

Annual Program Review Update 2010-2011

Counseling and Matriculation:

II: Status Since Previous Program Review

Since our last Program Review in 2008/2009, significant changes have taken place in the Counseling Center. The Center has had to look at how to provide the same level of service to students with fewer faculty and staff performing more detailed services.

In the Spring of 2010 a The Counseling Department eliminated a Secretary from the front counter staff in the Spring 2011. In addition to the loss of a full time secretary, the remaining Senior Secretary was out on medical leave from June 2010 to March 2011, since returning in March, she is working at 50%. From Spring Quarter 2010, we have been able to backfill her position with an hourly employee. A total of 42 hours of coverage is necessary to minimally staff the reception desk of the Counseling Department. It has been almost impossible to staff the front desk counter without the assistance of Administration support from SSRS and Articulation. Effective May 2011, the Administrative Assistant I from the Transfer Center has been re-assigned to assist with the Reception Desk of the Counseling Center.

In the Summer of 2009 the Counseling Center hired four Counselors, One Counselor was assigned to the International Student Program (ISP), one, assigned to general counseling, one assigned 50% to general counseling and 50% to Student Success and Retention Services (SSRS), and one assigned 75% to SSRS and 25 % to general counseling.

One Counselor has been on Extended Medical Leave since Spring 2009, with no backfill. In addition, two Counselors retired in June 2009, and are currently on Article 19. One Counselor teaches two sections of Counseling 100 (Orientation to College) during the summer and two sections of Huma 10 (Human Sexuality) in the Fall. The other Counselor works with coordinating the Foster Youth Program.

In the Spring Quarter 2010, the Career Center was closed because two classified positions were eliminated and there was no one to perform the day to day operations of the Career Center. All career guidance and career counseling is now performed by counselors during appointments and drop in sessions, with support from the CLP 70 and 75 classes, as well as, a regularly scheduled one and a half hour workshop in "Choosing a College Major or Career" workshop.

The college transitioned to BANNER in the Fall of 2010. Two Counselors and one Academic Advisor have spent many hours assisting with the Policies and Procedures for Academic

Standards and Probation Interventions. In addition, two Counselors are representing Counseling on the Degree Works portion of the operating system.

For Spring Quarter 2011, one Counselor was assigned 100 % to the Math Performance Success Program (MPS) to replace the Counselor who is on Professional Development Leave for Spring Quarter only.

The Dean of Counseling resigned from his position in August, 2010. All day to day coordination of duties in the Counseling Center was performed by the Counseling Chair, with the Vice President of Students Services overseeing all levels of responsibilities. The Interim Dean of Counseling was hired in October 2011; with the permanent Dean to begin on May 17, 2011.

III: SSLO Information

In the Fall 2011, the Counseling Center formed an SSLO Committee headed by Counselor Shireen Luna Woo and Academic Advisor Rebecca Levin. The Counseling Center faculty and staff met several times to write 3 SSLO's statements.

The Counseling Center completed one SSLO assessment in Winter 2011, using a Student Survey. In February 2011, all Counselors and Advisors participated in a two week process of conducting a Student Survey during Drop In and Appointment times. Counselors and Advisors asked students to complete a Student Survey, asking four questions related to the "usefulness" and "helpfulness" in "Identifying their goals/concerns" and whether the Counselor/advisor, "Helped me identify courses towards achieving my academic, career or personal goals". On a scale of 1 to 5, 5 being "agree", 4 "somewhat agree", 3, "neutral", 2 "somewhat disagree", and 1 being "disagree". Overall, the results of the survey show the Counseling Center provided excellent service. An overwhelming majority of students, 150 out of 156 (96%), found at least one of their main concerns was addressed to the level that they rated the session with the Counselor/Advisor a 4 or 5, "Agree" and "Somewhat Agree", on the Student Survey.

V: Resource Request

None