

IRP@FHDA

To: Stacey Cook, VP Student Services, De Anza College
From: Lourdes Del Rio-Parent, PhD, Sr. Research Analyst/Data Warehouse Coordinator FHDA
Date: 15 September 2017
Re: Delivery of Student Support Services: Comparing Student Headcounts for Centralized and Distributed Services by Categorical Program and Special Population Group, De Anza College, 2015-16 and 2016-17

Introduction

The main purpose of this study is to compare changes in workload for programs or offices at De Anza College that provided student support services in 2015-16 and 2016-17 by taking into account the student groups these programs or offices were designed to serve. Based on data gathered by the SARS¹ system at different locations for programs or offices across the College, changes in student headcount figures were used to evaluate the effectiveness of centralized versus distributed systems to deliver counseling related services (orientation, counseling, academic probations services, and follow-up services). The delivery of initial placement and initial education planning services were not included in this study. This is because initial placement is mainly a function of the Assessment Center; and, when education planning services are delivered during a counseling session the meeting is classified as a follow-up service.²

In this study, centralized services are those administered and delivered by one entity (e.g., office or program) and are intended for the general student population. At De Anza College, centralized support services are provided by the *Counseling Division*, or by *Other Providers* designed to deliver a limited range of support services to the general student population. *Other Providers* at the College include the Admissions & Records Office (e.g., transcript evaluations) and the Assessment Center (e.g., prerequisite clearance).

¹ SARS Anywhere is the appointment scheduling system used by Student Services at De Anza College.

² Initial placement (MIS SS07) data are based on information stored in the Banner system; initial education planning data (SS09, abbreviated or comprehensive) are based on information from Degree Works (degree audit system).

Conversely, distributed support services are administered and delivered by more than one entity (office or program) and are designed to meet the specific needs of a group of students. At De Anza, distributed counseling services are those delivered at the offices for categorical or special population programs (e.g., EOPS, Calworks, DSPS, Puente, First Year Experience, Umoja), academic division (e.g., Language Arts; Biological, Health, Environmental Sciences & Workforce; Physical Education and Athletics), or other programs (e.g., Outreach, International Students).

In this study, annual and quarterly student headcounts for centralized and distributed services, as defined by their SARS location (i.e., location ID for the office or program in the SARS system) are compared. Headcount figures for distributed locations are further disaggregated by group or special population to identify the extent to which the location served the intended or target group.

In addition to SARS data, headcounts for counseling services delivered through a course (e.g., courses offered by the *Counseling Division* or any other course with a counseling component, such MPS³ courses) and those delivered by categorical or special population programs were also included in the study. Although courses offered by the *Counseling Division* could be viewed as part of the centralized counseling delivery system, data for all counseling courses were analyzed separately in order to assess their unique contribution to the total figure for students who received counseling services at the College. Similarly, data for students who participated in a categorical or special population program (as confirmed by the program coordinator at the end of each term) could be placed under the umbrella of distributed services; however their contribution to the total headcount was assessed individually to better understand workload related figures for offices and programs that provide counseling services at De Anza College.

³ MPS: Math Performance Success Program

In sum, this study compares headcount figures for students who received counseling related services in the 2015-16 and 2016-17 academic years, including services delivered through:

- All delivery systems/modes
- Categorical or special population programs
- Courses (offered by the counseling division or with a counseling or advising component)
- Individual contacts or in group sessions (e.g., workshops), as documented by the SARS system across the different locations at the College, including:
 - Centralized Counseling
 - Counseling Division
 - Other Provider
 - Distributed Counseling
 - In-House/Designated Counselor
 - Distributed Counseling

Methods/Procedures

Table 1 shows SARS locations at De Anza selected for the study and their classification as a provider of centralized or distributed counseling related services (orientation, counseling, advising, academic probation, or follow-up services). Table 2 identifies all categorical programs or special population groups included in the study, their designated SARS location or counselor, as how students were identified to be members of the group. For the group data analyses, the concept of “services provided” apply only to those terms when the student was identified as a member of the group (for example, participated in the categorical program, enrolled in a basic skills English or ESL course). Only student enrolled by census date (with at least one enrollment with apportionment flag) were included in the headcounts. SARS meeting reason codes were used to identify counseling related services. Detailed information on SARS reason codes and course IDs used to identify counseling related services is available at: FHDA MIS Research web site (http://research.fhda.edu/mis_reports/mis_ss_student_success/mis_ss_methods/).

Table 1. Providers of Distributed and Centralized Counseling Related Services

Distributed Counseling Services		
Provider	Designated SARS Location	Assigned Counselor(s)
AAPI	AAPI (Asian Americans and Pacific Islanders)	
Physical Ed and Athletics (Majors & Athletes)	Athletics	Louise Madrigal
Biological Health and Environmental Sciences	BHES (Biological Health Environment Sciences)	Tom Nguyen
CalWORKs	OTI	Mike Kaku
College Now	-	Erick Aragon, Umar Douglas
DSPS (Disabled Students)	-	
EOPS	EOPS Center	
Foster Youth	-	
First Year Experience	Student Success and Retention Services	Jorge Morales, Alicia Cortez
ISP (International Students)	International Student Office	Noemi Teppang, Denica Maravilla
Language Arts (Majors or Basic Skills-- English or ESL)	Language Arts Division	Monica Espinoza Erick Aragon, Umar Douglas, Jesus Ruelas
Men of Color	-	
Middle College	-	Erick Aragon, Umar Douglas Luis Carrillo, Anh Khoa Nguyen, Melissa Rueda
MPS	MPS	
Outreach	Outreach	
Puente	Student Success and Retention Services	Yolanda Fernandez, Alicia Cortez
Umoja	Student Success and Retention Services	Kassie Phillips, Alicia Cortez
Veteran, Military	Veteran Appointments	

Table 1. Providers of Distributed and Centralized Counseling Related Services (cont.)

Centralized Counseling Services	
Provider	Designated SARS Location
General Counseling	Counseling and Advising Division
Other Providers of Counseling Related Services	
Transfer Center	Transfer Center
Assessment Center	Assessment Center
Psychological Services	Psychological Services
Math, Science, Technology Resource Center	Math, Science, Technology Resource Center
University Rep. Visits	University Rep. Visits
De Anza Admissions and Records	De Anza Admissions and Records
Physical Science, Math & Engineering	Physical Science, Math & Engineering

Notes

Most of the support services provided by the Assessment Center and the Admissions and Record Office (under "Other Provides of Counseling Related Services") tend to include follow-up services such as transcript evaluations and prerequisite clearances. The Math, Science, Technology Resource Center and the Physical Science, Math & Engineering tend to provide follow-ups to placement (reviewing placement results).

Table 2. Definitions for Groups or Special Populations

Group	Definition
AAPI	Students who were US residents and reported as their race/ethnicity at least one of the following: Asian American, Pacific Islander, or Filipino.
Athletes	Students who were identified in Banner-SGASPR as participating in at least one sports for the academic period/year
BHES	Students who declared as their major/program one linked to a department under the Biological, Health, Environmental Sciences & Workforce division by the end of the academic period/year
Basic Skills, English or ESL	Students enrolled in at least one English or ESL basic skills course in the academic period/year
College Now	Students Special admit participating in the College Now program
CalWorks	Students who participated in the CalWorks program in the academic period/year
Disabled Students	Disabled students who participated in the DSPS or EOPS program in the academic period/year
EOPS	Students who participated in the EOPS program in the academic period/year
First Year Experience (FYE)	Students who participated in the FYE program in the academic period/year
Foster Youth	Students who identified themselves as foster youth in their latest admissions application for the academic period/year
Gen Population, Regular Admission	All enrolled students, excluding those with international/foreign or special admit (high school concurrent enrollment) status for the academic period/year
Incoming High School	First -time students during the academic period/year who earned a high school diploma during the prior academic year, excluding international students
International Students	Students classified as international or foreign by the Admissions & Records office
Language Arts, Majors	Students who declared as their major/program one linked to a department under the Language Arts division.
Men of Color	Students who were US residents and reported as their race/ethnicity at least one of the following: Latino/Hispanic, Filipino, or Black/African-American
Middle College	Students who participated in the Middle College program in the academic period/year
Math Performance Success Program	Students who enrolled in math courses with a section identifier beginning with 'MP'
Physical Education and Athletics, Majors	Students who declared as their major/program one linked to a department under the Physical Education and Athletics division
Puente	Students who participated in the Puente program in the academic period/year
Umoja	Students who participated in the Umoja program in the academic period/year
Veterans & Dependents	Students who identified themselves as a veteran or a dependent of a veteran in their latest admission application or received veteran related benefits administered by the college (for example, tuition assistance)

Notes

Only students enrolled by census date (at least one enrollment with apportionment flag) were included in the analysis.

Results

The following are highlights for results for headcounts by academic year of students who (a) participated in a categorical program or were identified as member of special population group, (b) received counseling related services--any delivery mode, (b) received counseling related services through their participation in a categorical or special population program, or (c) received these services through at least one course (Table 3 to Table 6).

- Student headcounts by categorical program or special population group for 2015-16 and 2016-17 in Table 3 show that *MPS* had the largest percentage increase (39%; 427 to 595), while *CalWorks* had the largest percentage decline for (-34%; 101 to 67).
- In Table 4, data show that the number of students who received counseling related services (any delivery mode) between 2015-16 and 2016-17 increased for almost all groups, including those with a significant drop in headcount between these academic years. The *Language Arts, Majors* group showed the largest increase, 27% (1,511 to 1,920), which is significant given that the headcount for this group only increased by 4% (2,941 to 3,065, see Table 3). Students in categorical or special population groups received by default counseling services, thus changes in the number of students served is a function of changes in the group headcount (shown in Table 3).
- As shown in Table 5, the *Language Arts, Majors* group also had the highest increase (163%; 206 to 542) for the number of students who received counseling through a categorical or special population program.
- Regarding counseling related services provided as part of a course (e.g., HUMA courses), data in Table 6 show that *Umoja* (a program previously known as *Sanoka* and redesigned in 2016-17) had the highest increase; however, the percentage figure for the increase (1,067%; 3 to 35) is rather the product of a very small sample size for the initial count (3). The group with the second highest percentage was *Disabled Students/DSPS* (195%; 137 to 404); a larger than the expected figure given that the group headcount only increased by 1% (see details in Table 3).

Table 3. Student Headcount by Categorical Program and Special Population Group and Academic Year, De Anza College, 2015-16 and 2016-17

Group	Headcount		Change	
	2016	2017	Count	Percent
MPS (Math Performance Success Program)	427	595	168	39%
College Now	22	27	5	23%
Veterans & Dependents	826	990	164	20%
Middle College	75	84	9	12%
Foster Youth	370	395	25	7%
Language Arts, Major	2,941	3,065	124	4%
AAPI	3,461	3,525	64	2%
Physical Education and Athletics, Majors	1,061	1,072	11	1%
Disabled Students	1,475	1,488	13	1%
Men of Color	5,819	5,727	(92)	-2%
Gen Population, Regular Admission	29,144	28,606	(538)	-2%
Athletes	415	401	(14)	-3%
BHES	6,189	5,963	(226)	-4%
First Year Experience (FYE)	219	210	(9)	-4%
Umoja	37	35	(2)	-5%
International Students	2,740	2,570	(170)	-6%
Incoming High School	3,574	3,285	(289)	-8%
EOPS	965	885	(80)	-8%
Basic Skills, English or ESL	3,132	2,792	(340)	-11%
Puente	134	116	(18)	-13%
CalWorks	101	67	(34)	-34%
De Anza College	32,944	32,262	(682)	-2%

Table 4. Headcount for Students who Received Counseling Related Services by Group and Academic Year

Group	Received SSSP Service				Group
	Headcount		Change		Percent Change
	2016	2017	Count	Percent	
Language Arts, Majors	1,511	1,920	409	27%	4%
Physical Education and Athletics, Majors	561	658	97	17%	1%
Veterans & Dependents	546	634	88	16%	20%
AAPI	1,779	2,045	266	15%	2%
Men of Color	2,973	3,428	455	15%	-2%
Gen Population, Regular Admission	14,507	16,062	1,555	11%	-2%
Foster Youth	222	244	22	10%	7%
Biological, Health, Environmental Sciences & Workforce Division	3,257	3,562	305	9%	-4%
Incoming High School	2,535	2,748	213	8%	-8%
Basic Skills, English or ESL	1,874	1,963	89	5%	-11%
Athletes	366	379	13	4%	-3%
International Students	2,267	2,233	(34)	-1%	-6%

Notes

Counseling related services include: initial orientation, counseling/advising, academic probation, and follows-up (follow-up orientation, follow-up placement, follow-up education planning, and other counseling related follow-up services). Initial placement and initial education planning services are not included for they are not captured in SARS.

Based on MIS SS quarterly reports for 2015-16 and 2016-17.

Categorical or special population groups (EOPS, DSPS, CalWorks, Middle College, College Now, Puente, Sankoka, FYE, and MPS) are not included for the number of students served is a function of the number of students in the group, as shown in Table 3.

Table 5. Headcount for Students who Received Counseling Services through a Categorical or Special Population Program by Group and Academic Year

Group	Received Counseling Service				Group
	Headcount		Change		Percent Change
	2016	2017	Count	Percent	
Language Arts	206	542	336	163%	4%
International Students	4	7	3	75%	-6%
Veterans & Dependents	40	54	14	35%	20%
Physical Education and Athletics, Majors	56	68	12	21%	1%
Basic Skills, English or ESL	292	348	56	19%	-11%
Incoming High School	231	276	45	19%	-8%
Biological, Health, Environmental Sciences & Workforce Division	397	454	57	14%	-4%
AAPI	141	153	12	9%	2%
Athletes	26	28	2	8%	-3%
Men of Color	472	494	22	5%	-2%
Gen Population, Regular Admission	2,546	2,623	77	3%	-2%
Foster Youth	54	54	0	0%	7%

Notes

Based on MIS SS quarterly reports for 2015-16 and 2016-17: counseling services (SS08) or other follow-up services (SS11, position 4).

Table 6. Headcount for Students who Received Counseling Related Services through a Course by Group and Academic Year

Group	Received Counseling Service				Group
	Headcount		Change		Percent Change
	2016	2017	Count	Percent	
Umoja	3	35	32	1,067%	-5%
Disabled Students (DSPS)	137	404	267	195%	1%
Language Arts, Majors	227	514	287	126%	4%
Basic Skills, English or ESL	251	473	222	88%	-11%
EOPS	112	211	99	88%	-8%
Athletes	43	75	32	74%	-3%
CalWorks	10	16	6	60%	-34%
Gen Population, Regular Admission	2,355	3,601	1,246	53%	-2%
Men of Color	521	797	276	53%	-2%
International Students	468	712	244	52%	-6%
AAPI	334	505	171	51%	2%
Biological, Health, Environmental Sciences & Workforce Division	765	1,041	276	36%	-4%
Foster Youth	35	47	12	34%	7%
First Year Experience (FYE)	80	106	26	33%	-4%
Veterans & Dependents	46	61	15	33%	20%
Physical Education and Athletics, Majors	98	129	31	32%	1%
Incoming High School	826	874	48	6%	-8%
Puente	50	48	(2)	-4%	-13%
College Now	1	-	(1)	-100%	23%
Middle College	2	-	(2)	-100%	12%

Notes

MPS is not included because students in this program are identified by their enrollment in a section of a math course with a counseling component. Thus, the headcount receiving counseling services through a course is a function of the headcount for the group.

Results in the following tables are based on SARS data. They are for in-person or group meetings (workshops) in which counseling related services were provided. These services include those classified as centralized (*Counseling Division and Other Providers*) or distributed (*In-House/Designated Counselor and Distributed Services*). Data for *In-House/Designated Counselors* is meant to assess the extent to which the program served the target student population and are aggregated with data for the other distributed locations to calculate headcounts for *Distributed Services*.

- Table 7 shows the total number of students in each categorical program or special population group that received counseling related services (as documented by the SARS system, independently of location) at De Anza College in 2015-16 and 2016-17. In this table, the *College Now* group shows the largest increase (200%, 3 to 9) for the number of students served between these two academic years; however, this is mainly due to the small cell size for the group. The next top percentage increase figures are for the *Disabled Students/DSPS* (76%; 254 to 448) and *Incoming High School* (74%; 1,206 to 2,093) groups; both significant results when taking into account that the headcounts for these groups either increased by 1% (*Disabled Students*) or dropped by 8% (*Incoming High School*).
- Table 8 shows headcounts by academic year for students in the categorical or special population groups served at their designated location or by the assigned counselor(s), as described in Table 1. Only groups with a designated SARS location or assigned counselor(s) within the SARS system were included in this table. Because some of these locations began operating in 2016-17, percentage figures for headcount change are quite large. For example, a 4,003% (29 to 1,190) increase for *Incoming High School* students is most likely due to the fact that *Outreach* office began full operations in 2016-17. For groups that show a cell size of at least 50 in both academic years, the top percentage increases for served by *In-House/Designated Counselor* are for the following groups: *Physical Education and Athletics, Majors* (72%; 87 to 150), *Men of Color* (38%; 183-253), *International Students* (27%; 1,502 to 1,913) and *Athletes* (22%; 275 to 335). For these four groups, the group headcount either increased slightly (1% for *Physical Education and Athletics, Majors*) or declined during these two academic years.

- Table 9 shows the number of students served across all distributed SARS locations in 2015-16 and 2016-17—including those served by the group's in-house or assigned counselor(s). Data in this table show increases for most groups. *EOPS* and *Puente* showed a decline in the number of students served; however, the decline figure was smaller than the one expected (the group's headcount).
- Table 10 shows headcounts by group for students who received support or counseling related services in 2015-16 and 2016-17 at *General Counseling*, based on SARS date. For most groups, figures in this table show a bigger than expected decline in the number of students served, when compared to the percentage change for the group's headcount. When taking into account both headcount and percentage figures, the most significant decline was for the *International Students* group (-42%, 1,474 to 857). On the other hand, the *Middle College*, *Disabled Students*, and *AAPI* (Asian Americans & Pacific Islanders) groups show a higher than expected increase for the number of students served by *General Counseling* during these academic year, when compared to headcount changes for the group. The *Gen Population*, *Regular Admission* group show a decline, -1%; however, the expected decline was slightly larger, -2%.
- Table 11 shows headcount for students who received services 2015-16 and 2016-17 by *Other Providers*. These locations are classified as centralized for they are not designed to serve a specific group. However, they are separate from *General Counseling* for their focus is not counseling or advising; they provide a limited range of follow-up services such transcript evaluation, prerequisite clearance, or review of placement test results. Because some of these locations are new to the SARS system in 2016-17, their figures for annual headcount changes are much larger than expected, when compared to headcount figures for the group in the previous year.

Table 7. SARS, All Locations: Headcount for Students who Received Counseling Related Services by Group and Academic Year

Group	Received Counseling Service				Group
	Headcount		Change		Percent Change
	2016	2017	Count	Percent	
College Now	3	9	6	200%	23%
Disabled Students (DSPS)	254	448	194	76%	1%
Incoming High School	1,206	2,093	887	74%	-8%
Middle College	12	20	8	67%	12%
Math Performance Success Program	272	388	116	43%	39%
Basic Skills, English or ESL	1,077	1,523	446	41%	-11%
AAPI	1,186	1,610	424	36%	2%
Men of Color	2,045	2,762	717	35%	-2%
Physical Education and Athletics, Majors	395	528	133	34%	1%
Umoja	25	33	8	32%	-5%
Gen Population, Regular Admission	9,669	12,636	2,967	31%	-2%
Biological, Health, Environmental Sciences & Workforce Division	2,085	2,714	629	30%	-4%
Veterans & Dependents	329	411	82	25%	20%
Foster Youth	125	154	29	23%	7%
Language Arts	1,090	1,330	240	22%	4%
Athletes	319	366	47	15%	-3%
International Students	2,071	2,123	52	3%	-6%
First Year Experience (FYE)	148	142	(6)	-4%	-4%
EOPS	917	852	(65)	-7%	-8%
Puente	100	90	(10)	-10%	-13%
CalWorks	65	40	(25)	-38%	-34%

Note

Headcounts include students enrolled by census date (with at least one enrollment with apportionment indicator) during the term they received the service.

Services include: orientation, counseling, academic probation services, and follow-ups. A counseling appointment that provides education planning services is reported as a follow-up intervention. SARS is not a data source for Initial placement and initial education planning services.

Table 8. SARS, In-House/Designated Counselor: Headcount for Students who Received Counseling Related Services by Group and Academic Year

Group	Received Counseling Service				Group
	Headcount		Change		Percent Change
	2016	2017	Count	Percent	
Incoming High School	29	1,190	1,161	4,003%	-8%
Language Arts	8	39	31	388%	4%
Biological, Health, Environmental Sciences & Workforce Division	48	121	73	152%	-4%
Umoja	15	31	16	107%	-5%
Physical Education and Athletics, Majors	87	150	63	72%	1%
Men of Color	183	253	70	38%	-2%
International Students	1,502	1,913	411	27%	-6%
Athletes	275	335	60	22%	-3%
First Year Experience (FYE)	100	112	12	12%	-4%
Basic Skills, English or ESL	-	116	116	-	-11%
College Now	-	-	-	-	23%
Middle College	-	1	1	-	12%
Math Performance Success Program	-	117	117	-	39%
Veterans & Dependents	-	231	231	-	20%
AAPI	26	25	(1)	-4%	2%
EOPS	909	845	(64)	-7%	-8%
Puente	95	83	(12)	-13%	-13%
CalWorks	52	30	(22)	-42%	-34%

Notes

The Disabled Students, Foster Youth, Gen Population, and Regular Admission groups were not included for they did not have a designated SARS location or assigned counselor(s) within the SARS system during these two academic years.

Table 9. SARS, Distributed Location: Headcount for Students who Received Counseling Related Services by Group and Academic Year

Group	Received Counseling Service				Group
	Headcount		Change		Percent Change
	2016	2017	Count	Percent	
Veterans/Dependents	24	282	258	1,075%	20%
Incoming High School	275	1,509	1,234	449%	-8%
AAPI	154	538	384	249%	2%
Basic Skills, English or ESL	404	1,024	620	153%	-11%
Disabled Students	69	173	104	151%	1%
Gen Population, Regular Admission	2,003	4,827	2,824	141%	-2%
Men of Color	550	1,286	736	134%	-2%
Biological, Health, Environmental Sciences & Workforce Division	508	1,092	584	115%	-4%
Umoja	16	33	17	106%	-5%
Physical Education and Athletics, Majors	140	271	131	94%	1%
Language Arts	325	620	295	91%	4%
Math Performance Success Program	109	204	95	87%	39%
Foster Youth	44	76	32	73%	7%
International Students	1,513	1,924	411	27%	-6%
Athletes	291	348	57	20%	-3%
First Year Experience (FYE)	109	127	18	17%	-4%
College Now	-	-	-	0%	23%
Middle College	-	6	6	0%	12%
EOPS	911	848	(63)	-7%	-8%
Puente	95	86	(8)	-9%	-13%
CalWorks	59	37	(22)	-37%	-34%

Notes

Headcounts include students within the group served at any SARS "Distributed" location, including those served by the group's designated location or assigned counselor.

Table 10. SARS, General Counseling: Headcount for Students who Received Counseling Related Services by Group and Academic Year

Group	Received Counseling Service				Group
	Headcount		Count	Change	Percent Change
	2016	2017		Percent	
Middle College	3	7	4	133%	12%
Disabled Students (DSPS)	182	208	26	14%	1%
AAPI	1,023	1,074	51	5%	2%
College Now	2	2	0	0%	23%
Gen Population, Regular Admission	8,000	7,881	-119	-1%	-2%
Men of Color	1,637	1,572	-65	-4%	-2%
Biological, Health, Environmental Sciences & Workforce Division	1,712	1,622	-90	-5%	-4%
Foster Youth	96	91	-5	-5%	7%
Incoming High School	959	875	-84	-9%	-8%
Physical Education and Athletics, Majors	295	265	-30	-10%	1%
Language Arts	865	772	-93	-11%	4%
EOPS	164	142	-22	-13%	-8%
Basic Skills, English or ESL	762	636	-126	-17%	-11%
Veterans/Dependents	310	209	-101	-33%	20%
International Students	1,474	857	-617	-42%	-6%
Athletes	113	60	-53	-47%	-3%
Math Performance Success Program	227	119	-108	-48%	39%
Puente	25	11	-14	-56%	-13%
CalWorks	22	9	-13	-59%	-34%
Umoja	16	5	-11	-69%	-5%
First Year Experience (FYE)	71	17	-54	-76%	-4%

Table 11. SARS, Other Providers: Headcount for Students who Received Counseling Related Services by Group and Academic Year

Group	Received Counseling Service				Group
	Headcount		Change		Percent Change
	2016	2017	Count	Percent	
College Now	1	9	8	800%	23%
Math Performance Success Program	25	186	161	644%	39%
EOPS	53	275	222	419%	-8%
Athletes	20	103	83	415%	-3%
Veterans/Dependents	38	178	140	368%	20%
CalWorks	3	13	10	333%	-34%
Biological, Health, Environmental Sciences & Workforce Division	231	879	648	281%	-4%
First Year Experience (FYE)	8	30	22	275%	-4%
Men of Color	228	847	619	271%	-2%
Disabled Students (DSPS)	57	205	148	260%	1%
Physical Education and Athletics, Majors	40	136	96	240%	1%
Gen Population, Regular Admission	1,367	4,545	3,178	232%	-2%
AAPI	184	604	420	228%	2%
Foster Youth	15	40	25	167%	7%
Language Arts	203	470	267	132%	4%
Basic Skills, English or ESL	72	164	92	128%	-11%
Incoming High School	84	181	97	115%	-8%
Puente	15	28	13	87%	-13%
International Students	353	643	290	82%	-6%
Middle College	9	9	-	0%	12%
Umoja	0	0	-	0%	-5%

Notes

“SARS, Other Providers” are classified as centralized locations for they are not intended to serve a specific categorical or special population group. These locations tend to provide follow-up placement services, such as transcript evaluation, prerequisite clearance, and review of placement test results.

The following section provides headcounts for categorical programs and special population groups by academic year and delivery mode. Different to previous tables, the data Table 12 (Appendix A), provides headcount figures specific to the group with the goal of assessing the extent to which students in the groups were served through the different counseling related service delivery systems or modes.

- Data in Table 12, Appendix A, show the annual headcount for each group for the 2015-16 and the 2016-17 academic year, including the number of students in the group served through each delivery system or mode. *MIS Counseling/Orientation/Follow-up* refers to the headcount for the group that received orientation, counseling, academic probation, or follow-up services based on data submitted in the MIS SS (Student Success) report for the academic year, independently of delivery mode. *Categorical/Special Group* refers to students in the group reported as having received any of these services through a categorical (EOPS, DSPS, CalWorks) or special population program (Puente, FYE, Umoja, Middle College, College Now). *Course* refers to having counseling services through a course (courses offered by the Counseling Division) or section (MPS). *SARS: All* refers to headcounts for students served by any provider or location within the SARS system. *In-House/Designated Counselor* refers to students in the group who received counseling related services in the SARS location designated to the group, or from a counselor assigned to the group (independently of SARS location). *Distributed Counseling* refers to any SARS location assigned to a categorical program or special population group, including the location for the group. For *Counseling Division*, the figures show students in the group who received these services in the General Counseling SARS location, excluding those services provided by a counselor assigned to the group. Similar to the *Counseling Division* category, *Other Providers* are classified as centralized services for they are not designated to any specific student group.
- For the general student population, not including international or special admit students, group headcount figures in Appendix A show a slight decline (-1%; 8,001 to 8,000) in the number of students served by the *Counseling Division* and a significant increase for those served by *Distributed Counseling* (141%;

2,003 to 4,827). However, the slight decline in the number of students served by the *Counseling Division* is smaller than the one expected (-2%, decline in headcount).

- For most students in categorical programs or special population groups, data in Appendix A show that in last two academic years group headcount figures for *Distributed Counseling* had increased while those for the *Counseling Division* had declined. The only groups that do not show a decline in the use of services provided by the *Counseling Division* are the special admits students (Middle College and College Now), *AAPIs* (Asian American & Pacific Islanders), and *DSPS* groups. These groups do not have, or no longer have, a SARS designated location. On the other hand, data in this table show that the *AAPIs* headcount for the use of *Distributed Services* increased by 249% (154 to 538) between these academic years, compared an increase of 5% (1,023 to 1,074) for their use of services provided by the *Counseling Division*. For *DSPS*, headcounts for *Distributed Counseling* increased by 151% (69 to 173), while the headcount for *Counseling Division* increased by 14% (182 to 208).
- Data in Appendix A show that the categorical programs or special population groups with the highest percentage for *In-House/Designated Counselor* (students served in their designated SARS location or by their assigned counselor) in 2016-17 include: *EOPS* (95%), *Umoja* (89%), *Athletes* (84%), *International Students* (74%), and *Puente* (72%). Data also show that less than 20% of students in these groups were served by the *Counseling Division* in 2016-17; not including *International Students* (33%).

This section shows the distribution of student headcounts for counseling related services by term and academic year. The purpose is to help assess changes in workload at the different locations at the College that provide counseling related services across by term or academic period, after taking into account changes in the number of student served in the last two years especially for locations new to the SARS system.

- Table 13 show the total number of students enrolled at De Anza College in 2015-16 and 2016-17 who were provided counseling related services each term, as documented by data from the SARS system. For the 2016-17 academic year, data in this table showed that about 53% of all De Anza College students received counseling related services in at least one of the SARS locations, compared to 42% in 2015-16—an increase of 11%. This is a significant increase, especially when taking into account that the college students population declined by about 2% between these two academic years. Table 13 also shows the highest increase in headcount for the fall term during these two academic years (49%; 6,528 to 9,751).
- Figures in Table 14 (Appendix B) show headcounts by term, academic year, and SARS location. For the fall term, data in this table point to the major contributors to the increases for the last two years shown in Table 13: the *Counseling Division* with an increase of 23% (4,301 to 5,274) and the *Outreach* office with an increase of 274% (54 to 1,538).

Table 13. SARS, Total Headcount for Students who Received Counseling Related Services by Term and Academic Year

Term	Headcount		Change	
	2016	2017	Count	Percent
1-Summer	3,046	3,304	258	8%
2-Fall	6,528	9,751	3,223	49%
3-Winter	7,163	9,100	1,937	27%
4-Spring	5,735	7,477	1,742	30%
SSSP Total	13,825	16,987	3,162	23%
College Total	32,944	32,262	(682)	-2%
College SSSP Percent	42%	53%		

Notes

Based on SARS data for student enrolled (at least one enrollment with apportionment flag) during the term and academic year and who were provided at least one counseling related service (orientation, counseling, academic probation, and follow-up services). Data does not include services for initial placement or initial education planning for those are based on Banner and Degree Works data.

Appendix A

Student Headcount for Categorical Programs and Special Population Groups by Academic Year and Data Source, De Anza College

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
AAPI (Asian Americans & Pacific Islanders)						
Group Headcount	3,461	100%	3,525	100%	64	2%
MIS Counseling/Orientation/Follow-up	1,779	51%	2,045	58%	266	15%
Categorical/Special Group	141	4%	153	4%	12	9%
Course	334	10%	505	14%	171	51%
SARS: All	1,186	34%	1,610	46%	424	36%
In-House/Designated Counselor	26	1%	25	1%	(1)	-4%
Distributed Counseling	154	4%	538	15%	384	249%
Counseling Division	1,023	30%	1,074	30%	51	5%
Other Providers	184	5%	604	17%	420	228%

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Biological, Health, Environmental Sciences & Workforce Division						
Group Headcount	6,189	100%	5,963	100%	(226)	-4%
MIS Counseling/Orientation/Follow-up	3,257	53%	3,562	60%	305	9%
Categorical/Special Group	397	6%	454	8%	57	14%
Course	765	12%	1,041	17%	276	36%
SARS: All	2,085	34%	2,714	46%	629	30%
In-House/Designated Counselor	48	1%	121	2%	73	152%
Distributed Counseling	508	8%	1,092	18%	584	115%
Counseling Division	1,712	28%	1,622	27%	(90)	-5%
Other Providers	231	4%	879	15%	648	281%

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Language Arts Division, Majors						
Group Headcount	2,941	100%	3,065	100%	124	4%
MIS Counseling/Orientation/Follow-up	1,511	51%	1,920	63%	409	27%
Categorical/Special Group	206	7%	542	18%	336	163%
Course	227	8%	514	17%	287	126%
SARS: All	1,090	37%	1,330	43%	240	22%
In-House/Designated Counselor	8	0%	39	1%	31	388%
Distributed Counseling	325	11%	620	20%	295	91%
Counseling Division	865	29%	772	25%	(93)	-11%
Other Providers	203	7%	470	15%	267	132%

Appendix A

Student Headcount for Categorical Programs and Special Population Groups by Academic Year and Data Source, De Anza College

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Language Arts Division, Basic Skills English, ESL						
Group Headcount	3,132	100%	2,792	100%	(340)	-11%
MIS Counseling/Orientation/Follow-up	1,874	60%	1,963	70%	89	5%
Categorical/Special Group	292	9%	348	12%	56	19%
Course	251	8%	473	17%	222	88%
SARS: All	1,077	34%	1,523	55%	446	41%
In-House/Designated Counselor	-	0%	116	4%	116	-
Distributed Counseling	404	13%	1,024	37%	620	153%
Counseling Division	762	24%	636	23%	(126)	-17%
Other Providers	72	2%	164	6%	92	128%

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Physical Education & Athletics Division, Majors						
Group Headcount	1,061	100%	1,072	100%	11	1%
MIS Counseling/Orientation/Follow-up	561	53%	658	61%	97	17%
Categorical/Special Group	56	5%	68	6%	12	21%
Course	98	9%	129	12%	31	32%
SARS: All	395	37%	528	49%	133	34%
In-House/Designated Counselor	87	8%	150	14%	63	72%
Distributed Counseling	140	13%	271	25%	131	94%
Counseling Division	295	28%	265	25%	(30)	-10%
Other Providers	40	4%	136	13%	96	240%

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Physical Education & Athletics Divisio, Athletes						
Group Headcount	415	100%	401	100%	(14)	-3%
MIS Counseling/Orientation/Follow-up	366	88%	379	95%	13	4%
Categorical/Special Group	26	6%	28	7%	2	8%
Course	43	10%	75	19%	32	74%
SARS: All	319	77%	366	91%	47	15%
In-House/Designated Counselor	275	66%	335	84%	60	22%
Distributed Counseling	291	70%	348	87%	57	20%
Counseling Division	113	27%	60	15%	(53)	-47%
Other Providers	20	5%	103	26%	83	415%

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Student Headcount for Categorical Programs and Special Population Groups by Academic Year and Data Source, De Anza College

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Calworks						
Group Headcount	101	100%	67	100%	(34)	-34%
MIS Counseling/Orientation/Follow-up	101	100%	67	100%	(34)	-34%
Categorical/Special Group	101	100%	67	100%	(34)	-34%
Course	10	10%	16	24%	6	60%
SARS: All	65	64%	40	60%	(25)	-38%
In-House/Designated Counselor	52	51%	30	45%	(22)	-42%
Distributed Counseling	59	58%	37	55%	(22)	-37%
Counseling Division	22	22%	9	13%	(13)	-59%
Other Providers	3	3%	13	19%	10	333%

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
College Now						
Group Headcount	22	100%	27	100%	5	23%
MIS Counseling/Orientation/Follow-up	22	100%	27	100%	5	23%
Categorical/Special Group	22	100%	27	100%	5	23%
Course	1	5%	-	0%	(1)	-100%
SARS: All	3	14%	9	33%	6	200%
In-House/Designated Counselor	-	0%	-	0%	-	-
Distributed Counseling	-	0%	-	0%	-	-
Counseling Division	2	9%	2	7%	-	0%
Other Providers	1	5%	9	33%	8	800%

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
DSPS (Disabled Students)						
Group Headcount	1,475	100%	1,488	100%	13	1%
MIS Counseling/Orientation/Follow-up	1,475	100%	1,488	100%	13	1%
Categorical/Special Group	1,475	100%	1,488	100%	13	1%
Course	137	9%	404	27%	267	195%
SARS: All	254	17%	448	30%	194	76%
In-House/Designated Counselor	-	0%	-	0%	-	-
Distributed Counseling	69	5%	173	12%	104	151%
Counseling Division	182	12%	208	14%	26	14%
Other Providers	57	4%	205	14%	148	260%

Notes: Data include those served by DSPS or EOPS students with a disability.

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Student Headcount for Categorical Programs and Special Population Groups by Academic Year and Data Source, De Anza College

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
EOPS						
Group Headcount	965	100%	885	100%	(80)	-8%
MIS Counseling/Orientation/Follow-up	965	100%	885	100%	(80)	-8%
Categorical/Special Group	965	100%	885	100%	(80)	-8%
Course	112	12%	211	24%	99	88%
SARS: All	917	95%	852	96%	(65)	-7%
In-House/Designated Counselor	909	94%	845	95%	(64)	-7%
Distributed Counseling	911	94%	848	96%	(63)	-7%
Counseling Division	164	17%	142	16%	(22)	-13%
Other Providers	53	5%	275	31%	222	419%

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
First Year Experience (FYE)						
Group Headcount	219	100%	210	100%	(9)	-4%
MIS Counseling/Orientation/Follow-up	219	100%	210	100%	(9)	-4%
Categorical/Special Group	219	100%	210	100%	(9)	-4%
Course	80	37%	106	50%	26	33%
SARS: All	148	68%	142	68%	(6)	-4%
In-House/Designated Counselor	100	46%	112	53%	12	12%
Distributed Counseling	109	50%	127	60%	18	17%
Counseling Division	71	32%	17	8%	(54)	-76%
Other Providers	8	4%	30	14%	22	275%

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Foster Youth						
Group Headcount	370	100%	395	100%	25	7%
MIS Counseling/Orientation/Follow-up	222	60%	244	62%	22	10%
Categorical/Special Group	54	15%	54	14%	-	0%
Course	35	9%	47	12%	12	34%
SARS: All	125	34%	154	39%	29	23%
In-House/Designated Counselor	-	-	-	-	-	-
Distributed Counseling	44	12%	76	19%	32	73%
Counseling Division	96	26%	91	23%	(5)	-5%
Other Providers	15	4%	40	10%	25	167%

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Student Headcount for Categorical Programs and Special Population Groups by Academic Year and Data Source, De Anza College

	2016		2017		Change	
International Students	Count	Perct	Count	Perct	Count	Perct
Group Headcount	2,740	100%	2,570	100%	(170)	-6%
MIS Counseling/Orientation/Follow-up	2,267	83%	2,233	87%	(34)	-1%
Categorical/Special Group	4	0%	7	0%	3	75%
Course	468	17%	712	28%	244	52%
SARS: All	2,071	76%	2,123	83%	52	3%
In-House/Designated Counselor	1,502	55%	1,913	74%	411	27%
Distributed Counseling	1,513	55%	1,924	75%	411	27%
Counseling Division	1,474	54%	857	33%	(617)	-42%
Other Providers	353	13%	643	25%	290	82%

	2016		2017		Change	
Men of Color	Count	Perct	Count	Perct	Count	Perct
Group Headcount	5,819	100%	5,727	100%	(92)	-2%
MIS Counseling/Orientation/Follow-up	2,973	51%	3,428	60%	455	15%
Categorical/Special Group	472	8%	494	9%	22	5%
Course	521	9%	797	14%	276	53%
SARS: All	2,045	35%	2,762	48%	717	35%
In-House/Designated Counselor	183	3%	253	4%	70	38%
Distributed Counseling	550	9%	1,286	22%	736	134%
Counseling Division	1,637	28%	1,572	27%	(65)	-4%
Other Providers	228	4%	847	15%	619	271%

	2016		2017		Change	
Middle College	Count	Perct	Count	Perct	Count	Perct
Group Headcount	75	100%	84	100%	9	12%
MIS Counseling/Orientation/Follow-up	75	100%	84	100%	9	12%
Categorical/Special Group	75	100%	84	100%	9	12%
Course	2	3%	-	0%	(2)	-100%
SARS: All	12	16%	20	24%	8	67%
In-House/Designated Counselor	-	0%	1	1%	1	-
Distributed Counseling	-	0%	6	7%	6	-
Counseling Division	3	4%	7	8%	4	133%
Other Providers	9	12%	9	11%	-	0%

Appendix A

Student Headcount for Categorical Programs and Special Population Groups by Academic Year and Data Source, De Anza College

Math Performance Success (MPS)	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Group Headcount	427	100%	595	100%	168	39%
MIS Counseling/Orientation/Follow-up	427	100%	595	100%	168	39%
Categorical/Special Group	98	23%	193	32%	95	97%
Course	427	100%	595	100%	168	39%
SARS: All	272	64%	388	65%	116	43%
In-House/Designated Counselor	-	0%	117	20%	117	-
Distributed Counseling	109	26%	204	34%	95	87%
Counseling Division	227	53%	119	20%	(108)	-48%
Other Providers	25	6%	186	31%	161	644%

Incoming High School	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Group Headcount	3,574	100%	3,285	100%	(289)	-8%
MIS Counseling/Orientation/Follow-up	2,535	71%	2,748	84%	213	8%
Categorical/Special Group	231	6%	276	8%	45	19%
Course	826	23%	874	27%	48	6%
SARS: All	1,206	34%	2,093	64%	887	74%
In-House/Designated Counselor	29	1%	1,190	36%	1,161	4003%
Distributed Counseling	275	8%	1,509	46%	1,234	449%
Counseling Division	959	27%	875	27%	(84)	-9%
Other Providers	84	2%	181	6%	97	115%

Note: In-house for incoming high school students is the Outreach Center

Puente	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Group Headcount	134	100%	116	100%	(18)	-13%
MIS Counseling/Orientation/Follow-up	134	100%	116	100%	(18)	-13%
Categorical/Special Group	134	100%	116	100%	(18)	-13%
Course	50	37%	48	41%	(2)	-4%
SARS: All	100	75%	90	78%	(10)	-10%
In-House/Designated Counselor	95	71%	83	72%	(12)	-13%
Distributed Counseling	95	71%	86	74%	(9)	-9%
Counseling Division	26	19%	11	9%	(15)	-58%
Other Providers	15	11%	28	24%	13	87%

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Student Headcount for Categorical Programs and Special Population Groups by Academic Year and Data Source, De Anza College

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Sankofa/Umoja						
Group Headcount	37	100%	35	100%	(2)	-5%
MIS Counseling/Orientation/Follow-up	37	100%	35	100%	(2)	-5%
Categorical/Special Group	37	100%	35	100%	(2)	-5%
Course	3	8%	35	100%	32	1067%
SARS: All	25	68%	33	94%	8	32%
In-House/Designated Counselor	15	41%	31	89%	16	107%
Distributed Counseling	16	43%	33	94%	17	106%
Counseling Division	16	43%	5	14%	(11)	-69%
Other Providers	0	-	0	-	-	-

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Veterans/Dependents of Veterans						
Group Headcount	826	100%	990	100%	164	20%
MIS Counseling/Orientation/Follow-up	546	66%	634	64%	88	16%
Categorical/Special Group	40	5%	54	5%	14	35%
Course	46	6%	61	6%	15	33%
SARS: All	329	40%	411	42%	82	25%
In-House/Designated Counselor	0	0%	231	23%	231	-
Distributed Counseling	24	3%	282	28%	258	1075%
Counseling Division	310	38%	209	21%	(101)	-33%
Other Providers	38	5%	178	18%	140	368%

	2016		2017		Change	
	Count	Perct	Count	Perct	Count	Perct
Regular Admission, Excluding International and Special Admit Students						
Group Headcount	29,144	100%	28,606	100%	(538)	-2%
MIS Counseling/Orientation/Follow-up	14,507	50%	16,062	56%	1,555	11%
Categorical/Special Group	2,546	9%	2,623	9%	77	3%
Course	2,355	8%	3,601	13%	1,246	53%
SARS: All	1,206	4%	2,093	7%	887	74%
In-House/Designated Counselor		0%		0%	-	-
Distributed Counseling	2,003	7%	4,827	17%	2,824	141%
Counseling Division	8,000	27%	7,881	28%	(119)	-1%
Other Providers	1,367	5%	4,554	16%	3,187	233%

Appendix B

Table 14. Student Headcount for Counseling Related Services by Term, Academic Year, and SARS Location/SSSP Service Provider, De Anza College, 2015-16 and 2016-17

SARS Location/SSSP Service Provider	Headcount		Change	
	2016	2017	Count	Percent
1-Summer				
Athletics	112	233	121	108%
BHES	-	14	14	-
CaLWorks	262	210	(52)	-20%
Counseling Division	2,388	2,376	(12)	-1%
EOPS	199	176	(23)	-12%
Impact AAPI	-	14	14	-
International Students	70	127	57	81%
Other Providers	49	39	(10)	-20%
Outreach	-	114	114	-
SSRS-FYE	85	97	12	14%
SSRS-Puente	32	62	30	94%
SSRS-Umoja	32	30	(2)	-6%
Veterans and Dependents	-	27	27	-
2-Fall				
Athletics	145	343	198	137%
BHES	-	99	99	-
CaLWorks	86	67	(19)	-22%
Counseling Division	4,301	5,274	973	23%
EOPS	717	689	(28)	-4%
Impact AAPI	-	75	75	-
International Students	1,014	1,152	138	14%
Language Arts	-	112	112	-
MPS	-	4	4	-
Other Providers	992	2,459	1,467	148%
Outreach	54	1,538	1,484	2748%
SSRS-FYE	154	176	22	14%
SSRS-Puente	116	124	8	7%
SSRS-Umoja	116	79	(37)	-32%
Veterans and Dependents	-	189	189	-

Notes:

Data include any student enrolled at the college during the term and served by the SARS location/SSSP service provider (location or counselor associated with the location), independently of student characteristics.

Appendix B

Table 14. Student Headcount for Counseling Related Services by Term, Academic Year, and SARS Location/SSSP Service Provider, De Anza College, 2015-16 and 2016-17

SARS Location/SSSP Service Provider	Headcount		Change	
	2016	2017	Count	Percent
3-Winter				
Athletics	227	316	89	39%
BHES	78	90	12	15%
CaLWorks	31	28	(3)	-10%
Counseling Division	5,138	4,418	(720)	-14%
EOPS	756	728	(28)	-4%
Impact AAPI	37	-	(37)	-
International Students	556	1,190	634	114%
Language Arts	32	95	63	197%
MPS	-	117	117	-
Other Providers	737	2,964	2,227	302%
Outreach	182	932	750	412%
SSRS-FYE	131	149	18	14%
SSRS-Puente	242	106	(136)	-56%
SSRS-Umoja	63	51	(12)	-19%
Veterans and Dependents	-	206	206	-
4-Spring				
Athletics	170	239	69	41%
BHES	72	86	14	19%
CaLWorks	47	19	(28)	-60%
Counseling Division	3,960	3,208	(752)	-19%
EOPS	779	683	(96)	-12%
Impact AAPI	44	-	(44)	-
International Students	509	1,157	648	127%
Language Arts	33	91	58	176%
MPS	-	95	95	-
Other Providers	353	2,711	2,358	668%
Outreach	131	662	531	405%
SSRS-FYE	147	143	(4)	-3%
SSRS-Puente	285	85	(200)	-70%
SSRS-Umoja	75	27	(48)	-64%
Veterans and Dependents	-	97	97	-

Appendix B

Table 14. Student Headcount for Counseling Related Services by Term, Academic Year, and SARS Location/SSSP Service Provider, De Anza College, 2015-16 and 2016-17

SARS Location/SSSP Service Provider	Headcount		Change	
	2016	2017	Count	Percent
Total				
Athletics	408	543	135	33%
BHES	136	213	77	57%
CaLWorks	410	302	(108)	-26%
Counseling Division	11,325	10,671	(654)	-6%
EOPS	928	857	(71)	-8%
Impact AAPI	71	84	13	18%
International Students	1,579	2,024	445	28%
Language Arts	42	257	215	512%
MPS	-	181	181	-
Other Providers	1,794	6,118	4,324	241%
Outreach	312	2,978	2,666	854%
SSRS-FYE	262	289	27	10%
SSRS-Puente	569	191	(378)	-66%
SSRS-Umoja	185	123	(62)	-34%
Veterans and Dependents	-	318	318	-