2011-2012 Annual Update Program Review – Student Services

Program: COUNSELING Date: OCT, 20, 2011   Contact Person: C. Perlas

PART 1: Program Overview

1.1 Overview: Please provide an overview of activities and accomplishments since 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. Highlights of our accomplishments include: The establishment of the VALOR (Veterans Active Learning Resource) Center, implementation of the SARS self-check-in computer, pilot of the eSARS online scheduling system 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). Additionally, in efforts to improve services to students, the Counseling Department developed two student surveys: Counseling Office Survey (which surveys the needs of students in regards to open office hours, available appointments, efficiency of drop-in counseling, and need for additional Counseling Sections) and the Class Demand Survey (which surveys the students' need for specific course offerings, preferred times/days of courses and ease of registration).

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 are available through the Health Center.

1.2 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 is in dire need of FT Faculty. We are down 4 FT Counselors and, as illustrated in the data, the number of student appointments increased 58% while the number of drop-in students has increased 94%. This increase in student demand has taken a toll on the Counselors' ability to take on more programmatic projects such as development of Learning Communities, strengthening of a Student Athlete Program and monitoring of student educational plans. Additionally, recent changes in Title V have impacted the Counselors' workload. Changes include the implementation of AAT/AST and revision of SAP requirements. Although the Department has done an excellent job addressing student demand and handling changes in policy/procedure, if additional support is not provided, the department will not be able to provide students with the quality services that have been an integral part of the college's positive reputation.

1.3 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. The Counseling Department as well as A&R and Financial Aid, will coordinate hours to accommodate student demand. Furthermore, with the implementation of eSARS and My MC Portal, the Counseling Department plans to develop a strategy to provide services to Distance Learning Students.

The following are supplemental questions for 2011-12 Program Review, please read and complete:

Given a continued difficult economic climate, we are anticipating additional state-mandated budget reductions in the future. Being proactive to identify additional revenue, reduce costs, and identify new opportunities to attract students is the best thing way to control our destiny in a difficult climate. Given this, please answer the following supplemental questions.

1.4 Has your area identified new potential supplemental revenue streams from outside grants, private sources, or strategic partnerships? If yes, please describe. If not, are you interested in working with your dean to develop private/public revenue streams for your program? *As applicable: Have you participated with your advisory in procuring funding, new program leads/potential or other resources that would assist your program in moving forward?*

> Currently, no outside grants have been identified. Yes, I would be willing to work with my Dean in applying for supplemental funding opportunities.

1.5 Has your area identified any supplies, activities or functions which could be reduced, streamlined, or utilize technology to reduce costs? Please describe.

> As a result of the constant reduction in funding, the Department is already operating on the absolute minimum budget. Further deductions would result in required office closures and reduced Counselor availability.

1.6 Are there untapped possibilities to create new transfer pathways, new certificates which could be stackable to degrees, or new contract education offerings? Please describe:

With the implementation of AAT/AST, our Articulation Officer has been diligently assisting Faculty in creating and submitting new AAT/AST's. The Counseling Department was on the cutting edge of certificate development through the approval of the UC and CSU Certificates prior to the passing of AB 1440.

PART 2: Learning or Service Outcomes

2.1 Summarize any key student learning or service outcomes (SLOs) since the last review.

Since the last review, the Counseling Department was able to achieve and exceed all four SLO's. 100% of students selected 'Agree' on each item listed in the Student Survey:

1) **As a result of a counseling session, a student will actively participate in the educational planning process:** *70% percentage of students will select "Agree" on the student survey given out after a counseling session*
2) **As a result of a counseling session, a student will better able to understand the academic regulations, standards and requirements needed for completion of their academic goals:** *70% percentage of students will select "Agree" on the student survey given out after a counseling session*
3) **As a result of the counseling session, a student will better be able to select appropriate college courses, programs and services to meet their individual needs and to support their academic success***: 70% percentage of students will select "Agree" on the student survey given out after a counseling session*
4) **As a result of a counseling session, a student will feel personally acknowledged and more confident in her/his ability to benefit from the learning opportunities at the college:** *70% percentage of students will select "Agree" on the student survey given out after a counseling session*

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

> The Department plans to meet with the Institutional Research team in developing new SLO's and Program Goals. The meeting is to take place as a 2-hour workshop in November. We hope the new SLO's and goals will allow the Department to develop more effective and efficient services.

PART 3: Strategic Planning Goals

As part of the annual update you will give a progress report on the goals and timeline listed in the last Program Review.

1. Select the appropriate Mission College Goal/Core Value and copy into the first box
2. Copy the goal from last year and indicate the status of the goal
3. Write a brief description of the expected outcome when the goal is achieved
4. Copy appropriate yearly activities from last year, adding updated comments

Note: You are provided with two blank copies of the goal form, please make additional copies as needed.

College Goals:

- Culture of the Institution: Create a student-centered institutional culture of professionalism, discovery, inclusion and success.

- Teaching and Learning: Shape the academic program to meet community needs, emphasize student learning, and foster instructional excellence.

- Comprehensive Student: Promote academic success and create dynamic, innovative student services programs that address the richness of Mission College's student population and community.

- Community Connections: Strengthen Mission College's function as a community resource to preschool through 12th grade institutions, businesses and industry, and community based organizations.

- High Performance Educational Institutions: Raise institutional standards by developing the potential of the Mission College community and providing the tools necessary to foster innovation, responsiveness, and excellence.

- Diversity: Create an institutional climate of full enfranchisement and participation for all students, faculty, and staff.

- Planning and Institutional Effectiveness: Integrate planning, budgeting and institutional effectiveness measures to evaluate overall progress in meeting the goals of Mission College.

- College: Create high quality, welcoming facilities that promote the programs of Mission College and enhance its ability to be the cultural and technological heart of the Silicon Valley.

College Goal:	
College Goal 3#: Comprehensive Student: Promote academic success and create dynamic, innovative student services programs that address the richness of Mission College's student population and community.	
Program Goal 1	To collaboratively work with instructional faculty in order to develop and implement robust Learning Community clusters to enhance student learning and retention.
	Is this a new goal, revised goal, one in progress, or one that you need to cancel? Please provide a brief update if applicable. **In Progress**
Expected outcome, how will your goal improve student learning or service to students? The goal will provide students with an innovative program that 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, 2011-12	Work collaboratively with instructional faculty in developing and implementing learning community clusters based on major/career themes.
Action Plan, 2012-13	Assess and evaluate learning communities to determine program effectiveness and efficiency as well as to measure student success and retention.
Action Plan, 2013-14	From assessment results, determine if program modifications are necessary for improvement and make revisions as necessary.

College Goal:	
College Goal #4: Community Connections: Strengthen Mission College's function as a community resource to preschool through 12th grade institutions, businesses and industry, and community based organizations.	
Program Goal 2	To collaboratively work with instructional faculty to develop a college-wide Service Learning program (as emphasized by President Jones) as well as to enhance services to Veterans.
	Is this a new goal, revised goal, one in progress, or one that you need to cancel? Please provide a brief update if applicable. **In Progress**
Expected outcome, how will your goal improve student learning or service to students?	
Currently, we do not have the faculty needed to meet the needs of the Veteran Students on campus. This new faculty member would not only address current student needs but would be available to support new, incoming Veteran students. Furthermore, the development of a Service Learning component would assist the college in strengthening connections with community which would, in turn, would increase the college's marketability.	
Action Plan, 2011-12	Work collaboratively with instructional faculty in developing and implementing a Learning Service Program which would provide students with rich, experiential skills. Address needs of Veterans through the development of educational plans required for the GI Bill.
Action Plan, 2012-13	Assess and evaluate the service learning program to determine program effectiveness and efficiency. Assess SLO's as they relate to the needs of Veteran Students.
Action Plan, 2013-14	From assessment results, determine if program modifications are necessary for improvement and make revisions as necessary.

College Goal:	
College Goal #5: High Performance Educational Institutions: Raise institutional standards by developing the potential of the Mission College community and providing the tools necessary to foster innovation, responsiveness, and excellence.	
Program Goal 2	Increase access to Academic, Career and Personal Counseling Services through technology.
	Is this a new goal, revised goal, one in progress, or one that you need to cancel? Please provide a brief update if applicable. **In Progress**
Expected outcome, how will your goal improve student learning or service to students? The implementation of new technologies will allow counselors to be more accessible to students and hopes to improve student support through an increase in efficiency.	
Action Plan, 2011-12	Implement eSARS which will allow students to schedule counseling appointments from off campus. Participate in the implementation of Degree Audit. Begin development of an Online Counseling service.
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.

PART 4: Operational Planning

4.1 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.

In order to effectively continue offering support services to students, the Counseling Department will need training with new technologies such as web based Datatel access, Laserfiche, eSARS, Portal and Degree Audit. Furthermore, as a result of the decrease in FT Counselors, Counselor workloads have been impacted which has had a direct negative impact on services to students. Possible solutions to the unmanageable workloads are revision in hours of operation, adjustment to reassigned time, and increase in PT hourly Counselors. In attempts to recruit and revitalize the PT Counseling Pool, the PT Pool has been opened. With the implementation of eSARS, we hope that the need for student and staff hourly will be reduced.

In regards to the Student Success Task force Draft Recommendations, many of the recommendations are directly related to Counseling Services: Requirement of educational plans, participation in support resources for underprepared students and addressing of Basic Skills deficiencies within a student's first year; Provide students with the opportunity to consider attending full time; Create a continuum of mandatory professional development opportunities and direct professional development resources toward improving basic skills and support services; Set local student success goals consistent with statewide goals and implement a student success scorecard; Consolidate select student support categorical programs and invest in the new student support initiative. Within the upcoming semesters, Counseling will be discussing these recommendations for possible implementation based on CCCCO approvals.

PART 5: Program and Area Resource Requests

This section will be used to identify required resources needed to support items identified in *Part 4: Strategic Planning Goals* or *Part 5: Operational Planning*.

5.1 This section will be used to identify resource requests that are facilities, equipment, supplies, hourly help/student workers and other non-permanent personnel requests.

Category Codes: F=Facilities E=Equipment S=Supplies D=Duplicating
H=Hourly/Student Workers O=Other Non-Personnel

Please include in your justification: How the resource will be used to support strategic planning goals or is necessary for operations. Be sure to identify significant impacts to program or college if request is not funded, including: health and safety considerations; regulatory and legal requirements; adverse impact to program health/viability.

Category (use codes above)	Description of Resource Needed	Related Goal or Program Review Section (please specify)	Justification	Estimated Cost (if known)	Object Code (if known)
E	Computer for eSARS	College Goal #5 Dept. Goal #3	With the implementation of eSARS (located in the Portal), one more computer is needed to provide students with access to schedule a Counseling Appointment online.	$2000	56400
D	Printing of revised and new 'major' sheets	College Goals #3 & 4 / Dept Goals #1 & 2	All changes with college curriculum need to be reflected in the handouts provided to students through drop-in and appointment based counseling meetings.	$1000	55300

5.2 This section will be used to identify resource requests that are for permanent personnel: faculty, classified, or administration. Please list all requested positions in the summary table and complete a separate Detail Form for each position.

Category Codes: F=Faculty   C=Classified Staff   A=Administration

Please include in your justification: How the resource will be used to support strategic planning goals or is necessary for operations. Be sure to identify significant impacts to program or college if request is not funded, including: health and safety considerations; regulatory and legal requirements; adverse impact to program health/viability.

SUMMARY TABLE FOR ALL POSITION REQUESTS

Category (use codes above)	Description of Position	Related Goal or Program Review Section (please specify)	Justification	Estimated Cost
F	Counselor, Learning Communities	Dpt. Goal #1	The Counseling Department is down 4 FT Counselors since 2009. One Counselor, who has retired, was reassigned to develop Learning Communities. In line with college goal #2, Teaching and Learning, this counselor would assist in developing a robust learning community program.	$85,000
F	Counselor, Service Learning	Dpt. Goal #2	In line with college goal #3, Comprehensive Student, this counselor would assist in maintaining and strengthening the Service Learning Program which is currently being developed by a FT Counselor.	$85,000

PART 6: College-wide Needs

6.1 This section will be used to identify needs that have been observed at the college level which may require resources. These are not program-specific, and do not impact the budget or resources for individual programs.

Category Codes: F=Facilities   E=Equipment   CS=Campus Safety   O=Other Non-Personnel

Please include in the explanation: Be sure to identify significant impacts to college if need is not addressed, including: health and safety considerations; regulatory and legal requirements; adverse impact to college health/viability.

Category (use codes above)	Description of Need	Explanation
E	Computers to replace out-dated registration island computers	To provide students with access to Portal and online course registration.
E	Computers for Veteran Center	The new VALOR Center is in need of computers to provide VA students with access to the internet as well as to support their educational objectives.

Program: Counseling (student services program)   Date: 11/18/11

	Yes	No	Comments
Program/Department submitted by the deadline	x		
Student Learning Outcomes included	x		
Goals fully present	X		Apparently the goals from last year's document were simply copied into this document. The goal format was changed for the 2011-12 PR cycle. Please remove the old goal format, use the current format and update activity as appropriate. **Revised 12/9**
S.M.A.R.T. goals	x		

Comments:

Well documented progress by the department. Please make the necessary edits to complete this year's program review. **Program Review Committee approved the document 12/2011.**