



**Counseling and Student Success
Student Services
Program Review Reflection
2014 – 2015**

The Counseling and Student Success Division mission is to assist students with decisions that affect educational, vocational, and personal goals, and to provide appropriate support and instruction which will enable the student to implement these decisions. At De Anza College we strive to accomplish this mission through a comprehensive range of services, including individual counseling and advising sessions, group discussions on various majors and vocational interest, and classes in counseling related topics such as college success, career planning, human sexuality, and stress management.

1. Overview: Assess program, services and division during the 2014-2015 year. Describe accomplishments, challenges and how challenges were addressed. Include evidence that illustrates accomplishments and challenges.

During the 2014-2015 academic year the Counseling and Student Success Division experienced an administrative leadership change that did not lend itself to a documented transition of functions. Therefore the following information is based on staff input and administrative observation (Spring 2015) of areas of operation.

Staffing: The College began implementation of a restructuring of counselor services throughout student services and instruction. This began with the alignment of SSRS under Instruction, to include Puente, FYE and Umoja. Counselors were hired in the Outreach Office, Instruction Divisions, i.e., Athletics, Math (MPS), Biological Sciences, as well as Admissions & Records, and Student Development.

Facilities: With the updating of the Counseling Center conference/meeting room (RSS 200), the area had a dedicated smart room. This improved workshop delivery as well as outcomes of both orientation and probation workshops. One of the charges for the new administrator was to use the physical relocation of SSRS to better align International Students Program (ISP) under the areas for direct supervision. ISP was physically relocated to the second floor of the RSS building. This move also facilitated improved alignment of direct ISP support from the counselors in the Counseling Department.

Equipment: The increased use of technological advances with DegreeWorks, MyPortal, and SARS, to name a few, led to enhanced services to students and improved opportunities to train students to use the software to own their goals and improve their success.

Profession Development: The following list is an example of the many conferences/training/workshops attended by counselors, academic advisors and administrative team members to insure continuous quality improvement of services to students.

- High School Partners Conference
- Veterans Summit Conference
- Various university/college transfer conferences
- Statewide and Regional Articulation conferences
- College Staff Development Workshops
- Classified Employees Retreat
- Ensuring Transfer Success

Committees: The following list is an example of the many committees counselors, academic advisors and administrative team members participated in to be a part of the college's shared governance.

- Student Services Council,
- Student Services Planning and Budget Team,
- Equity Advisory Council
- Financial Aid Extension and Review Committee,
- Hiring and Tenure Committees

Curriculum: The following courses, included in the Liberal Arts Degree under the Counseling and Student Success Division, continued to be used by students to meet general education and transfer requirements.

- COUNSELING 200
- CLP 70, CLP 75
- HUMA 10, HUMA 20, HUMA 50

- 2. Describe how SSSP core services were met. Include evidence that illustrate how the core services were met.** Provide your narrative input regarding services, you believe, were provided by this Division that supported student success. Attach supporting documents if available. NOTE: We will generate supporting data were available.

Counselors and academic advisors worked individually with students to assess their learning and service needs to develop plans to meet those needs.

Based on discussions regarding extreme student wait times, the Division piloted the move from total ‘drop-in’ to 30-minute appointments with at least two staff available throughout the day for ‘drop-ins’.

- **Orientation**
 - Counseling Center facilitated 195 orientation workshops serving 2,802 students (July 1, 2014 – June 30, 2015).
- **Educational Planning, Counseling and Advising**
 - Counselors/academic advisors facilitated 19,596 drop-in sessions (July 1, 2014 – June 30, 2015).
 - Counselors/academic advisors generated 1,208 abbreviated ed plans and 2,878 comprehensive ed plans, which included 307 Financial Aid and 311 Veterans. (July 1, 2014 – June 30, 2015).
 - Transfer Center staff, transfer coordinator and 2 academic advisors facilitated 1,160 (unduplicated) drop-in sessions and 41 transfer appointments.
 - Other counseling/advising services

SARS Reason Code	Description	Total Students Served
AA DEGREE/CERTIF	AA Degree Eval/certificate	4,743
CAREER	Career Counseling	264
CHOOSECLASS	Choose Classes	8,503
COURSES	Course Information	1,533
CRISIS	Crisis Counseling	5
EXC MAX UNIT	Exceed maximum units	133
GE INFO	GE Information	1,063
MAJOR UPDATE	Changing Major	543
PERSONAL COUN	Personal Counseling	91
REPEAT CLASS	Repeat Class	68
RN	Nursing Program	10
TAA/TAG	TAA/TAG Information	164
TRANS CHECK UP	Transfer Check Up	2,196
TRANSCRIPTS	Transcript Review/Informal Eval	472
TRANSFER COUN	Transfer Counseling/Advising	2,709
WKSHP CLASS VISIT	Classroom Visits Workshops	2
WKSO COMM APP	Common Application Workshop	1
WKSP GE PATTERN	Picking the Right GE Pattern Wksp	3
WKSP MAJOR SPEC	Major Specific Wksp	7
WKSP NURSING	Nursing Advising Wksp	1
TOTALS		22,511

- **Follow-up for At-Risk Student**

- Counseling Center facilitated 105 probation workshops serving 1,123 students, as well as 487 other follow-up services. (July 1, 2014 – June 30, 2015).

3. Describe how Student Equity goals were met. Include evidence that illustrate how goals were met. Provide your narrative input regarding activities, you believe, were provided by this Division that supported student equity. Attach supporting documents if available. NOTE: We will generate supporting data were available.

The Division Equity Team continued efforts from the previous year.

Transfer Center collaborates with other programs on campus that support first generation college students. For example transportation was provided for De Anza students to attend the University of California Davis-Discovery Day. Student's from various programs were well represented (EOPS, SSRS, etc.)

Activities	Facilitators	# Students Served	# Visits
CSU Application Workshops	TC Staff	104	
UC Application Workshops	TC Staff	123	
Personal Statement Workshops	Professional Writer	116	
Electronic TAG	TC Counselor	106Acc	
Review			
Transfer Tuesdays	TC Staff	224	
(Satellite Advising)			
UC Visits in TC	Campus Rep.	307	
CSU Visits in TC	Campus Rep.	58	
Private College Visits in TC	Campus Rep.	9	
Information Table Visits (Satellite Advising)	UC/CSU/Private Reps.		26
UC Davis Field Trip	TC Coordinator	23	

4. **Enrollment Management** Dean, in collaboration with the Chair, developed a process of assessing a three-year review of class scheduling versus class filling, by quarter, to determine number of classes to schedule for the same quarter. Process lead to fewer class cancellations.
5. **Resource requests based on previous Program Reviews and/or Annual Program Review Updates.** Information not available.
6. **Other relevant information.** NA