated on April 2017 and the forms and procedures are available at online: http://www.deanza.edu/studentaccounts/docs_forms/ (03/21/2018)</p>

Assessment Summary: Administrative Units



Dept FCO - (Fin) VP of Finance & College Operations

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>Public Works Purchase Requirements - SB854 Senate Bill requires all public work service contracts \$1,000 and greater need to be paid prevailing wages and be registered with the DIR. FHDA implemented a new policy that require all technical and professional services of \$1,000 and greater to have a Purchase Order. This new requirement will be communicated to the campus & training will be provided.</p> <p>AUO Status: Inactive Year(s) to be Assessed: 2015-2016 Outcome Creation Date: 09/21/2015</p>	<p>Other - Data report from Banner Target for Success: 90%. Data from Banner will evidence that the new process is being followed for purchase requisitions</p>	<p>Program Review Reporting Year: 2015-2016 Target : Target Met From the period July 1, 2015 thru June 30, 2016 (02/11/2016) Reflection (CLICK ON ? FOR INSTRUCTIONS): New process was successfully implemented. Purchasing has processed 278 technical & professional services POs resulting from new criteria rules. Unexpected delay in approval process giving access to requisition owners to upload backup to system (BDMS) needs to be addressed. Related Documents: PublicWorks_SB854_Presentation.pdf AUO_PO_Assessment_2016.pdf AUO_VPF_PO_Enhancements_2016.pdf AUO_VPF_PO_EnhancementsFollowUp_2016.pdf</p>	<p>Enhancement: Liaise with IT department to ensure access to BDMS is given quickly (02/11/2016) Follow-Up: IT department have added a category in the help ticket system for BDMS access requests. The time it takes to grant access has significantly improved. The last two requests took less than 3 days to process. See printout of report pulled on 3/16/16 supporting this statement. (03/16/2016) Follow-Up: Pippa Gibson 02/19/2016 08:56:26 IT Ticket: Request to streamline Banner Security Finance authorization requests by having a drop down selection under "Category". End goal is to speed up giving access to Banner FR users including access to upload backup to purchase requisitions. (02/19/2016)</p>
<p>Business Services routing sheet: Business Services introduced a</p>	<p>Other - Data from submission documents</p>	<p>Program Review Reporting Year: 2016-2017 Target : Target Met</p>	<p>Enhancement: Feedback from campus departments lead to the</p>

*Administrative Unit
Outcomes (AUOs)*

Assessment Methods

Assessment Data Summaries

Enhancements

routing sheet that must accompany every contract being sent to the district for review and approval. This requirement will be communicated to the campus and training will be provided. - Data from submissions will reflect that every contract sent to the district for review and approval will have the required routing sheet attached.

AUO Status: Active

Year(s) to be Assessed: 2017-2018

Target for Success: 90%

Related Documents:

[BusSvcsRoutingSheet_Bi_Optic_2017.pdf](#)

[BusSvcsRoutingSheet_CampusLogic_2017_18.pdf](#)

[BusSvcsRoutingSheet_CCAA_SwimmingEvent_May2018.pdf](#)

[BusSvcsRoutingSlipDA_2014.docx](#)

[BusinessSvcsRoutingSheetUpdate2018.pdf](#)

Submissions to district show every contract sent to the district by the VP area had the required routing sheet attached. (02/21/2018)

Reflection (CLICK ON ? FOR INSTRUCTIONS): hello

Related Documents:

[BusinessSvcsRoutingSheetUpdate2018.pdf](#)

[BusSvcsRoutingSheet_DA_Aug2017.pdf](#)

[BusSvcsContractRoutingSheet_Jan2018.pdf](#)

district updating the form annually to reflect changes to the Board approved dollar limits, link to website for signature flow chart and reference to Board policy. (02/21/2018)

Assessment Summary: Administrative Units



Dept FCO - Child Development Center

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Assessment Methods</i>	<i>Assessment Data Summaries</i>	<i>Enhancements</i>
<p>CDC_AUO_1 - Students will report that CDC demonstrates high level/quality Early Childhood Education. AUO Status: Active Year(s) to be Assessed: 2016-2017 Outcome Creation Date: 06/30/2017</p>	<p>Survey - sent survey to students parents Target for Success: At least 80% of student parents report that they are satisfied in the following areas. # of adults working with children, teacher qualification, language used, parent staff communication, meeting child's individual need, teacher-child interaction, parent equipment and materials, cultural and daily activities, environment set up, nutrition program, health/safety protocols, instructional quality.</p>	<p>Program Review Reporting Year: 2013-2014 Target : Target Not Met 75% of student parents are satisfied with the quality of the CDC in the areas specified above. (10/16/2015) Reflection (CLICK ON ? FOR INSTRUCTIONS): Less than 50% of the parents are not satisfied with the program operation hours.</p>	<p>Enhancement: At a division meeting the faculty and staff decided that improved communications with the student parents would be valuable to determine areas that need improvement or clarification of expectations. (09/14/2017)</p>
<p>CDC_AUO_3 - Students will work in the classroom that consists of the children from diverse ethnic, cultural, and socio-economical backgrounds. AUO Status: Active Year(s) to be Assessed: 2016-2017 Outcome Creation Date: 02/16/2017</p>	<p>Survey - Tally enrolled children's ethnic back ground and income status. Target for Success: As per the graph to demonstrate the student demographic will show that the enrolled children are from the families of diversified background. Use application form response for the data collection</p>		
<p>CDC-AUO_6 - Students will receive adequate materials while gaining</p>	<p>Exit Interview - Practicum students will receive an exit interview</p>		

*Administrative Unit
Outcomes (AUOs)*

Assessment Methods

Assessment Data Summaries

Enhancements

practicum experience with their Child Development mentor teachers while utilizing, handouts, reading materials as well as videos and photos.

AUO Status: Active

Year(s) to be Assessed: 2017-2018

Outcome Creation Date: 09/29/2017

regarding their Practicum experience and they will be asked to respond about the availability of the resources given by their CDC mentor teachers.

Target for Success: More than 80 % of the students will respond that they have received adequate materials and resources to succeed in their Practicum field site classroom to be ready to enter the work force.