Program Review - Counseling

For the past two academic years, 2012-2013 and 2013-2014, the counseling division has surveyed students regarding their utilization and experience with counseling services at COS. The majority of students surveyed in 2013-2014 indicated that they were satisfied with counseling services at all three campuses (82.4% satisfied and very satisfied).

In addition 80.6% of students also indicated that their counseling appointments helped them to understand how to reach their academic goal. This is a slight improvement from the 2012-2013 survey (78.5%).

A high percentage, 80.3% of students indicated that they were able to schedule their counseling appointment within a one to two week period. This is an improvement from the 2012-13 survey that showed only 63% of students stating that they were able to schedule their counseling appointment within a week or two.

As for being able to schedule counseling appointments within 4 and 8 weeks, the 2013-2014 survey indicated that 10.6% of students were able to do this. Again this is an improvement from the 2012-2013 survey with showed 18.7% of students stating that they were able to schedule an appointment within 4 and 8 weeks. This is a decline of 8.1%, thus showing that students are able to schedule appointments sooner.

In order to provide equitable services to all students at all three campuses, the counseling division has continued to provide evening and online counseling services for our evening and online student population. Evening counseling services resumed in the spring of 2013 and has served 528 students from April 2013 to May 2014. As for online counseling, in reviewing the 2013 Fall Online Counseling Request data file, there was a total of 369 students that were served via online counseling from September 2013 to December 2013. In addition, the 2014 Spring Online Counseling Request data file showed that 420 students were served via online counseling. In reviewing the Spring 2014 Online Counseling Services Questionnaire, 78.5% of students indicated that they could easily locate the Online Counseling page, 80% indicated that the Online Counseling page was easy to understand, 81.8% indicated that their question(s) were responded to in a timely manner and 77.7% shared that the responses helped them to address their need(s).

According to the 2013-2014 survey, even though the majority of students indicated they were satisfied with counseling services at 82.4%, there is still a sizeable amount of students that indicated dissatisfaction with counseling services (15.5%). The remainder (2.1%) were unsure regarding their satisfaction level. Likewise, 9.6% of students indicated that their counseling appointment did not help them to understand how to reach their academic goal. In addition, 7.2% of students indicated that there was not enough time to discuss all of their needs. Another 2.6% of students indicated that the counseling appointment was not about academic goals. This is an area that counseling will need to look at in order to improve its services to better meet the needs of students. Specific student comments on the survey will be shared with all counselors so that they may be aware of some of the concerns that individual students have expressed.

Approximately 10.6% of students indicated that they were able to schedule an appointment in four to eight weeks. Even though this is a reduction from the prior year, the counseling division thinks that a four to eight week delay is detrimental to the students and the college especially with looming deadlines such as transfer, graduation and adding/dropping classes. According to the student monitoring data report, the counseling departments at all three campuses had to turn away 6,476 students due to the lack of available counseling appointments since 4/11/2013. However, some of these students were likely seen at a later date. Again, having an improved and increased capacity to meet the student demand can help to improve student satisfaction level with counseling services and their ability to get appointments within a reasonable time frame.

Given that there has been an increase in the percentage of students who have expressed interest in attaining an associate degree and transfer or just transfer without getting a degree from the 2012-13 and 2013-14 survey of 67.7% and 69% respectively, the counseling division needs to look at ways of improving services for this transfer student population. This may help to improve the student satisfaction level regarding counseling services by being able to more appropriately address the needs of this specific transfer population.

The division will also look at modifying the online counseling services to help improve student satisfaction levels in all areas regarding online counseling. There is still a sizable percentage of students who are either disagreeing or strongly disagreeing with the following statements: The Online Counseling page is easy to locate, The Online Counseling page is easy to understand, My counseling question(s) were responded to in a timely manner, and The responses to my question helped me to address my need.

A decrease in the line items of hourly and summer funding have been the division's external challenge for the past several years. This has reduced the availability of counseling services to students throughout the academic year and summer months.

Decreased in both counselors and clerical staffing support due to retirement, relocation and medical leave have been a challenge for the counseling division to meet...
the demands of students in all areas within the division such as the ability to schedule appointments and having enough counseling appointments to meet the student demand. The lack of personnel and facility for servicing transfer students also presents a great challenge for the counseling division and this additional concern has compounded the issues at hand.

At COS, there is a sizable number of students who transfer to the CSU's. From reviewing the data, there has been a rise in students transferring to the CSU's from 2009-10 (276 students) academic year to the 2011-12 (469 students) academic year. This trend has been a challenge for the division to meet the increased needs of transfer students. In the 2012-13 academic year, COS saw a decline in transfer since only 377 students transferred to the CSU's. The issue of trying to increase and improve the number of transfer students yearly while at the same time appropriately serving this increased student population by having the proper personnel and facility is an ongoing challenge for the counseling division.

Another challenge is to be able to meet the needs of students who do not have a Student Educational Plan (SEP) on file. There has been an increasing trend of students without an SEP: fall 2012 (1197 students), Spring 2013 (1237 students), and fall 2013 (1663 students). Given the constraints of limited budget and staff members, it is a challenge for the counseling division to meet this SAO of requiring students to meet with a counselor prior to registering for their second semester.

Overall Outcome Achievement:
A majority of students surveyed were satisfied with their counseling visit at 82.4%. In addition, their interaction with a counselor helped them to understand how to reach their academic goal at 80.6% while being able to schedule an appointment with a counselor within one to two weeks at 80.3%.

For the counseling SAO on providing equitable services, the counseling division has continued to offered evening, summer, and online counseling services to students. These are the top three most popular types of services after face-to-face counseling as indicated by students on the survey. There seems to be a trend in the decline of the type of services that students want from the 2012-13 survey to the 2013-14 survey. The data showed the following results: online counseling went from 39.1% to 44.4%, evening counseling went from 33.1% to 27.7%, and summer counseling went from 33.6% to 26%. With the exception to online counseling, both evening and summer counseling requests from students have declined, perhaps indicating that the need has been slowly met, thus the decline.

Changes based on outcome achievement:
Counseling satisfaction: The division will review the student survey data, looking specifically at student comments to gather information on issues that are important to students when then meet with a counselor. The division will also investigate and look at creating a minimum counseling standard service sheet so that all counselors can provide a more standardized and consistent service to students. The hope is that an agreed set of counseling standards can help to improve counseling satisfaction with students by guiding all counselors to cover certain agreed upon quality standards during the counseling appointments.

Meeting the demand of students in need of counseling appointments: The division will look at implementing an intervention for students who have had a history of “no show” to their appointments to help curb this behavior. This will help to reduce the number of duplicated or rescheduling of missed appointments and make more appointments available. The division will work with the dean of counseling to look at the possibility if increasing the line items for hourly and summer counseling to expand summer, evening, online and adjunct counseling all in an effort to make more counseling appointments/services available to students.

Meeting the needs of transfer students: Currently, there is no designated transfer counselor and/or transfer center. This is an area of concern for the division as well as it should be for the District. The division will explore this area for a possible solution of setting up a facility to house a transfer center and staffing it with a transfer counselor/director. By having this additional service, not only will it help to better serve our transfer students, it will also open up more counseling access in the general counseling office to better improve the availability of counseling appointments for students.

Outcome cycle evaluation: The counseling division will continue to administer the College of the Sequoias Counseling Services Questionnaire on a yearly basis to gather information regarding counseling services from students. There might be some changes to the questionnaire based the future needs for additional data, but this will need to be discussed with division members.

Action: Create agreed counseling standards
Develop and distribute minimum level of counseling standard to all counselors. This will help to standardize and provide a more consistent services for students if all counselors are in agreement and aware of what needs to be address during a counseling appointment.

Start Date: 01/12/2015
Completion Date: 05/14/2015
Status: New Action

Identify related
This is related to our SAO: Given a counseling session, students will gain understanding of their educational goal and the requirements to achieve it via the course/program outcomes; development of an individualized Student Educational Plan. In addition, this action is also related the level of counselor satisfaction from the student's perspective.

Person(s) Responsible (Name and Position):
Division chair and counselors

Rationale (With supporting data): This action will help all counselors to be more consistent in the services that they provide for students. Therefore, this will help to decrease the percent of dissatisfied students (15.5%) who received counseling services. At the same time, by improving counseling services via this action, students will increase their understanding of their educational goal and the requirements that are needed to achieve their goal(s). Hopefully, this will improve the 80.6% for students
understanding how to achieve their academic goal and 82.4% of those that were satisfied with their counseling visit.

**Priority:** Medium  
**Safety Issue:** No  
**External Mandate:** No

**Action:** Transfer counselor/director and facility for transfer center

Establish a designated transfer counselor/director and a transfer center facility

**Implementation Timeline:** 2015 - 2016  
**Start Date:** 08/17/2015  
**Completion Date:** 05/12/2016  
**Status:** New Action

**Identify related course/program outcomes:**
1. Given a counseling session, students will gain an understanding of their educational goal and requirements to achieve it via the development of an individualized Student Educational Plan  
2. Given the importance of a counseling appointment, students will be required to meet with a counselor prior to registration for their second semester.  
3. Given various student needs, the counseling department will provide equitable access to all of its services and program.

**Person(s) Responsible (Name and Position):**  
Meng Vang (Division Chair), Stephanie Collier (Dean)

**Rationale (With supporting data):**
Currently, the college lacks an actual transfer center and transfer counselor/director. At the same time, the number of CSU transfer students increased to a high of 469 in 2011-12 then decreased to 377 in 2012-13. The number of private in state school transfer has been declining from 2009-10 (320 students) to 2012-13 (261 students). While our out of state transfer student has increased from 2009-10 (129 students) to 2012-13 (164 students). This transfer population needs to be served with the appropriate transfer center and counselor since the number of CSU and private transfer student are in a decline. This action will help to students to better understand their educational goal and how to achieve it. It will also allow the division to serve more students through the addition of a transfer counselor and transfer center. Additionally, this action will also allow for students to schedule appointments sooner and increase the number of students who have met with a counselor to develop an SEP prior to the second semester. Finally, it will allow to division to equitably serve the transfer student population appropriately by having the necessary personnel and facility.

**Priority:** High  
**Safety Issue:** No  
**External Mandate:** Yes

**Mandate Explanation:** Chancellor's office recommends the college to have transfer director and transfer center. Annual reports regarding transfer related data are requested each year. The lack of a designated personnel and facility to house a transfer center has made this a difficult task.

### Add Resource Request for Action

<table>
<thead>
<tr>
<th>Resource Description</th>
<th>Why is this resource required for this action?</th>
<th>Notes (optional)</th>
<th>Active</th>
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<tbody>
<tr>
<td>Full time, tenured track, transfer counselor who will oversee the daily operations of the transfer center and all transfer related duties at the college. <strong>Resource Type:</strong> Faculty- New/Replacement</td>
<td>The college needs a designated transfer counselor/director to oversee and coordinate all transfer related activities such as transfer application workshops, transfer agreements, AAT/AST verifications, TAG verifications, coordination with visiting university representatives, etc.</td>
<td></td>
<td>Yes</td>
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<tr>
<td>Need facility on campus to house the transfer center and serve as office for transfer counselor. <strong>Resource Type:</strong> Facilities</td>
<td>Currently the college does not have a designated transfer center with physical and personnel resources for students to utilize. This resource would provided the needed facility for students to be able to access information regarding all transfer matter and get centralized transfer counseling services.</td>
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<td>Yes</td>
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Action: Restore/increase hourly and summer counseling funding

Increase the hourly and summer counseling funding of $18,272.00 and $15,000.00 respectively back to $55,000.00 each as in past years.

Start Date: 01/12/2014
Completion Date: 05/14/2015
Status: New Action

Identify related course/program outcomes: This action will impact the following SAO's:
1. Given various student needs, the counseling department will provide equitable access to all of its services and programs.
2. Given the importance of a counseling appointment, students will be required to meet with a counselor prior to registering for their second semester.

Person(s) Responsible (Name and Position):
Stephanie Collier (Dean)

Rationale (With supporting data): This action will help the division provide equitable services to students in areas such as evening, summer, online, and allow for the additional help from adjunct counselors to help meet the student demand to reduce the number of students without an SEP by their second semester. According to the data from the 2013-14 survey, 68.6% of student wanted face to face counseling, 44.4% of students wanted some type of online counseling, 27.7% of students wanted evening counseling and 26% of students wanted access to summer counseling. This action will help the division to expand services in these areas to help meet student demand.

Priority: High
Safety Issue: No
External Mandate: Yes
Mandate Explanation: New student success funding mechanism places future funding based on students having an educational plan on file. Expanding these services would help the institution to increase the number of students with signed educational plan.

Action: Modifications to online counseling

Modifications will be made to the online counseling website and to how/when personnel resources will be utilized in an effort to improve student satisfaction levels with this service.

Start Date: 08/11/2014
Completion Date: 05/14/2015
Status: New Action

Identify related course/program outcomes: This action is related to the Counseling SAO: Given various student needs, the counseling department will provide equitable access to all of its services and programs.

Person(s) Responsible (Name and Position):
Meng Vang, division chair

Rationale (With supporting data): The hope is that this action will improve the student satisfaction response for the following:
The Online Counseling page is easy to locate 14.5%, The Online Counseling page is easy to understand 12.7%, My counseling question(s) were responded to in a timely manner 12.8%, and The responses to my question helped me to address my need 16.7%.

Priority: Medium
Safety Issue: No
External Mandate: No