Proposed Outcome: Modify the Email Counseling Request Form with questions that a student must answer prior to sending in a question for online counseling services; Modify the form for easier use by students; and create a CEIS report which would show results of data collected from the mandatory questions – on a semester basis.

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
- **What**: Modify the Email Counseling Request Form with questions that a student must answer prior to sending in a question for online counseling services; Modify the form for easier use by students; and create a CEIS report which would show results of data collected from the mandatory questions – on a semester basis.
  - **Questions to be deleted from form**:
    - Phone Number
    - Question 5 “Do you participate in any of the following”
  - **Questions to be added to form**:
    - Are you currently enrolled in 6 units or more? Yes/No <mandatory, must answer>
    - At which campus do you take most of your classes? Visalia/Tulare/Hanford/Online? No <mandatory, must answer>
    - How could online services better serve you? <Optional>
  - **CEIS Report**:
    - Proposed layout/data points attached.
- **Where**: https://www.cos.edu/StudentServices/Counseling/Pages/Online-Counseling-Request.aspx
- **Why**: To better collect data from students who are using the services
• **How**: By asking mandatory questions, we can identify the type of students using online services

• **How does the resolution address the problem/issue**: Data collection and ability to analyze data.

Discuss evaluation/assessment process (connected to standard)

• **How will you assess implementation**: Each semester, we will collect data about the type of student (evening, day, Center, full-time/part-time, etc.) using the online counseling system. This information will enable us to better determine the times of day that counselors should be online with an online chat service, etc.

• **What is your timeline for assessment**: Student Services will assess at the end of each semester. From the assessment, changes will be identified for the following semester. Additional information will be gathered about the best time of day to have online chat features with counselors.
### Spring 2013

Online: 82 CRNS  
Total: 1097 CRNS  
7.48% of CRNS are Online/Hybrid

---

### Full-Time Equivalent Student Analysis  
**Spring 2013**  
**Campus:** All  
**Division:** All Divisions  
**Department:** All Departments

1097 CRNs listed. Totals include non-credit sections.  
Total WSCH = 107,600.02, Full Time = 73,123.42, Part Time = 33,696.80  
Total FTES = 3,833.60, Full Time = 2,629.08, Part Time = 1,204.51  
Total FTES Last Day = 3,319.87, Full Time = 2,253.02, Part Time = 1,066.85  
FTES Difference = -513.92, Full Time = -378.06, Part Time = -135.86  
Total FTES = 238.18, Full Time = 149.136, Part Time = 87.047 (does not include reassignment time)

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<th>CRN</th>
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<th>End Date</th>
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<th>WCH</th>
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<th>Canvas Cal Hrs</th>
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### Full-Time Equivalent Student Analysis  
**Spring 2013**  
**Campus:** All  
**Instr Method:** Distance Ed (50 to 79, O to VZ)  
62 CRNs listed.  
Total WSCH = 8,351.00, Full Time = 5,745.00, Part Time = 256.00  
Total FTES = 316.67, Full Time = 294.87, Part Time = 21.80  
Total FTES Last Day = 211.20, Full Time = 191.50, Part Time = 19.70  
FTES Difference = -107.47, Full Time = -103.37, Part Time = -4.10  
Total FTES = 17.52, Full Time = 16.167, Part Time = 1.350 (does not include reassignment time)

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Note: 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

Fall 2012

Division: All Divisions

Department: All Departments

1174 CRNs listed. Totals include non-credit sections.
Total WSCH = 117,629.06, Full Time = 77,513.58, Part Time = 40,106.60
Total FTES = 4,442.05, Full Time = 2,865.34, Part Time = 1,586.71
Total FTES LAST DAY = 3,862.62, Full Time = 2,414.43, Part Time = 1,469.80
FTES Difference = -580.43, Full Time = -300.91, Part Time = 180.52
Total FTEF = 243.78, Full Time = 151.16, Part Time = 92.617 (does not include reassignment time)

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Full-Time Equivalent Student Analysis

Fall 2012

Division: All Divisions

Department: All Departments

Instr Method: Distance Ed (60 to 79, O to VZ)

94 CRNs listed
Total WSCH = 6,888.00, Full Time = 5,752.00, Part Time = 1,136.00
Total FTES = 328.73, Full Time = 284.73, Part Time = 44.00
Total FTES LAST DAY = 231.43, Full Time = 101.73, Part Time = 30.70
FTES Difference = -97.30, Full Time = -132.70, Part Time = -40.30
Total FTEF = 18.86, Full Time = 18.30, Part Time = 0.560 (does not include reassignment time)

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College Sequoias
# Full-Time Equivalent Student Analysis

**Spring 2012**

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

1199 CRNs listed. Totals include non-credit sections.  
Total WSHC = 114,343.32, Full Time = 74,891.42, Part Time = 39,451.90  
Total FTES = 4,386.53, Full Time = 2,763.79, Part Time = 1,624.74  
Total FTES LAST DAY = 3,899.34, Full Time = 2,448.08, Part Time = 1,451.26  
FTES Difference = -449.19, Full Time = -315.71, Part Time = -133.48  
Total TCFE = 244.28, Full Time = 151.56, Part Time = 92.72 (does not include reassignment time)

## Spring 2012

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## Fall 2012

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### Appointment Attendance Summary Report - Detail

1/1/2012 - 12/31/2012  
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Schedule Code: ALL

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