

## De Anza College

### Program Review – Annual Update Form

1. Briefly describe how your area has used the feedback from the Comprehensive Program Review provided by RAPP members.

**OTI has used the feedback information form to help further curate our mission statement as to inform of our purpose. Revised mission statement is as follows:**

**The Occupational Training Institute (OTI) is dedicated to helping students prepare for a successful future and providing employers with qualified interns. We assist students in overcoming barriers in such areas as basic needs, educational supplies and offering supportive services as needed. In addition, we provide opportunities to apply course work concepts, gain work experience, develop soft and technical skills, and further define their career choices. Our hands-on approach is a pathway toward academic achievement, and future employment for all students with a focus on the underrepresented and under-resourced student.**

2. Describe any changes or updates that have occurred since you last submitted program review.

**Since our last Program Review submission, two staff members were laid off from OTI and transferred to other departments in the district. Losing these two positions has created major challenges for the department.**

3. Provide a summary of the progress you have made on the goals identified in your last program review.

**See attached OKR sheet.**

4. If your goals are changing, use this space to provide rationale, or background information, for any new goals and resource requests that you'll be submitting that were not included in your last program review.

**One previous objective was to request funds for additional staff which we fully intend to submit in the next cycle of requests to replace the staff we lost. Other objectives include adding all certificates to the Eligible Training Provider List (ETPL) to further promote our certificates and procuring a consistent source for obtaining obsolete computers for CompTechS to refurbish and donate to students in need.**

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

**No resources were previously requested.**

6. How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients?

**OTI works in partnership with the Santa Clara Social Services Agency (SSCSSA) and Workforce Investment Boards (WIBs), our department supports CalWORKs and WIOA students, two of our college's most vulnerable populations, in getting an education or skill as a pathway toward self-sufficiency. Not having adequate staffing with lived experiences in these communities has been a barrier to student success. Additional staffing will be a tremendous help for our students ensuring that they can continue their education and make this a rewarding experience while aiding our department in achieving continuous program improvements.**

7. Refer back to your Comprehensive Program Review under the section titled Assessment Cycle as well as 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.

**Table 1. Reflection on Learning Outcomes**

Learning Outcome	<ol style="list-style-type: none"> <li><b>1. Students will be able to understand the CalWORKs program and their responsibilities as a participant of the program.</b></li> <li><b>2. Students will understand how to navigate the college's systems and processes to assist in achieving their academic goals.</b></li> </ol>
Method of Assessment (please elaborate)	<p><b>The method of assessment used was hosting an orientation. We found that there was a disconnect between the students and our department as their support system and not having a full understanding of processes, their responsibilities, and expectations which was attributed to going remote due to COVID.</b></p>

Summary of Assessment Results	<b>Although we didn't assess the students' immediate understanding of the information discussed during the orientation and have noticed an increase in student engagement and understanding.</b>
Reflection on Results	<b>We see evidence that having students attend orientation(s) has had a positive impact on students being able to navigate processes at both the college and the CalWORKs and WIOA programs aiding in successful achievement and learning transitional life skills.</b>
Strategies (aka: Enhancements) Implemented or Plan to be Implemented	<b>During our next quarterly orientation, we plan to have students complete a questionnaire before leaving the orientation. This will allow us to ascertain if they understand the information to know which areas we need to focus upon to avoid future confusion.</b>

## 2024-25 OKR Worksheet Update Form

Objective	Key Results	Activities	Progress on Key Results & Activities	Follow-up Action Plan (If Applicable)
<p><b>Promote gender equity in internship program</b></p>	<p>Increase the number of female interns by 20%.</p>	<p>Lab Coordinator conducted presentations in CIS classes at the beginning of each quarter to recruit students for the lab as a way to funnel students into internship assignments.</p> <ul style="list-style-type: none"> <li>Other activities include tabling events at Opening Day, Club Day, and CTE events.</li> </ul>	<p>We recruited more female students who showed interest in internships, but unfortunately, they were not eligible per student employment guidelines.</p>	<p>We will expand our efforts with emphasis on recruiting female students in non-traditional fields such as STEM.</p>
<p><b>Offer internships in more diverse CTE related disciplines.</b></p>	<p>Add business discipline to the internship program via the Learning-Aligned Employment program (LAEP).</p>	<ul style="list-style-type: none"> <li>Met with student services programs, directors and co-chairs of various college departments to promote and recruit students for the LAEP program.</li> <li>Developed an initial recruitment plan with Guided Pathways to get more LAEP participants</li> <li>Once students were identified they were placed in LAEP internships.</li> </ul>	<p>Unfortunately, the funds for the LAEP program were rescinded due to the state's deficit.</p>	<p>OTI will continue to offer internships to computer science majors but will take advantage of other internships in other disciplines as they present themselves.</p>

<p><b>Develop qualitative and quantitative evaluation measures for internship program assessment and enhancement.</b></p>	<ul style="list-style-type: none"> <li>• Develop measures for gathering feedback from employers for interns.</li> <li>• Improve intern career related skills by 10%.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop training protocols and SLOs to measure student progress</li> <li>• Create a questionnaire to evaluate intern performance.</li> <li>• Develop prompts for intern exit interviews to gather qualitative data.</li> </ul>	<p>By supplementing basic intern training with additional technical instruction, our intern's skills improved by 10%.</p>	<ul style="list-style-type: none"> <li>• Send the evaluation to the employers.</li> <li>• Conduct an exit interview with the interns.</li> <li>• Utilize qualitative and quantitative data to determine areas of development and enhancement.</li> </ul>
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**SAMPLE OBJECTIVE**

Verb + What you're going to do + In order to / so that (business value) Implement Strategy ...

Implement a Strategy in order to Make More Money for the Owners

**SAMPLE KEY RESULTS**

Verb + What you're going to track/count + From X to Y Implement a Strategy in order to Make money for the Owners Win Super Bowl during the 2019-2020 season

Increase ticket sales from 70% to 88%

## 2024-25 OKR Worksheet Update Form

Objective	Key Results	Activities	Progress on Key Results & Activities	Follow-up Action Plan (If Applicable)
<p><b>Increase knowledge and understanding of the OTI department throughout the campus community.</b></p>	<p>Establish a reputation for being a major contributor to student's workforce development and career readiness.</p> <p>Increase the number of participants in OTI programs.</p>	<ul style="list-style-type: none"> <li>• Conducted presentations to our Counseling and other departments as well as staff about OTI and the student populations and programs we support.</li> <li>• Participate in Opening Day, Club Day, and CTE activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Inform the college community of OTI's programs and services provided to students.</li> <li>• Increase the number of CalWORKs students by 20%.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarize Dr. Torres with the programs and services offered by OTI.</li> <li>• Revise OTI website.</li> </ul>

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