

The Basics:

Column 1 indicates the information being requested for the **2012-13 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: sspbt13apru_ *insert your program name here*. 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 2011-12 Annual Program Review Update posted on the SSPBT website: <http://deanza.edu/gov/SSPBT>

Column 1	Column 2	Column 3
Information Requested for the 2012-13 SSPBT - APRU	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.	Instructions:
Program Name:	Admissions and Records	Enter the name of the program being reviewed.
Name(s) of the author(s) of this report:	Kathleen Moberg, Joan Pena-Ferrick	Enter the name or names of those who wrote this APRU.

What is the program's Mission Statement?	<p>Admissions Mission Statement: The De Anza Admissions and Records office missions is to provide comprehensive, client sensitive, and technologically innovative and appropriate services that support student retention and success for our approximately 24,000 diverse students and staff.</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 2011-12 APRU
Have you made any significant changes in your program based on the feedback you received from the SSPBT's review of your 2011-12 APRU?	The recommendations suggested a baseline for SSLO data, which has yet to be taken into account given staffing constraints and the fact that we create new surveys every year. They also suggested that staffing needs be represented in the next APRU, which are included.	<p>Include anything done in direct response to the SSPBT feedback on the 2011-12 APRU.</p> <p>NOTE: If no feed back was received move to the next question.</p>
Have there been any other significant changes to your program since the 2011-12 APRU?	Not filling two retirement vacancies, and a loss of 2 staff effective June 2013 has further impacted the office. Reduced funding for student staff has also reduced service at the front counter and support for regular staff. Constant technology upgrades to Banner/CalB/Oracle software and patches which affect BDMS, Degree Works and SSB/INB. Implemented technology has been buggy and required collaboration, testing, and communication across departments. Additional new changes in State regulations bring new compliance laws, system setup, and monitoring requirements.	Please explain any significant changes in: Staffing, equipment, facilities, operational costs, organizational alignment, State/Federal regulations or laws, other?
What Impact have these significant changes had on your program?	Less staff to help students, testing of upgrades to make sure system works correctly with limited time/staff, increased compliance requiring changes to system and processes; increased student need to come to A&R for overrides; increased compliance/audit concerns. Reduced course offerings increase student frustration and need for assistance.	Please explain how these significant changes have impacted your program. What is now different?
What Impact have these significant changes had on your	Much larger number of students in line due to prereq enforcement, enrollment limits, and tech challenges, such as password reset. Enrollment delays are also a consequence.	Please explain how these significant changes have impacted your students, including any positive or negative consequences.

students?		
Have you initiated anything new to your program since the 2011-12 APRU?	Yes, new repeat rules, prereq processes, tech requirements, additional transcript delivery types.	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 2011-12 APRU?	We are at the tipping point in terms of functionality and staff response to customer and compliance issues. We can't be cut anymore without serious consequences to enrollment and accountability.	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 2011-12 APRU?	No	The 2011-12 APRU asked your program to, list any common or unique services provided to students. Please briefly explain any changes to that list?
Are there any changes to the common or unique service designations listed in your 2011-12 APRU?	No	The 2011-12 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?
SERVICES:	Student Services Learning Outcomes Assessment Cycle	
List all of your current and active Student Services Learning Outcome	Student populations will be able to identify and adhere to important deadline dates to add, drop, and withdraw themselves by accessing the De Anza website.	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>Statements as they are numbered and recorded in your TracDat account.</p>	<p>Faculty MyPortal Questionnaire - Faculty will be able to access important information about deadlines and MyPortal functionality and meet compliance.</p> <p>Post Survey for Student Workers - Students who had worked at the front counter and in Admissions for several quarters, and were transferring, were given a post=survey to determine their knowledge of specific Admissions-related functions/rules.</p>	
<p>What is or has been your SSLOAC activity for 2012 -13?</p>	<p>We are currently working on a survey for students with the new mandated repeatability regulations and new registration process for dates/times to register from the State of CA to help students be more aware of these changes and to see what students know and don't know about these new changes for our 2012-2013 SSLO.</p>	<p>Please summarize all Student Services Learning Outcomes Assessment Cycle activities since the 2011-12 APRU, including any work in progress.</p>
<p>Have you completed a SSLOAC in 2012 - 13?</p>	<p>No. Currently we are creating a survey monkey for the Admissions & Records 2012-2013 SSLO. Then we will attach the survey to the students My Portal on their Home tab so they will see it under My Messages.</p>	<p>If yes, please summarize the results, discussions, analyses, and any improvement plans that do not involve any new resources to implement.</p> <p>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>

RESOURCE REQUESTS		
Are there any deletions/edits to the resource requests listed in your 2011-12 APRU?	No	Review your resource requests form your last APRU in 2011-12. NOTE: Resources include: Staffing, equipment, facilities, staff development, operational costs, other.
Are there any additions to the resource requests listed in your 2011-12 APRU?	<p>1 Administrative Asst 2 Admissions Assts 1 Veterans Asst (included in Vets APRU) 1 Transfer Degree Eval (also included in Eval APRU) 1 Transfer Clerk (incl in Eval APRU)</p> <p>The requests support both the mission of the college and the Strategic Plan. We are unable to provide basic, mandated and essential services without adequate staff. An Administrative Asst would assist all areas, including Assessment. Admissions Assistant replacements would be assigned duties that are currently being done by students or not at all. The Veterans office is currently being staffed by only one person with increased mandates, and higher incidences of student need. The new Transfer Degree requirements are creating new majors, new deadlines, new mandates, and new paperwork that do not fall within normal processes.</p> <p>These requests have not been made in the past. The request is an attempt to get closer to "wholeness" that has been whittled away over the last 4 years.</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>