Palomar College – Program Review and Planning
Non-Instructional Programs
Year 3
Academic Year 2015-2016

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   11/03/2016

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)

	2012-2013	2013-2014	2014-2015	2015-2016	Definitions
Student counseling appointments	25,301	26,260	28,785	29,243	Standard one-on-one confidential counseling appointments
PeopleSoft educational plans	27,174	23,563	24,960	29,604	Counselor entries of educational plans, updates, expansions and session comments.
Student/counselor phone contacts	1,622	105	2,119	2,433	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	1,158	668	1,134	1,710	Counseling related student/counselor email contacts tracked by SARS
Probation workshop attendees	699	649	360	460	Counselor led workshops and probation holds removed on PeopleSoft
Topics workshop attendees	136		17	28	Counselor led workshops on critical issues affecting students (This count only reflects the Math Success While Reducing Anxiety workshop)
Group counseling attendees	213	158	71	48	General and transfer group counseling sessions for new students
Online Appointments	N/A	82	215	605	Standard one-on-one confidential distance counseling appointments
EAP new student attendance	1336	935	1,074	1,017	Counselor led college orientations and individual educational plans for local high school seniors
Quick Questions	N/A	28	870	942	Standard one-on-one confidential "walk in" counseling appointments
STEM Center Counseling	N/A	N/A	149	217	Standard one-on-one confidential "STEM" counseling appointments (Headcount-duplicated)
FTEF	18	20	19	20	Full time equivalent contract Counseling faculty (includes Articulation Officer) Does not include – full-time District Counselors
Counseling support staff	11	10	7	7	Full time classified counseling staff persons

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

1. The data indicates a steady increase in the number of completed counseling appointments.
2. Reminders to counselors on documenting education plans may have attributed to an increase in the number educational plans the last three years in updates, expansions, session comments, phone and email contacts, but there is room for improvement and counselors will continue to receive reminders to document email and telephone contacts.
3. Although probation workshops attendees increased last year, more probation workshops will be offered in the following years to decrease the number of one-on-one appointments for students who need a probation hold removed. As part of our mission to provide more intrusive services we contacted by email and text 487 students who were on probation 2 status to attend one of the nine probation workshops offered in the Fall.
4. In response to the decrease group counseling attendees the counseling department offered 18 academic workshops in August and September and will collaborate with the Manager of Orientation and Follow-Up Services and Assessment office to offer weekly academic workshops in Spring 2017 starting 2/1/17.
5. The number of online appointments increased 181%. This could be attributed to several factors: more counselors were trained to provide online counseling, the SARs grid being blocked off for online counseling, training front staff to inform students of online counseling opportunities and adding online counseling information to the counseling website.
6. An 8.2% (n.72) 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.
7. The increase in FTES from 19 to 20 was a result of hiring an articulation officer with 100% release time (does not see students or create education plans). In Fall 2016 we hired (3) three full-time counselors. A veterans counselor, a student equity counselor and a generalist counselor.
8. The Counseling Supervisor position has been vacant since July 1, 2016 and has caused a strain on our existing staff and less backup coverage at the counseling front desk. The position will be filled in January 2017.
9. In Spring 2017 we plan to hire three (3) full-time classified staff (General Counseling, Career Center and Escondido Counseling Center).
10. The Counseling Supervisor position has been vacant since July 1, 2016 and ~~and~~ has *been hired*

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

The counseling department has one active SAO for 2015-16 "EAP participation and educational planning 80% or more of the EAP (Early Admissions Program) students who subsequently registered for the 2015-2016 year will have an individual educational plans developed with a counselor in place their first academic year with Palomar." This SAO was achieved. 1,952 students assessed and registered for classes at Palomar. Of these students, 1,699 (87%) had educational plans completed

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

The counseling department needs to develop more SAOs. SAOs were not created in 2015-16 and only one (created in 2014-15) is still active. In preparation of the revised PRP form the counseling department started working on our SWOT analysis on 9/30/16 and it has been an ongoing agenda item at our counseling meetings. A google document was created and counselors were invited to add/edit information. Via our SWOT analyisis the Counseling department will create and evaluate three (3) SAOs for 2016-17

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

II. A. Programs changes and 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.)

1. In Spring 2017 the department will begin reviewing and revising the Counselor Department Procedures to align with Administrative and Board Policies.

2. In Fall 2016, counselors volunteered to work on the following initiatives:
   a. Dual/Concurrent Enrollment with high schools (SP Objective 5.2)
   b. Work with the Manager of Outreach Services and the Manager of Orientation and Follow-Up services to improve outreach, persistence and student success (SP Goal 2)
   c. Revised Student Educational Plans/Abbreviated Education Plans (SP Objectives 2.2)

3. A steering committee of several counselors was created in December 2016 and will have regular meetings in Spring 2017 to plan and implement the Palomar Promise via the FYE program for at least 500 high school students in our district (SP Objective 2.2).

4. The Student Equity counselor will work with the counseling department and instructional faculty to implement the Puente Program for Fall 2017 including creating a Coun 110/Eng 50 Learning Community (SP Goal 2; 2.1; 2.3;2.6)

5. Starting Spring 2017 the counseling department will partner with the Assessment Office and the Manager of Orientation and Follow-Up Services to offer Academic Workshops to visiting high school students (SP Goal 2).

6. Based on feedback from the representatives from NaBITA (National Behavioral Intervention Team Association), the counseling department will discuss developing a Student Intake form in spring 2017 to be implemented in fall 2017.

7. Advocate hiring three (3) 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 Palomar Promise and student outreach and follow-up initiatives. In addition, one of our full-time counselors retired this year

II. A. Programs changes and 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.)

With increased involvement of full-time counseling faculty on multiple initiatives (i.e. Palomar Promise, Dual Enrollment, Distance Education, Puente & Umoja programs, high school outreach support and follow-up services as well as the request to have three experienced (3) FTE counselor assigned to new North and South Center) and the recent retirement of a full-time counselor, the department strongly recommends hiring three full-time counselors for Fall 2018.

The Counseling Department will also work with:
1. Campus Police, Health Services and Student Affairs to develop a Survivor Advocate Program.
2. The Behavioral Intervention Team (BIT) to create a Behavior Intervention Structure.
3. The Student Equity Counselor to bring the Umoja Program to Palomar College in Fall 2018

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.							
.							
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.							

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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.							
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.	Counseling Support Staff	1	2.6 & 4.1	The Counseling Department/Main Campus has a vacant full-time Counseling Support Specialist position. Being understaffs results in phone calls not being answered.	60,000	On-going	no
e2.							
e3.		1					
e4.							
e5.							

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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.

1. A full-time articulation officer was hired starting December 2015 and three full-time counselor (veterans, Student Equity and a Generalist) were hired starting July 1, 2016.
2. Improved distance counseling by moving from Skype to ZOOM program.
3. Developed Behavioral Health Counseling protocol
4. To assist student in crisis the department Quick Questions slots to SARs throughout the day. Counselors on Quick Questions will be the first point of contact for students in crisis.
5. Approximately 90 high school counselors attended Palomar's high school conference in November 2015.
6. Counseling faculty, Katie Morris presented Math Anxiety workshop with Math instructor, Mona Ellis, on March 5, 2016 (attendance:28 students).

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.
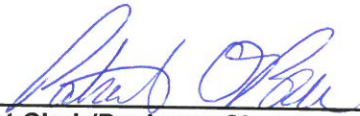
NA

STEP VI. COMMENTS Other comments, recommendations: (Please use this space for additional comments or recommendations that don't fit in any category above.)
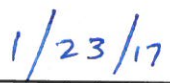
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Please identify faculty and staff who participated in the development of the plan for this department:

Department Chair Patrick O'Brien,	Counseling Faculty: Dr. Rebecca Barr, Dr. Glyn Bongolan, Tim Hernandez, Katie Morris, Dr. Lisa Romain Dr. Gabriel Sanchez, Tom Ventimiglia.	Classified Staff: Carrie Espinoza Vilanueva, Senior Counseling Services Specialist
	Name	Name

_____   _____
Department Chair/Designee Signature   Date   1/18/17

_____   _____
Division Dean Signature   1/19/17

_____   _____
Division Vice President Signature   1/23/17   Date

- **Provide a hard copy to the Vice President Gonzalez no later than November 3, 2016**
- **Email an electronic copy to mlavigueur@palomar.edu by November 3, 2016**

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