

## **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](mailto: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](mailto: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
<b>Information Requested for the 2012-13 SSPBT - APRU</b>	<b>Input your answers in this column. Word wrap is turned on so the box will expand with your typing. Please provide brief responses.</b> Note: Reference documents can also be attached, i.e. TracDat reports. Make sure to note the name of any reference documents in your explanations.	<b>Instructions:</b>
Program Name:	<b>Student Success And Retention Services</b>	Enter the name of the program being reviewed.
Name(s) of the author(s) of this report:	Patricia G. Burgos	Enter the name or names of those who wrote this APRU.

What is the program's Mission Statement?	The mission of Student Success & Retention Services is to address historical and institutional inequities resulting in achievement gaps for underserved students by fostering a community of learners and leaders through innovative services and pedagogies that increase retention, persistence, graduation and transfer rates.	Enter (or cut and paste) your most current Mission Statement. Please <b>highlight</b> 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?	No changes in direct response to feedback. However, we were asked to provide more detail in our program reviews.	Include anything done in direct response to the SSPBT feedback on the 2011-12 APRU.  NOTE: If no feedback was received move to the next question.
Have there been any other significant changes to your program since the 2011-12 APRU?	In 2011-12 we lost 75% of a counseling faculty position. This year, 2012-13 we will lose another 50% counseling faculty position. I understand we may also lose 50% of an academic advisor position. These are and will be significant losses to our programs.	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?	We will not be able to provide the same level of availability of counseling/advising. We are currently reorganizing how we provide services. Next year, 2013-14, we may have to facilitate more group workshops so that we can provide the same information. We will also be utilizing our Peer Advisors more to provide general information to our students. Because we are losing more staff, we also need to determine who and how our essential peer mentors will be hired/supervised and trained. With the loss of staff, we need to reevaluate how many students we can actually accommodate next year and still provide effective and efficient services.	Please explain how these significant changes have impacted your program. What is now different?
What Impact have these significant changes had on your students?	Our students have to wait longer to be seen by a counselor/advisor. I'm sure by losing another 100% of counselor/advisor availability this wait time will increase. In addition, because of the new supervisory role that will be inherited by one of our remaining staff, this will reduce that staff member's availability to serve students.	Please explain how these significant changes have impacted your students, including any positive or negative consequences.

<p>Have you initiated anything new to your program since the 2011-12 APRU?</p>	<p>In the winter 2013, we began collaboration with P.U.L.S.E., a peer mentoring group led by the Phi Kappa Theta Society. We have attended and facilitated some of their training sessions and their peer mentors have been matched with one of our FYE cohorts.</p>	<p>This is similar to the above question about significant changes but is meant to single out any new initiatives.</p>
<p>Is there anything else the SSPBT should know about what has happened in your program since the 2011-12 APRU?</p>	<p>Many of students continue to transfer to four year universities within 2 to 3 years. Because of the Dream Act, our students who are identified as AB540 status have had the opportunity to apply for financial aid. We have received a great deal more questions about this process. As staff, we are trying to keep up with the most current information regarding the Dream Act and any other financial aid that is now available to our students. Some of us have attended training workshops held by off campus organizations. In addition, the office of Financial Aid is enforcing more strict guidelines which results in more questions from many of our financial aid recipients. Our staff is trying to stay updated with all of the changes.</p>	<p>Briefly described anything else the SSPBT should know about your program including any trends, future concerns, things on the horizon, etc.</p>
<p><b>Common and Unique Services</b></p>		
<p>Are there any <b>additions/deletions /edits</b> to the list of common or unique services identified in your 2011-12 APRU?</p>	<p>Our programs have truly become "change agents" for our students. Through exposure to higher education, a progressive curriculum, and intensive personal counseling, our students have changed and thus changed their family dynamics. Many, if not all, are the first ones in their families to attend a higher ed. institution. We often have many referrals to our program from our current and former program students. Each year, more and more of our students are bringing their siblings, cousins, and friends to join our programs. In addition, many of our students are becoming leaders on the De Anza campus as well as at their transfer institution. Several of our students have participated in the Student Body, and several have created programs for AB540 students. Currently at least two of our students who are now at UC Berkeley, are actively involved in services that focus on the Filipino community and the transfer student.</p>	<p>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?</p>

<p>Are there any changes to the common or unique service designations listed in your 2011-12 APRU?</p>	<p>SSRS was hoping to build on what FYE already does to fund raise each year to add to the Jean Miller Scholarship Fund. We were fortunate to receive funding from off campus resources with the help of our colleagues in the Foundation Office. SSRS also wanted to enhance our peer advising and tutorial services. Our peer advisors have initiated and facilitated more workshops this past year and have built a comfortable and inviting community. In addition, several of our program students have participated in the tutorial training led by the WRC. One of our students who has been trained by the WRC will begin to provide tutorial services specifically to the FYE students for spring 2013.</p>	<p>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: <b>Grow, Maintain, Enhance, Change Direction, Reduce, or Discontinue</b>. Are there any changes to these designations for a specific service?</p>
<p><b>SERVICES:</b></p>	<p><b>Student Services Learning Outcomes Assessment Cycle</b></p>	
<p>List all of your current and active <b>Student Services Learning Outcome Statements</b> as they are numbered and recorded in your TracDat account.</p>	<p>All Program participants will complete a quarterly updated Educational Plan that supports their identified educational objectives.                  All Program participants will complete basic skills course sequences in Language Arts and/or Math during their first year of enrollment with SSRS.                  All program participants will construct a plan for transfer and/or associate's degree at De Anza College.                  All Program participants will complete a HUMA 20 "Life skills in Higher Education" course within their 1st year with SSRS.                  All Program participants will appraise/evaluate multi-culturally competent counseling and advisement services given by SSRS staff and faculty.</p>	<p>You may cut and paste your <b>SLO</b> statements here or attach a document to this APRU and be sure to indicate the name of the document.</p>
<p>What is or has been your <b>SSLOAC</b> activity for 2012 -13?</p>	<p>We conducted another survey in the winter 2013 quarter. We felt that the last assessment in 2011-12 captured some information but after analysis, we needed more specific information regarding our revised SSLOs.</p>	<p>Please summarize all <b>Student Services Learning Outcomes Assessment Cycle</b> activities since the 2011-12 APRU, including any work in progress.</p>

Have you completed a <b>SSLOAC</b> in 2012 – 13?	We are in the process. We will analyze the data collected from winter 2013 and compare it to the data collected in 2011-12. Once this is complete we will reevaluate our services.	If yes, please summarize the results, discussions, analyses, and any improvement plans that do not involve any new resources to implement.  If no, please give an update of your progress or future assessment plans.
Have you identified any enhancement plans for which additional resources will be needed in order to achieve a desired or improved outcome?		If yes, please summarize the results, discussions, analyses, and any improvement plans that will require new resources to implement.
<b>RESOURCE REQUESTS</b>		
Are there any <b>deletions/edits</b> to the resource requests listed in your 2011-12 APRU?	*Last year, we requested at least one laptop. We did receive a laptop from the Dean of Counseling. *We asked for an additional \$5000 for each program in SSRS so that we could continue to fund trips to Google and Apple for example for career exploration. Also, trips to the Museum of African Diaspora and Balmy Alley in San Francisco to provide hands-on learning experiences for the students and make the curriculum relevant to their lives. We received additional funding to support our trips for 2012-13.	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 <b>additions</b> to the resource requests listed in your 2011-12 APRU?	*An Academic Advisor position to support all of the programs in SSRS. We currently have 50% of an academic advisor and we need to keep that position so that we can continue to provide services. This position is critical to the way we effectively and efficiently provide services. We did not list this position in the past because we did not realize we could lose it. It is imperative to maintain this academic advisor role to effectively function and provide services to our students. It is especially critical now that we are losing another 50% counseling faculty (we lost 75% of a counseling faculty last year), to keep the academic advisor position.	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"): <ol style="list-style-type: none"> <li>1. Is the request linked to any of the Institutional Core Competencies?</li> <li>2. Is the request linked to any of the Strategic Initiatives?</li> <li>3. Is the request linked to any of the Core Values?</li> <li>4. Is the request linked to any SSLO Assessment Cycle findings?</li> <li>5. Is the request linked to your CPR 5-year plan?</li> <li>6. How many times has this request appeared on an</li> </ol>

		<p>APRU?</p> <ol style="list-style-type: none"><li>7. Is the request linked to any of the SSPBT priorities?</li><li>8. What are the plans to assessment the effectiveness of this request if granted?</li><li>9. Is there anything innovative, unique, or cutting edge about this request?</li><li>10. Other information in support the resource request.</li></ol> <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>
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