

## Program Review: Counseling

### Program Description and Scope:

- *Program Review Title:* Counseling
- *Academic year:* 2016/2017
- *Review Type:* Student Services Program Review
- *Program/Departments:* Counseling (Includes Mental Health) (63100)
- *Authority Code:* 81-Dean, Counseling and Special Programs
- *External Regulations:* Yes  
External regulations are described and addressed in the Student Success and Support Program Plan:  
<http://www.ohlone.edu/org/studentsuccesscomm/docs/20152016ssspplan.pdf>
- *Provide a brief narrative that describes the services provided.*  
The general Counseling Program, which serves the general student population with 11 full-time and 10 part-time faculty members, is one of the most wide-reaching student support services on the campus. The Counseling Program provides students with a variety of counseling services that support their success and assist them in achieving their educational and career goals. Counseling services are provided at both the Fremont and Newark campuses via individual appointments, drop-in appointments, online counseling, orientations, follow up, workshops (in-person and online) and Personal Development classes (in-person and online). Many of the counseling services mentioned here are also detailed in our Student Success and Support Program (SSSP) Plan. Please see the most recent SSSP for specific information on orientation, education planning, follow-up for students on probation and outreach to basic skills students:  
<http://www.ohlone.edu/org/studentsuccesscomm/docs/20152016ssspplan.pdf>

### College Mission

- *Mission Statement*  
Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.
- *Program Relation to College Mission.*
  - Support Services
- *State your program Mission/Purpose.*  
See above
- *Briefly describe program accomplishments.*  
see above

## Student/Program Achievement

- *List area-specific outcomes.*

Student learning outcomes are as follows:

1. Students are able to make informed decisions about their educational goals.
2. Students are involved in developing a plan to achieve educational goals.
3. Students are able to identify and utilize college and community resources to help them achieve their goals.

- *Identify internal and/or external benchmarks and regulations.*

N/A

- *Enter assessment results for area-specific outcomes and analyze trends.*

In November 2016, the General Counseling Department distributed a “Counseling Department Evaluation” to students attending in-person counseling and drop-in appointments. The evaluation included a section to measure Department SLOs, and provided space for students to provide feedback regarding program improvement. A total of 140 students completed the evaluation. Of these students, 57% (81 students) had a scheduled counseling appointment, and 41% (58 students) had visited drop-in counseling. In addition, 47% were first year students, while 53% had been at Ohlone for three or more semesters.

The following three statements were developed to measure Counseling Department SLOs. Students were asked to rank the following statements using a Likert scale (5-strongly agree, 4-agree, 3-neither agree nor disagree, 2-disagree, 1-strongly disagree):

1. I feel confident that I can make informed decisions about my education.
2. I have an education plan that outlines what I need to do to reach my goal(s).
3. I am familiar with online and campus resources that can help me achieve my goal(s).

For all three statements, the greatest number of responses was “strongly agree”, followed by “agree”. Overall, 90% of students agreed with the first statement (58% strongly agree, 32% agree) 88% of students agreed with the second statement (70% strongly agree, 18% agree), and 82% agreed with the third statement (55% strongly agree, 27% agree). In other words, an overwhelming majority of students who completed the survey feel confident making informed decisions about their education, have a high degree of familiarity with online and campus resources, and have a high degree of confidence in their Student Education Plan (SEP). These results strongly suggest that General Counseling Services are successful at helping students learn Departmental SLOs.

At the end of the evaluation, students were asked what suggestions they had for improving Counseling services. Fifty three of the evaluations included comments in this section. Twenty four of these were comments about adding more counselors, increasing availability of appointments, lengthening appointment time, expanding the availability of online appointment scheduling. Six responses gave general suggestions for things such as better wi-fi services. The remaining 23 responses had positive feedback and/or were satisfied with services.

- o *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*
- o *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*
- o *Additional Program Table Files.*
- o *Future Actions*  
Current level of focus maintained. Describe.

## Program Improvement Objectives

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*  
Implement a plan for developing comprehensive student education plans (cSEPS) for all students.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Course Retention
- Course Completion
- Persistence
- Success Rates
- Increase Degrees/Certifications
- Service Impacts

*How will you assess the effectiveness of your PIO:*

Through MIS data collection and submission.

### **PIO Action Plan:**

*How will you accomplish this?*

How will you accomplish this? - Form workgroup to updated existing SEP template  
- Standardize saving feature for counselors to save SEP into Counseling share folder  
- Delete duplicate SEPs and archived old SEPs - Continue to evaluate

available student educational planning tools/systems - Evaluate, test and correct any problems with Degree Audit - Identify how cSEPs will be tracked in Colleague - Continue outreach to students who do not have cSEP - Equipment Needs: Computer lab space near student services to implement workshops for cSEP development. Lease 30 Laptops for cSEP workshops - Technology Needs: Select and purchase an Education Planning system, including necessary software and hardware.

*What is your timeline?*

Fall 2017-Fall 2018

*Who is going to do this?*

Counseling Department Staffing Needs: ? Adjunct counseling for increased workload associated with developing cSEPs for all students. ? Assign a counselor 50% load to assist with implementation of cSEP system ? Assign an IT staff to oversee all aspects of implementation of cSEP system, including: interaction cSEP system and Colleague; work with 3rd party vendors and consultants when needed; work with counseling faculty to optimize functionality of cSEP system, accurate data collection for MIS reporting and funding; provide technical assistance to Admission & Records Office for tasks below; posting cSEP on WebAdvisor. ? Assign Ohlone Admissions & Records staff to assist with centralizing data for student academic records outside of Ohlone College (placement test info, prerequisites, college course work, course substitution for major and GE) ? Increase the number of Peer mentors to assist with Student Success activities.

*PIO Status:*

- In-Progress 12/16/2016

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

- .

**PIO Resources:**

- Resource: No Resources Identified

2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*  
Develop and implement a plan for accurately recording, analyzing and reporting Counseling and MIS data elements.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Course Retention
- Course Completion
- Persistence
- Success Rates
- Increase Degrees/Certifications
- Service Impacts

*How will you assess the effectiveness of your PIO:*

Through MIS data collection and submission.

**PIO Action Plan:**

*How will you accomplish this?*

Task force of counselors and IT staff meet to develop process of data collection that will accurately track student contact information for orientations, counseling contacts, initial Student Ed Plans (iSEP's), follow up contacts, and comprehensive Student Ed Plans. Technology Needs: Expand use of SARS and SARS Tracking system

*What is your timeline?*

Fall 2014-Fall 2015

*Who is going to do this?*

Counseling Department. Staffing Needs: ? IT Analyst to support Counseling for the implementation of data collection process, including SARS and Colleague. ? Research Assistant, proficient with SPSS, to support statistical analysis of data.

*PIO Status:*

- Completed

*Closing the loop - Describe the results of your PIO implementation or completion:*

We have successfully completed this PIO, and we have used the data collected for the SSSP Plan. We will continue to monitor and revise as needs arise, however, for all intents and purposes this is done.

*Conclusion: Complete if PIO has been completed*

PIO achieved - worked

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: People Time  
Description: Counselors and IT staff need meeting time to discuss and implement

3. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*  
Create Counselor Coordinator with 25% release time to assist with scheduling, coordinating department meetings, and PD course offerings.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Institutional Effectiveness
- Service Impacts
- Use human, fiscal, technological, and physical resources responsibly,

*How will you assess the effectiveness of your PIO:*

Currently being done by a full time counseling member without an official title with release time and identification of specific responsibilities.

**PIO Action Plan:**

*How will you accomplish this?*

Identify counselor responsible for this, including identifying the specific responsibilities. Implement a 2-3 year rotation plan to give all interested counselors an opportunity to participate.

*What is your timeline?*

Spring 2016 ongoing.

*Who is going to do this?*

Full-time Counseling faculty member.

*PIO Status:*

- New 01/27/2017

*Closing the loop - Describe the results of your PIO implementation or completion:*

Deleted; will address this concern outside the PIO process.

*Conclusion: Complete if PIO has been completed*

PIO not achieved - did not work - start new PIO cycle

*Fiscal Resources Status:*

- .

**PIO Resources:**

- Resource: No Resources Identified

4. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Provide counselors with 1 hour of follow up time for every 6 hours of student contact to follow up and complete: cSEPs, GE evaluations and petitions; hand offs, both on and off campus; and gathering of information for substitution waivers.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Institutional Effectiveness
- Persistence
- Increase Degrees/Certifications
- Service Impacts
- Use human, fiscal, technological, and physical resources responsibly,

*How will you assess the effectiveness of your PIO:*

Counseling and student satisfaction surveys and increased utilization of Counseling and other student services.

**PIO Action Plan:**

*How will you accomplish this?*

Starting with the Spring 16 semester, counselors will have time allotted within their current schedules to follow up and complete necessary paper work associated with aforementioned PIO.

*What is your timeline?*

Spring 2016 onward.

*Who is going to do this?*

Counseling Department

*PIO Status:*

- New
- Completed 12/16/2016

*Closing the loop - Describe the results of your PIO implementation or completion:*

This PIO is complete.

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

- .

**PIO Resources:**

- Resource: No Resources Identified

5. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Identify and reach out to students who have enrolled for two (2) or more consecutive semesters but have not utilized Counseling Services.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Course Retention
- Course Completion
- Persistence
- Success Rates
- Increase Degrees/Certifications
- Service Impacts

*How will you assess the effectiveness of your PIO:*

Through MIS data collection.

**PIO Action Plan:**

*How will you accomplish this?*

Generate a list of currently enrolled students without a counseling contact (other than orientation). Set the following screening criteria excluding: - K-12 - Consortium - Students with the degree code of ND.PERS - Completed 2 and less than 2 units

*What is your timeline?*

Spring 2017-Fall 2017

*Who is going to do this?*

SSSP Coordinator will work with the MIS & research offices to get this data. Once we have a list of targeted students, the counseling department will put together a workgroup to outreach to the targeted students.

*PIO Status:*

- New 12/16/2016

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**