

## Executive Summary

**Q:**  
A brief recap or highlights of the entire program review document. (500 words or less)

- Highlight major strengths and weakness.
- Highlight areas for improvement over the next 3-6 years.

### Response:

#### Strengths:

- Greatly improved Counseling 1 and 20 course offerings through START and ACE programs, which resulted in increased class sizes and retention
- Provides in-service training at counseling staff meetings.
- Has completed all SLO/SSO's and all Annual Plan Modules (Diamond Level).
- Has allocation for hourly counseling.
- The department was able to hire four probationary Counselors in the last four years.
- We are approved to hire a 1.0 Limited Counselor for CTE/General Counselor.
- Hired a B-shift Office Assistant and a Student Services Assistant for SSSP.
- Distributed an annual counseling survey using Survey Monkey to campus population. About 3000 students responded for each survey.
- Developed new online orientation.
- Collaborated with Instructional Faculty to provide classroom visits to promote Student Educational Planning and SSSP mandates.
- Implemented in-person 1<sup>st</sup> Semester SEP sessions with PowerPoint presentation and new student handbook.
- Updated and expanded Counseling Department web page to include information, such as student educational planning and "Ask a Counselor" online counseling.

#### Weaknesses:

- SSSP data collection
- Accessibility of counseling services to all students.

The Counseling Department's strengths are evident in three areas: Faculty relations, campus participation and student access to counseling services.

The department's communication with teaching faculty has been greatly enhanced through the Counseling Liaison Program, in which each counselor is assigned a department to share issues of common concern such as curriculum changes, new policies, etc. Relationships have been especially strong with departments that offer licensing programs: Nursing, Respiratory Therapy and Child Development. In addition, the SSSP Awareness Campaign was initiated for counselors to make classroom presentations to inform students and faculty about Student Success and Support Program core services, priority registration requirements, and workshops offered for students to meet the new mandates.

The department is also proud of its wider participation within the campus, particularly counselor participation on shared governance committees. Members of the department also participated in developing the Valley College Student Equity Plan, which proposed the hiring of a new Equity Counselor. The department, through its Articulation Officer, is involved in creating the curriculum audit database for the new Student Information System. The department also was involved in institutionalizing the STEM Bridge Program through its representation on the START Committee.

Student access to counseling services has been greatly enhanced with the hiring of four new tenure track counselors and additional adjunct counseling faculty. The department also hired a new Student Services Assistant to help with the collection of data for the Student Success Initiative. New student workshops have been developed: Probation 1 (online tutorial with PowerPoint presentation); Probation II (in-person workshop with PowerPoint presentation); and Comprehensive SEP (in-person workshop with PowerPoint presentation). The department also revised its online new student orientation and in-person 1<sup>st</sup> Semester SEP session and the PowerPoint and student handbook. The department also improved student access to counselors by initiating 10 minute same-day drop-in counseling, in addition to the usual option of a longer 30 minute or hour appointment scheduled one week in advance. The success of this initiative is reflected in the Counseling Department's recent student survey where, for the first time, there were minimal complaints about accessing a counselor. Similarly, the Services for Students with Disabilities office also improved its student access by providing both 10 minute same day appointments and 10 minute drop-in and wait appointments. The Counseling Department also revised its web page to be more student-friendly. A new online version of instructional Counseling 20 was proposed and approved. The department was heavily involved in the establishment of the new Veterans Student Resource Center.

Highlight areas for improvement over the next 3-6 years.

Short-term improvements:

- Reinstate through the curriculum process Counseling 4, Career Exploration, for students with undecided majors and/or educational goals.
- Improve students' access to counseling appointments immediately following their attendance at undecided and probation workshops.
- Mentoring newly hired counselors to grow into their professional responsibilities and leadership roles
- Increase the number of continuing students completing Comprehensive Student Educational Plans (CSEPs) increasing access through group counseling in addition to individual counseling appointments
- Increase the number of students who attend their appointments by employing technology wherever possible; for example, utilize SARS CALL to remind students of their appointments
- Collaborate with the Office of Research and Planning to gather data for a longitudinal study of the college success rate (e.g., educational goal completion) of students who have completed a Comprehensive Student Educational Plan (CSEP) through Counseling appointments, workshops and/or Counseling courses. Additional data analysis can be done to determine the effectiveness of counseling interventions for probationary students.

Long-term improvements:

- Provide ongoing training for Counseling Department's transition to the new Student Information System planned, which is projected to begin Fall 2016
- The department will seek the funds to replace departmental computers.
- The department will develop an online version of Counseling 1 and recruit more Counselors to become certified to teach the already established online version of Counseling 20 and expand to an online version of Counseling 1.

## Participants

Q: Please indicate the individuals that participated in the completion of this program review.

Response:

## Validation & Feedback

### Validation Comments for Program

Q:

Response:

The summary reflects the counseling course offerings.

\*Reviewed. KD

Student Services - There is need to review no show data to develop strategies to reduce/minimize the number of students that do not show to appointments. There is need to review counselor schedules to maximize efficiency and meet contract obligations. There is need to include information linking all areas of responsibility. There is no linked information on TAP, Puente, Articulation, PD, and other areas under the auspices of the department.

### Comments for Review Committees

Q:

Response:

Student Services Comments: The summary reflects the counseling service goals.

