

<p><b>Information Requested for the 2015-16 SSPBT - APRU</b></p>	<p><b>Input your answers in this column. Word wrap is turned on so the box will expand with your typing. Please provide brief responses.</b> Note: Reference documents can also be attached, i.e. TracDat reports. Make sure to note the name of any reference documents in your explanations.</p>	<p><b>Instructions:</b></p>
<p>Program Name:</p>	<p><b>Counseling Center</b></p>	<p>Enter the name of the program being reviewed.</p>
<p>Name(s) of the author(s) of this report:</p>	<p>Mark Fu</p>	<p>Enter the name or names of those who wrote this APRU.</p>
<p>What is the program's Mission Statement?</p>	<p>The Counseling Center's mission is to assist students with decision that affect educational, vocational, and personal goals, and to provide appropriate support and instruction which will enable the student to implement these decisions. At DAC we strive to accomplish this mission through a comprehensive range of services, including individual counseling and advising sessions, group discussions on various majors and vocational interest, and classes in counseling related topics such as college success, career planning, human sexuality, and stress management.</p>	<p>Cut and paste your most current Mission Statement. Please <b>highlight</b> any changes from the 2013-14 Comprehensive Program Review (CPRU)</p>
<p>Have you made any significant changes in your program based on the feedback you received from the SSPBT's review of your 2013-14 CPRU?</p>	<p>It gets extremely busy during the first week of every quarter, therefore, we have changed to the "Quick Questions" model where all counselors and advisors are stationed in three different areas in the Counseling Center with a laptop that has wireless connection to answer student's questions. Our goal is to see that students get registered, helping students select their classes, seeing students with holds for probation, as well as, signing petitions for exceeding 21.5 units. This model has worked out well because students didn't have to wait too long since more counselors and advisors were able to see students right away.</p>	<p>Include anything done in direct response to the SSPBT feedback on the 2013-14 CPRU.</p>

<p>Have there been any other significant changes to your program since the 2013-14 CPRU?</p>	<p>Since the leadership of a new dean in our division, we have the following new implementations:</p> <p>The "Quick Questions" model during the first week of the quarter as mentioned above.</p> <p>We have changed our counseling services to mostly appointment system because most students desire to have a 30-minute appointment rather than a 10-15-minute time for drop-in. Drop-in sessions are still available for students with quick questions.</p> <p>We have created more convenient ways for students to make appointments- they can make an appointment online; they can phone in to make an appointment; they can still come in to the Counseling Center to make an appointment.</p> <p>New Student Orientation- we have reduced the duration of the New Student Orientation workshop to 1 hour, so that counselors and advisors can pick up students after the workshop to work on their abbreviated educational plan in their offices.</p>	<p>Significant changes in: Staffing, equipment, facilities, operational costs, organizational alignment, State/Federal regulations or laws, other?</p>
<p>What Impact have these significant changes had on your program?</p>	<p>Counselors and advisors didn't have to rush through a counseling or advising session because we have more appointments available.</p> <p>Counselors and advisors can work on students' abbreviated educational plans in their own offices with complete privacy.</p> <p>The Counseling Center waiting area wasn't cluttered with students waiting for drop-in.</p> <p>Counseling Center administrative staffs were able to work on other duties since more students went online to make counseling and advising appointments.</p>	<p>Please explain these significant impacts and how your program now operates differently.</p>

<p>What Impact have these significant changes had on your students?</p>	<p>There have been significant impacts since these new implementations.</p> <p>Students didn't have to wait for a long time to be served during the first week of the quarter.</p> <p>More students were able to have a 30-minute counseling and advising appointments.</p> <p>It became much more convenient for students to make a counseling and advising appointments because they can do it online or by phone.</p> <p>From the IR statistical data, we now have 97% completion of an abbreviated educational plan for all the new students who attend the workshop because we can produce an educational plan for students when they are already here.</p>	<p>Please explain these significant impacts on your students including any positive or negative consequences.</p>
<p>Have you initiated anything new to your program since the 2013-14 CPRU?</p>	<p>The dean has begun working on new initiatives to better serve our students in the following, but not limit to, areas:</p> <p>Starfish- an early alert support program that would involve both instructional and counseling faculty to identify and address the needs of students early on.</p> <p>Edunav- a software program like DegreeWorks but much more comprehensive to help plan out educational plans and goals for students with guidance from counselors and advisors. DegreeWorks is more limited to AA/AS and ADT degrees.</p> <p>Foster Youth- the Dean in collaboration with the Dean of Student Development secured a major funding to serve former foster youth.</p> <p>Creative Advising- the Dean has been exploring new technology and ways to better assist students. We are</p>	<p>This is similar to the above question about significant changes but is meant to single out any new initiatives.</p>

	<p>working on utilizing Zoom video advising with students so that it would be convenient for students that can't come to the campus. iPad for mobile advising- hoping to receive funding to purchase iPads for counselors and advisors, so that we can use it to be more proactive in reaching out to students on different parts of the campus to access students' records and answer their questions.</p>	
<p>Is there anything else the SSPBT should know about what has happened in your program since the 2013-14 CPRU?</p>	<p>In the past five years, the Counseling Center has lost 8 F/T counselors to either retirement or transfer. One more F/T counselor and advisor will submit their retirement in the coming year. This is a major challenge. We need to hire more counselors.</p> <p>According to the IR statistical reports:          Counselors have completed over 16,630 educational plans.          Ethnicity break down-          African American 4%          Asian 44%          Filipino 7%          Latino 25%          Native American 0%          Pacific Islander 1%          White 16%          Decline to State 2%</p> <p>Counselors have served over 13, 400 students during the New Student Orientation.          Ethnicity break down-          African American 3%          Asian 48%          Filipino 8%          Latino 25%          Native American 0%          Pacific Islander 1%          White 13%</p>	<p>Briefly described anything else the SSPBT should know about your program including any trends, future concerns, things on the horizon, etc.</p>

	Decline to State 3%	
Are there any additions/deletions/edits to the list of common or unique services identified in your 2013-14 CPRU?	With the reductions in F/T counselors, it will be difficult to provide more counseling services to students. Counselors were already conducting probation and orientation workshops, appointments, and drop-ins.	List any common or unique services provided to students. Are there any changes to that list?
Are there any changes to the common or unique service designations listed in your 2013-14 CPRU?		Describe these changes and decisions to: Grow, Maintain, Enhance, Change Direction, Reduce, or Discontinue. Are there any changes to these designations?
List all of your current and active Student Services Learning Outcome Statements as they are numbered and recorded in your TracDat account.	None conducted.	You may cut and paste your SSLO statements here or attach a document to this APRU and indicate its name here. Attaching a document is preferred for programs with both SLOs and SSLOs. Some programs already have their outcome statements in a separate document and/or in their TracDat Document Repository.
What is or has been the outcomes /assessment activity for 2013-14?	None conducted.	Please include everything done since the 2013-14 CPRU, including any work in progress.
Which SSLOACs were completed in 2013-14?	None completed for 2013-14	If any, please summarize the results, discussions, analyses, and any improvement plans that do not involve any new resources to implement.
Have you identified any improvement plans for which additional resources will be needed in order to	None	If yes, please summarize the results, discussions, analyses, and any improvement plans that will require new resources to implement.

achieve a desired outcome?		
Are there any deletions/edits to the resource requests listed in your 2013-15 CPRU?		Resources include: Staffing, equipment, facilities, staff development, operational costs, other.
Are there any additions to the resource requests listed in your 2013-14 CPRU?		<p>If adding new resource requests, please provide a brief explanation to the following for each new request:</p> <ol style="list-style-type: none"> <li>1. Is the request related to any of the Institutional Core Competencies?</li> <li>2. Is the request related to any of the Strategic Initiatives?</li> <li>3. Is the request related to any of the Core Values?</li> <li>4. Is the request related to any SSLO Assessment Cycle findings?</li> <li>5. Is the request related to your CPR 5-year plan?</li> <li>6. How many times has this request appeared on an APRU?</li> <li>7. Is the request related to any of the SSPBT priorities?</li> <li>8. What are the plans to assessment the effectiveness of this request if granted?</li> <li>9. Is there anything innovative, unique, or cutting edge about this request?</li> <li>10. Other information in support the resource request.</li> </ol>
Specify resources received: staffing, computers, furniture, facilities, etc.		Describe how students, staff, faculty, the program benefitted from the resources allocated.