

Palomar College – Program Review and Planning

Non-Instructional Programs

Academic Year 2016-2017

Purpose of Program Review and Planning: The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3.)

Discipline: COUNSELING

11/17/2017

Non-Instructional Discipline Reviewed (Each discipline is required to complete a Program Review)

STEP I. ANALYSIS (Note: Each Department Will Use Their Own Previous Analysis Data)

	2013-2014	2014-2015	2015-2016	2016-2017	Definitions
GGCO Student Success Services Summary Report (Summer-Spring) Includes ALL Counseling Services and Programs (Datamart) (Directed/Exempted)					
Academic/Progress Probation Services	N/A	N/A	599/N/A	994/N/A	MIS Code SS10
Counseling/Advisement Services	N/A	N/A	2430/567	3749/562	MIS Codes 08 & 11
Education Plan Services	N/A	N/A	7860/999	7028/578	MIS code SS09 - Abbreviated and Comprehensive Educational plan
Student counseling appointments	26,260	28,785	29,243	27,835	Standard one-on-one confidential counseling appointments
PeopleSoft educational plans	23,563	24,960	29,604	13,339*	Counselor entries of educational plans, updates, expansions and session comments.
Student/counselor phone contacts	105	2,119	2,433	169	Counseling related student/counselor phone contacts tracked by SARS (This count does not include PHONE APPOINTMENTS, that is included in the Student Counseling Appointments)
Student/counselor email contacts	668	1,134	1,1710	1,178	Counseling related student/counselor email contacts tracked by SARS
Probation workshop attendees	649	360	460	609	Counselor led workshops and probation holds removed on PeopleSoft
Topics workshop attendees		17	28	N/A	Counselor led workshops on critical issues affecting students (This count only reflects the Math Success While Reducing Anxiety workshop)
Group counseling attendees	158	71	48	180	General and transfer group counseling sessions for new students
Online Appointments	82	215	605	455	Standard one-on-one confidential distance counseling appointments
Visiting High School students attendance	n/a	n/a	n/a	1351	Counselor led college academic workshops with abbreviated education plans created visiting local high school seniors (Spring 2017)
EAP/Discover Palomar new student attendance	935	1,074	1,017	840	Counselor led college orientations and/or individual educational plans for local high school seniors
Quick Questions	28	870	942	1391	Standard one-on-one confidential "walk in" counseling appointments
STEM Center Counseling	N/A	149	217	374	Standard one-on-one confidential "STEM" counseling appointments (Headcount-duplicated)
FTEF	20	19	20	23	Full time equivalent contract Counseling faculty (includes Articulation Officer) Does not include – full-time District Counselors

Counseling support staff	10	6	6	9	Full time classified counseling staff persons
--------------------------	----	---	---	---	---

I. A. Reflect upon and provide an analysis of the four years of data above

1. The CCCCO data includes MIS that includes counseling-services campus-wide with the majority being completed by General Counseling.
2. The query for PeopleSoft educational plans changed resulting in what looks like a decrease. The previous number of educational plans may have been overreported.
3. There was a 65.9% increase in Academic/Progress Probation Services.
4. There was a 43.8% increase in Counseling/Advisement Services being reported. This may have been a result of MIS reporting being revised on PeopleSoft allowing indicate several SSSP services in one appointment.
5. There was a 4.4% decrease in Education Plan Services and 5.8% decrease in student counseling appointments. Both decreases may be attributed to several factors:
 - a. A full-time faculty members retired in November 2016 (was not meeting with students and, for medical reasons, was assigned "special assignments."
 - b. No backfill funding provided to hire part-time counselors to replace two full-time counselors who went on sabbatical (one was a full-year sabbatical).
 - c. No backfill funding to hire part-time counselors to replace faculty granted load bank leave.
 - d. Between other faculty members receiving Release Time to serve on special assignments (Dual Enrollment, Palomar Promise and Student Equity), leadership positions (Department Chair - 80%, Articulation Officer - 100%, Transfer and Career Center Directors - 60% & 50%) and load bank the actual FTEF of counselor creating education plans was 11-12 FTEF.
6. The number of online appointments decrease 24.7%. This could be attributed to less counselors and counselors who provided online counseling working on special projects.
7. An 47.6% increase in Quick Questions indicates that this service is being utilized. Counselors have been reminded to update/revise/input comments on student education plans even for Quick Question sessions.
8. In Fall 2016 we hired (3) three full-time counselors. A veterans counselor, a student equity counselor and a generalist counselor.
9. The Counseling Supervisor position and three (3) full-time classified staff (General Counseling, Career Center and Escondido Counseling Center) were hired in Spring 2017.

I. B. Please summarize the findings of SAO assessments conducted.

After meeting with the College's SLO Coordinators, we decided to spend the 2016-17 academic year "cleaning up" our SAOs by reviewing old assessments conducted and deactivating (outcome sunsetted) our only active SAO related to EAP participation and educational planning. We spent our time and efforts for the year on establishing new SAOs for our Department to measure in the subsequent years.

I. C. Reflect upon the SAO assessment findings in Box B above. Discuss overall observations and any areas of concern or noteworthy trends.

As a result of the Counseling Department SWOT analysis (as mentioned in last year's PRP), we have decided to focus on and evaluate four (4) SAOs for a 2-year cycle, starting our first SAO in fall 2017 and adding one each semester. The Department voted on the following to be assessed: (1) Counseling Quick

Questions utilization of services, (2) pre/post surveys to high school students attending academic workshops, (3) training adjunct Counselors, and (4) pre/post surveys for targeted counseling-related workshops. We are currently entering data for our first SAO-Counseling Quick Questions.

STEP II. PLANNING

Reflecting on the 4-year trend data, the SAO assessment results, and the college's Strategic Plan 2019, describe/discuss the discipline planning related to the following:

July 2017 The counseling department hired a full-time Adult Education Grant Block (AEBG) to provide counseling services specifically for students enrolled in noncredit course and programs (Objective 2.1).

August 2017 - As part of a three-year agreement with The Regents of the University of California the first PUEENTE cohort of 32 students was formed and enrolled in a COUN 110/Eng 50 Learning Community. Each student was also assigned a PUEENTE mentor (SP Objective 2.6).

September 2017 - Approximately 100 high school counselors attended the Palomar College High School Counselor Conference on September 29th (SB Objective 2.1)

October 2017

- Several primary and secondary counselors volunteered to assist in developing and testing the new Starfish Degree Planner with the goal of creating an academic planning module for students to efficiently provide students with a proactive, personalized, step-by-step comprehensive education plan (Objective 2.4).
- A Counselors' Retention Task Force was formed to discuss strategies on how to boost FTES and increase retention (Objective 2.6).
- Teamed up with Orientation and Follow-Up to offer on-going Orientations and Academic Workshops
- Department chair, Patrick O'Brien and Dr. Glyn Bongolan attended the STEM Academy Retreat for the purpose of assisting STEM faculty in creating Guide Pathways (SB Objective 2.2).
- Department chair, Patrick O'Brien, Articulation Officer, Ben Mudgett and Dr. Glyn Bongolan attended the CCC Guided Pathways Workshop in San Diego as part of Palomar's Guided Pathways team. The goal is to implement Guided Pathways in a manner that is aligned with the four pillars and associated elements identified in the state's model (SB Objective 2.2).
- The Student Equity counselor worked with administrators and faculty to bring UMOJA to Palomar College. Umoja is state-wide community and critical resource dedicated to enhancing the cultural and educational experiences of African American and other students. In Fall 2017 a full-time counselor was hired to be the coordinator starting in Spring 2018. The first cohort will start in Fall 2018 (SP Objective 2.6).
- We accepted HR's offer of \$200 towards special advertising for our new counselors' positions to help increase our diversity and applicant pool size (SB Objective 4.2).

January 2 - The Counseling department will improve our student appointment system by switching from SARS-Grid Database to SARS Anywhere, a cloud-based appointment system.

In Spring 2018 several counselors will pilot the Starfish EARLY ALERT™, an early warning and student tracking module. The goal is to have all counselors participate by May 1, 2018 (Objective 2.4).

Advocate hiring two (2) FTE counselors for Fall 2018 (SP Goals, 2.1, 2.2, 2.3, 2.4, 2.6 & 4.1) to meet the need for two (2) FTE counselors to work at the South Center campus and one (1) FTE counselor to work at the North Center campus as well as increased counseling department involvement in student retention and follow-up initiatives. In addition to three of our full-time counselors are retiring this year.

STEP III. RESOURCE REQUESTS FOR DISCIPLINE:

III. A. Describe the resources necessary to successfully implement the planning described above. Provide a detailed rationale for each request by referring to the analyses of data and SAO assessment results in Step I and/or to any other evidence not apparent in the data or SAO Assessment results.

a. Equipment (per unit cost is >\$500) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2019 Goal/Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
a1.	flat screen television	2	2.4	To display up-to-date counseling inform for students waiting to see a counselor.	2000	One-time	no
a2.							
a3							
a4.							
a5.							

b. Technology (computers, data projectors, document readers, etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2019 Goal/Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
b1.							
b2.							
b3.							

c. Budget for 4000s (per unit cost is <\$500 supplies) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2019 Goal/Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
c1.							
c2.							
c3.							
c4.							
c5.							

d. Budget for 5000s (printing, maintenance agreements, software license etc.) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2019 Goal/Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
d1.	Conference Costs	1	2.2, 2.3, 2.6, & 4.3	General Counseling does not have funding earmarked to send to send full or part-time counselors to UC or CSU conferences as well as other counseling-related conferences (we have not been able to send our part-timers in years) . Each year we need to seek funding outside department.	\$6000 (yes	Funding reliant \$SSP funds.
d2.							
d3.							
d4.							
d5.							

e. Classified staff position (permanent/contract position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2019 Goal/Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
e1.							
e2.							

e3.										
e4.										
e5.										

f. Classified staff position (temporary and student workers position requests unique to this discipline) Enter requests on lines below.

Resource	Describe Resource Requested	Prioritize these requests 1,2,3, etc.	Strategic Plan 2014 Goal/Objective Addressed by This Resource (Link)	Provide a detailed rationale for the requested resource. The rationale should refer to your discipline's plan, analysis of data, SAO assessments, and/or the College's Strategic Plan	Estimated Amount of Funding Requested	Will this be one-time or on-going funding?	Is resource already funded (in part or in full)? If so, name source. Why is that source not sufficient for future funding?
f1.							
f2.							
f3.							
f4.							
f5.							

III. B. Are there other resources (including data) that you need to complete your discipline review and planning?

STEP IV. SHARE YOUR ACCOMPLISHMENTS Please include at least one discipline accomplishment that you'd like to share with the college community.

- Send Silence Packing (10/6/16) - Palomar was one of 14 colleges in the country, and the only one in San Diego County, to participate in this suicide prevention event.
- Collaborated with the Assessment office provide academic workshops and developed abbreviated education plans for 1351 students visiting from 22 high schools (Spring 2017).
- 20 counselors completed National Behavioral Intervention Team Association (NaBITA) training.
- Deactivated Coun 45, 48 & 49.
- Revised Coun 148 to fulfil multicultural requirement.
- Printed 75-page Counselor Training and Reference Guide.
- Worked with Information Systems to make student education plans available on eservices. Students no longer have to contact counselor if they lose their paper copy of their education plan.
- Revised education plan to collect more accurate MIS data for SSSP.
- Completed Environmental Scan and SWOT Analysis resulting in new SAOs.
- Spring Department Retreat included training in Managing Grief and Loss & Stress Management and Mindfulness.

STEP V. ACCREDITATION For programs with an external accreditation, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

NA

STEP VI. COMMENTS Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)

Please identify faculty and staff who participated in the development of the plan for this department:

Department Chair Patrick O'Brien,	Counseling Faculty: Katie Morris, Sierra Lovelace	Classified Staff: Carrie Espinoza Vilanueva, Senior Counseling Services Specialist
--------------------------------------	---	---

Department Chair/Designee Signature

Date

2/20/18

Department Chair/Designee Signature

Date

2-20-18

Division Dean Signature

Date

**Provide a hard copy to the Vice President Gonzales no later than November 17, 2017.
Email an electronic copy to lhornsby1@palomar.edu by November 17, 2017.
Email an electronic copy to rjohnson3@palomar.edu by November 17, 2017.**