

Phoenix High School

6150 Snell Rd. • San Jose, CA, 95123 • 408.347.6291 • Grades 11-12

Greg Louie, Principal
louieg@esuhsd.org

2014-15 School Accountability Report Card Published During the 2015-16 School Year



East Side Union High School District

830 N. Capitol Avenue San Jose, CA 95133 (408) 347-5000 www.esuhsd.org

District Governing Board

Frank Biehl
J. Manuel Herrera
Van Thi Le
Pattie Cortese
Lan Nguyen

District Administration

Chris D. Funk
Superintendent
Glenn Vander Zee
Associate Superintendent
Educational Services

Marcus Battle
Associate Superintendent
Business Services

Cari Vaeth
Associate Superintendent
Human Resources

School Description

Welcome to Phoenix High School! Phoenix High School is specifically designed to offer an alternative education experience to those students who have not been successful in other academic settings. Phoenix High School has a staff of four teachers, a secretary, and is supervised by Santa Teresa administrators who are all dedicated to meeting the needs of our students and to providing them with the opportunity to graduate on time through an intensive program utilizing core academic classes, independent studies, vocational training, and community college classes. Phoenix High School is accredited through the Western Association of Schools and Colleges (WASC).

All Phoenix students will RISE, becoming Responsible, Inquisitive, Socially Adept, and Educationally sound individuals.

About the SARC

By February 1 of each year, every school in California is required by state law to publish a School Accountability Report Card (SARC). The SARC contains information about the condition and performance of each California public school. Under the Local Control Funding Formula (LCFF) all local educational agencies (LEAs) are required to prepare a Local Control Accountability Plan (LCAP), which describes how they intend to meet annual school-specific goals for all pupils, with specific activities to address state and local priorities. Additionally, data reported in an LCAP is to be consistent with data reported in the SARC.

- For more information about SARC requirements, see the California Department of Education (CDE) SARC Web page at http://www.cde.ca.gov/ta/ac/sa/.
- For more information about the LCFF or LCAP, see the CDE LCFF Web page at http://www.cde.ca.gov/fg/aa/lc/.
- For additional information about the school, parents/guardians and community members should contact the school at 408.347.6291 or the district office.

2014-15 Student Enrollment by Grade Level					
Grade Level Number of Students					
Grade 11	19				
Grade 12	60				
Total Enrollment	79				

2014-15 Student Enrollment by Group						
Group Percent of Total Enrollment						
Black or African American	2.5					
Asian	2.5					
Filipino	2.5					
Hispanic or Latino	81					
White	8.9					
Two or More Races	2.5					
Socioeconomically Disadvantaged	44.3					
English Learners	13.9					

A. Conditions of Learning

State Priority: Basic

The SARC provides the following information relevant to the Basic State Priority (Priority 1):

- Degree to which teachers are appropriately assigned and fully credentialed in the subject area and for the pupils they are teaching;
- Pupils have access to standards-aligned instructional materials; and
- School facilities are maintained in good repair.

Teacher Credentials							
Phoenix High School	13-14	14-15	15-16				
With Full Credential	4	4	4				
Without Full Credential	0	0	0				
Teaching Outside Subject Area of Competence	0	0	0				
East Side Union High School District	13-14	14-15	15-16				
With Full Credential	+	+	948				
Without Full Credential	+	+	59				
Teaching Outside Subject Area of Competence	+	+	0				

Teacher Misassignments and Vacant Teacher Positions at this School									
Phoenix High School 13-14 14-15 15-16									
Teachers of English Learners	0	0	0						
Total Teacher Misassignments	0	0	0						
Vacant Teacher Positions	0	0	0						

[&]quot;Misassignments" refers to the number of positions filled by teachers who lack legal authorization to teach that grade level, subject area, student group, etc. Total Teacher Misassignments includes the number of Misassignments of Teachers of English Learners.

Core Academic Classes Taught by Highly Qualified Teachers

2014-15 Percent of Classes In Core Academic Subjects Core Academic Classes Taught by Highly Qualified Teachers							
Location of Classes Taught by Highly Qualified Teachers Not Taught by Highly Qualified Teachers							
This School	100.0	0.0					
Districtwide							
All Schools 94.3 5.7							
High-Poverty Schools	93.2	6.9					
Low-Poverty Schools	97.5	2.5					

^{*} High-poverty schools are defined as those schools with student eligibility of approximately 40 percent or more in the free and reduced price meals program. Low-poverty schools are those with student eligibility of approximately 39 percent or less in the free and reduced price meals program.

Quality, Currency, Availability of Textbooks and Instructional Materials (School Year 2015-16)

Textbooks and Instructional Materials Year and month in which data were collected: September 2015							
Core Curriculum Area	Textbooks and Instructional Materials/Year of Adoption						
Reading/Language Arts	English 1 – "The Language of Literature" Grade 9 McDougal Littell 2002 English 2 – "The Language of Literature" Grade 10 McDougal Littell 2002 The textbooks listed are from most recent adoption: Yes						
	Percent of students lacking their own assigned textbook: 0%						
Mathematics	Mathematics Vision Project, Secondary Math 1, 2012 Mathematics Vision Project, Secondary Math 2, 2012 Geometry – "Geometry" McDougal Littell 2007 Algebra II – "Algebra 2" McDougal Littell 2007						
	The textbooks listed are from most recent adoption: Yes						
	Percent of students lacking their own assigned textbook: 0%						
Science	Integrated Science 1 – "Spectrum Physical Approach/Science/Explorations" Holt 2001, 03, 04 Biology – "Biology: Web of Life; "Biology" Holt 1998, 99, 04						
	Chemistry – "Chemistry: Connections to our Changing World" Prentice-Hall 2000, 02						
	The textbooks listed are from most recent adoption: Yes						
	Percent of students lacking their own assigned textbook: 0%						
History-Social Science	World History – "Modern World History" McDougal-Littell 2003 US History – "The American Vision" Glencoe/McGraw Hill 2006 American Government – "Magruder's American Government" Prentice Hall 1997 Economics – "Holt Economics" Holt 2003						
	The textbooks listed are from most recent adoption: Yes						
	Percent of students lacking their own assigned textbook: 0%						
Foreign Language	Textbooks and Instructional Materials in use are standards aligned and officially adopted						
	The textbooks listed are from most recent adoption: Yes						
	Percent of students lacking their own assigned textbook: 0%						
Health	Textbooks and Instructional Materials in use are standards aligned and officially adopted						
	The textbooks listed are from most recent adoption: Yes						
	Percent of students lacking their own assigned textbook: 0%						
Visual and Performing Arts	Textbooks and Instructional Materials in use are standards aligned and officially adopted						
	The textbooks listed are from most recent adoption: Yes						
	Percent of students lacking their own assigned textbook: 0%						
Science Laboratory Equipment	Science labs are adequately equipped						
	The textbooks listed are from most recent adoption: Yes						
	Percent of students lacking their own assigned textbook: 0%						

School Facility Conditions and Planned Improvements (Most Recent Year) Overview

The District makes every effort to ensure that all schools are clean, safe, and functional. To assist in this effort, the district uses a facility survey instrument developed by the State of California Office of Public School Construction. The results of this survey are available at the school office and at the district office.

Cleaning Process and Schedule

The district's Board of Trustees has adopted cleaning standards for all schools in the district. The Leadership Team works daily with the custodial staff to develop cleaning schedules to ensure a clean and safe school.

Deferred Maintenance Budget

The district participates in the State School Deferred Maintenance Program, which provides state matching funds on a dollar-for-dollar basis, to assist school districts with expenditures for major repair or replacement of existing school building components. Typically, this includes roofing, plumbing, heating, air conditioning, electrical systems, interior or exterior painting, and floors systems.

Modernization Projects

Phoenix High School is located in four portable buildings and one classroom in the 800 building. During the 2015-2016 school year, there are plans to install a science portable with restrooms for the students and staff.

Despite its age, the school facilities are maintained in a good state of repair. The facilities are clean, safe, and adequate for providing a quality education for all students. All classrooms provide adequate space for teaching and learning. Lighting in all areas is adequate for instruction, and there is a suitable HVAC system in place. The fire alarm system has been refurbished with a new control panel. Phoenix has a good technology infrastructure.

School Facility Good Repair Status (Most Recent Year) Year and month in which data were collected: May 2015								
System Inspected	01	Repair		D	Repair Needed and Action Taken or Planned			
Systems: Gas Leaks, Mechanical/HVAC, Sewer	Good X	Fa	air	Poor	No items noted			
Interior: Interior Surfaces	Х				No items noted			
Cleanliness: Overall Cleanliness, Pest/ Vermin Infestation	Х				No items noted			
Electrical: Electrical	Х				No items noted			
Restrooms/Fountains: Restrooms, Sinks/ Fountains					No items noted			
Safety: Fire Safety, Hazardous Materials	Х				No items noted			
Structural: Structural Damage, Roofs				Х	Bld T3, T4, Portable Office (PHX) Bld T5 - T7 Portable CR (PHX): The exterior walls of the portables have cracks and sometimes the roofs leak during rain season. Action/plan-Site to submit work order and M&O to schedule the work.			
External: Playground/School Grounds, Windows/ Doors/Gates/Fences	Х				No items noted			
Overall Rating	Exemplary	Good	Fair X	Poor				

B. Pupil Outcomes

State Priority: Pupil Achievement

The SARC provides the following information relevant to the State priority: Pupil Achievement (Priority 4):

- Statewide assessments (i.e., California Assessment of Student Performance and Progress [CAASPP], Science California Standards Tests); and
- The percentage of pupils who have successfully completed courses that satisfy the requirements for entrance to the University of California and the California State University, or career technical education sequences or programs of study

2014-15 CAASPP Results for All Students							
Percent of Students Meeting or Exceeding the State Standards Subject (grades 3-8 and 11)							
	School	District	State				
ELA	31	59	44				
Math	31 59 44 0 38 33						

Percentages are not calculated when the number of students tested is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy.

CAASPP Results for All Students - Three-Year Comparison									
Percent of Students Scoring at Proficient or Advanced (meeting or exceeding the state standards)									
Subject	School District State								
12-13 13-14 14-15 12-13 13-14 14-15 12-13 13-14 14-1						14-15			
Science				52	54	50	59	60	56

^{*} Results are for grades 5, 8, and 10. Scores are not shown when the number of students tested is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy.

Grade	2014-15 Percent of Students Meeting Fitness Standards					
Level	4 of 6	5 of 6	6 of 6			

Percentages are not calculated when the number of students tested is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy.

2014-15 CAASPP Results by Student Group			
Group	Percent of Students Scoring at Proficient or Advanced		
	Science (grades 5, 8, and 10)		

Scores are not shown when the number of students tested is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy.

School Year 2014-15 CAASPP Assessment Results - English Language Arts (ELA) Disaggregated by Student Groups, Grades Three through Eight and Eleven								
		Number o	Number of Students Percent of Students					
Student Group	Grade	Enrolled	Tested	Tested	Standard Not Met	Standard Nearly Met	Standard Met	Standard Exceeded
All Students	11	27	26	96.3	42	27	31	0
Male	11	27	13	48.1	54	23	23	0
Female	11	27	13	48.1	31	31	38	0
Black or African American	11	27	1	3.7				
Hispanic or Latino	11	27	19	70.4	42	32	26	0
White	11	27	5	18.5				
Two or More Races	11	27	1	3.7				
Socioeconomically Disadvantaged	11	27	9	33.3				
Foster Youth	11							

Double dashes (--) appear in the table when the number of students is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy. The number of students tested includes students that did not receive a score; however, the number of students tested is not the number that was used to calculate the achievement level percentages. The achievement level percentages are calculated using students with scores.

School Year 2014-15 CAASPP Assessment Results - Mathematics Disaggregated by Student Groups, Grades Three through Eight and Eleven										
		Number o	f Students	Percent of Students						
Student Group	Grade	Enrolled	Tested	Tested	Standard Not Met	Standard Nearly Met	Standard Met	Standard Exceeded		
All Students	11	27	26	96.3	96	4	0	0		
Male	11	27	13	48.1	92	8	0	0		
Female	11	27	13	48.1	100	0	0	0		
Black or African American	11	27	1	3.7						
Hispanic or Latino	11	27	19	70.4	95	5	0	0		
White	11	27	5	18.5						
Two or More Races	11	27	1	3.7						
Socioeconomically Disadvantaged	11	27	8	29.6						

School Year 2014-15 CAASPP Assessment Results - Mathematics Disaggregated by Student Groups, Grades Three through Eight and Eleven										
Student Group		Number of Students		Percent of Students						
	Grade	Enrolled	Tested	Tested	Standard Not Met	Standard Nearly Met	Standard Met	Standard Exceeded		
Foster Youth	11									

Double dashes (--) appear in the table when the number of students is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy. The number of students tested includes students that did not receive a score; however, the number of students tested is not the number that was used to calculate the achievement level percentages. The achievement level percentages are calculated using students with scores.

C. Engagement

State Priority: Parental Involvement

The SARC provides the following information relevant to the Parental Involvement State Priority (Priority 3):

Efforts the school district makes to seek parent input in making decisions for the school district and each schoolsite.

Opportunities for Parental Involvement

At the time of the initial enrollment (orientation), a parent is required to attend a conference with the Associate Principal to discuss the expectations of all parties involved (parent, student and staff). The student's Personal Learning Plan is discussed with the student and parent to identify the specific needs that will have to be addressed in order for the student to reach his/her graduation goal, such as attending vocational training classes, night schools, and college classes. At the end of each six-week grading period, the homeroom teacher, student, and parent(s) hold a conference to discuss the student's academic progress and any other specific needs the student may have. Phoenix parents and guardians are encouraged to be a part of the School Site Council and to volunteer during many of the Phoenix events.

State Priority: School Climate

The SARC provides the following information relevant to the School Climate State Priority (Priority 6):

Pupil suspension rates, pupil expulsion rates; and other local measures on the sense of safety.

School Safety Plan

Phoenix has a very detailed, comprehensive safety plan that outlines protocols, systems, and procedures in the event of any/all emergencies. This plan also contains the yearly safety goals as determined by the students, staff, and parents. The Safety Plan is developed in conjunction with the Santa Teresa Safety Committee and reviewed by the School Site Council and District Safety Committee before it is presented to the East Side Union High School District Board of Trustees for adoption. The Safety Plan and drill procedures are reviewed during the year with all staff. Safety alerts are shared with all staff as needed throughout the school year. In addition, all required drills are calendared and completed and the results are communicated to all staff. Phoenix's campus is supervised by administration, advisors, monitor, one on-campus San Jose Police Officer, and certificated staff during school day hours.

The Phoenix High School Site Safety Plan is in compliance with district polices that govern all school sites in developing, implementing a comprehensive, enforceable, and continuous living document that deals with Behavior policy, Rules and regulations, Dress code, Tardy, Attendance, Referral process, Multi-service team, Safety team and Protocols for safety/emergency drills.

We have partnerships with community agencies, City of San Jose, San Jose Police Department, and other Safety and Mental Health agencies and groups that offer support services.

Suspensions and Expulsions							
School	2012-13	2013-14	2014-15				
Suspensions Rate	1.60	5.71	0.00				
Expulsions Rate	0.00	0.00	0.00				
District	2012-13	2013-14	2014-15				
Suspensions Rate	4.16	4.52	3.51				
Expulsions Rate	0.14	0.12	0.04				
State	2012-13	2013-14	2014-15				
Suspensions Rate	5.07	4.36	3.80				
Expulsions Rate	0.13	0.10	0.09				

D. Other SARC Information

The information in this section is required to be in the SARC but is not included in the state priorities for LCFF.

2014-15 Adequate Yearly Progress Overall and by Criteria								
AYP Criteria	School	District	State					
English Language Arts								
Met Participation Rate	Yes	No	Yes					
Met Percent Proficient	N/A	N/A	N/A					
Mathe	matics							
Met Participation Rate	Yes	No	Yes					
Met Percent Proficient	N/A	N/A	N/A					
Made AYP Overall	Yes	No	Yes					
Met Attendance Rate	N/A	N/A	Yes					
Met Graduation Rate	Yes	No	Yes					

2015-16 Federal Intervention Program							
Indicator	School	District					
Program Improvement Status	Not in PI	In PI					
First Year of Program Improvement		2004-2005					
Year in Program Improvement		Year 3					
Number of Schools Currently in Program Impro	15						
Percent of Schools Currently in Program Improv	75.0						

Average Class Size and Class Size Distribution (Secondary)												
					Number of Classrooms*							
Average Class Size				1-22		23-32			33+			
Subject	2012-13	2013-14	2014-15	2012-13	2013-14	2014-15	2012-13	2013-14	2014-15	2012-13	2013-14	2014-15
English	12	21	21	12	3	4	2	1	1			
Math	7	21	20	22	3	2		1	1			
Science	21	21	18	6	4	4	2		1			
SS	11	21	19	13	3	5	2	1				

Number of classes indicates how many classrooms fall into each size category (a range of total students per classroom). At the secondary school level, this information is reported by subject area rather than grade level.

Academic Counselors and Other Support Staff at this School						
Number of Full-Time Equivalent (FTE)						
Academic Counselor	.2					
Counselor (Social/Behavioral or Career Development)	0					
Library Media Teacher (Librarian)	0					
Library Media Services Staff (Paraprofessional)	0					
Psychologist	0					
Social Worker	0					
Nurse	0					
Speech/Language/Hearing Specialist	0					
Resource Specialist	0					
Other	0					
Average Number of Students per Staff Member						
Academic Counselor 79						

One Full Time Equivalent (FTE) equals one staff member working full time; one FTE could also represent two staff members who each work 50 percent of full time.

Professional Development provided for Teachers

Professional development opportunities for staff members are multifaceted and clearly and consistently linked to the state's standards, district goals, the school's core values, and occur during the school year and summer break. Our school has a coherent, comprehensive plan for professional development that is data driven and directly linked to teaching and learning. Not only do teachers and staff participate in staff development opportunities at the school, but they also take advantage of multiple professional development opportunities at the District and throughout the country. In addition, many teachers take professional growth classes at local colleges and universities and attend workshops offered by the Santa Clara County Office of Education. BTSA and new teacher orientation meetings support new instructors. The school has created and successfully implemented a collaboration model for professional development. School wide and departmental meetings are held regularly so that teachers can continue to work on professional development to support school-wide efforts to align curriculum with rigorous state content standards as well as to provide instructional support for literacy and differentiation to assure the achievement of all students.

To ensure a cycle of continuous improvement, professional development is personalized to address the needs of all subject-area teachers, staff, and administrators. Not only do professional development activities for teachers reflect a best practices approach, but they also align with the California Standards for the Teaching Profession. Teachers and staff participate in professional development that is aligned with their individual fields and district plans at multiple levels. At the school level, professional development is structured to have a generalized focus (e.g., higher order thinking, teaching, and learning, Common Core State Standards, etc.), and specific facets of the professional development program (e.g., specific instructional strategies) are personalized to address the specific content area dynamics and needs. The district also offers a multitude of professional development opportunities to broaden teachers' knowledge, enhance their classroom management skills, and augment their repertoire of best practices instructional strategies.

FY 2013-14 Teacher and Administrative Salaries							
Category	District Amount	State Average for Districts In Same Category					
Beginning Teacher Salary	\$49,378	\$44,363					
Mid-Range Teacher Salary	\$78,040	\$71,768					
Highest Teacher Salary	\$100,055	\$92,368					
Average Principal Salary (ES)							
Average Principal Salary (MS)		\$121,276					
Average Principal Salary (HS)	\$131,750	\$133,673					
Superintendent Salary	\$239,583	\$210,998					
Percent of District Budget							
Teacher Salaries	38%	36%					
Administrative Salaries	4%	5%					

:	For detailed information on salaries, see the CDE Certificated Salaries &	
	Benefits webpage at www.cde.ca.gov/ds/fd/cs/.	

FY 2013-14 Expenditures Per Pupil and School Site Teacher Salaries								
Laval	Exp	Average						
Level	Total	Unrestricted	Teacher Salary					
School Site	\$6,849	\$40	\$6,808	\$77,174				
District	•	•	\$6,672	\$80,860				
State	•	•	\$5,348	\$74,908				
Percent Diffe	rence: School S	2.0	1.0					
Percent Diffe	rence: School S	45.2	6.8					

Cells with ♦ do not require data.

Types of Services Funded

Phoenix High School runs two Supplemental Programs for its students. One program is a tutoring program for students needing extra help to pass the CAHSEE exam. Tutoring is offered in both Math and Language Arts and is conducted by teachers credentialed in those areas. The other program is an evening intervention program for those students that need additional help in their Core classes.

2014-15 California High School Exit Examination Grade Ten Results by Student Group								
Group	En	glish-Language A	rts	Mathematics				
	Not Proficient	Proficient	Advanced	Not Proficient	Proficient	Advanced		
All Students in the LEA	46	21	32	39	32	29		

^{*} Percentages are not calculated when the number of students tested is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy.

CAHSEE Results for All Students - Three-Year Comparison Percent of Students Scoring at Proficient or Advanced								
Phoenix High School 2012-13 2013-14 2014-15								
English-Language Arts								
Mathematics								
East Side Union High School District	2012-13	2013-14	2014-15					
English-Language Arts	56	50	50					
Mathematics	63	56	56					
California	2012-13	2013-14	2014-15					
English-Language Arts	57	56	58					
Mathematics	60	62	59					

Percentages are not calculated when the number of students tested is ten or less, either because the number of students in this category is too small for statistical accuracy or to protect student privacy.

Dropout Rate and Graduation Rate (Four-Year Cohort Rate)				
Phoenix High School	2011-12	2012-13	2013-14	
Dropout Rate	14.80	13.50	12.00	
Graduation Rate	80.11	81.95	82.86	
East Side Union High School District	2011-12	2012-13	2013-14	
Dropout Rate	14.80	13.50	12.00	
Graduation Rate	80.11	81.95	82.86	
California	2011-12	2012-13	2013-14	
Dropout Rate	13.10	11.40	11.50	
Graduation Rate	78.87	80.44	80.95	

Career Technical Education Participation			
Measure	CTE Program Participation		
Number of pupils participating in CTE	21		
% of pupils completing a CTE program and earning a high school diploma	100%		
% of CTE courses sequenced or articulated between the school and institutions of postsecondary education	0%		

Completion of High School Graduation Requirements			
Group	Graduating Class of 2014		
	School	District	State
All Students	55.36	82.2	84.6
Black or African American	100	78.16	76
American Indian or Alaska Native		75	78.07
Asian	50	94.09	92.62
Filipino		89.46	96.49
Hispanic or Latino	51.16	73.24	81.28
Native Hawaiian/Pacific Islander		86.21	83.58
White	80	87.32	89.93
Two or More Races		71.64	82.8
Socioeconomically Disadvantaged		59.15	61.28
English Learners	36.36	58.78	50.76
Students with Disabilities	58.62	77.06	81.36
Foster Youth			

Courses for University of California (UC) and/or California State University (CSU) Admission		
UC/CSU Course Measure	Percent	
2014-15 Students Enrolled in Courses Required for UC/CSU Admission	100	
2013-14 Graduates Who Completed All Courses Required for UC/CSU Admission	0	

2014-15 Advanced Placement Courses			
Subject	Number of AP Courses Offered*	Percent of Students In AP Courses	
Computer Science		•	
English		•	
Fine and Performing Arts		•	
Foreign Language		•	
Mathematics		•	
Science		•	
Social Science		+	
All courses			

Where there are student course enrollments.

Career Technical Education Programs

Phoenix High School offers the following Career Technical Education Programs. These programs integrate core academic knowledge with technical and occupational knowledge to provide students with a pathway to postsecondary education and careers.

Silicon Valley CTE (SVCTE)

• Variety of afternoon courses that prepare high school students for future careers and workforce.

Work Experience

DataQuest

DataQuest is an online data tool located on the CDE DataQuest Web page at http://dq.cde.ca.gov/dataquest/ that contains additional information about this school and comparisons of the school to the district, the county, and the state. Specifically, DataQuest is a dynamic system that provides reports for accountability (e.g., test data, enrollment, high school graduates, dropouts, course enrollments, staffing, and data regarding English learners.

Internet Access

Internet access is available at public libraries and other locations that are publicly accessible (e.g., the California State Library). Access to the Internet at libraries and public locations is generally provided on a first-come, first-served basis. Other use restrictions may include the hours of operation, the length of time that a workstation may be used (depending on availability), the types of software programs available on a workstation, and the ability to print documents.