

1. Assessment Plan - Four Column



PIE - Student Services: Counseling Department Unit

Where We Are Now: Analysis and Summary

2018-19

Contact Person: Francisco Dorame/Lina Soto

Email/Extension: fdorame@mtsac.edu/5317 & lsoto@mtsac.edu/5948

Program Planning Dialog: The Counseling Department program planning focused on efforts that address the changing landscape of California Community Colleges. Program planning dialog's occurred throughout the 18-19 academic year which included, Guided Pathways (i.e. On-boarding, MAPPING), AB705, New Funding Formula (Close to Completion effort), Dual Enrollment, California Promise (STEP & Bridge), and Student Equity & Achievement Program (SEAP).

Guided Pathways: the Counseling Department met early in the academic year to plan how to meet the demands of on-boarding the large numbers of new students in the fall. Primary focus was the point of entry for incoming freshman. Decision was made to allow online orientation to be separate from MAP workshops. Increase the number of MAP workshops in the summer months and target all incoming freshman. Department co-chairs requested facilities to meet the needs of having multiple MAP workshops running simultaneously and still having the space to provide summer courses.

AB705: the Counseling Department participated in campus-wide/governance process committee's, Student Support Services Planning Advisory Committee (SSSPAC) and Student Preparation & Success Council (SP&S) which played a significant role in the implementation of Phase II of the Assessment Questionnaire (AQ) and implementation of AB705.

New Funding Formula: the Counseling Department helped address the New Funding Formula by establishing a Close to Completion effort focus on students who had completed 45 or more degree applicable units, 2.0 GPA's and above, and those who either completed or completed one or the other English and math courses. Planning dialog's included both full-time and part-time counselors who were able to do outreach letters, phone banking, and pre-screening to ensure students were informed on their close to completion of certificates, degrees, and transfer.

Dual Enrollment: the Counseling Department planning dialog effort via Academic Senate serves on the Dual Enrollment team, ensuring proper services and course offerings. The Counseling Department was able to hire four-counselors to work with Dual Enrollment and the Mt. SAC Early College Academy at West Covina.

The California Promise: the Counseling Department to address the California Promise effort increased the Summer Transition and Enrichment Program (STEP) to 720 students by offering 27 Counseling 1 courses to assist students with the on-boarding to process from high school into college. This increase allowed Mt. SAC to serve nearly 1,000 students and make them eligible for Promise +Plus benefits that included, book vouchers, food cards, t-shirts, and loan laptops.

Student Equity & Achievement Program (SEAP): the Counseling Department participated in the planning dialog hosted by President/CEO, Dr. William Scroggins to learn about the blending of Basic Skills, SSSP, and Student Equity. These conversations took place in multiple governance committees including Student Preparation & Success Council where counseling had a voice and leadership.

External Conditions, Trends, or Impacts (Student Services): Legislation, AB705: Implementation of Multiple Measures required us to change our New Student Orientation (online), develop a new format (online orientation and MAP workshops), training for counselors on Assessment Questionnaire (AQ), and assigned counselors to be available to address questions, problems, and concerns regarding the AQ.

National and California Pathways Initiative: The Pathways Model is an integrated, institution-wide approach to student success based on intentionally designed, clear, coherent and structured educational experiences informed by available evidence, that guide each student effectively and efficiently from their point of entry through to attainment of high-quality postsecondary credentials and careers with value in the labor market. This has highly impacted the Counseling Department which plays a major role in integrating the Pathways Initiative.

Legislation and Funding:

- Student Success and Support Programs (SSSP), Guided Pathways allocation, Promise Grant, Student Equity and Achievement Program (SEAP): Services Counseling continues to address, orientation, career cluster pathways, educational planning, priority registration, probation and dismissal, close to completion, and 100 unit limit requirements. Requires numerous hours of counseling faculty and staff time.

- Plan and participate in the development of equitable funding distribution to Counseling Department needs through SSSP. Gain staffing and faculty for appropriate services.

- Increase the number of students completing certificates, associate degrees, and Associate Degree Transfer (ADT).

- The Summer Transition and Enrichment Program (STEP) or STEP into College as it is commonly known will increase the number of students it serves from # in 2018 to as many as 720 in 2019. Open to all students, however, primary focus is on incoming freshman. Incoming freshman that meet the requirements will be eligible for Promise grant funding and resources to assist them during their first semester.

- Integrated Plan: Basic Skills, Student Equity, and SSSP model promotes integrated planning and program coordination at the district and college levels. The three programs retain separate requirements as specified in Education Code and title 5 regulations; these requirements are built into the Integrated Plan to ensure compliance with applicable law and regulations. Beginning 2019, all funding will be integrated into SEAP funding.

Internal Conditions, Trends, or Impacts (Student Services): Facilities: Minimal offices available for full-time counselors, adjunct counselors, and staff to maintain adequate coverage. In addition, large-classroom space for orientations (MAP Workshops) to better serve students during breakout sessions. This also addresses the Pathways Initiative through major/career clusters.

Faculty Resources: Increase in MAP workshop offerings due to new legislative and district mandates decreasing counselor/advisor availability for continuing students.

Appropriate Classified Staffing: Hire appropriate staffing for demands and needs of institutional mission, state and national legislation, and trends. The lack of support in classified staff negatively impacts our services (i.e. NSO, Probation, 100 unit appeals, dual enrollment) and high demand during peak periods. The lack of support impacts staff morale, reporting, and accuracy & efficiency. Due to the significant number of meetings both the Dean and Associate Dean participate in, there is a need for a Director of Counseling services to oversee the day-to-day operations, delegate tasks such as scheduling workshops for MAPs, probation, dismissal, reinstatement, special admit, undecided, Counselor On the Go, STEP registration, and other events, as well as be available to go to in case of emergencies.

The Pathways Initiative has highly impacted the Counseling Department which plays a major role in integrating the Pathways Initiative. A dedicated faculty counselor was assigned 60% to address Guided Pathways implementation and on-boarding. In addition, the Pathways Initiative has impacted Career related resources and needs (i.e. career assessments, interpretation, career & job placement software)

Dual Enrollment: This program allows high school students to enroll in college courses for credit prior to high school graduation. The Counseling Department supports dual enrollment in three majors areas: (1) processes forms and documents; (2) reviews & approves clearances; and (3) schedules and conducts Information Sessions.

Time and Effort: Length of time to obtain counseling/advising appointments, particularly during registration periods.

Student/Counselor Ratio: The Counseling Department is not meeting state/national recommendations regarding the student/counselor ratio for reasonable services. The disparity impacts student success, service, and student satisfaction.

Demographics: Growing change of student demographics continue to impact the Counseling Department through cultural, linguistic, and diversity trends.

The Academic Support Program for Student Athletes serves over 1,700 under-represented and educationally disadvantaged students (including grey shirts, red shirts, and basic skills students utilizing the WIN).

Critical Decisions Made by Unit: Facilities: Due to the lack of space for a central-Counseling Department we have Counselors and support staff in another facility which has affected the day-to-day service and operations provided by the Counseling Department. As the department will gain another temporary facility for counselors and MAP workshops, the demands of staffing all areas are further complicated.

Adjunct Counselors: There are very few offices available to adjunct counselors. This prohibits our ability to utilize them appropriately and restricts us from providing better service and coverage.

Legislation, AB705 - Multiple Measures has changed our service to students at the point of entry, which include online orientation, MAP workshops, assessment questionnaire (AQ), assisting with placement, and answering questions on a drop-in basis.

Pathways: Counseling has had three counselors with reassigned time participate in the statewide Guided Pathways initiative. The three counselors were instrumental in working on three different areas of guided pathways, the point of entry/on-boarding process, MAPping of programs, and faculty professional development to provide campus-wide equity-minded programs and services for students. This has highly impacted the time and effort required by the faculty counselors (i.e. national and local conferences, faculty meetings) taking time away from efforts including SSSP functions and general counseling services. Our online new student orientation and MAP workshops have been developed to support the efforts of student equity and the career pathways on-boarding process.

Dual Enrollment and Early College Program: implementation with minimal staff has been a major issue. The vacancy of the Associate Dean of Counseling and transfer of a program specialist has greatly impacted the efficacy of the program. It has also impacted other areas including, High School Outreach, Counseling, and Assessment.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: 320 certificates and degrees have a MAP for students to follow.

17,062 (unduplicated) students completed an abbreviated and comprehensive educational plan. 9,038 abbreviated and 8,024 were comprehensive (Heasley, 2019).

4,810 (unduplicated) students have a follow-up plan (Heasley, 2019).

students attained an associate degree. This is an increase of # from # in 2018.

Notable Achievements for Theme B: To Support Student Access and Success: Online New Student Orientation served 6,277 (unduplicated) students (Heasley, 2019).

MAP workshops served 2,574 (unduplicated) students (Heasley, 2019).

Probation Intervention served 3,424 (duplicated) students who were dismissed, on probation, or continued probation (Heasley, 2019).

Online Counseling Services served 3,755 students who were unable to come on campus to meet with a counselor in person (SARS Report).

Counselor On the Go (COG) served 183 students that met with a counselor on campus in different locations. 52 COG's appointments were scheduled throughout the semesters and targeted toward, transfer, career, registration, educational planning, graduation, and more.

Counselor Day served 810 students. Students met with counselors throughout the campus programs, served lunch, received prizes, and made appointments to complete their educational plans.

Counseling Center Services served 26,501(unduplicated) students (i.e. counseling appointments, drop-ins, online counseling, and orientations) (Heasley, 2019).

Counseling courses have a fill-rate over 92%.

Counseling: Intake and front desk process has been modified and improved to address high demand during peak periods. Counseling was able to accomplish three major processes: (1) Identify areas for Express Services to answer "quick questions" (# students served); (2) Modify the schedules of Faculty Counselors during registration and start of school to meet the demand of students during those rush periods; and (3) Created forms to assist with the efficiency, effectiveness, and accuracy of scheduling appointments (i.e. Reason Codes) during peak periods.

Front Counter Staff: Quality Service Surveys were handed out to students, collected, and tallied. Results were shared with the front desk to improve customer service. Results showed that students were overall pleased with the customer service they received from the Counseling Department front desk staff.

Individual Counseling Appointments: 8,149 (unduplicated) students attended a counseling appointment.

Drop-In's: 18,349 (unduplicated) students attended a Quick Question.

The Summer Transition Enrichment Program (STEP) 180 students participated in summer 2018. As the need for the integration of Guided Pathways is upon us, the Counseling Department is answering with an increased amount of Counseling 1 sections devoted to the STEP program as a main point of entry. The number of students to participate in STEP in summer 2019 are projected to be as many as 720.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: Human Resources: Hired 3 classified staff to support the Counseling Department.

- Hired 1 Completion SS Program Specialists to assist with the efforts of reaching out to students close to completion to see a counselor.
- Hired 2 counselors, one to support veterans program and one to support general counseling.
- Hired 4 adjunct counselors to support growing dual enrollment efforts, special admit orientations, and the Mt. SAC Early College Academy (MECA).

Facilities: Asked the President of the College and received a facility to be ready fall 2020 to assist with space issues for counselors and MAP workshops.

Technological: Continued online counseling through asynchronous counseling model and Cranium Cafe.

Financial: Awarded (# [top-three]) in SSSP funding in the state based on number of students served (i.e. assessment, orientation, educational planning, follow-up services).

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: Adjunct Counselor Training: Provide monthly training during primary terms and annual evaluations.

High School: Dual Enrollment expansion and Early College High School have increased our cooperation and collaboration with our local high schools and districts.

Mt. SAC Early College Academy (MECA): Hired 2 adjunct counselors to work with MECA students regarding their college courses. Met with principal to discuss standards of practice and facilities and technology needs of counselors.

Counselor Liaison: Continue to develop partnerships to address relationships among faculty via Instruction and Student Services.

School of Continuing Education (SCE) Counselors: Worked with administration to improve relationship and collaboration with SCE counseling faculty and bring the discipline together.

Pathways: Increased faculty relationship through course mapping for degree completion. Counselors and instruction faculty worked together to develop career and degree pathways.

AB705: Counselors collaborated with math, English, AMLA, and Read faculty to improve the AQ and develop a more robust AQ2 that would assist students in choosing math, English or AMLA, and Read courses to meet their educational goal.

Increased counselor presence in Athletics, Aspire, Arise, ACES, DREAM, Dual Enrollment, Honors, International Students, REACH, STEM Center, TERC Lab, and other instruction departments.

Contributors to the Report: Dr. Francisco Dorame

Lina Soto

Patricia Maestro

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Meet Student Demand - Meet the student demand for counseling appointments, quick questions, workshops, and services while maintaining quality comprehensive in-person and online counseling services and maintaining quality comprehensive customer service.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p>Goal Entered: 09/01/2019</p>	<p>Report directly on Goal</p> <hr/> <p>Request - Full Funding Requested - Full-time Tenured Track Faculty Counselor (General)</p> <p>Describe Plans & Activities Supported (Justification of Need): Academic, career, and personal counseling to the general student population.</p> <p>Lead: Francisco Dorame</p> <p>What would success look like and how would you measure it?: Increase student completion in certificates, associates, and transfer. The measurement would be impact on numbers increased in all three areas indicated.</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 50</p> <p>Unit goal is still in progress. Various committees have been created for for discus (03/08/2019)</p> <p>Related Documents:</p> <p>Mt. SAC Mountie.jpg</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: High
Documentation Attached?: Yes
On-Going Funding Requested (if applicable): 107000

<p>Student Education Plan - Continue to address all issues related to SSSP specifically related to the abbreviated and comprehensive educational plans (i.e. target students who do not have a comprehensive ed plan; utilize MAP to create templates institutionalized pathways). Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 50 47,830 total credit educational plans (8,089 Abbreviated, 6,489 Comprehensive and 33,252 Follow-up plans) (07/21/2018)</p>
--	---------------------------------------	---

<p>Marketing/Communication - Promote Counseling Department services and courses to the campus and community audience via social media, billboards, news, brochures, and multimedia means (i.e. electronic monitors, Mt. SAC portal) Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 100 Counselor Day - Over 1,000 students participated in Counselor Day. Counselors On the Go! - Counselors to promote the Counseling Department strategically placed themselves in different areas across campus and interacted with students about our services. (07/21/2018)</p>
	<p>Request - Full Funding Requested - Promotional funds to market the Completion Center Describe Plans & Activities Supported (Justification of Need): Completion Center - create student testimonials, brochures, marketing fliers with completion tag lines, and fliers for services and activities (i.e. Recognition Ceremonies)</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

Lead: Francisco Dorame
What would success look like and how would you measure it?:
 Students know and learn about the Completion Center and see an increase of students attend events and activities hosted by the staff and faculty.
Type of Request: MARKETING:
 Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.
Planning Unit Priority: Medium
On-Going Funding Requested (if applicable): 15000



Student Learning Outcomes -
 Continue to address Student Learning Outcomes for courses and services.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20
Goal Entered: 09/01/2016



Professional Development - Increase the opportunities and develop for professional development activities for all department staff and faculty (i.e. front counter training, career planning and assessment).
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20
Goal Entered: 09/01/2016

Report directly on Goal

Reporting Year: 2017-18
% Completed: 50
 Adjunct Faculty Training - Tenure track Faculty Counselors have been providing monthly training to adjunct faculty regarding the Counseling discipline.
 Front Counter Training - Full-time classified staff provide training to student-workers on a quarterly basis to inform them our process and procedures.
 Tenure track Faculty Counselors - have participated in the Multiple Measures training/discussions, Guided Pathways, and presenters have provided information regarding their programs and discipline at Dean's Meetings/Counselor Training's. (07/21/2018)



Pathways - The Counseling

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Department will make critical decisions on how we implement the Pathways Model. Decisions will be made on Mapping of majors and alignment of all academic and career pathways with transfer and employment opportunities with equity mindedness.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p> <p>Goal Entered: 09/01/2019</p>	<p>Report directly on Goal</p> <hr/> <p>Request - Full Funding Requested - Full-time (tenure track) Faculty Counselor (Pathways)</p> <p>Describe Plans & Activities Supported (Justification of Need): Pathways Faculty Counselor - serve as the main point of contact with Guided Pathways personnel, trends, and initiatives. Establish, maintain, and monitor Guided Pathway models and serve as liaison to Instruction.</p> <p>Lead: Francisco Dorame/Thomas Mauch</p> <p>What would success look like and how would you measure it?: Expand and keep up to date Guided Pathways Models and have them be an active participant with committees and initiatives regarding Pathways.</p> <p>Planning Unit Priority: Medium</p> <p>Documentation Attached?: No</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 100</p> <p>The Counseling Department was able to complete approximately 200 major MAP for degree and certificate awards. (07/21/2018)</p>