Palomar College – Institutional Review and Planning
Non-Instructional Student Services Programs

Purpose of Institutional Review:

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.) Qualitative

_____ COUNSELING _____   _____

Department/Discipline Reviewed   **2007-08**

1. **3-year trend of quantitative data**

	2004-05	2005-06	2006-07	Definitions
Student Coun. Contacts-SARS Data	19,938	21,820	24,290	Face to face appointment and walk-in Counselor meetings with students: derived from SARS
Educational Plans	10,262	12,196	15,774	A sub-set of "Student Counselor Contacts" where an educational plan is created or updated
Assessments				Number of students assessed and placed into courses: derived from MIS data
Orientations	1,060	1,540	2,100	Number of students satisfying Orientation requirement: derived from MIS data
Follow-up contacts				Early Alert Letters/Probation Letters and No Ed Plan Letters: derived from MIS data
e-Mail/phone contacts	29,900	30,500	36,100	Number of phone calls and e-mails answered by staff and counselors: derived from SARS
Full-time FTEF	19	20	20	FTEF from Contract Counseling Faculty: derived from IRP/Staff data
Part-time FTEF	9	12	14	FTEF from Hourly Counseling Faculty: derived from dept. NOHE Excel totals
Overload FTEF				FTEF from Contract Counseling Faculty Overload: derived from dept. NOHE Excel totals
Full-time/Part-time %				Percent of Total Counseling hours filled by PT Counselors: ratio of data above
FTEF/Headcount Ratio				Ratio of possible credit students needing service to FTEF available to provide services: IRP
Number of FT Staff				Number of FT staff available to serve students: derived from IRP office
Number of Part-time Staff				Number of Part-time staff available to serve students: derived from IRP Office
Staff/Student Ratio				Ratio of possible credit students needing service to total Staff available to provide services
Prog. Persistence Rate				% of Students from one semester who enroll in the subsequent semester: IRP Office
Prog. Retention Rates				% of Students with Non-W grades in a semester divided by all grades: IRP Office
Prog. Completion Rates				Total number of degrees, certificates and transfers from a given program: IRP Office
CCSSE				

2. **Reflect upon and analyze the above 3-year trend data. Briefly discuss overall observations and any areas of concern or noteworthy trends.**

The Counseling department has a method of reporting general counseling student number obtained from our SARS scheduling grid and as you can see from the past three years clear student contact growth from 04-07 has been 4,352 more students. It's important to note that in the summer of 2006 the Counseling Department when to appointment only function and we can see a direct correlation with more students served with greater efficiency. Most notable there are no long lines and a three hour wait during summer has been eliminated. The volume of phone calls and follow-up contacts has also grown as our services clearly have grown.

The number of staff and faculty has maintained the same number with limited growth in our adjunct pool due to sabbaticals and time off because Counselors use earned banked hours.

3. **Reflecting on the 3-year trend data, describe/discuss department/discipline planning related to the following:**

PLAN – 2007-08	Assessment/Outcome – 2008-09
a. **Programs changes/improvements (consider changes due to Growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)** *The head count growth is directly attributed to better service methods of using appointments year round and providing lead or walk in questions every hour during peak times of January, June, July and August. The CSI/UC systems will limit enrollment due to budget issues and we expect even more students in 2008-09.*	
b. **Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)** *Our enrollment at Palomar has increased this past spring and we expect that to continue as the second wave of students begin college. We project more student demands of services with limited space and resources.*	

4. To implement the planning described in question #3, discuss/identify the necessary resources requested to successfully implement:

PLAN 2007-08	Assessment/Outcome – 2008-09
a. **Equipment/Technology - block grant funds, VTEA, other resources, etc.** *The Counseling Department is currently working with the VTEA grant and the Basic Skills grant to provide additional services and obtaining additionally needed full time and adjunct faculty and staff.*	
b. **Budget - budget development process, one-time funds, grants, etc.** *The only one time funds are Basic Skills and we hope to maintain our current formula of funding to replace three future retirements in the department.*	
c. **Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.**	

Our department is in the final proposal plans for the library renovation for a new all one stop student services building schedule to open 2013.	
d. Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula *Our current Counseling/Librarian replacement formula addresses our growth and annual needs.*	
e. Staff position (s) - changes staffing needs due to program growth, new technology, etc. *The department and college needs to come up with a formula for adding new classified positions to keep up with our current and future goals.* *I can see that I will need at least four new positions to keep up with our student count.*	
f. Other *It is very important to note that the department has approved learning outcomes at the November 2007 Counseling Department meeting.*	

5. Discuss one department/discipline goal linked to Palomar's Strategic Plan 2009 and how it will support the success of students.

Objective #3 Student Success - the department has developed a learning outcomes system by providing classroom visitations to freshmen and creating a student educational plan for every matriculated student with at least 15 units completed.

6. Student Learning Outcome progress:

a. Describe a learning outcome at the program level and the assessment method used to measure student learning of that outcome.

The Counseling department will select a SLO in the area of Technology and review the needed materials to assess its results of creating educational plans for all freshmen and review persistence to the next semester.

b. Describe a learning outcome that is difficult to assess.

The accessibility of accurate information for all students as requirements and data transfer requirements change by the month.

7. Describe a department accomplishment that you would like to share with the college community.

The Counseling department is proud of the new EAP and our participation in both the scheduling of courses with the students creation of the education plans and the orientation we provided to 2500 students and 300 parent. We also have studied our appointment structure on SARS and find that by going to all appointments and lead short questions, we have become much more efficient in delivery of courses and can see more students as needed. We have increased the delivery method for online courses in career and major search and have found it meets many students' needs. We have provided on going training to all adjunct instructors and have added new sections at 15 of our largest district High Schools.

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

The use of current information from the Research & Planning Office as we plan to replace projected retirements in the counseling department.

For programs with an external accreditation/program review, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.

None applicable

_____

9. Other comments, recommendations

The Counseling Department would like to recommend to the Basic Skills Team that as funds are distributed we look at monies to provide a full- time Counselor at Escondido and the Fallbrook Centers respectably. It will be very important to also identify funds for the annual EAP programs as they relate directly to the 18 new Freshman Seminar one unit courses we will be adding to the Fall 2008.

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

Approved by the Counseling Department Faculty at the March 5, 2008 meeting and was written with the cooperation of Jose Fernandez Chair, P.J. DeMaris Transfer Center Director, Lisa Romain Career Center Director and Gloria Kerkhoff Articulation Officer.

Name/signature	**Date**