De Anza College

Program Review – Annual Update Form – Fall 2025

1. Department/Area Name Evaluations

2. Name of individual(s) completing the form: Veronica Aparicio, Robert Tomalinas, Jeff Dickard, Reggie Brown, Lynn Ling, Joseph Gilmore

3. Briefly describe how your area has used the feedback from the Comprehensive Program Review and Annual Program Review Update provided by RAPP members over the past two years (if unsure, request the feedback form from your dean/manager).

We have used feedback which was not specifically geared to evaluations to refine our goals going forward and clarify the direction of the evaluations department. As such, we have updated our mission statement.

As part of the RPS, the Evaluation Office helps students reach their transfer, academic, and career goals from start to graduation. We make sure their general education transfer requirements are certified, help solve transfer issues, and simplify the academic process so students can move through their college journey smoothly and confidently—no matter their background.

4. Describe any changes or updates that have occurred since you last submitted program review (program review [submissions](#)).

The Evaluations Office has recently encountered staffing challenges that have slowed several processes. While we have nearly completed the onboarding of a new evaluator—an important step toward restoring standard timelines—we continue to manage workflow continuity issues related to other staff members currently on development leave.

In addition, the implementation of the new CALGETC transfer general education pattern has significantly increased the workload required to evaluate transcripts, as new course equivalencies and corresponding attributes must be developed. The College Board is also introducing changes to how AP scores are transmitted, and we are still assessing what impact, if any, these adjustments may have on our processing timelines. We have also implemented sending General Education Certifications electronically via parchment. This change helps speed up the process for students and provides more accurate information as to when the receiving institution has the certification.

5. Provide a summary of the progress you have made on the goals (i.e., OKRs for Student Services) identified in your last program review (as included in the comprehensive program review or annual program review update).

Goal title	Goal description	Responsible parties	Collaboration with….	What evidence have you used to monitor progress?	How have you assessed your goal?	What changes have been made based on the assessment?
Printer	New diploma printer	Evaluations Department	RPS	Timelines of processing diploma request from students every quarter	Printer was just received in November so we have not been able to assess this yet.	
online prerequisite form	New online prerequisite process to make the workflow easier for students and Evaluators.	Evaluations Department		We will use number of prerequisites receive from students	We have implemented this change since the beginning of Fall 2025.	
Ge certifications via parchment	Create new process for sending Ge certifications via parchment	Evaluations Department		We used the number of missing certification request to determine if the process is successful	The overall number of missing Ge certifications has declined due to this process	Due to the success of this process, we have begun implementing partial GE certifications using this process as well

6. If your goals (i.e., OKRs for Student Services) are changing or you are adding a new goal(s), please include them below. If new goals require resources, please list requested resources that were not included in your last program review.

The goals of the evaluations department remain aligned with providing the best access to the tools available for students; to that end we will continue to refine our current goals and improve existing processes. The new processes recently implemented require time to examine their impact, which may result in the need for further resources in the future as they .0evolve.

Goal title	Goal description	Responsible parties	Collaboration with….	What evidence will you use to monitor progress?	How will you assess achievement of the goal?
New Online process for GE certifications and diploma/certificate requests	Develop a new online process to request GE certifications and diplomas/certificates.	Evaluations Department	The Office of Communications	We will use the number of requests received from students and any feedback received from students.	When the new online process is complete and students are successfully using it.

7. Describe the impact to date of previously requested resources (personnel and instructional equipment, facilities/upgrades) including both requests that were approved and were not approved. For example, what impact have these resources had on your program/department/office and measures of student success or client satisfaction and what have you been able to and unable to accomplish due to resource requests that were approved or not approved?

We have recently received a dedicated diploma printer for our department. However, since the printer was only received in November, we have not yet been able to determine its impact on the overall productivity of diploma processing. Once fully implemented, we anticipate that it will significantly reduce the time required to provide students with their diplomas.

In addition, we repurposed existing processes and resources to establish our online prerequisite process. As support for this initiative was limited due to competing resource demands, we believe this approach represents a practical compromise. It allows us to maintain full control over the process while ensuring continued high-quality access to online forms for students.

8. How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients? If you have not requested or received resources, still describe how your area has been able to serve disproportionately impacted students/clients.

   We look forward to utilizing the new printer, which we anticipate will help reduce wait times for student paper documents. While access to a TEA has helped maintain some processing timelines, peak periods still occasionally require overtime. The absence of one full-time evaluator on development leave has further highlighted the need to assess the feasibility of additional TEA support or further staffing even after this evaluator returns.

9. Refer back to your Comprehensive Program Review and Annual Program Review Update from the past two years under the section titled Assessment Cycle or the SLO website (https://www.deanza.edu/slo/. In the table below, provide a brief summary of one learning outcome, the method of assessment used to assess the outcome, a summary of the assessment results, a reflection on the assessment results, and strategies your area has or plans to implement to improve student success and equity. If your area has not undergone an assessment cycle, please do so before completing the table below.

Table 1. Reflection on Learning Outcomes (SLO, AUO, SSLO)

Learning Outcome (SLO, AUO, SSLO)	To help us identify which online processes to implement to best support students and assess the current level of awareness regarding the online resources that are already available.
Method of Assessment of Learning Outcome (please elaborate)	We will include a survey link covering the past three quarters in our email notifications to students who have received a degree or certificate. The survey will ask students about any challenges they experienced accessing evaluation-related forms and processes, as well as which forms or processes, they would like to see made available online.

Summary of Assessment Results	Since we will be starting a new round of survey questions, this is yet to be determined.
Reflection on Results	The previous survey indicated that additional steps are still needed to improve communication of these processes to students. The existing methods were not as convenient or easily accessible for our student population. Moving forward, we will include questions focused on the online accessibility of forms and processes to identify opportunities to streamline existing procedures or create new ones, further enhancing the online experience for students.
Strategies Implemented or Plan to be Implemented (aka: enhancements)	As part of our ongoing plan to improve communication of graduation and transfer GE processes to students in the coming years, we have updated our Evaluations website: https://www.deanza.edu/admissions/evaluations/ We have added a convenient contact link that connects directly to our Evaluations email, Evaluationsda@deanza.edu Additionally, we have included more contact information for individual evaluators, providing students with multiple avenues for communication. Other information, such as AP credit, CALGETC GE certification, has also been updated to clarify key details for students. We have implemented a new online prerequisite clearance form, which is still being refined, and it will remain a focus as we continue to make processes more accessible to students.

Please email this form to your dean/manager.

10. Dean Manager Comments:

The Evaluations team continues to demonstrate strong commitment to student success despite significant staffing challenges and increasing regulatory complexity. I appreciate the department's proactive approach in refining its mission, implementing new online processes, and leveraging tools such as Parchment to improve efficiency and transparency for students. The implementation of CALGETC, changes to AP processing, and ongoing development leaves have placed additional strain on the unit, yet the team has remained student-centered and solution-oriented. Continued assessment of staffing needs, temporary support, and automation will be critical to sustaining timelines and ensuring equitable access for disproportionately impacted students. I fully support the department's direction and its focus on improving clarity, access, and student experience across evaluation processes.

11. Vice President/Associate Vice President Comments:

This is the first time the Evaluations has completed an individual program review update. During previous program review assessment cycles, Enrollment Services was reviewed as a whole (Enrollment Services, Evaluations, Admissions, etc.). The development of a separate mission statement will serve to

guide the successful execution of the department's plans and goals. It must be acknowledged that the work of this team is critical to students reaching their academic goals. Without adequate Evaluations staff, wait times will be longer for the completion and processing of documents that enable students to graduate, transfer and receive prerequisite clearances.   With the goals and plans outlined above, Evaluations will be fully prepared to complete program reviews and Student Learning Outcome assessments during future program review cycles.

Email the form to RAPP tri-chairs.