Student Services Annual Program Review Update

I. General Information	Date:	6/24/10
Program/Department:	De Anza College Career Center	
Authors of Report:	Cindy Lister	

II. Status Since Previous Program Review

What significant changes have occured 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 initialtives, "main areas for improvement", mission statements, or physical/organizational restructuring.

Elimination of Career Center Staffing effective 7/1/10	To be determined
Change:	Effect:
Change:	Effect:
Change:	Effect:

III. SSLO Information

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	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?
Program/Department:	6	1	To be decided	1	To be decided
	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?
Faculty/Staff in Program:	2 (O next v	veek) 2	2	To be decided	To be decided

^{*}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/acheivement.

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

During the 2009/10 academic year, the Career Center addressed the following Student Services Learning Outcome (SSLO): As a result of visiting the Career Center, students will be able to identify at least one relevant resource for obtaining college major and/or occupational information. SSLO attainment was assessed using a survey which was available for students to complete as they signed out of the Career Center. All tolled, 112 visitors to the Career Center completed the survey. Overall, we were very pleased with the results of this survey. The overwhelming majority of visitors (98.2%) found at least one useful resource while visiting the Career Center. The fact that 110 out of 112 visitors were able to find at least one relevant resource for obtaining college major and/or occupational information is a strong indication of the usefulness of our resources. We also found it interesting to note the breakdown of the resources the visitors found helpful. Almost 60% of the visitors to the Career Center responded they found the job binders helpful. The second highest-scoring resource was the Career Center staff with 47% of the respondence.

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This information will be useful to take into consideration as the Career Center undergoes staffing changes and makes its move into the area adjacent to the Transfer Center. While the staffing configuration is still unclear, the results of this survey would lend support to the idea of retaining the job binders if adequate personnel exists to maintain them. Also, offering at least a few computer workstations would seem to be well justified as a result of this study. Likewise, although they received fewer responses, the career reference materials (including the books, videos, and Eureka/Discover databases) would be useful to retain as they are still utilized by a fair percentage of students. With respect to the suggestions we received, the majority of them revolve around increasing our resources and services in various ways that depend upon an infusion of funding and staffing. Since the Career Center is currently in a shrinking (not expanding) mode, it would seem prudent that the present emphasis be to maintain as many of the current resources and services as possible before considering any additions. We are happy, however, that the res

study show the visitors to our Career Center have been pleased with the resources and services we have, until this point, been able to provide.

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.

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/Departm	ent:	
Please submit yo	our top three (or less) choices below in ranked order:	
_		Cost estimate
Item Name:		
Item Name:		
Item Name:		

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What SSLO Assessment findings, if any, support and guide the resource request?	
How will the resource allocation specifically enhance your program's services, activities, processes, etc. to improve student learning and achievement?	
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?	
Other information that may be important to support your request?	

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