Proposal 2 from Subgroup IIB/IIC
Proposal Title: Online Counseling on Featured Links

Proposed Outcome:
Add a link under Featured Links on the front page of the District’s Website to “Online Counseling” input form.

State the problem or issue and connect it to the Standard and/or Recommendation
- **Problem:** COS needs to identify ways to provide equitable services to all students of the District
- Standard II B.3.A.
- 2012 Self Study: Recommendation 4 and Recommendation 5

Gather data on the problem/issue. What did you gather? What did you find through the process of your evaluation?
- **Data Gathered:** Information from CEIS Reporting
- **Finding:**
  - Spring 2013 semester, of the District’s 1096 sections, 82 (7.49%) are offered as either Hybrid or online. This equates to 1,749 duplicated student enrollments. (Attached)
  - For the Fall 2012 semesters and Spring 2012 semesters, the number of CRNs (sections) were also about 7% (6.98% and 7.42%, respectively) and represented about 7% of the FTES as well (7.4% and 6.97%) (attached)
  - Since 2008, the District has had online counseling services which consists of a question and answer from a counselor. Last year, there were 1901 questions asked through this process from the two counselors assigned to this process. (Attached)

Describe the proposed resolution (4Ws and How?) How does the resolution address the problem/Issue?
- **Who:** Computer Services or Public Information Office
- **What:** Add a link to online counseling input form on the front page of the District’s website.
- **Where:** [www.cos.edu](http://www.cos.edu)
- **Why:** To better advertise to COS students the availability of the service
- **How:** n/a
- **How does the resolution address the problem/issue:** We have the service of online counseling to better help all District students obtain answers to their counseling questions. If students have to hunt for the website/input form, the services will not be used as students won’t be able to find it.

Discuss evaluation/assessment process (connected to standard)
- **How will you assess implementation:** We will collect the data between now and the end of the semester to identify types of questions asked and number of questions asked. From that data, we can determine several things. First, we can identify additional Frequently Asked Questions and add them to the Counseling FAQs. Second, we can determine time of day that emails were sent most. Data will be analyzed in order to implement next step of online counseling support—live chat, appointments, etc.
- **What is your timeline for assessment:** We will assess at the end of the Spring Semester in order to implement for the 2013-14 academic year.
Spring 2013
Online: 82 CRNS
Total: 1097 CRNS
7.48% of CRNS are Online/Hybrid

(FTES cannot be determined because Positive attendance classes are in progress and not reported until the end of the term)

Full-Time Equivalent Student Analysis
Spring 2013

Campus: All
Division: All Divisions
Department: All Departments

1097 CRNs listed. Totals include non-credit sections.
Total WSCM = 107,640.02, Full Time = 73,123.42, Part Time = 33,946.60
Total FTES = 3,883.60, Full Time = 2,620.08, Part Time = 1,264.61
Total FTES LAST DAY = 3,319.67, Full Time = 2,263.02, Part Time = 1,066.65
FTES Difference = -513.92, Full Time = -376.98, Part Time = -137.94
Total FTED = 230,719, Full Time = 149,130, Part Time = 77,549 (does not include reassignment time)

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Full-Time Equivalent Student Analysis
Spring 2013

Campus: All
Division: All Divisions
Department: All Departments

Instr Method: Distance Ed (50 to 79, O to VZ)
82 CRNs listed.
Total WSCM = 8,351.00, Full Time = 6,746.00, Part Time = 000.00
Total FTES = 318.00, Full Time = 294.87, Part Time = 23.89
Total FTES LAST DAY = 241.20, Full Time = 191.60, Part Time = 10.60
FTES Difference = -107.47, Full Time = -103.17, Part Time = -4.31
Total FTED = 17,52, Full Time = 16,567, Part Time = 1,950 (does not include reassignment time)

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Page 1 of 2
## Full-Time Equivalent Student Analysis

### Fall 2012

**Campus:** All  
**Division:** All Divisions  
**Department:** All Departments

1174 CRNs listed. Totals include non-credit sections.
- Total WSCH = 117,620.08, Full Time = 77,514.50, Part Time = 40,105.56
- Total FTES = 4,442.05, Full Time = 2,905.34, Part Time = 1,536.71
- Total FTES LAST DAY = 3,662.62, Full Time = 2,414.43, Part Time = 1,248.19
- FTES Difference = -650.49, Full Time = -393.81, Part Time = -256.62
- Total TEF = 243.78, Full Time = 151.156, Part Time = 92.617 (does not include reassignment time)

### Fall 2012

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## Full-Time Equivalent Student Analysis

### Fall 2012

**Campus:** All  
**Division:** All Divisions  
**Department:** All Departments

94 CRNs listed.
- Total WSCH = 6,859.00, Full Time = 6,752.00, Part Time = 1,060.00
- Total FTES = 338.73, Full Time = 305.47, Part Time = 33.26
- Total FTES LAST DAY = 231.43, Full Time = 208.29, Part Time = 23.14
- FTES Difference = -97.30, Full Time = 83.65, Part Time = 13.65
- Total TEF = 18.88, Full Time = 16.308, Part Time = 2.560 (does not include reassignment time)

### Fall 2012

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### Full-Time Equivalent Student Analysis

**Spring 2012**

**Campus:** All  
**Division:** All Divisions  
**Department:** All Departments

1199 CRNs listed. Totals include non-credit sections.

Total WSCSH = 114,348.32, Full Time = 74,081.42, Part Time = 39,301.00  
Total FTES = 4,388.73, Full Time = 2,703.19, Part Time = 1,685.54  
Total FTES Last Day = 3,898.24, Full Time = 2,448.08, Part Time = 1,451.96

FTES Difference = -440.10, Full Time = -316.71, Part Time = -123.39

Total TFEF = 244.26, Full Time = 151.50, Part Time = 92.76 (does not include reassignment time)

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**Full-Time Equivalent Student Analysis**

**Spring 2012**

**Campus:** All  
**Division:** All Divisions  
**Department:** All Departments

89 CRNs listed.

Total WSCSH = 8,411.00, Full Time = 5,504.00, Part Time = 2,907.00  
Total FTES = 305.80, Full Time = 276.20, Part Time = 29.60

Total FTES Last Day = 210.32, Full Time = 196.47, Part Time = 23.85

FTES Difference = -95.83, Full Time = -89.73, Part Time = -6.10

Total TFEF = 16.78, Full Time = 14.03, Part Time = 2.75 (does not include reassignment time)

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