unitPIE

2014-15
2015-16
2016-17
2017-18

Planning for Institutional Effectiveness

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NOTE: This PIE Form is optimized to be used in Acrobat or Adobe Reader 10 or later.

Planning for Institutional Effectiveness

Introduction

UNIT	Counseling Department	Current Year	YEAR 1	YEAR 2	YEAR 3
Contact Person	Thomas Mauch, Dean of Counseling	2014-15	2015-16	2016-17	2017-18
E-mail / Extension	tmauch@mtsac.edu / Ext.	☑ Summary	☑ Planning	☑ Planning	☑ Planning

Your Unit Program Review will be recorded on this form summarizing the current year and documenting planning for the next three-year cycle.
Please remember *that all outcomes assessment work should be recorded in TracDat (http://tracdat.mtsac.edu/tracdat) in order for your assessment work to best contribute to institutional reports. Outcomes assessment work may include courses, programs, direct and indirect services, organizational structure, structural elements, and institutional outcomes. Respond to only the outcomes categories or types that apply to your unit.*

Institutional Planning Framework

The college is unified through its demonstrated connection to the mission. Driven by the California Master Plan for Higher Education, revised by the President's Advisory Council, and approved by the Board of Trustees, it informs all planning and assessment.

Institutional Mission

The mission of Mt. San Antonio College is to support students in achieving their full educational potential in an environment of academic excellence.

Unit Mission

The Counseling Department delivers essential career counseling services to our diverse and changing student population. We are committed to meeting the multifaceted needs of our students in an innovative and professional manner, maintaining sensitivity and honoring language and cultural differences.

College Themes and Goals

College themes and goals allow the campus to focus on critical issues. Articulated by the President's Advisory Council and approved by the Board of Trustees, they guide institutional planning and assessment processes.

Theme A: To Advance Academic Excellence and Student Achievement

College Goal #1   The college will prepare students for success through the development and support of exemplary programs and services.

College Goal #2   The college will improve career/vocational training opportunities to help students maintain professional currency and achieve individual goals.

College Goal #3   The college will utilize student learning outcome and placement assessment data to guide planning, curriculum design, pedagogy, and/or decision-making at the department/unit and institutional levels.

Theme B: To Support Student Access and Success

College Goal #4   The college will increase access for students by strengthening recruitment opportunities for full participation in college programs and services.

College Goal #5   Students entering credit programs of study will be ready for college level academic achievement.

College Goal #6   The college will ensure that curricular, articulation, and counseling efforts are aligned to maximize students' successful university transfer.

Theme C: To Secure Human, Technological, and Financial Resources to Enhance Learning and Student Achievement

College Goal #7   The college will secure funding that supports exemplary programs and services.

College Goal #8   The college will utilize technology to improve operational efficiency and effectiveness and maintain state-of-the-art technology in instructional and support programs.

College Goal #9   The college will provide opportunities for increased diversity and equity for all across campus.

College Goal #10   The college will encourage and support participation in professional development to strengthen programs and services.

College Goal #11   The college will provide facilities and infrastructure that support exemplary programs and the health and safety of the campus community.

College Goal #12   The college will utilize existing resources and improve operational processes to maximize efficiency of existing resources and to maintain necessary services and programs.

Theme D: To Foster an Atmosphere of Cooperation and Collaboration

College Goal #13   The college will improve the quality of its partnerships with business and industry, the community, and other educational institutions.

College Goal #14   The college will improve effectiveness and consistency of dialogue between and among departments, committees, teams, and employee groups across the campus.

Where We Are: A Summary and Analysis of the Current Year 2014-15

I. Summary Context - Unit Goals for: Counseling Department

Identify up to ten (10) over arching goals that guided your Unit's work for the 2014-15 year (from your 2013-14 PIE form) in the following table and connect those goals to the College Themes. *Add rows (+) as needed. Delete rows (X).*

Unit Goal Name	Unit Goal	College Theme
Meet Student Demand	Meet the student demand for counseling appointments, drop-in, workshops, and services while maintaining quality comprehensive in-person and online counseling services.	B: Access and Success
Development of Infrastruct	Hire appropriate faculty and staff to meet the increasing needs of the growing state and federal legislation and student populations.	C: Secure Resources
SSSP-Ed Plans	Continue to address all issues related to SSSP specifically related to the abbreviated and comprehensive educational plans.	A: Academic Excellence
SSSP-Orientations	Continue to address the demands and process related to SSSP specifically related to New Student Orientations-via in person orientations and online.	B: Access and Success
Student Learning Outcome	Continue to address Student Learning Outcomes on bi-weekly Counseling meetings.	A: Academic Excellence
Professional Development	Increase the opportunities and develop for professional development activities for all department staff and faculty.	C: Secure Resources
Professional Development	Increase opportunities and training for professional development related to career planning and assessment.	C: Secure Resources
Space/Office Growth	Secure more space for future hires--staff and faculty.	C: Secure Resources
Partnership Cross-Sectional	(Re)visit and (re)design partnerships to address cross-sectional relationships among faculty via Instruction and Student Services.	D: Cooperation/Collaboration
Course Fill-Rate	Have a fill-rate for all Counseling courses at 90%.	B: Access and Success

II. Notable Achievements for: Counseling Department

Enter your Unit's successes for the 2014-15 year in the table below. This provides opportunity for closing the loop on your Unit's activities completed this year. *Text boxes will expand as needed. Add rows (+), delete rows (X).*

Priority for Manager Summary	Unit Achievements for the 2014-15 Year	Connected Unit Goal/ College Theme
High	New Student Orientation (NSO) provided 11,567 incoming students (SSSP requirement) in-person and/or online orientations.	Unit: SSSP-Orientations
		B. Access and Success
High	Probation Intervention provided 9,202 dismissed or on probation or continued probation (SSSP requirement) students workshops to address academic status.	Unit: Meet Student Demand
		B. Access and Success
High	Online Counseling Services were offered to 3,733 who were unable to come on campus to meet in person with a counselor.	Unit: Meet Student Demand
		B. Access and Success
High	Counseling Center provided 51,470 students an array of services (i.e. counseling appointments, drop-ins, email, and phone contracts) via in person and online (SSSP requirement).	Unit: Meet Student Demand
		B. Access and Success
High	All Counselors provided abbreviated and comprehensive educational plans to 16,662 new students entering the summer and fall of 2014 (SSSP requirement).	Unit: SSSP-Ed Plans
		A. Academic Excellence
High	Increased professional development in Career Technical Education to counselors.	Unit: Professional Development
		C. Secure Resources

III. External/Internal Conditions, Trends, Impacts, Retention & Success, Critical Decisions and Outcomes Assessment

The following table is intended to track conditions that influence planning over a multi-year period beginning with the 2014-15 year. Please include data. The "Link to Data Sources and Support Options" button will open a Mt. SAC webpage that offers suggestions and links for possible data sources for your Unit. Text boxes will expand. *Add (+) rows, delete (X) rows as needed.*

	Link to Data Sources and Support Options	
Year	*Add item* External Conditions, Trends, or Impacts	**Data Sources**
2014-15	Legislation, Student Success and Support Program: Issues Counseling will need to continually address, orientation, educational planning, priority registration, second level probation, and 100 unit limit requirements. This will require numerous hours of counseling faculty and staff time.	*Cite Data Sources*
2014-15	Increased Funding: Plan and participate in the development of equitable funding distribution to Counseling Department needs. Gain staffing and faculty for appropriate services.	*Cite Data Sources*
2014-15	Increase the AAT/AST articulation for California State Universities (CSU) to leverage admissions decisions regarding transfer students.	*Cite Data Sources*
Year	*Add item* Internal Conditions, Trends, or Impacts	**Data Sources**
2014-15	Facilities: Minimal offices available for full-time counselors, adjunct counselors, and staff to maintain adequate coverage.	*Cite Data Sources*
2014-15	Staffing Resources: Increase in new student orientation offerings due to new legislative and district mandates decreasing counselor/advisor availability for continuing students.	*Cite Data Sources*
2014-15	Time and Effort: Length of time to obtain counseling/advising appointments, particularly during registration periods.	*Cite Data Sources*
2014-15	Appropriate Staffing: Hire appropriate staffing and faculty for demands and needs of institutional mission, state and national legislation, and trends.	*Cite Data Sources*
2014-15	Student/Counselor Ratio: The Counseling Department is not meeting state/national recommendations regarding the student/counselor ratio for reasonable services. The disparity impacts student success, service, and student satisfaction.	*Cite Data Sources*
2014-15	Demographics: Growing change of student demographics continue to impact the Counseling Department through cultural, linguistic, and diversity trends.	*Cite Data Sources*
2014-15	Turnover: high turnover rates for front counter student staff impacts front desk coverage and creates inconsistent information.	*Cite Data Sources*
Year	*Add item* Success Data	**Data Sources**
2014-15	New Student Orientation served 11,567 students both in person or via online.	*Cite Data Sources*
2014-15	Probation Intervention served 9,202 students who were dismissed, on probation, or continued probation.	*Cite Data Sources*
2014-15	Online Counseling Services served 3,733 students who were unable to come on campus to meet with a counselor in person.	*Cite Data Sources*
2014-15	Counseling Center Services served 51,470 students (i.e. counseling appointments, drop-ins, email, phone contacts, and Counseling courses).	*Cite Data Sources*
2014-15	All Counselors in the department provided abbreviated and comprehensive plans to 16,662 students.	*Cite Data Sources*
Year	*Add item* Critical Decisions	**Data Sources**

Year		Progress on Outcomes Assessment	Data Sources
2014-15	Facilities: Move Counselors from 9B to offices in other locations to provide proper guidance and leadership to new and entering full-time faculty.		*Cite Data Sources*
2014-15	Modification to New Student Orientation: NSO's dates were modified to meet the needs of Connect 4 and general population. All NSO's were located in building 12.		*Cite Data Sources*
Year	*Add item*	Progress on Outcomes Assessment	Data Sources
2014-15	All course level outcome assessments are up-to-date based the criteria suggested by the Outcomes committee. Course level outcome assessment has been linked to the 4 year curriculum review process. Through the curriculum committee, the counseling department has established an outcomes assessment cycle that aligns with the 4-year curriculum review process. The initial stage of this review process is to update existing course level outcomes to ensure their relevance and connection to course measurable outcomes. The committee is also updating assessment methods and criteria. Rubrics have also been developed for each course to increase assessment reliability. The updated course level outcomes as well as the assessment cycle have all been discussed with the larger department for feedback and general discussion.		*Cite Data Sources*
2014-15	The counseling department will also continue to assess outcomes for our services including, New Student Orientations, Student Success Workshops (in-person and online), front counter, and counseling appointments (in-person and online).		*Cite Data Sources*

IV. Alignment and Progress on Unit and College Goals: Closing the Loop

This section serves as a "reporting" function. It shows how your Unit closes the loop and connects planning to budget allocation: How did the prioritized college resources connect to your Unit's outcomes? What progress has your Unit made with the resources provided? Include progress on plans that did not require new resources if applicable. You are also prioritizing your Unit's progress or outcome for inclusion in your manager's summary. The **Plan Status** drop-down offers a time-frame update on the progress of your plan.

Some information has been pre-loaded into this form by your manager. Add rows (+) as needed. Delete rows (X).

Priority for Manager Summary	Plan from Previous PIE (2013-14) and Resources Obtained *(if any)*		Resources Secured *(if any)*	Progress/Outcomes/Result/Impact *(Resource requests should be based on outcomes assessment)*	Connected Unit Goal/ College Theme
High	Computers for NSO Lab		$ $76,964.00	66 computers were provided to the computer lab to meet the New Student Orientation demands and needs.	Unit: SSSP-Orientations
			SSSP		
	Plan Status	Complete	Facilities Mod.		C. Secure Resources
High	IT Technical Support		$	Assist with the implementation of SSSP, the new online product Cynosure and provide IT support for new Counseling Computer Lab.	Unit: Development of Infrastru
			Staffing		
	Plan Status	2015-16 Complete	Source 2		C. Secure Resources
High	Counseling Faculty Offices		$	Modify the Counseling faculty offices to accommodate the demands and growth of the department.	Unit: Space/Office Growth
			Facilities Mod.		
	Plan Status	2015-16 Complete	Source 2		C. Secure Resources
High	Software: Instructional Materials		$ $7,000.00	The Counseling Department received Myers-Briggs Testing Instrument-MBTI; and Strong Interest Inventory-SII.	Unit: Professional Developmen
			SSSP		
	Plan Status	Complete	Source 2		A. Academic Excellence
High	Professional Development/Training		$	Establish an Annual Counseling Department Retreat to faculty and staff to implement, improve, and develop processes for student success.	Unit: Professional Developmen
			SSSP		
	Plan Status	Complete	Source 2		D. Cooperation/Collaboration

Section Two

Where We Are Going: Planning for the Next Three Years: 2015-16, 2016-17, 2017-18

I. Planning Context - Unit Goals Assessed and Revised for: Counseling Department

This table contains your goals as noted in Section One for 2014-15. Review your Unit's goals and revise, add new goals or remove goals that are no longer relevant as appropriate for planning for 2015-16, 2016-17, and 2017-18. *Add rows (+) as needed. Delete rows (X).*

Unit Goal Name	Unit Goal	College Theme
Meet Student Demand	Meet the student demand for counseling appointments, drop-in, workshops, and services while maintaining quality comprehensive in-person and online counseling services.	B: Access and Success
Development of Infrastruct	Hire appropriate faculty and staff to meet the increasing needs of the growing state and federal legislation and student populations.	C: Secure Resources
SSSP-Ed Plans	Continue to address all issues related to SSSP specifically related to the abbreviated and comprehensive educational plans.	A: Academic Excellence
SSSP-Orientations	Continue to address the demands and process related to SSSP specifically related to New Student Orientations-via in person orientations and online.	B: Access and Success
Student Learning Outcome	Continue to address Student Learning Outcomes on bi-weekly Counseling meetings.	A: Academic Excellence
Professional Development	Increase the opportunities and develop for professional development activities for all department staff and faculty.	C: Secure Resources
Professional Development	Increase opportunities and training for professional development related to career planning and assessment.	C: Secure Resources
Space/Office Growth	Secure more space for future hires--staff and faculty.	C: Secure Resources
Partnership Cross-Sectional	(Re)visit and (re)design partnerships to address cross-sectional relationships among faculty via Instruction and Student Services.	D: Cooperation/Collaboration
Course Fill-Rate	Have a fill-rate for all Counseling courses at 90%.	B: Access and Success

II. Annual Implementation Plan for: Counseling Department

 This section serves as a "planning" function. This is where you ask for resources and record new action plans, activities, or interventions necessary to achieve success. Use the Expected Outcomes section to describe how the plan and resources requested is supported by your Unit's to outcomes assessment plan. This section will also be used to record revisions to plans as needed across the three years of planning.
Add rows (+) as needed. Delete rows (X).

Priority for Manager Summary	Plans, Activities, or Interventions		Resources Needed *(if any)*	Expected Outcomes / Criteria for Success (Resource requests should be based on outcomes assessment)		Connected Unit Goal/ College Theme
High	Hire: Researcher		$ $85,000.00	Support the Counseling Department and its special programs with SSSP/Student Equity efforts reporting MIS data, monitoring students success, and connecting data to budget allocation.		Unit: Meet Student Demand
			SSSP			
New	Projected Completion	2015-16	Research	Person Responsible	Thomas Mauch, Dean of Counseling	C. Secure Resources
High	Hire: Full-time Faculty Counselors		$ $380,000.00	Hire three full-time tenured track Counselors to support the needs and demands of the Mt. SAC students. Decrease the student/ counselor ratio to state standards (SSSP Recommendations).		Unit: Meet Student Demand
			SSSP			
New	Projected Completion	2015-16	Staffing	Person Responsible	Thomas Mauch, Dean of Counseling	C. Secure Resources
High	Marketing Drive		$ $50,000.00	Increase marketing and publicity of Counseling Services (i.e. Orientation, Educational Planning, Courses, and workshops).		Unit: Development of Infrastru
			SSSP			
New	Projected Completion	2015-16	Source 2	Person Responsible	Thomas Mauch, Dean of Counseling	C. Secure Resources
High	Hire: Adjunct Faculty		$ $360,000.00	Hire ten adjunct Faculty Counselors to solely serve New Student Orientations, teach Counseling courses, and provide intervention workshops (i.e. Probation, Reinstatement).		Unit: Development of Infrastru
			SSSP			
New	Projected Completion	2015-16	Staffing	Person Responsible	Thomas Mauch, Dean of Counseling	C. Secure Resources
High	Increase technology support growth for NSO, workshops, and course(s).		$ $50,000.00	40 Laptops--to support the technology advancement in the classroom, workshops, and ability to increase the number of students participating in NSO's.		Unit: Meet Student Demand
			SSSP			
New	Projected Completion	2015-16	Instr. Equipment	Person Responsible	Thomas Mauch, Dean of Counseling	C. Secure Resources

III. Resources Identified in Relation to Planning

This section will serve the budget prioritization function in the Manager's PIE. Your manager will inform you when actual quotes are due.

Section Three

Recommendations for Improving the Planning Process

What additional information should the College provide to assist your Unit's planning?

The PIE template should be provided in August for the upcoming Academic Year for proper planning and decision making processes. The Counseling Department will move up the planning process and establish new dates to complete and comprise the PIE.

What suggestions do you have for improving the planning process for your Unit?

The PIE should be worked on at the beginning of the Academic Year, specifically goals, resource needs, and resource secured (Closing the Loop). The PIE currently does not match organizational planning methods and frameworks.

Enter your name as contributing to and approving of this Unit PIE Plan below. *Add rows (+) as needed.*

Contributer		Contributer	
Thomas Mauch, Dean of Counseling	☑ Approve	Dr. Francisco Dorame, Associate Dean of Counseling	☑ Approve
Dr. Wanda Fulbright-Dennis, Chair of Counseling	☑ Approve	Dr. Eddie Lee, Professor of Counseling	☑ Approve
Dr. Julie Perez-Garcia, Professor of Counseling	☑ Approve	Randy Wilson, Professor of Counseling	☑ Approve
Dr. Alina Hernandez, Professor of Counseling	☑ Approve	Angel Lujan, Professor of Counseling	☑ Approve
Antoine Thomas, Professor of Counseling	☑ Approve	Dr. Chan Ton, Professor of Counseling	☑ Approve
Cynthia Burnett, Professor of Counseling	☑ Approve	Jamaika Fowler, Professor of Counseling	☑ Approve
Jeremy Hart, Professor of Counseling	☑ Approve	Jim Smith, Professor of Counseling	☑ Approve
Lina Soto, Professor of Counseling	☑ Approve	Nancy King, Professor of Counseling	☑ Approve
Patricia Maestro, Professor of Counseling	☑ Approve	Sam Nassar, Professor of Counseling	☑ Approve
Shane Poulter, Professor of Counseling	☑ Approve	Silver Calzada, Professor of Counseling	☑ Approve
Stanley Mbuthi, Professor of Counseling	☑ Approve	Will Daland, Professor of Counseling	☑ Approve

Contributer		Contributer	
Clarence Banks, Educational Advisor	☑ Approve	Kathleen Clarke, Educational Advisor	☑ Approve
Linda Diaz, Educational Advisor	☑ Approve	Sandra Padilla, Educational Advisor	☑ Approve
Dr. Zolita Fisher, TRiO Director	☑ Approve	Lyssette Trejo, Professor of Counseling	☑ Approve
Anabel Perez, Professor of Counseling	☑ Approve	Diana Felix, Professor of Counseling	☑ Approve
Cathi Alvarado, Administrative Assistant	☑ Approve	Ngoc Luu, Program Specialist	☑ Approve
Duneen Duffin, Department Secretary	☑ Approve	Jacolyn Martinez, Project/Program Coordinator	☑ Approve
Katherine MacDonald, Clerical Specialist	☑ Approve	Katherine Butterbaugh, Clerical Specialist	☑ Approve

Thank you for completing the Unit PIE form summarizing 2014-15, and initiating your Unit's planning for the 2015-16, 2016-17, and 2017-18 three-year cycle.

Please save this form and forward to your Unit's manager by 06/30/ 2015.
Questions regarding this form? Send an email to Don Sciore, Interim Associate Dean of Arts, member IEC, at dsciore@mtsac.edu