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|  | Dept FCO - (CO) Bookstore & Printing Services |  |  |
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|  | Administrative Unit Outcomes (AUOs) |  | Assessment Methods |  | Assessment Data Summaries |  | Enhancements |

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|  |  | **Book\_AUO\_Rental\_Books -** The selection of rental textbooks meets student's needs. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Survey -** To question "The textbooks and supplies I need are always in stock" students and faculty and staff will reply: "Strongly agree", "Agree", "Disagree", or "Strongly disagree". |  | **Program Review Reporting Year:** 2013-2014 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | **Enhancement:** The textbook rental program will be expanded to meets the needs of our socio-economically diverse student body. (12/02/2016) |  |  |  |
|  |  |  |  |  | **Target :** Target Met |  |  |  |  |
|  |  |  |  |  | 92% of students said that the textbook rental program meets their needs. Student survey Q-11. (12/31/2013)  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  |  |  |  |  |
|  |  | **Year(s) to be Assessed:** 2013-2014, 2014-2015, 2015-2016 |  |  |  |  |  |  |  |
|  |  |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** These figures are encouraging as the rental program is relatively new |  |  |  |  |  |
|  |  |  |  | **Target for Success:** Benchmark: 75% will agree or strongly agree |  |  |  |  |  |  |
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|  |  | **Outcome Creation Date:** 11/05/2010 |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | Related Documents:  |  |  |  |  |  |  |  |
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|  |  | **Print\_AUO\_1 -** Printing materials are produced in a timely manner. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Survey -** First assessment cycle was done in 2014 |  | **Program Review Reporting Year:** 2014-2015 |  |  |  |  |  |  |  |
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|  |  |  |  |  |  | **Enhancement:** The target was met. Staff will continue to seek feedback by periodically asking students if there are any areas that could be improved upon. (04/13/2017) |  |  |  |
|  |  |  |  |  | **Target :** Target Met |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  |  |  |  |  |
|  |  |  |  | **Target for Success:** 80% of respondents will agree or strongly agree |  | 88% of student respondents agreed or strongly agreed that printing materials are produced in a timely manner (02/27/2018)  |  |  |  |  |
|  |  | **Year(s) to be Assessed:** 2013-2014, 2014-2015 |  |  |  |  |  |  |  |
|  |  | **Outcome Creation Date:** 11/05/2010 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** The target was met. The process of gathering data worked well and gave the department an opportunity to see how well it was serving the students. |  |  |  |  |  |
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|  | Dept FCO - (CO) College Operations |  |  |
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|  | Administrative Unit Outcomes (AUOs) |  | Assessment Methods |  | Assessment Data Summaries |  | Enhancements |

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|  |  | **AUO\_1 -** The Office of College Services supports a campus wide effort of environmentally friendly and sustainable building management and renovations |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Survey -** Survey included new buildings and renovated spaces |  | **Program Review Reporting Year:** 2013-2014 |  |  |  |  |  |  |  |
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|  |  |  |  |  |  | **Enhancement:** Continue to verbally support the college's strong commitment to environmentally and sustainable building management and renovations during collaborative planning conversations and discussions. (04/13/2017) |  |  |  |
|  |  |  |  |  | **Target :** Target Met |  |  |  |  |
|  |  |  |  | **Target for Success:** 80% |  | 82% of respondents who expressed an opinion agreed or strongly agreed (Questions 21) (02/27/2018)  |  |  |  |  |
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|  |  |  |  |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** The division noted that although 82% of those who expressed an opinion agreed or strongly agreed 25% of the overall respondents replied "does not apply". It would be interesting to know why these respondents did not think that this question was relevant.  |  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  |  |  |  |  |  |  |  |
|  |  | **Year(s) to be Assessed:** 2014-2015, 2015-2016 |  |  |  |  |  |  |  |  |  |  |
|  |  | **Outcome Creation Date:** 08/11/2014 |  |  |  |  |  |  |  |  |  |  |
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|  | Dept FCO - (CO) Custodial |  |  |
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|  | Administrative Unit Outcomes (AUOs) |  | Assessment Methods |  | Assessment Data Summaries |  | Enhancements |

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|  |  | **Custo\_AUO\_1 -** Students and staff will report that classrooms, restrooms, common areas and offices are clean. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | **Survey -** First assessment was performed in 2014 |  |  | **Program Review Reporting Year:** 2014-2015 |  |  |  |  |  |  |  |
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|  |  |  |  |  |  | **Enhancement:** The team evaluated their shift hours and coverage and adjusted some schedules to allow for more coverage in the late afternoon/early evening shift. (02/26/2018) |  |  |  |
|  |  |  |  |  | **Target :** Target Met |  |  |  |  |
|  |  |  | **Target for Success:** 85% |  |  | 85% of respondents “agree” or “strongly agree” that campus classrooms, restrooms, common areas, and offices are clean. (02/26/2018)  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | Related Documents:  |  |  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  |  |  |  |  |
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|  |  |  | [Dept\_FCO\_CO\_CollegeOperations\_AUO\_Survey Result\_Fall2013.pdf](https://deanza.tracdat.com:443/tracdat/viewDocument?y=Kl2iQwOaBrkc" \t "_blank" \o "View Dept_FCO_CO_CollegeOperations_AUO_Survey Result_Fall2013.pdf) |  |  |  |  |  |  |
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|  |  | **Outcome Creation Date:** 11/05/2010 |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** The department met as a group to discuss the survey results. The department were pleased to see that despite the staff shortages the goal was met. It is hoped that with the replacement of old equipment, as per the program review, efficiencies can be made to help mitigate the impact of the upcoming budget reductions that may result in layoffs. |  |  |  |  |  |
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|  | Dept FCO - (CO) Dining Services |  |  |
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|  | Administrative Unit Outcomes (AUOs) |  | Assessment Methods |  | Assessment Data Summaries |  | Enhancements |

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|  |  | **Dining\_AUO\_Food\_Selection -** The food selection available meets campus dining needs. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Survey -** Staff & Student survey was sent out in Fall 2013 |  | **Program Review Reporting Year:** 2014-2015 |  |  |  |  |  |  |  |
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|  |  |  |  |  |  | **Enhancement:** The results helped the department re-evaluate the variety of food it offers. The menu will be re-freshed each quarter to offer different selections and weekly specials that tie in to national events (e.g. St Patrick's day = colcannon) will be offered. The introduction of the pho station has proved to be very popular. Option to select ingredients at the salad bar allows for for custom salads. (10/14/2016) |  |  |  |
|  |  |  |  |  | **Target :** Target Not Met |  |  |  |  |
|  |  |  |  | **Target for Success:** 80% |  | 60% of student respondents agreed (Q-6 of student survey). 63% of staff respondents who, use dining services, agreed Q-11 of the staff survey) (02/27/2018)  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  |  |  |  |  |
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|  |  | **Year(s) to be Assessed:** 2013-2014, 2014-2015 |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** Although the results reflected there is room for improvement, it should be noted that food services use organic locally sourced produce and good quality ingredients which support the college's commitment to sustainability. Stiff competition from local fast food companies who's employees earn minimum wage with no/limited benefits also impacts dining services.  |  |  |  |  |  |
|  |  | **Outcome Creation Date:** 11/05/2010 |  |  |  |  |  |  |  |  |  |  |
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|  |  | **Dining\_AUO\_2 -** Students and employees will report that they are able to utilize the conference rooms in the Campus Center in an equitable manner and the staff they interact with are helpful and pleasant. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Survey -** Survey |  | **Program Review Reporting Year:** 2011-2012 |  |  |  |  |  |  |  |
|  |  |  |  | **Target for Success:** 75% of Students and employees will report that they are able to utilize the conference rooms in the Campus Center in an equitable manner and the staff they interact with are helpful and pleasant.  |  | **Target :** Target Met |  |  |  |  |  |  |  |
|  |  |  |  |  | 75% of Students and employees will report that they are able to utilize the conference rooms in the Campus Center in an equitable manner and the staff they interact with are helpful and pleasant. (10/16/2015)  |  |  |  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** 76% of Students and employees will report that they are able to utilize the conference rooms in the Campus Center in an equitable manner and the staff they interact with are helpful and pleasant.  |  |  |  |  |  |  |  |  |
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|  |  | **Outcome Creation Date:** 11/05/2010 |  |  |  |  |  |  |  |  |  |  |  |
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|  |  | **Noodle\_Bar \_Pho\_Station -** Provide high quality inexpensive Asian Foods ,  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Other -** We used the equipment that we already had and only purchased  |  | **Program Review Reporting Year:** 2016-2017 |  |  |  |  |  |  |  |
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|  |  |  |  |  |  | **Enhancement:** Steam line - speed Ways to improve the quality of  |  |  |  |
|  |  |  |  |  | **Target :** Target Met |  |  |  |  |
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|  |  | Vietnamese Pho, Japanese Ramen and Chicken Teriyaki |  |  | $750 additional. After we arrived at the Noodle concept we spent 4K on retooling the operation. |  |  |  |  |  |  | food - begin to work with enviro studies - to produce organic veggie for Pho. (10/31/2017) |  |  |  |
|  |  |  |  |  | In the year 2014 - 2015 we made 15K on commission from the Chinese Food vendor. In 2016 - 2017 we grossed 274K in sales. The predicted forecast was 150 covers a day; we typically do over 300 a day. (10/31/2017)  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  |  |  |  |  |
|  |  | **Year(s) to be Assessed:** 2016-2017 |  |  | **Target for Success:** Expectation 150 covers  |  |  |  |  |  |  |  |  |
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|  |  | **Outcome Creation Date:** 10/22/2015 |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** Critique on the method |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  | [Deli Unit Stock Pot Range.pdf](https://deanza.tracdat.com:443/tracdat/viewDocument?y=YLhGXYHii3Wd" \t "_blank" \o "View Deli Unit Stock Pot Range.pdf) |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  | **Program Review Reporting Year:** 2016-2017 |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  | **Enhancement:** We are currently working with the Environmental Department growing organic food on campus to be used in the food court at the Pho / Noodle bar station. (10/31/2017) |  |  |  |
|  |  |  |  |  |  |  |  | **Target :** Target Met |  |  |  |  |
|  |  |  |  |  |  |  |  | In the year 2014 - 2015 we made 15K on commission from the Chinese Food vendor. In 2016 - 2017 we grossed 274K in sales. (10/31/2017)  |  |  |  |  |
|  |  |  |  |  |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** It could be viewed that time was wasted experimenting with different types of Asian cuisine. There were several factors which had to be met, throughput of the production (specifically safety - eliminating work flow cross over) retooling of the operation for maximum production. Once we had narrowed down to a noodle bar concept, we painted the existing tile black and decorated with appropriate signage and neon signs. The menu was narrowed down to three items, Pho, Ramen and Chicken Teriyaki. The simplicity worked with not only the production and workflow but as volume expanded the system held strong.  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  | [pho 2016 - 17 Financial.pdf](https://deanza.tracdat.com:443/tracdat/viewDocument?y=jZVzwKd5PDcI" \t "_blank" \o "View pho 2016 - 17 Financial.pdf) |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  | [Pho Noodle Bar Sales 16-17](https://deanza.tracdat.com:443/tracdat/viewDocument?y=pgJYDcfq1s8r" \t "_blank" \o "View HTTP://n/a) |  |  |  |  |  |  |  |
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|  | Dept FCO - (CO) Facilities Rental |  |  |
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|  | Administrative Unit Outcomes (AUOs) |  | Assessment Methods |  | Assessment Data Summaries |  | Enhancements |

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|  |  | **FacRent\_AUO\_2 -** Outside organizations and groups will report that requests for facility usage are responded to in a pleasant and timely manner, that events are coordinated effectively and efficiently and the facilities are clean and equipment is in working order. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | **Survey -** There is a link on the website for clients to take a survey once they have completed their event in the Visual and Performing Arts Center with opportunity for comments regarding all phases of their experience. |  | **Program Review Reporting Year:** 2015-2016 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | **Enhancement:** Target Met. Periodically seek feedback from renters to look for improvements. (10/16/2015) |  |  |  |
|  |  |  |  | **Target :** Target Met |  |  |  |  |
|  |  |  |  | Out of 8 survey responses, 7 reflected an excellent experience with 1 client reflecting a good experience (10/16/2015)  |  |  |  |  |
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|  |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** We are continuing to provide the best possible experience in Theatre Rentals. |  |  |  |  |  |  |  |  |
|  |  |  | **Target for Success:** Our target for success would be repeat business with a 70% or 7 out of 10 positive experience from the surveys. |  |  |  |  |  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  | Related Documents:  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | **Outcome Creation Date:** 11/05/2010 |  |  | [VPAC Survey.xlsx](https://deanza.tracdat.com:443/tracdat/viewDocument?y=iVL6suiHsRRg" \t "_blank" \o "View VPAC Survey.xlsx) |  |  |  |  |  |  |  |
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|  |  |  |  | **Comments/Notes:** I want to expand this survey to incorporate rentals outside of the theatre and include general rentals. |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | Dept FCO - (CO) Grounds |  |  |
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|  | Administrative Unit Outcomes (AUOs) |  | Assessment Methods |  | Assessment Data Summaries |  | Enhancements |

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|  |  | **Grounds\_AUO\_1 -** Students and employees will report the campus grounds are aesthetically pleasing and walkways are clear of garden debris. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | **Survey -** Send out annual survey to assess what level of students and staff find campus grounds aesthetically pleasing.  |  | **Program Review Reporting Year:** 2014-2015 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | **Enhancement:** Target met. Continue to ensure campus looks pleasing and free of garden debris. (02/26/2018) |  |  |  |
|  |  |  |  | **Target :** Target Met |  |  |  |  |
|  |  |  |  | 87% of respondents “agree” or “strongly agree” that the campus grounds areaesthetically pleasing. (10/16/2015)  |  |  |  |  |
|  |  |  | **Target for Success:** At least 85 % of students and staff surveyed will state "agree" or "strongly agree" that campus grounds are aesthetically pleasing. |  |  |  |  |  |
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|  |  | **AUO Status:** Active |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** After meeting with our management team we determined that the service level we are achieving is appropriate with the current staffing levels.  |  |  |  |  |  |  |  |  |
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|  |  | **Outcome Creation Date:** 11/05/2010 |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  | [Dept\_FCO\_CO\_CollegeOperations\_AUO\_Survey Result\_Fall2013.pdf](https://deanza.tracdat.com:443/tracdat/viewDocument?y=ZvcfcYDbRDBM" \t "_blank" \o "View Dept_FCO_CO_CollegeOperations_AUO_Survey Result_Fall2013.pdf) |  |  |  |  |  |  |  |
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|  | Dept FCO - (CO) Postal Services |  |  |
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|  | Administrative Unit Outcomes (AUOs) |  | Assessment Methods |  | Assessment Data Summaries |  | Enhancements |

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|  |  | **Postal\_AUO\_1 -** Faculty and staff will report that Postal Services processes mail in a courteous and timely manner. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | **Survey -** first survey was performed in 2013 |  |  | **Program Review Reporting Year:** 2013-2014 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | **Enhancement:** Postal Services has reached out to current users and requested that they make their colleagues aware of the services that this department provide. (10/16/2015) |  |  |  |
|  |  |  |  |  | **Target :** Target Met |  |  |  |  |
|  |  |  | **Target for Success:** 80% of those who use postal services department  |  |  | Data reported that 117 out of 118 respondents who use the mailroom "agreed" or 'strongly agreed' what this department processed mail in a courteous and timely manner. (10/16/2015)  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  |  |  |  |  |
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|  |  | **Outcome Creation Date:** 11/05/2010 |  |  |  |  |  |  |  |
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|  |  |  | [AUO\_Employee\_Survey Result\_Fall2013.pdf](https://deanza.tracdat.com:443/tracdat/viewDocument?y=KHKKqH5MajuU" \t "_blank" \o "View AUO_Employee_Survey Result_Fall2013.pdf) |  |  |  |  |  |  |
|  |  |  |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** Results for individuals that used the services was very pleasing. Results for individuals who have never used services was surprising. We must consider if those who do not use these services do not use them because they are unaware of them. |  |  |  |  |  |
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|  | Dept FCO - Child Development Center |  |  |
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|  |  | **CDC\_AUO\_1 -** Students will report that CDC demonstrates high level/quality Early Childhood Education.  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Survey -** sent survey to students parents |  | **Program Review Reporting Year:** 2013-2014 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | **Enhancement:** At a division meeting the faculty and staff decided that improved communications with the student parents would be valuable to determine areas that need improvement or clarification of expectations. (09/14/2017) |  |  |  |
|  |  |  |  |  | **Target :** Target Not Met |  |  |  |  |
|  |  |  |  | **Target for Success:** At least 80% of student parents report that they are satisfied in the following areas.# of adults working with children, teacher qualification, language used, parent staff communication, meeting child's individual need, teacher-child interaction, parent equipment and materials, culturaland daily activities, environment set up, nutrition program, health/safety protocols, instructional quality.  |  | 75% of student parents are satisfied with the quality of the CDC in the areas specified above. (10/16/2015)  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  |  |  |  |  |
|  |  |  |  |  | **Reflection (CLICK ON ? FOR INSTRUCTIONS):** Less than 50% of the parents are not satisfied with the program operation hours.  |  |  |  |  |  |
|  |  | **Year(s) to be Assessed:** 2016-2017 |  |  |  |  |  |  |  |  |
|  |  | **Outcome Creation Date:** 06/30/2017 |  |  |  |  |  |  |  |  |
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|  |  | **CDC\_AUO\_3 -** Students will work in the classroom that consists of the children from diverse ethnic, cultural, and socio-economical backgrounds. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Survey -** Tally enrolled children's ethnic back ground and income status.  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Target for Success:** As per the graph to demonstrate the student demographic will show that the enrolled children are from the families of diversed background. Use application form response for the data collection |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | **Year(s) to be Assessed:** 2016-2017 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | **Outcome Creation Date:** 02/16/2017 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  | **CDC-AUO\_6 -** Students will receive adequate materials while gaining  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Exit Interview -** Practicum students  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | Administrative Unit Outcomes (AUOs) |  | Assessment Methods |  | Assessment Data Summaries |  | Enhancements |

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|  |  | practicum experience with their Child Development mentor teachers while utilizing, handouts, reading materials as well as videos and photos. In addition, the CDC classroom offers an exemplary environment that includes pedagogical documentation and visuals.  |  |  | will receive an exit interview regarding their Practicum experience and they will be asked to respond about the availability of the resources given by their CDC mentor teachers.  |  |  |  |  |  |  |
|  |  |  |  | **Target for Success:** More than 80 % of the students will respond that they have received adequate materials and resources to succeed in their Practicum field site classroom to be ready to enter the work force.  |  |  |  |  |  |  |
|  |  | **AUO Status:** Active |  |  |  |  |  |  |  |  |
|  |  | **Year(s) to be Assessed:** 2018-2019 |  |  |  |  |  |  |  |  |
|  |  | **Outcome Creation Date:** 09/29/2017 |  |  |  |  |  |  |  |  |
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