

**2011-12
SSPBT Annual Program Review Update**

IIB. SERVICE DESIGNATION

This program recommends the following designations for each service offered in the program.

Write the designation initial (**M G E CD R** or **D**) for each service offered in this program and write a very brief explanation.

<u>Designations</u> →	M aintain: Program should maintain the effectiveness and efficiency of this service.	G row: Program should effectively/efficiently serve more students with this service.	E nhance: Program should enhance the effectiveness/efficiency of this service.	C hange D irection: Program should change the direction /delivery of this service.	R educe: Program should reduce this service.	D iscontinue: Program should discontinue this service.
↓ All Services ↓						

↓ Common Services:	Designation Initial ↓ M G E CD R or D	Explain:
Counseling		Explain:
Advising	G	Explain:As the Assessment Center does placement testing and prerequisite clearances, students use the Center as an source for information about courses and programs. By restructuring the testing process to an appointment based system, front desk staff have more time to answer students' questions. Consequently, the advising and orientation work is increasing.
Orientation	M	Explain:As the Assessment Center does placement testing and prerequisite clearances, students use the Center as an source for information about courses and programs. By restructuring the testing process to an appointment based system, front desk staff have more time to answer students' questions. Consequently, the advising and orientation work is increasing.
Outreach	M	Explain: As Outreach has expanded their role in high school testing, the Assessment Center's role has changed. We provide training for Outreach staff on how to do placement testing and we provide logistical support, but Outreach takes care of the on-site testing.
Registration	M	Explain:As the Assessment Center does placement testing and prerequisite clearances, students use the Center as an source for information about registration problems. By restructuring the testing process to an appointment based system, front desk staff have more time to answer students' questions. Consequently, the Center's role in the registration process, at least for currently enrolled students, is increasing.

↓ Unique Services	Designation ↓	Explain:
Placement Testing	M	Explain:Over the next several years, this function will likely change as the state goes to a mandatory assessment. Consequently, placement tests taken at other colleges will transfer to De Anza. New students will be able to test anywhere and have their results accepted at De Anza.
Prerequisite Clearances	E	Explain:As more prerequisites are implemented into Banner, more students will need prerequisite clearance reviews. Consequently, the process will need to be modified to meet the increased demand.

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