Entry #: 37 - ---Counseling **Status:** Submitted **Submitted:** 4/12/2024 11:04 AM

2023-2024 REVIEW

OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON-INSTRUCTIONAL PROGRAMS

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, Program Review and Planning identifies program strengths and strategies necessary to improve the operation of your area. With that in mind, please answer the following questions.

BASIC UNIT INFORMATION

Are you completing a Comprehensive or Annual PRP?

Annual

Division Name

Student Services

Department Name

SS Student Success, Equity, and Counseling

Program/Unit Name

---Counseling

Name of Person responsible for the Program/Unit

Sierra Lovelace; Dr. Gabriel Sanchez

Website address(es) for your program(s)/unit(s)

Webpage URL 1

Unit webpage

https://www.palomar.edu/counseling/

Please list all participants and their respective titles in this Program Review

Participant	Title
Sierra Lovelace	Counseling Faculty, Dept. Co-Chair
Dr. Gabriel Sanchez	Counseling Faculty, Dept. Co-Chair
Ariana Ortiz Suarez	Counseling Department Assistant
Dr. Nancy Browne	Manager, Student Success
Jose Luis Ramirez	Supervisor, Student Success

PROGRAM/UNIT DESCRIPTION

Staffing

In this section, you will identify how many faculty and staff support your program. This information is considered when you request permanent staff and faculty hires. It is also useful as you evaluate your program and the human resources and talent you have to support our students.

To help you answer questions in this section, you will need the link shown in red below. This form required a login and password to access. Please use your Palomar email and password to log in.

Link: Permanent Faculty and Staff Count

Full-Time Staff

Total Number of Full-time Staff
9.00

Number of Classified Staff
7.00

Number of CAST Staff
1.00

Number of Administrators
1.00

Number of Full-time Faculty
26.00

Part-Time Staff

Total Number of Permanent Part-time Staff
0.00

FTE of Part-time Staff (2x19 hr/wk=.95)
0.00

FTEF of Part-time Faculty
3.13

Describe additional temporary hourly or contract staff who support this unit and/or department. (Include FWS/District Student Workers/Veteran Student Workers)
We have 2 short term hourly employees (1-department assistant, 1-SARS project assistant.)

Program/Unit Description

Have the services your unit performs changed in any way over the past year?
Yes, over the past year we have had a huge need to support Middle College and Dual Enrollment with counseling services. As the participants in Middle College and Dual Enrollment are high school students, many of our counseling duties have been performed onsite at the high schools and in evenings and weekends to meet the need of the high school population. We are currently re-evaluating these practices with the goal of shifting more onboarding activities to our campus.

In addition to recently hiring a full-time and part-time counselor to support Black Student Success, other initiatives are requiring counseling services for the following populations: Pride Center, Dreamer Success Support, and Native American Student Success and Support Program (NASSSP).

The Supervisor, Student Success position was created to support both General Counseling and the Office for Student Success however, the position only has oversight and bandwidth to supervise General Counseling. Our organizational structure could be improved if the title of this position was changed to more accurately reflect the department they supervise (Counseling).

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PROGRAM/UNIT ASSESSMENT

SERVICE AREA OUTCOME ASSESSMENT

GOT SERVICE AREA OUTCOMES?

Outcomes are statements written in support of student learning to show direct support (instruction) or indirect support (services) provided on campus. Assessment is the way we measure how well we are achieving our outcomes.

For non-instructional areas, outcomes are called Service Area Outcomes (SAO).

So, what is an SAO?

A Service Area Outcome (SAO) is a statement about what a client will experience, receive, or know as a result of a given service. Clients can be students, faculty, staff, or community members.

As part of our three-year planning and review cycles, all non-instructional units are asked to:

> •identify at least two SAOs,
> •develop a plan and assess their SAOs,
> •reflect on the results, and
> •take action, as necessary.

Palomar uses Nuventive Improve as our official repository for SLO and SAO Assessment information.

Review and/or define your SAOs and assessment plans and ensure they are entered in Nuventive Improve by doing the following:

> 1) Login to Nuventive Improve through the Palomar College Single Sign-on.

> 2) Check your SAOs for **currency** and **sunset** any SAOs if you no longer plan to assess them.

> 3) Revise or edit your current SAOs by revising their wording and/or updating the assessment method and/or assessment results, if appropriate.

NEED HELP?

Nuventive Improve:

> 1) If you need help with anything Nuventive Improve related such as login, unit identification, entering SAO info, contact Marti Snyder at msnyder2@palomar.edu.

> 2) Check out this video on how to enter SAOs in Nuventive Improve: https://youtu.be/b1sRa68wm4c

Defining and Assessing SAOs:

Not sure if your SAOs make the grade? Need some help writing an SAO? Not sure about how to assess your SAOs?

1) Hartnell's SAO Guide is a nice resource! Thank you Hartnell!

2) Contact Michelle Barton at mbarton@palomar.edu. We have a resource support team to help.

A template for entering SAOs can be found on the IR&Ps Non-instructional Program Review and Planning website

Are all of your unit's SAOs and assessment plans UPDATED and ENTERED in Nuventive Improve?

No

If NO, describe why and identify a date by which they will be entered.

Our SAO lead went out on leave and the department never identified a replacement. SAO data will be updated by the end of the fall 2024 term.

SAOs SUMMARIES AND REFLECTIONS

Each of your program/unit SAOs should be assessed at least once every three years. If you have completed any SAO assessments over the past year, summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments. If you have not completed SAO assessments, document why (e.g., SAO was assessed last year).

SAOs

SAO 1

SAO Title	**Assessment Status**
Review Number of Student Contact	Not assessed

If you have not completed SAO assessments, document why (e.g., SAO was assessed last year).

The measurement was interrupted due to the lead faculty member going out on leave. A new project from Strong Workforce was created to measure counseling appointment data. Counselors are currently taking part in the Counselors Institute where they are reviewing the data to establish a baseline.

Next planned assesment

2024/2025

SAO 2

SAO Title

Type Focus Career Implementation

Assessment Status

Assessed

SAO Summary and Reflection

Counselors will complete Type Focus Career training and will implement a plan for student use. To date, 54 Palomar College counseling faculty members have completed the TypeFocus Career training and now have access to using this tool when conducting career exploration sessions with students both in person and in the classroom.

OTHER ASSESSMENT DATA

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below. Completed comprehensive reviews can be found on the IRP website - "Completed PRPs".

We use SARS to collect all data related to appointments however, SARS is not an accurate reporting tool a we have seen inconsistencies in numbers when running reports.

Counseling appointments are provided at the following locations:

Location/Special Program Appointments- Attended Total Appts. Booked Percentage of Attendance
San Marcos 8717 10525 82.82%
Escondido 1136 1508 75.33%
Rancho Bernardo 979 1232 79.46%
Fallbrook 878 1169 75.11%
Veterans 1359 1468 92.57%
Camp Pendleton 500 602 83.06%
Gear-UP- SM 668 754 88.59%
Gear-Up- Fallbrook 138 143 96.50%
Promise 760 861 88.27%
Career Center 141 162 87.04%
International 155 176 88.07%
STEM 151 166 90.96%
Dual Enrollment 69 102 67.65%
Dreamer 20 22 90.91%

San Marcos 15 min Quick Questions 1168 1363 85.69%
RBEC 15 min Quick Questions 15 19 78.95%

SARS Data: Student appointments have an overall show rate of 84.44% between all locations.

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ACHIEVEMENTS AND OTHER RELEVANT INFORMATION

Describe your program's achievements this past year. Where possible, describe how these achievements are related to our students and their success!

For 2023-2024, the Counseling Department had the following activities and actions:

1. Hired a full-time Puente Counselor
2. Hired a full-time Black Student Success Counselor and a part-time BSS counselor for additional support
3. Partnered with GEAR UP and NCEOC to provide onsite services for students.
4. Our Division officially identified space for our Undocumented/Mixed Status, Umoja and Puente Students.
5. We now offer counseling services for these populations in the Carino Dream Village.
6. Currently in the process of developing a Dual Enrollment Counseling model.

Describe any recent changes in legislation, policies, procedures, processes, and/or technology (software and hardware) that have impacted or will impact your program/unit.   What effect will these changes have on your program/unit?

AB705/1705 have eliminated assessment testing and pre-transfer level English and Math courses impacting course recommendations on student education plans. Many students are undecided with their major which can make it challenging when advising students on the appropriate Math pathway. Due to this legislation, counseling faculty have relied more on multiple measures to determine when support courses should be recommended to support student success.

AB928/1111 has streamlined GE patterns for transfer, combining the CSU and UC GE pattern into CAL-GETC. This impacts course approval dates and catalog rights among other things, when advising transfer students. For example, with removal of Area E, Lifelong Learning and Self Development, we may most likely offer less counseling courses resulting in an unmet need for this content. We will need to develop creative ways to share this content with student, i.e. workshops.

Other initiatives in the pipeline include the need to evaluate transcripts up front. This will actually enhance our delivery of counseling services as we will be able to provide more accurate information. Many of our students have credits outside of Palomar, especially our military population.

Since the launch of the California Virtual Campus, we foresee an impact on transfer student advising. Where you take a course can impact admission offers based on local service area and other transfer agreements.

In addition to (or in response to) the changes listed above, what board policies, procedures, and processes need to be updated, created, or deleted?

NA

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PROGRESS ON PRIOR PRP GOALS

Review the goals listed on your comprehensive review and summarize progress you have made on the strategies for implementation. If your unit has experienced challenges implementing the goals, describe those challenges.

Click on "+Add Goal" below for each additional goal.

Click here for previous PRPs with goal information.

Prior PRP Goals

Goal 1

Brief Description

Increase access to counselors and education planning.

Choice

Ongoing

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

We are currently discussing how to standardize our seasonal appointment structure. Seasonal appointments are the periods in time where there is a high demand for counseling related duties such as priority enrollment, onboarding incoming PCC college students, and summer/intersessions. An idea that we would like to explore is adding additional Quick Question appointments near the drop deadline for traditional 16-week courses.

Goal 2

Brief Description

Improve onboarding process for all new students including intake, differentiated orientation, and career planning before education planning

Choice

Ongoing

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

This year, the counseling department will be having on going conversations around developing a pathways counseling model to support Palomar Pathways. Within this model, we will begin discussions with instructional divisions in the development of differentiated orientations, pathway related tools for students and career planning.

The Vision Plan 2035 includes the College's Educational Vision Plan. Review the goals and objectives in the plan and identify 1-3 objectives that your unit supports. Describe how your unit helps to support those objectives.

Goal 1, objective 2. "Ensure students experience timely, welcoming, and barrier-free support services aligned with their career and transfer pathways."

- Our Counseling Department provides various offers counseling in various locations, times and modalities. We are committed to ensuring that our students have adequate access to academic, career and transfer counseling. Counseling is offered at Camp Pendleton, Rancho Bernardo, San Marcos, Escondido and at our Fallbrook locations. Additionally, we currently provide in person and virtual counseling daily with the extended offer of virtual counseling in the evenings and Saturdays.

Goal 4, objective 2. "Strengthen and expand educational partnerships with regional high schools, colleges, and universities."

-Our Counseling Department has actively been working with our local high schools, offering courses under dual enrollment, middle college and the concurrent enrollment model. We hope to have a more standardized model in the next coming year with dual enrollment as many local high school districts are requesting to onboard more schools. We continue to have strong relationships with our colleges and universities, with an even stronger relationship among our local colleges and Universities in our region.

Describe any changes to your goals or three-year plan as a result of this annual update.

We are in the process of assessing the balance of service modalities that we offer post-COVID. Both virtual and in-person services are in high demand for different groups of students. We are also committed to providing adequate staffing at our educational centers, which decreases our staffing levels on the main campus. The counseling department has also been involved in ongoing conversations about how to implement a counseling model that better supports Guided Pathways.

With regards to community partnerships, we are currently working with our Outreach office to improve our collaboration, and to be more strategic in our utilization of limited counselor resources. Our goal is to support Outreach with off-campus requests, while counselors are more present on-campus for advising and registration activities.

In short, we are in the process of evaluating and restructuring some of our services.

RESOURCES

Congratulations! You are nearing completion. In this section, you will consider the resources you need to implement your three-year program review plan and/or address any findings from your assessment of your discipline.

The section is organized into the following five parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology Needs

PART 4: Facilities Needs

PART 5: One Time Request for Other Needs (NonTechnology Equipment, Supplies, Operating Expenses, Travel)

Reflect upon the three year plan you created above, your current operations, and any upcoming factors (retirements, changes in legislation, and changes in policies or procedures) that will impact your unit. How will you allocate resources to implement your plan? Describe additional resources needed to improve the effectiveness of your unit/program. All resource requests must be aligned with the College's Vision Plan 2035

Summarize any reallocation/re-organization of resources you are making based upon your three-year plan, your current operations, and any other factors (e.g., legislation). Describe the impact of the reallocation of resources to your unit.

NOTE: All requests listed in the PRP will be reviewed by deans and supervisors, then forwarded to the appropriate review group for prioritization. A resource requests approved to move forward in the review process does NOT guarantee a position or funding.

PART 1: STAFFING NEEDS

This year, units are asked to identify <u>new positions only</u> as part of the PRP process. Vacant positions will be addressed outside of the PRP process.

If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section. Click "+Add Staff, CAST, AA request" below for each additional request.

When considering the funds required for a position, consult the HR website for position salary schedule and the Benefits Worksheet for additional costs related to benefits for the position.

Are you requesting new Classified, CAST, or AA positions?
No

PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2021, 2022, 2023. Consider your three-year PRP plan.

Click on the link below to access directions to the *Available Budget Report* to complete this section.

How to Request the Available Budget Report

Reflecting on your three-year PRP plan, are there any budget considerations you would like your dean/supervisor to be aware of for the upcoming year?
Yes

What budget considerations would you like your dean/supervisor to be aware of or to consider? Please be as specific as possible. For example, if you need an increase in the 40000 account and a decrease in the 23000 account, describe what increase your department needs, how much, and a description of why the department needs the adjustment.
Counseling utilizes 1 time funds to support our counseling services (SEA, SB 85 etc.). As part of our budget development process, we continue to rely on external funding. We would want to ensure that there are enough general funds to support counseling services and our initiatives. All other department needs are included in our budget development proposal.

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PARTS 3, 4 and 5 – TECHNOLOGY, FACILITIES AND OTHER NEEDS

1. One-Time Fund Requests. Through the PRP process the college implements an approach for prioritizing ad allocating one-time needs/requests. Prioritization takes place through the appropriate groups, leadership, and the Budget Committee. The executive team and Resource Allocation Committee consider various sources for funding PRP requests. Resource requests also inform the larger planning process like Scheduled Maintenance Plans, Staffing Plans, and institutional strategic planning.

For more information about funding sources available, see IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES (on the left menu of the webpage).

If you are a CTE program and think you may qualify for CTE funds for your PRP request(s), you are STRONGLY encouraged to answer the call for Perkins/Strong Workforce grant applications in February. Contact the Dean of CTEE for additional information.

Consider submitting one-time requests only if you have verified that you cannot fund the request using your general discretionary funds or other funds.

1. Technology and Facilities Review. Requests for technology and facilities are assessed by the Deans and then, if appropriate forwarded to the proper institutional group (e.g., technology review committee, or facilities) for review and feedback.

PART 3: TECHNOLOGY NEEDS

Will you be requesting any technology (hardware/software) this upcoming year?

Yes

Technology Request

Technology Request 1

What are you requesting?

We are requesting 6 laptops, 3 docking stations, and 3 portable chargers.

Is this a request to replace technology or is it a request for new technology?

New Technology

Provide a detailed description of the request. Include in your response:

a. Description of the need? (e.g., SLO/SAO Assessment, PRP data analysis)

The requested laptops will be utilized primarily by adjunct counseling faculty to provide 1-1 counseling with our students. Many of our counseling offices have laptops with docking stations, making it challenging to staff with adjuncts because of our fulltime counselors take their district laptops home to work on other counseling related duties.

b. Who will be impacted by its implementation? (e.g., individual, groups, members of department)

The district, counselors and students will all be impacted by this implementation.

c. What are the expected outcomes or impacts of implementation?

The district will be able to provide additional counseling services to our community, including increased remote/off-site services. We will be able to support our part time counselors by providing additional non-instructional counseling shifts. Our students will also benefit from our increased access to counseling services.

d. Timeline of implementation

We would like for this technology request to be implemented by end of Fall 2024.

What is the anticipated cost for this request? If any, list ongoing costs for the technology (licences, support, maintenance, etc.).

6 laptops x $2,250 = $13,500
3 docking stations x $250 = $750
3 portable chargers x $75 = $225
$14,475 total

Do you already have a budget for this request?

No

What PRP plan goal/objective does this request align with?

PRP Goal #1- Increase access to counselors

What Vision Plan 2035 Goal:Objective does this request align with?

1:1	2:6	4:4
1:3	3:4	

If you have multiple requests for technology and had to prioritize, what number would give this? (1 = Highest)

1

What impacts will this request have on the facilities/institution (e.g.,water/electrical/ADA compliance, changes to a facility)?

Initial set up of docking stations and IS support when technical issues come up.

Will you accept partial funding?

Yes

PART 4: FACILITIES REQUESTS

Do you have resource needs that require physical space or modification to physical space?

No

PART 5: OTHER ONE-TIME NEEDS

For more information about funding sources available, see IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES (on the left menu of the web page under "Instructional Funding Sources").

Do you have one-time requests for other items (e.g., Non-Technology Equipment, Supplies, Operating Expenses, Travel) that your budget or other funding sources will NOT cover?

No

I confirm that the Program Review is complete and ready to be submitted.

Yes

Enter your email address to receive a copy of the PRP to keep for your records.

slovelace@palomar.edu

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Page 5 will show for reviewers (VP and/or Planning Councils) upon submission of the form.

FEEDBACK AND FOLLOW-UP

Once your Program/Unit PRP is completed, your division or planning council should review and discuss based on your Vice President's planning process. This area is intended for summary feedback and recommendations from the divisional review.

Confirmation of Review by Immediate Supervisor.

Immediate supervisor who reviewed PRP:	Sign Date
Leslie Salas	9/16/2024

FEEDBACK

Strengths and successes of the program/unit as evidenced by the data, analysis, and assessments:

The counseling department does amazing work for the number of students it supports.

Areas of Concern, if any:

Recommendations for improvement:

Vice President (or President) Review

Strengths and successes of the discipline as evidenced by the data and analysis:

The department has clear evidence that they are seeing a large number of students for counseling appointments. It has a storing show rate for appointments at approximately 85%.

Areas of concern, if any:

Recommendations for improvement:

Need to explore differing counseling modalities for high volume counseling times. A marketing and communication plan needs to be developed to showcase the services of the department. The new CRM will help with this.

VP Name: **Signature Date:**

Nick Mata   9/18/2024