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**2018-19 Annual Program Review Update Submitted By:**

**APRU Complete for:**

**Program Mission Statement:** We empower students by providing equitable services and connect with them through individual sessions, classroom instruction and informative workshops to address and overcome academic and personal challenges.

**#SLO STATEMENTS Archived from ECMS:**

**SS Program Review Reporting Year:** 2017-18

**SS 1a) Program Name:** Counseling and Advising

**SS 1b) Name(s) of the author(s) of this report:** Patty Guitron and Sheila White-Daniels

**SS 1c) Number students served annually & trend increasing, even, decreasing:** The Counseling Center serves over 26,000 students annually through various services focused on student success. This number has been declining over the past years which may be due to ongoing enrollment challenges.

**SS 1d) Who are the typical students served by this program? :** The Counseling Center serves all students with a focus on increasing access, retention, and success. These students include, but are not be limited to, full-time and part-time students with goals to:

- Transfer to a 4yr. university.
- Obtain an AA/AS/ADT degree
- Obtain a Certificate of Achievement/Advanced

Students are from all 'targeted' populations such as Latina/o, African American, Pacific Islander, Filipino, Veterans, Foster Youth, low income, and so forth.

**SS 2a) What is the program Mission Statement?:** We empower students by providing equitable services and connect with them through individual sessions, classroom instruction and informative workshops to address and overcome academic and personal challenges.

**SS 2b) In what ways and to what extent does program assure the quality of its services to students?:** To assure the quality of services to students the division began conducting student

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satisfaction surveys in winter 2017 quarter to obtain feedback about the variety of modalities of services available through the Center. The results of the survey are being used to review and improve services, if necessary. A student satisfaction survey was conducted again in spring 2018.

Also, counselors, advisors, as well as, other staff have bi-monthly in service training to ensure recency of information associated with all areas of academic, personal, and career counseling.

**SS 2c) In what ways and to what extent does program support College Mission statement?:** The Counseling and Student Success Division advances the overall mission through the work of counselors providing appropriate support and counseling to students regarding decisions that affect educational, vocational, and personal goals that impact student success.

Counselors and advisors provide support to students in orientation, education plans, counseling, career exploration for undecided students and follow-up component areas of SSSP.

Counselors and advisors develop educational plans for students with the goal of transferring to a four-year university and/or obtaining a certificate/AA/AS/ADT degree.

Counselors also instruct the following courses that help support student learning, success, and personal growth.








- CLP 70/75, Self-Assessment/ College Major and Career Options
- COUN 5 (formerly 50), Introduction to College
- HUMA 20, Life Skills for Higher Education
- HUMA 30 (formerly 50), Understanding and Managing Stress
- HUMA 10, Human Sexuality
- COUN 80X, Y or Z Special topics in Counseling

**SS 3a) In what ways and to what extent does the program assure equitable access for all students?:** The Counseling and Advising Center serves all students and refers students to other support program and service-specific areas whenever necessary.

The Center is open five days a week and offers extended hours on Tuesday and Wednesday to serve evening students. The division has increased accessibility through the development of creative advising services that include online advising, as well as piloting Zoom video advising.

Office staff are stationed at the front counter to greet and assist students.

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**SS 3b) State ways and extent that program encourages personal and civic responsibility.:** The Counseling and Advising Center provides a welcoming and student friendly environment.

Counseling faculty teach courses with curriculum that encourages personal and civic responsibility such as our Career Life Planning courses, Life Skills for Higher Education, Stress Management and Human Sexuality.


**SS 3c)State ways & extent program designs, maintains and evaluates counseling &/or academic advising:** Counseling and Student Success Division has 12 full-time counselors (minus division chair 50%), 4 academic advisors, and 7 part-time counselors. Approximately 24,000 students were served, including many from special programs who choose to seek services at the Center.


Counseling – Counselors assist students with financial extensions, completing various petitions, exploring careers and majors, addressing possible learning disabilities and any other emotional or psychological issues, ultimately referring to the student to the appropriate office, explaining transfer requirements including TAA/TAG information including ADTs, and discuss the academic/progress probation procedures and assisting students with solving problems associated with raising their GPA, and so forth. An average of 23,914 students received these and other services through ‘drop-in’ and appointments.

Educational Plans (Abbreviated and Comprehensive) – 991 abbreviated education plans were developed in conjunction with an orientation workshop, with an additional 202 abbreviated education plans developed through individual appointments. Comprehensive education plans were developed in two modalities: 1) by appointment (30-minutes) with 4,702 and 2) through DegreeWorks more than 11,976 were developed.


Other Counseling Services - Students receive other services dedicated to supporting success throughout their De Anza College educational experience. These include, degree verification (1,396), career services (831), class selection (9,113), exceeding unit advising (313), general education verification (208), updating majors (525), personal counseling (252), probation support (1,328), transfer/checkup/TAA-TAG (3,551), transcript evaluation (76). Counselors also provide dedicated services to special programs to include, but not limited to, Mellon Scholars (44), Veterans (187), financial aide (333), Guardian Scholars/foster youth (120)


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Every first and fourth Wednesday, with the exception of the first and last weeks of school, counselors and advisors, campus-wide, attend two hour in-service meetings. Counselors provide training in areas in which they have acquired knowledge or expertise on such topics as academic probation, strategies and processes when working with transferring students, and educational plans for students who need financial aid extensions. These meetings provide opportunities to learn and share important updated information to best serve students. Other departments from the campus also present updates to their programs and/or curriculum.

Every second Wednesday, all staff attend the Counseling and Student Success Division meeting focused on College and District information and updates that support improving services to students.

Every third Wednesday, counselors and advisors in the Counseling Center meet to discuss topics of interest, share developments within the division, and review concerns and ideas surrounding services to students.

**SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity:** In the counseling classes, CLP 70/75, COUN 5, HUMA 10/20/30, discussion centers around students understanding, respecting, and appreciating diversity.


Whenever appropriate, during individual sessions or group workshops, counselors/advisors encourage students to sign up for general education courses that contain topics on understanding and appreciating diversity.


**SS 3e) State ways & extent program regularly evaluates admissions & placement practices:** Although the Counseling Center does not regularly evaluate admissions and placement practices, two counselors participate on the AB705 Implementation Committee (Multiple Measures Committee) focused on common assessment for math and English/ESL, and placement best practices.

The Counseling Center collaborates with Admissions and Records to review, revise or update student forms when needed.

Counselors/advisors often discuss important admission dates and procedures with students, therefore, any issues pertaining to admissions policies and procedures are shared with the Enrollment Services staff on a regular basis.

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**SS 3f) State ways & extent program maintain student records securely & confidentially?:** Division staff and counselors maintain student information and files through the online SARS system. Security protocols are in place to protect electronic data, including student records, which can only be accessed through the use of secure passwords. These systems include Banner, SARS, Student Dashboard, and DegreeWorks which are districtwide systems that are secured and maintained through the Educational Technology Services (ETS).

All official student transcripts submitted by students to counselors/advisors are given to the Enrollment Services Office for imaging.

All notes written by counselors/advisors during counseling/advising sessions are typed and saved in eSARS and or DegreeWorks.

**SS 4a) Have there been any significant staffing changes since the last APRU?:** Yes, the implementation of SSSP created an increased workload over the years. General counselors who retired, to date, have not been replaced in general counseling. Additional staff hired with SSSP funds include:

- Early Alert Coordinator
- Early Alert Specialist

However, the ongoing decentralization of the counseling division and relocation of many of its services to Outreach, as well as, instructional divisions, has created an ongoing depletion of Division counseling faculty and staff. Staff, including counselors, who left the division have not been replaced:

- Counselors: Full-Time-2
- Academic Advisors-1
- Administrative Assistant-1

Over the years the number of part time counselors increased to augment the loss of full time counselors. However, part time counselors have also been hired in Outreach Department over the past year. The loss of the administrative assistant in the Center created an extreme challenge in continuance in maintaining the excellent level of service.

**SS 4b) Are there any significant staffing changes that will be needed?:** The previously referenced replacement positions should be filled:

- Counselors: Full-Time-2
- Academic Advisors-1

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- Administrative Assistant-1
- Instructional Assistant - 1

With the current plans to increase intrusive advising services to students, as well as implement creative advising and increased course offerings, there will be the need to increase division staff based on the referenced reductions.

One more full time counselor will submit their retirement in the next year academic year. An increase to the ratio of counselor to student and the continued depletion of dedicated quality services to students is a major challenge.

**SS 5a) Have there been any significant facility changes since the last APRU?:** The Division has increased the college focus on dedicating improved services and space for transfer students, as this is one of the major areas of focus for De Anza College. There is an ongoing struggle to find available space for student workshops on TAG, TAP, ADT, and other transfer topics, as well as visiting university reps to have private counseling meetings with students.

**SS 5b) Are there any significant facility changes that will be needed over the next five years?:** With the newly initiated community college legislative initiatives such as Guided Pathways, AB705, SEAP and provide the associated services to new and continuing students who are not connected with any cohort program or learning communities and increase transfer services, additional facilities will be needed for additional counselors, an instructional assistant, student services specialist, and additional part time counselors.

**SS 6a) Have there been any significant equipment changes since the last APRU?:** There have been no significant equipment changes during 2017-2018.

**SS 6b) Are there any significant equipment changes that will be needed over the next year?:** Yes, additional equipment is needed as a part of the improved support improved student transfer and retention services and workshops, as well as the Creative Advising project:

- smart monitor technology
- office laser printers -10, replace damaged/outdated printer with costly ink cartridges
- computer monitors-10, for counselors with only one monitor (better serve students)
- computer cameras/microphone-25, for counselor/advisor computer to support Zoom Advising
- iPADS-20, for counselors to support Mobile Advising

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- Ergonomic furniture (chairs/tables) for student waiting area and staff offices
- Large capacity commercial shredder, moving to scanning and minimize office paper
- WiFi equipment throughout the 2nd floor to provide better internet access for students
- A linked fence that can close off and lock up 2nd floor to prevent unauthorized entry after hours. Much like the link fence that secures the book store and admissions area. This will provide better security/safety for staff working late hours and staff who have been victims of thefts in the area.

**SS 7a) Have there been any significant operational cost changes since the last APRU?:** No significant changes as all operational costs are covered between the division and the vice president of student services budgets .

**SS 7b) Will any significant operational cost changes be needed over the next year? :** Yes, costs associated required to purchase additional equipment referenced in 6b. Also, although the Counseling and Student Success Division is under Student Services, instructional courses are also under the auspices of the division. Unfortunately, this Division does not receive instructional funding allotted other divisions under Instruction. Instructional funds should also be allocated to support COUN, HUMA, CLP courses. Also, Foster Youth (Guardian Scholars Program) was aligned with the Counseling Division, along with Student Development, through a recent grant acquisition. Although the grant has sunset, continuing financial support was to be covered under Student Equity and this did not occur. Funding is necessary to support the newly established and successful Guardian Scholars Programs.

**SS 8a) Have there been any significant organizational alignment changes since the last APRU?:** The ongoing decentralization of the counseling division and many of its services has created significant organizational alignment changes. After the relocation of SSRS in 2015, International Student Programs in 2016, now Transfer Services (Articulation) has been moved to Office of Instruction, all without collaboration. Dismantling the Counseling and Student Success Division appears to be the vision and plan of the college leadership.

**SS 8b) Are there significant organizational alignment changes that will be needed over the next year:** As it appears to be the ongoing goal to dismantle the Counseling and Student Success Division, exposing the ultimate plan would be needed to have input into any associated realignment.

**SS 9a) Have there been any significant changes in**

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**regulations/laws/policies since the last APRU?:** The statewide Student Equity Initiative and Basic Skills Initiative also represents significant changes, including the implementation of AB705.

**SS 9b) State significant changes in regulations/laws/policies affecting program over next year.:** Impending implementation of policies that impact priority enrollment and other registration requirements, along with undocumented student regulations would affect procedures.

**SS 10a) State any significant professional development activities for the program since last APRU.:** Each year counselors and other staff participate in professional development activities associated with changes in regulations/laws/policies. The outcome has been the development and/or revision of services associated with student success, equity, and basic skills.

**SS 10b) State any significant professional development needs for the program for the next year.:** Counselors and other staff will benefit from professional development associated with implementation of pending technology such as, Starfish Early Alert and Retention Solution, Zoom (OR CRANIUM CAFE) and Mobile advising. The need for increased professional development is expected, due to changes associated with the ongoing regulations/laws/policy changes associated with undocumented students, veterans, foster youth, basic skills and financial aid.

**SS 11a) Have there been any significant curriculum since the last APRU?:** COUN 50 and HUMA 50 were both made UC transferable effective fall 2018. CLP 70 and 75 will also be UC transferable by fall 2018. Some of our curriculum has been revised to include hybrid and fully online teaching modalities to help meet the needs of our technology forward students.

**SS 11b) State any significant curriculum issues that will affect the program over the next year.:** The revised curriculum that is now UC and CSU transferable will be more applicable to students who are preparing for transfer. In addition, many of our courses are now being taught in different formats such as hybrid, online and face to face. Most of our Counseling faculty have been certified in Canvas which will allow them to teach our curriculum using different modalities.

**SS 11c) State the aggregate student success rate in the instructional portions of the program?:** The success rates in the associated courses is above 75% in all the departments including Human Development (HUMA), Counseling, and Career Life Planning (CLP).

**SS 11d) State gap of student success rates with targeted groups.:** The current average gap of success rates with targeted



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groups is approximately 10%. The Division continues the ongoing dedication to evaluating the curriculum to close the achievement gap.

**SS 12a) Have there been any other significant program changes since the last APRU?:** The continued development and implementation of Starfish Early Alert program.

**SS 2b) Are there any other significant issues that will affect the program over the next year?:** The integration of SSSP/Student Equity/Basic Skills, along with federal/state regulations associated with financial aid, undocumented students, and international students might affect programs over the next five years.

**SS 13a) What are the current/active program outcome statements?:** As a result of an advising session, students will be able to identify academic, career, and or personal goals, as well as identify course(s) and services on and off campus toward achieving these goals. For those students who may be in crisis, they will be seen by a counselor within 15 minutes. (Active)

**SS 13b) How many SSLO/SLO statements have been assessed since the last APRU?:** Two of the SLO statements have been assessed. (Three of the SLOs are inactive)

**SS 13c) Summarize the outcomes assessment findings and resulting program enhancements since last APR:** The survey focuses on the need of the student pertaining to the Counseling and Advising Center. The total number of students served at the center through appointments and drop/ins, 564; the total number of students who completed the survey, 117; the comparison of students who completed the survey to the total number of students served in General Counseling, 21%. Overall, we scored favorably with students feeling comfortable talking with their counselor/advisor, getting information that was helpful, would visit again and recommend to a friend. However, students scored us lower in feeling comfortable in the waiting area and feeling as though our front office staff was courteous and friendly.

**SS 13d) What are the program outcome assessment plans for the next year?:** An enhancement would be to articulate to the student they are providing valuable feedback meant to improve the course thereby doing a service to the instructor and future students. We currently have three Inactive SLOS so we will work on modifying or creating other SLOs in the next five years.

**SS 14) Analysis of the program from last APRU, now, and anticipate over next year.:** The Counseling Division has undergone many changes in the past ten years. Our staffing has been significantly reduced putting a strain on our ability to assist students. We have attempted to pilot new ideas to help with

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depleted staff so that we can continue to provide the best services possible. For example, we are providing more courses in a hybrid or fully online format, we have increased our appointment slots for students and thus minimizing the wait time for students. We continue to use online advising and we are being trained to use Zoom as a future advising tool once we receive the appropriate computer monitors with cameras. We have been utilizing IPADs on campus to assist students on campus. Our goal is to continue to improve our services by listening to the feedback given by students.

**SS 15a) Name of the Division and the names of the programs.:**

Counseling and Student Success Division:

- Counseling and Advising
- Transfer Center
- Guardian Scholars Program (GSP) Foster Youth
- Undocumented Advisory Committee
- Starfish Early Alert Program

**SS 15b) Who wrote the Divisional Perspective?:** Sheila White-Daniels, Ed.D., Dean

**SS 15c) Summarize the CPRs written by the programs of the Division.:**

The Counseling and Student Success Division is a student-focused division that provides academic, personal, and career services to over 26,000 students on an annual basis. The works of this division extends beyond counseling to work that supports student success through 3SP services to include, orientation, counseling, developing education plans, and follow-up. Also, Liberal Arts, the major with the largest number of students, is under the auspices of this Division, with counselors and advisors providing dedicated services to ensure students reach their academic goals and assist those who are undeclared in focusing on ultimately establishing a goal.

Students see counselors/academic advisors by appointment or drop-in. The intent of these sessions is to assist students with selecting courses appropriate for the student's educational goal. Students can create or modify their educational plans, which will often include the sequence of math and English courses a student must take to get a certificate, or a degree, or to transfer. Students seek counseling and advising for a array of reasons, including, but not limited to: development of educational plans; discussion of academic, career, crisis, probation status, and personal issues; review of student progress toward educational goals.

The Division moved from all drop-in to majority appointments. Survey results indicate that students are generally satisfied with the

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Division restructuring as the wait time went from over 60-minutes+ to under 20-minutes, depending on the term.

Beyond SSSP services, counselors and advisors also provide a variety of other services:

- Success workshops for students on probation or dismissal status
- College success and career guidance classes
- Transfer workshops
- Specialized advising for veterans, international students, financial aid extension
- Assessment of placement scores, pre-requisites, co-requisites for the purpose of course selection
- Address the needs of evening, part-time, and students who take courses online.
- Undocumented (The Dream.US Scholars, HEFAS Liaison, UndocuAlly)
- Provide personal counseling in the areas of personal life issues: such as, stress management, self-esteem, crisis intervention, and referral to Psychological Services or Campus Police for 5150 when appropriate.

Counselors also instruct the following courses that help support student learning, success, and personal growth.

- CLP 70/75, Self-Assessment/ College Major and Career Options
- COUN 5, Introduction to College
- HUMA 20, Life Skills for Higher Education
- HUMA 30, Understanding and Managing Stress
- HUMA 10, Human Sexuality

2017-2018 will see the beginning of innovative technologies focused on further improving services to meet students where they are to increase successful outcomes. These include:

- Starfish Early Alert and Retention Solutions
- Creative Advising:
  - o Zoom Advising
  - o Mobile Advising

The Transfer Center includes dedicated counseling for transfer, access to extensive transfer college information, transfer requirements, and workshops to assist with applications to California State University (CSU), University of California (UC) campuses, and independent/private colleges and out-of-state colleges. Details included in the Transfer Center and the Articulation and Transfer Services program review.

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A centralized counseling function is tantamount to ensuring all who advise students are in accord with the strategies, training, and knowledge required to assure that students achieve their educational and career goals. With open globalization students no longer compete within the borders of their community or state or even country, they compete with the world. Many come to higher education with dreams of meeting academic goals within a short period of time, counselors assist these students in navigating the myriad of academic, career, and personal issues and concerns that may be obstacles to their success. Counselors and staff of the Counseling and Students Success Division are dedicated to assisting current and future students, through innovation and creativity, by providing a means for success both academically and personally.