

Program Description		
Program	<u>Counseling Service</u>	
Review Type	<u>Student Services</u>	
Review Year	<u>2012-13</u>	
Proposal Type	<u>Comprehensive Student Services C Program Review</u>	
Review Cycle	<u>Comprehensive: Year 1</u>	
Additional Information		
Is there an Advisory Committee for the program?	<u>No</u>	
Please list members, their titles and affiliation.		
Is there a student club associated/sponsored by the program?	<u>No</u>	
Name of club		
What significant factors currently influence the program? Check all that apply and explain further in Part 2: Program Overview.	<u>Accreditation requirements</u> <u>Articulation</u> <u>College or District Mandates</u> <u>Labor Market Demand</u> <u>State Mandates</u> <u>Changes In Technology</u> <u>Government Regulation</u> <u>Transfer Institution</u>	
If you have the following data, please provide it or use your best estimate. Provide the number of students:		
Category	# of Students	Estimated?
<u>Unduplicated students (service population)</u>	<u>11,369</u>	
Category	# of Students	Estimated?
<u>Student visits (general contacts such as drop-ins, email, telephone, in-person visits, etc.)</u>	<u>22106</u>	
Category	# of Students	Estimated?
<u>Student appointments (scheduled visits)</u>	<u>6537</u>	

Category	# of Students	Estimated?
Other (describe):		
Does your program provide any tangible services to students such as the following? If so, please indicate the number available:		
Category	Number	
Computers in office/space	<u>2</u>	
Money for textbooks		
Textbook loans		
Makes Copies or provide a copier for their use	<u>1000</u>	
Other (describe):		
Schedule Information		
During the previous academic year, how many sections were offered in the following manner/time? (Use start time of class to determine appropriate time category.)		
If the academic program requires a specific course or set of courses prior to students being accepted into the program please complete the following:		
Does the academic program offer any of the following types of courses (check all that apply)?		
Program Staffing		
Number of full time faculty	<u>15.00</u>	
Number of part-time faculty	<u>29</u>	
Number of classified staff (do not include the SOC, which will be reported under the Office of Instruction Program Review)	<u>1</u>	
Paid student workers	<u>2</u>	

Hourly or part-time employees	0
Number of Supervisors/Managers/Confidential	0
Notes	Student workers are primarily funded through work study. Only if budget allows are they given any paid hourly time.

College Mission Statement

Mission College's first priorities are students, their learning and their success.

Our College serves the diverse educational, economic and cultural needs of the student population of Santa Clara, the Silicon Valley and our global community by providing associate degrees, transferable, career and basic-skills courses and programs, as well as opportunities for life-long learning.

Through participatory governance in support of our first priorities, Mission College systematically commits to evaluating and improving educational programs, technological resources and student support services by making informed decisions, allocating resources and establishing institutional policies and procedures.

Briefly describe how the program supports the college mission:

The staff and faculty working within the Counseling Department and Office provide instruction and services that directly support the college mission statement. The Counseling Department teaches courses that fulfill degree and transfer requirements, assist students with identifying career options and preparing for employment, improve students' college readiness, and enhance their life-long learning opportunities. In addition the services provided by counselors help students successfully navigate through the college environment in order to achieve whatever goals they establish. We help them to access the educational opportunities the college provides. Counselors participate fully in the shared governance process with representatives on GAP, Academic Senate, Ed Council, Student Services Council, Academic Directions Committee, Basic Skills Committee, Distance Learning Committee, Program Review Committee, Curriculum Review Committee, CBAC, PGC, Division Chair Council, Student Petitions Committee, and Sustainability Committee.

Overview

Please provide an overview of activities and accomplishments over the last Academic Year. Quantify your accomplishments whenever possible (for example if you placed interns, Advisory Board meetings, etc.). If you checked any of the significant factors currently influence the program above in Part 1, please explain here.

Since the last academic year, the Counseling Department at Mission College as accomplished numerous activities. Although the department is grossly understaffed, we made substantial strides that are evident in not only our program data but within the feedback stemming from the college community. We are down 4 FT Counselors and the number of student appointments increased 58% while the number of drop-in students has increased by 94%.

Highlights of our accomplishments include: training on the eAdvising component of Datatel, implementation of the eSARS online scheduling system, completion of a graduation project to assist students that may be close to earning a degree or certificate, a BSI presentation to inform the campus of the work that counselors do and to improve communication, and coordination of various on-campus events (Grad Day, Student Success and Health Fair, Student Services and Mental Wellness Fair, Eco Fair, Transfer Day and WACAC College Fair).

Within the daily functions of the Counseling Department, compliance of State Academic Senate Counseling Standards has been achieved. The Counseling Department offers Academic, Career and Personal Counseling for all Mission College students. Furthermore, supplemental Personal Counseling services provided by general counselors are funded and made available through the Health Center.

Trends

Student Demand: Consider changes in FTES and Headcount, CSU/UC transfer, articulation, workforce and labor market demand, etc.; what changes/improvements does the department need to make to meet changing demands?

The Counseling Department expects significant changes in the upcoming years. The implementation of the Student Success Task Force recommendations will directly impact our department. Requirements for students to complete orientation, obtain an educational plan, declare an informed goal, remain in good standing with the district and progress toward goal are expected to increase our FTES and headcount. In addition, as transfer opportunities become more competitive, there may be increased need for students to seek counseling services and to explore options. Programs such as the UC Transfer Admission Guarantee and the AA-T/AS-T degrees will hold much more significance for transfer students. Counselors will not only be needed to counsel students on how to succeed in these programs but to coordinate the application processes as well.

Student Usage Trends: Describe the trends in overall student usage patterns (times of day, weekend use, yearly usage cycles, etc.) and face-to-face usage versus online (MyWebServices, Web-based forms, etc). Are there changes in student usage and if so, what are the implications for your department?

Yes, there have been minor changes in student usage patterns. Students have been utilizing counseling services earlier in the morning as compared to later in the afternoon or evening. The Counseling Department as well as A&R and Financial Aid, will coordinate hours to accommodate student demand. Furthermore, Counseling is responding to the growing demand for services from students fully enrolled in distance learning classes. We are expanding the use of eSARS to other service areas that offer counseling appointments. We are managing our MC Portal page and have received training on Datatel's eAdvising software. The Counseling Department plans to develop a comprehensive strategy to provide additional services to Distance Learning Students.

Student Demographics: What are the trends with respect to student demographics and underrepresented students? Are there changes and if so, how will your department address any challenges or needs?

This type of data is not currently available. However, as the Student Success Task Force puts more emphasis on student outcomes such as transfer and progression through basic skills, we anticipate working with the Research Office to collect this information.

Academic Characteristics: Describe the trends in academic characteristics of the students served such as basic skills need or transfer goals. Are there changes in access of use of the service

provided and if so, what are the implications for the department?

This type of data is not currently available. However, as the Student Success Task Force puts more emphasis on student outcomes such as transfer and progression through basic skills, we anticipate working with the Research Office to collect this information.

Other Data: provide any additional data relevant to your program and indicate the source of the data.

State Chancellor's Office Datamartment (<http://www.cccco.edu/ChancellorsOffice/Divisions/TechResearchInfo/MIS/DataMartandReports/tabid/282/Default.aspx>) State Employment Development Division (<http://www.labormarketinfo.edd.ca.gov/>) Other:

Are you seeing trends that are not reflected above? If yes, please explain.

The College's population of Veterans is increasing exponentially. Due to the benefits of the GI Bill, more and more Veterans are taking advantage of attaining a college education. The Counseling Department has not had a dedicated, FT counselor for veterans since 2009, when the position became vacant.

SAO Info

Summarize any key service area outcomes since the last review.

In Fall 2011, the Counseling Department received training from Daniel Peck and Sarah Randle on how to effectively write SAOs. As a result of those discussions Counseling service SAOs have been modified. The new SAOs are: As a result of the counseling session, a student will enroll in appropriate college courses required to meet their academic goals. As a result of the counseling session, a student currently on dismissal will be able to identify the steps necessary to get off of dismissal status and enroll in the following semester. As a result of a counseling session, a student will actively participate in the educational planning process

Identify how you have used the assessment of service area outcomes to update or make changes to curriculum, delivery of content/services, or the development of new goals.

Out intent with these revised SAOs is to assess students' understanding of requirements for their academic goals, determine if we are effectively assisting at-risk students on college disqualification, to support SSTF recommendations, and determine if additional marketing needs to be done to increase student use of counseling services. The SAOs will be assessed through surveys in the first phase of our assessment plan and then we will discuss and create an action plan annually each spring. Based on results, new goals may be created or current goals may be revised.

Program Goals

Program Goal:

To collaboratively work with instructional faculty in order to develop and implement robust Learning Community clusters to enhance student learning and retention.

College Goal:

Strategic Focus: Community Life, Outreach, and Marketing

Goal 2: Create a sense of community and collaboration at all levels across the college.

Strategic Focus: Student Learning,

Completion, and Institutional Accountability

Goal 1: Facilitate student persistence, retention, and goal completion through effective student support and instructional strategies.

Status:

In Progress-Learning communities are currently being offered this academic year as part of the Puente program for both F12 and Sp13. A Couns 003 and Read 053 learning community is available in Sp13. We have continued to participate in the Summer Bridge learning community and anticipate expanding our involvement with two Summer Bridge cohorts in Su13. A new learning community for F13 is also being developed.

Expected Outcome:

This innovative program hopes to enhance student retention through course clustering as well as expedite the student's academic progression towards transfer and/or degree completion by enrolling into learning communities consisting of courses equaling 12 units/semester.

Action Plan 2012-13:

Work collaboratively with instructional faculty to develop and implement learning communities based on major/career themes, specialized topics, or shared student needs.

Action Plan 2013-14:

Assess and evaluate learning communities to determine program effectiveness and efficiency as well as to measure student success and retention.

Action Plan 2014-15:

From assessment results and potential outcomes of SSTF recommendations, determine if program modifications are necessary for improvement and make revisions as necessary.

Action Plan 2015-16:

Continue to offer and expand participation in learning communities.

Program Goal:

Enhance services to Veterans, streamline

procedures and document processing, and implement two new support services.

College Goal:

Strategic Focus: Community Life, Outreach, and Marketing

Goal 1: Increase the community's understanding of the college, its value to the community, and its ability to meet the educational goals of students.

Strategic Focus: Student Learning, Completion, and Institutional Accountability

Goal 1: Facilitate student persistence, retention, and goal completion through effective student support and instructional strategies.

Status:

Modified-A FT position was requested and ranked high in the priority process, but due to budget constraints the position was not filled. The department has worked to meet this goal with the temporary use of PT counselor funds, however, that funding looks to be greatly reduced in the near future.

Expected Outcome:

The ability to schedule appointments online would increase access to counselors for veteran students and provide a more streamlined scheduling process consistent with the general population's options. A FT dedicated counselor would not only address current student needs but would be available to support new, incoming Veteran students. Veterans would benefit from the year-round counseling support from a dedicated FT counselor and the increased collaboration between service programs that support the specialized needs of the veteran population.

Action Plan 2012-13:

Provide online scheduling access to veterans and collaborate with Admissions & Records staff to streamline enrollment procedures.

Action Plan 2013-14:

Submit request for FT faculty position again and continue to provide basic services through PT counselors as budget permits. Assess improvements to services implemented in

previous year.

Action Plan 2014-15:

Submit request for FT faculty position again and continue to provide basic services through PT counselors as budget permits. Refine services based on assessment results.

Action Plan 2015-16:

Submit request for FT faculty position again and continue to provide basic services through PT counselors as budget permits.

Program Goal:

Increase access to Academic, Career and Personal Counseling Services through technology by piloting one new online service each year.

College Goal:

Strategic Focus: Curriculum and Program Improvement

Goal 2: Increase the number of opportunities for students to transfer to a four-year institution.

Goal 3: Increase the number of students who earn awards and transfer within Science, Technology, Engineering and Mathematics (STEM) disciplines.

Strategic Focus: Student Learning, Completion, and Institutional Accountability

Goal 1: Facilitate student persistence, retention, and goal completion through effective student support and instructional strategies.

Strategic Focus: Technology

Goal 1: Optimize technology to provide effective support programs, services, and processes, with a focus on sustainability.

Status:

In Progress-The objectives for 2011 - 12 have been met. We are continuing with our objectives for 2012 - 2013 and intend to pilot an online counseling service in Sp13.

Expected Outcome:

The implementation of new technologies will provide students with greater options for accessing counseling appointments, will allow students to complete tasks without having to

come to campus, and provide service options to students enrolled in distance learning classes.

Action Plan 2012-13:

Implement Online Counseling Service and develop SLO's. Develop survey to assess department SLO's (relating to new technologies) and post survey on Mission College website.

Action Plan 2013-14:

From assessment results, determine if online service modifications are necessary for improvement and make revisions as necessary.

Action Plan 2014-15:

Continue online counseling services with modifications as needed and evaluate student demand for services.

Action Plan 2015-16:

Expand service offerings if needed.

Operations Info

Now that strategic goals have been identified and documented, this section provides space for the program to discuss significant needs or plans that are related to daily operations. These items are separate from the specific strategic goal(s) identified above. This is not intended as a place to list specific budget requests (that is the next section) but to allow space for the program to discuss any outstanding issue or plans they have made in order to continue their normal operations.

Operational needs: basic needs to run the department such as duplicating and office supplies as well as specialized instructional or non-instructional supplies such as piano tuning, models for art, light equipment, etc.

The Counseling Department relies on a very basic budget to support its service functions. Duplicating costs have been reduced by including general education information in the schedule of classes. However, some duplicating activities still exist particularly for the various curriculum guides we distribute to students. Office supplies to support program activities are needed.

Scheduled Maintenance: *maintenance required at specific intervals which can be planned for such as software upgrades, hardware replacements, CPR dummies, etc. This is the area to alert the college as to when maintenance will be needed (i.e. we are in year 3 of a 5 year replacement cycle for servers).*

Counselors rely heavily on the use of online resources and technology as part of our daily work routines. Regular software and hardware updates as needed. Counseling classes are taught in smart classrooms so, in order for us to teach more effectively and efficiently, the smart classroom equipment (relevant software, hardware, projector, doc cam) need to be updated regularly.

Resource Requests: Facilities etc.

Operational Needs (ON)

Equipment (E)

Description: Caller ID Phones for all counselors.

Cost: Approximately 10 are needed at a cost of approximately \$100 per phone.

Code:

Resource Requests: Permanent Personnel

Faculty (F)

Description: Counselor - Veterans

Cost: \$80,000

College Needs

Equipment (E)

Description: Wifi signal and access

Justification: Reliable wifi signal in all areas of the college including classrooms. Justification:

Wifi services appear to be in greater demand as students and instructors increase their use of laptops and smart phones. Wifi service has sometimes been observed to be unreliable and slow.