Manager PIE Report



**Manager PIE Report**

Student Services: Counseling & Special Programs Manager

undefined

undefined

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Student Support Services - SEA Program - Develop, maintain, and improve student support programs and services that are integrated and coordinated to promote student success and engagement.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
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* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

09/27/2019

**Results/Analysis of Progress**

ACES, Aspire, Bridge, Career & Transfer Services, Counseling, High School Outreach and Upward Bound are aligning their services to respond to the multiple initiatives forming the CCC such as, Student Equity, Guided Pathways, Promise+Plus, and AB705.

**Reporting Year**

2020-21

**% Completed**

75

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Success and Retention - SEA Program - Provide services that will promote success and interventions through counseling services such as individual appointments, student success workshops, probationary counseling, case-management programming, learning communities, and Counseling courses.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
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* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

09/27/2019

**Results/Analysis of Progress**

Counseling and Special Programs - expanded services that addressed success and retention by developing services that address completion.

**Reporting Year**

2018-19

**% Completed**

50

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

New Student Orientation - Guided Pathways/SEA Program - Provide new students a comprehensive in-person MAP Workshop and on-line orientation. In addition, provide all local feeder high schools the Connect 4 service for priority enrollment.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

09/27/2022

**Results/Analysis of Progress**

NSO/MAP Workshops - Updated the online student orientation and established the MAP Workshops to address Guided Pathways.

**Reporting Year**

2021-22

**% Completed**

75

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Student Educational Plan - Guided Pathways/SEA Program - Provide students abbreviated and comprehensive educational plans to meet their academic and career goals. MAP academic programs to facilitate students entering and exiting pathways easier.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

10/03/2019

**Results/Analysis of Progress**

Counselors and advisers completed 29,413 abbreviated and comprehensive educational plans in the 2018-2019 academic year. Also, under Guided Pathways over 300 Certificate, Associates, and Transfer MAP's were developed as templates to facilitate students entering the major/career pathway.

**Reporting Year**

2018-19

**% Completed**

100

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Staffing - Provide adequate staffing and alignment of workloads to improve service delivery to students.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

09/01/2022

**Results/Analysis of Progress**

The Counseling and Special Programs were able to hire all needs to meet the demands, including administrative staff and specialist.

**Reporting Year**

2021-22

**% Completed**

75

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Training - Create opportunities for faculty and staff to develop new knowledge and to improve existing skills sets; Provide opportunities to attend state and national conferences; staff, faculty, and managers should participate as members to Associations, Organizations, and Committees.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

10/04/2019

**Results/Analysis of Progress**

Training was provided monthly to faculty, staff, and student workers. Some of the highlights included Adjunct Training, Customer Service Training for student workers, and Dean's Meeting. This area continues to be challenged due to the funding required to provide training that address, emerging practices in the area of counseling, programming, customer service, and technology.

**Reporting Year**

2018-19

**% Completed**

50

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Research - Guided Pathways/SEA Program/Promise - Develop and improve data gathering and assessment of services to measure and improve student success to meet compliance of state mandates and regulations.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

10/04/2022

**Results/Analysis of Progress**

Research continues to be a challenge in the Counseling and Special Programs to plan and develop, services, resources, and interventions to address the academic and equity service gaps in students.

**Reporting Year**

2021-22

**% Completed**

25

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Facilities - Attain facilities to meet growth demands for faculty, staff, and administrators to better serve students. This includes the Counseling Department, High School Outreach, Rising Scholars, and Career Center, and Transfer Center.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

10/04/2022

**Results/Analysis of Progress**

The Counseling Department continues to be challenged with facilities due to the fact they we do not have a centralized location to provide optimal services to students.

**Reporting Year**

2021-22

**% Completed**

50

Updates on Goals

**Date of Analysis**

10/04/2019

**Results/Analysis of Progress**

High School Outreach continues to be challenged with the space they have due to lack of desk space for the Outreach Specialist, storage, signage, and the area does not allow for meetings with parents/students and the public.

**Reporting Year**

2018-19

**% Completed**

0

Updates on Goals

**Date of Analysis**

10/04/2019

**Results/Analysis of Progress**

Career & Transfer Services lack the appropriate space to provide services and presentations to students. The open lab area where workshops are provided are loud and difficult to present at. The staff is in multiple cubicles and noise becomes a factor when they meet with students one-on-one.

**Reporting Year**

2018-19

**% Completed**

0

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Collaboration - Establish and strengthen relationships on campus with faculty, staff, and administrators from various departments to meet the need of students; increase collaboration with constituent groups off-campus such as 4-year universities, K-12 schools, state/federal agencies, employers, and financial literacy partners.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

10/04/2022

**Results/Analysis of Progress**

Collaboration continues to expand in all areas, ensuring we are expanding relationships with 4-year universities, K-12 schools, state/federal agencies, employers, and financial literacy partners. We need to develop more advisories among our partners and expand our range to political figures to garner support, grants, and partnerships.

**Reporting Year**

2021-22

**% Completed**

25

Updates on Goals

**Date of Analysis**

10/04/2019

**Results/Analysis of Progress**

Upward Bound provided presentations to both the Hacienda-La Puente Unified School District and Pomona Unified School District. Parents and students talked about their positive experience in the Mt. SAC Upward Bound program and the accomplishments students are having.

**Reporting Year**

2018-19

**% Completed**

100

Updates on Goals

**Date of Analysis**

10/04/2019

**Results/Analysis of Progress**

The Counseling and Special Programs established rapport with the Office of Hilda Solis to garner the Formerly Incarcerated grant to support students who were formerly incarcerated and make a successful transition socially and academically.

**Reporting Year**

2018-19

**% Completed**

100

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Counseling Courses - Provide the most relevant, life-long learning curriculum to assist students in being informed on global perspective and issues; offer diversity, equity, and inclusion pedagogy; engage and prepare students to meet their educational goals with local and national perspective and understanding.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Updates on Goals

**Date of Analysis**

10/04/2019

**Results/Analysis of Progress**

The Counseling courses have changed their pedagogy making them more interactive via "teaching from the back of the room." Courses such as COUN 1, COUN 2, COUN 5, COUN 7, and COUN 51 have also seen high-fill rates and we have cancelled less classes.

**Reporting Year**

2018-19

**% Completed**

100

Updates on Goals

**Date of Analysis**

10/04/2019

**Results/Analysis of Progress**

The Counseling Department increased the usage of COUN 1 through the STEP program and offered 750 students the opportunity to be eligible for the Promise +Plus program.

**Reporting Year**

2018-19

**% Completed**

100

Updates on Goals

**Date of Analysis**

10/04/2019

**Results/Analysis of Progress**

Summer Bridge reformatted their program to align to Guided Pathways and have students exposed to major/career based courses along with a COUN 51 - Career Planning course. 250 students participated and were eligible for the Promise +Plus program.

**Reporting Year**

2018-19

**% Completed**

100

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Student Learning Outcome (SLO) and Program Learning Outcome (PLO) Development - Student learning outcomes and coincide with students ability to understand college success strategies, career, and transfer related information as it pertains to the students goals; Program learning outcomes are direct program based services, events, and activities impacting students and having a purpose or direct learning outcome as students participate.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Marketing and Visibility - Promote Counseling Department and Special Program to the campus and community audience via social media, billboards, news, brochures, and multimedia means. Targeted marketing is necessary like student achievement, academic programs, and services/events.

**Goal Status**

Active

**Goal Year**

2021-22

**Mapping**

Student Services: VP Analysis & Summary: (X - Highlight Selected)

* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X
* Ongoing/Multi-Year Goal: X

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Career - Further develop the skills of career education, workforce development, and student career assessments for the 21st Century student.

**Goal Status**

Active

**Goal Year**

2021-22

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Transfer - Establish a transfer-going culture among students and expand services such as, workshops, activities, trips, and summits that will inform and educate students on 4-year universities and admission requirements.

**Goal Status**

Active

**Goal Year**

2021-22

Division Goals

**Goal Name**

Ongoing/Multi-Year Goal

**Division Goals**

Technology - incorporate support technology systems that will enhance and assist students in on-boarding process (i.e. online orientation, major/career), registration, and monitoring of student success; EAB Navigate will serve all Counseling Department and Special Program services to ensure we communicate, gather data, become strategic and purposeful in our services, and implement student development models across our areas.

**Goal Status**

Active

**Goal Year**

2021-22