## IIA. PROGRAM SERVICES

**Step 1:** Check (x) the common services offered by this program. (These are services that are offered by more than one college program.)

<table>
<thead>
<tr>
<th>Common Services</th>
<th>Explain this program's role or approach to each checked common service as appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counseling</td>
<td>TC Counselor provides personal, career, and academic counseling by appointment or drop in. The approach is to support the student on their academic journey towards transferring to a university or college. It is essential we make multiple contacts with students because it is complicated process. No one is born knowing how to transfer! Often our connection with students starts long before they apply to the four year institutions. We see them in our offices, classrooms, drop in, workshops, and meeting with the representatives from UC, CSU, and private institutions. Because the TC staff services all of De Anza students, it is important to know the student populations and what their challenges are. For example, the TC Counselor will meet with first generation college students and their parents to clarify the transfer process and to address any concerns/worries etc. The TC Counselor often will introduce the idea of a student broadening their transfer choices to include a UC or private campus. The student may not have considered this option due to finances, or lack of academic self esteem.</td>
</tr>
<tr>
<td>Advising</td>
<td>Explain: The TC Counselor and Advisor provide academic advising. This advising takes place in an appointment, drop in, workshops, and classroom visits.</td>
</tr>
</tbody>
</table>

**Step 2:** Check (x) the formal instruction offered by this program (if any). Common services are offered by more than one college program.

### Formal Instruction:

<table>
<thead>
<tr>
<th>Courses</th>
<th>List Courses: (e.g. PEA 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshops</td>
<td>Workshops: &quot;UC TAG Transfer Admission Guarantee&quot;, &quot;UC and CSU Applications&quot;, &quot;Understanding Assist.org&quot;, &quot;Transferring to Private and Out of State Campuses&quot; and others as needed.</td>
</tr>
</tbody>
</table>

**Step 3:** Name the unique services offered by this program. Unique services are offered only by this program (limit 9).

### Unique Services

- Workshops: "UC TAG Transfer Admission Guarantee", "UC and CSU Applications", "Understanding Assist.org", "Transferring to Private and Out of State Campuses" and others as needed.
- Transfer Center provides the exclusive point of contact with UC/CSU/private college representatives for De Anza students.
- TC provides personal, career, and academic counseling by appointment or drop in. The approach is to support the student on their academic journey towards transferring to a university or college. It is essential we make multiple contacts with students because it is complicated process. No one is born knowing how to transfer! Often our connection with students starts long before they apply to the four year institutions. We see them in our offices, classrooms, drop in, workshops, and meeting with the representatives from UC, CSU, and private institutions.
- Because the TC staff services all of De Anza students, it is important to know the student populations and what their challenges are. For example, the TC Counselor will meet with first generation college students and their parents to clarify the transfer process and to address any concerns/worries etc. The TC Counselor often will introduce the idea of a student broadening their transfer choices to include a UC or private campus. The student may not have considered this option due to finances, or lack of academic self esteem.
- The TC Counselor and Advisor provide academic advising. This advising takes place in an appointment, drop in, workshops, and classroom visits.

**Step 4:** Check (x) the top 5 areas that each unique service supports or addresses.

<table>
<thead>
<tr>
<th>Supports/Addresses</th>
<th>Student's Academic Goals</th>
<th>Student Equity Goals</th>
<th>Student Access</th>
<th>College Enrollment Goals</th>
<th>Student Retention Rates</th>
</tr>
</thead>
</table>

### Strategic Initiatives:

- Community Collaborations
- Cultural Competency
- Outreach
- Individual Attention

### Institutional Core Competencies:

- Communication/Expression
- Information Literacy
- Critical Thinking

To return to the APRU form, click on the "APRU 2012" tab at the bottom of this sheet.