

1. Assessment Plan - Four Column



PIE - Student Services: Counseling Department Unit

Where We Are: Analysis and Summary

2017-18

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External Conditions, Trends, or Impacts (Student Services): Legislation, AB705: Implementation of Multiple Measures required us to change our New Student Orientation (online and in-person), assist and developed new scripts, training for counselors on Assessment Questionnaire (AQ), and assigned counselors to be available to address questions, problems, and concerns regarding the AQ.

National and California Pathways Initiative: The Pathways Model is an integrated, institution-wide approach to student success based on intentionally designed, clear, coherent and structured educational experiences informed by available evidence, that guide each student effectively and efficiently from her/his point of entry through to attainment of high-quality postsecondary credentials and careers with value in the labor market. This has highly impacted the Counseling Department which plays a major role in integrating the Pathways Initiative.

Legislation, Student Success and Support Programs (SSSP): Services Counseling continues to address, orientation, educational planning, priority registration, probation and dismissal, and 100 unit limit requirements. Requires numerous hours of counseling faculty and staff time.

Funding: Plan and participate in the development of equitable funding distribution to Counseling Department needs through SSSP. Gain staffing and faculty for appropriate services.

Increase the Associate Degree Transfer (ADT) articulation for California State Universities (CSU) to leverage admissions decisions regarding transfer students.

Integrated Plan: Basic Skills, Student Equity, and SSSP model promotes integrated planning and program coordination at the district and college levels. The three programs retain separate requirements as specified in Education Code and title 5 regulations; these requirements are built into the Integrated Plan to ensure compliance with applicable law and regulations.

Internal Conditions, Trends, or Impacts (Student Services): Facilities: Minimal offices available for full-time counselors, adjunct counselors, and staff to maintain adequate coverage. In addition, large-classroom space for orientations (MAP Workshops) to better serve students during breakout sessions. This also addresses the Pathways Initiative through major/career clusters.

Faculty Resources: Increase in new student orientation offerings due to new legislative and district mandates decreasing counselor/advisor availability for continuing students.

Appropriate Classified Staffing: Hire appropriate staffing for demands and needs of institutional mission, state and national legislation, and trends. The lack of support in

classified staff negatively impacts our services (i.e. NSO, Probation, 100 unit appeals, dual enrollment) and high demand during peak periods. The lack of support impacts staff morale, reporting, and accuracy & efficiency.

The Pathways Initiative has highly impacted the Counseling Department which plays a major role in integrating the Pathways Initiative. A dedicated faculty counselor was assigned 60% to address Guided Pathways implementation and on-boarding. In addition, the Pathways Initiative has impacted Career related resources and needs (i.e. career assessments, interpretation, career & job placement software)

Dual Enrollment: dual enrollment is a program that allows high school students to enroll in college courses for credit prior to high school graduation. The Counseling Department supports dual enrollment in three majors areas: (1) processes forms and documents; (2) reviews & approves clearances; and (3) schedules and conducts Information Sessions.

Time and Effort: Length of time to obtain counseling/advising appointments, particularly during registration periods.

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.

Demographics: Growing change of student demographics continue to impact the Counseling Department through cultural, linguistic, and diversity trends.

Front Desk Coverage: the lack of full-time classified front desk staff impacts our ability to provide adequate customer service and coverage. Utilizing student workers impacts front desk coverage, creates inconsistent information, and high turnover.

The Academic Support Program for Student Athletes serves over 1,700 under-represented and educationally disadvantaged students (including greyshirts, redshirts, and Basic Skills students utilizing the WIN).

Critical Decisions Made by Unit: Facilities: Due to the lack of space for a central-Counseling Department we have Counselors and support staff in another facility which has affected the day-to-day service and operations provided by the Counseling Department.

Adjunct Counselors: no offices are available to adjunct counselors and prohibits our ability to utilize them appropriately and restricts us from providing better service and coverage.

Legislation, AB705 - Multiple Measures has changed our service to students and the on-boarding process, which include New Student Orientation, assessment procedures, assisting with placement, and answering questions on a drop-in basis.

Pathways: the participation in the National Pathways Initiative by Mt. SAC has required the Counseling Department to make critical decisions on how we implement the Pathways Model. Decisions need to be made on Mapping of majors and alignment of all academic and career pathways with transfer and employment opportunities with equity mindedness. This has highly impacted the time and effort required by the Faculty Counselors (i.e. national and local conferences, faculty meetings) taking time away from efforts including SSSP functions and general counseling services.

Dual Enrollment and Early College Program: implementation with minimal staff has been a major issue. The Associate Dean of Counseling has been Co-assigned this responsibility and has affected the administrative support to schedule meetings, process forms and documents, and institutional policies and procedures updates and reports. This has also impacted other areas including, High School Outreach, Counseling, and Assessment.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: From July 1, 2017 to June 30, 2018, the Counseling Department was able to complete more than 200 Guided Pathways - Certificate and Degree plans.

14,578 (unduplicated) students completed an abbreviated and comprehensive educational plans. 8,089 abbreviated and 6,489 were comprehensive.

29,845 (unduplicated) students have a follow-up plan.

Notable Achievements for Theme B: To Support Student Access and Success: New Student Orientation served 16,878 (unduplicated) students both in person or via online.

Probation Intervention served 12,358 (duplicated) students who were dismissed, on probation, or continued probation.

Online Counseling Services served 3,515 students who were unable to come on campus to meet with a counselor in person.

Counseling Center Services served over 61,042 students (i.e. counseling appointments, drop-ins, online counseling, and orientations).

Counseling courses have a fill-rate over 90%.

Counseling: Intake and front desk process has been modified and improved to address high demand during peak periods. Counseling was able to accomplish three major processes: (1) Identify areas for Express Services to answer "quick questions" (17,835 students served); (2) Modify the schedules of Faculty Counselors during registration and start of school to meet the demand of students during those rush periods; and (3) Created forms to assist with the efficiency, effectiveness, and accuracy of scheduling appointments (i.e. Reason Codes) during peak periods.

Individual Counseling Appointments: 23,873 (unduplicated) students attended a counseling appointment.

The Summer Transition Experience Program (STEP) 124 students participated in summer 2017.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: Human Resources: Hired 3 Classified Staff to support the Counseling Department.

Technological: New Laptops to serve students online through Facetime for Online Exchange Initiative (OEI).

Financial: Awarded top-three in SSSP funding in the state based on number of students served (i.e. Assessment, NSO, Educational Planning, Follow Up Services).

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: Adjunct Counseling Training: Provide quarterly training and annual evaluations.

High School: Dual Enrollment expansion and Early College High School have increased our cooperation and collaboration with our local high schools and districts.

Counselor Liaison: Continue and develop partnerships to address relationships among faculty via Instruction and Student Services.

Pathways: Increased faculty relationship through course mapping for degree completion. Counselors and instruction faculty worked together the past-two years to develop career and degree pathways.

Increased counselor presence in Athletics, Aspire, Arise, ACES, DREAM, Dual Enrollment, Honors, International Students, REACH, STEM Center, TERC Lab, and other Instruction departments.

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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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<p>Meet Student Demand - Meet the student demand for counseling appointments, quick questions, workshops, and services while maintaining quality comprehensive in-person and online counseling services and maintaining quality comprehensive customer service.</p> <p>Status: Active Goal Year(s): 2016-17 Goal Entered: 09/01/2016</p>	<p>Full Funding Requested - Hire: Administrative Specialist I Lead: Thomas Mauch One-Time Funding Requested (if applicable): 60000 Planning Unit Priority: High</p> <hr/> <p>Full Funding Requested - Hire: Researcher Lead: Thomas Mauch One-Time Funding Requested (if applicable): 85000 Planning Unit Priority: Medium</p> <hr/> <p>Full Funding Requested - Full-time Tenured Track Faculty Counselor (General) Lead: Thomas Mauch On-Going Funding Requested (if applicable): 107000 Planning Unit Priority: High Documentation Attached?: Yes</p>	
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<p>Facilities/Personnel Growth - Secure more space for future hires--staff and faculty; Hire appropriate faculty and staff to meet the increasing needs of the growing state and federal legislation and student populations.</p> <p>Status: Active Goal Year(s): 2016-17 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p> <hr/> <p>Full Funding Requested - Hire: Adjunct Faculty Lead: Thomas Mauch On-Going Funding Requested (if applicable): 530000 Type of Request: Staffing Planning Unit Priority: High What would success look like and how would you measure it?: This will allow to continue to increase our SSSP services, especially Abbreviated and Comprehensive Education Plans.</p> <hr/> <p>Full Funding Requested - Marketing</p>	<p>Reporting Year: 2017-18 % Completed: 0 Obtain classroom space to adequately provide Mapping Workshops and address the Guided Pathways Initiative best practices. (06/12/2018)</p>
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	Drive Lead: Thomas Mauch On-Going Funding Requested (if applicable): 50000 Planning Unit Priority: Medium	
Student Education Plan - Continue to address all issues related to SSSP specifically related to the abbreviated and comprehensive educational plans (i.e. target students who do not have a comprehensive ed plan; utilize MAP to create templates institutionalized pathways). Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016	Report directly on Goal	Reporting Year: 2017-18 % Completed: 50 47,830 total credit educational plans (8,089 Abbreviated, 6,489 Comprehensive and 33,252 Follow-up plans) (07/21/2018)
New Student Orientations - Continue to address the demands and process related to SSSP specifically related to New Student Orientations-via in person orientations and online (i.e. Veteran, International, and Connect 4) Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016	Report directly on Goal	Reporting Year: 2017-18 % Completed: 50 Made modifications to the New Student Orientation due to the Multiple Measures and Pathways implementation. Divided the NSO into two-parts: (1) complete online orientation; and (2) complete in-person educational planning workshop emphasizing major, career and degree choice. From July 1, 2017 through June 30, 2018, the Counseling Department completed 17,283 total Orientations and 16,878 (unduplicated) students received an orientation. (06/12/2018)
Marketing/Communication - Promote Counseling Department services and courses to the campus and community audience via social media, billboards, news, brochures, and multimedia means (i.e. electronic monitors, Mt. SAC portal) Status: Active Goal Year(s): 2016-17, 2017-18	Report directly on Goal	Reporting Year: 2017-18 % Completed: 100 Counselor Day - Over 1,000 students participated in Counselor Day. Counselors On the Go! - Counselors to promote the Counseling Department strategically placed themselves in different areas across campus and interacted with students about our services. (07/21/2018)

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Goal Entered: 09/01/2016

Student Learning Outcomes -
 Continue to address Student Learning Outcomes for courses and services.
Status: Active
Goal Year(s): 2016-17, 2017-18
Goal Entered: 09/01/2016

<p>Professional Development - Increase the opportunities and develop for professional development activities for all department staff and faculty (i.e. front counter training, career planning and assessment). Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 50 Adjunct Faculty Training - Tenure track Faculty Counselors have been providing monthly training to adjunct faculty regarding the Counseling discipline. Front Counter Training - Full-time classified staff provide training to student-workers on a quarterly basis to inform them our process and procedures. Tenure track Faculty Counselors - have participated in the Multiple Measures training/discussions, Guided Pathways, and presenters have provided information regarding their programs and discipline at Dean's Meetings/Counselor Training's. (07/21/2018)</p>
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<p>Counseling Courses - Continue to offer an expansive offering of Counseling courses to enhance students understanding of college success strategies, career, and transfer related information; Have a fill-rate for all Counseling courses at 90%. Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 25 Counseling 51 - Career Planning has been used for Dual Enrollment offerings to the West Covina USD. (07/21/2018)</p>
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<p>Counselor Liaison - Continue and develop partnerships to address relationships among faculty via Instruction and Student Services. Status: Active</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 25 Assigned Liaison and planned for future professional development to expand the knowledge and service for student pathways. (06/12/2018)</p>
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016</p>		
<p>Undecided Workshops - Increase attendance in undecided major specific MAP workshops by 10%. Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016</p>		
<p>Probationary Students - Continue providing student success workshops and address interventions with probation status students. Status: Active Goal Year(s): 2016-17, 2017-18 Goal Entered: 09/01/2016</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 100 The Counseling Department provided 12,358 progress probation service interventions and 7,846 (unduplicated) students received a progress probation intervention. (07/21/2018)</p>
<p>Dual Enrollment & Early College High School - The Counseling Department will support dual enrollment in three majors areas: (1) processes forms and documents; (2) reviews & approves clearances; and (3) schedules and conducts Information Sessions. Status: Active Goal Year(s): 2016-17 Goal Entered: 07/26/2017</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 100 Hired a Director for Dual Enrollment and Student Support Program Specialist I to provide day-to-day service to our local high schools to expand our Dual Enrollment program. In addition, we were able to establish the Mt. SAC Early College Academy in West Covina. (07/21/2018)</p>
<p>Pathways - The Counseling Department will make critical decisions on how we implement the Pathways Model. Decisions will be made on Mapping of majors and alignment of all academic and career pathways with transfer and employment opportunities with equity mindedness. Status: Active Goal Year(s): 2016-17, 2017-18</p>	<p>Report directly on Goal</p> <hr/> <p>Full Funding Requested - Full-time (tenure track) Faculty Counselor (Pathways) Describe Plans & Activities Supported: Pathways Faculty Counselor - serve as the main point</p>	<p>Reporting Year: 2017-18 % Completed: 100 The Counseling Department was able to complete approximately 200 major MAP for degree and certificate awards. (07/21/2018)</p>

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<p>Goal Entered: 06/28/2017</p>	<p>of contact with Guided Pathways personnel, trends, and initiatives. Establish, maintain, and monitor Guided Pathway models and serve as liaison to Instruction. Lead: Francisco Dorame/Thomas Mauch Type of Request: Staffing Planning Unit Priority: Medium What would success look like and how would you measure it?: Expand and keep up to date Guided Pathways Models and have them be an active participant with committees and initiatives regarding Pathways. Documentation Attached?: No</p>	
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<p>Multiple Measures - Assisting in the development and implementation of the Assessment Questionnaire, scripting, and understanding placement. Also, assisted English and math departments in the creation of rubrics for placement purposes. Status: Active Goal Year(s): 2017-18 Goal Entered: 10/02/2017</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2017-18 % Completed: 100 IT and Assessment were able to create and establish the Assessment Questionnaire with the support and guidance of the English and math department. Counseling, Assessment, and the Vice President of Student Services office were able to script many of the processes and procedures required for successful implementation. (07/21/2018)</p>
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