Barstow Community College

Program Review

Non-Instructional

Name of Service Area: Counseling Department

Department: Student Services

Academic Year: 2012-2013

Date Submitted: Nov 27 ,2012

By:

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1.   Service Area Mission and Vision

A.   Service Area **Mission**

> Barstow Community College counseling department is an open-access learning environment that promotes self advocacy, critical thinking, communication, personal and academic responsibility, and to support students in achieving, short term and lifelong education goals and objectives

B.   Service Area **Vision**

> Barstow Community College Counseling Services maintains the highest professional and ethical practices and standards to create a supportive and holistic environment for students to engage and thrive in the learning process. We strive to be leaders on campus in providing innovative and effective programming, scheduling and services that empower individuals to achieve their academic, professional, and personal goals.

C.   Describe how your Service Area mission and vision align with and contribute to the College's **Mission** and **Vision**.

> Counseling supports both the mission and vision in it's duties, actions, and daily activities, by empowering students to achieve their personal best in all that they do. The couseling department supports students success, student engagement and academic goals and objectives. through empathetic interactions which effectively guide student towards their counseling in a holistic manner to each student as an individual. Couselors places the student first and works towards helping the student to identify goals, objectives, and find purpose in their education here at Barstow Community college along with critical thinking, communication skills, and personal responsibility. Counselors engage students in a supportive environment of trust and respect.

2.   Service Area Description and Overview

Assume the reader does not know anything about the Service Area. **Describe** the Service Area, including—but not limited to—the following:

A.   Organization, including staffing and structure
B.   Who do you serve (including demographics)?
C.   What kind of services does your Area provide?
D.   How are the services provided? (*Including alternative modes and schedules of delivery; for example, online, hybrid, early morning, evening services.*)

> Barstow Community College Counseling Department designs, maintains, and evaluates activities that support student development and success: Education Plan, Academic, Educational, Career and Personal counseling, support student advocacy and recommend crisis intervention services. Services include; empowering students to achieve their educational goals.

The counseling department also coordinates Veterans Services, DSPS counseling, OSS and EOPS counseling

Barstow Community College's Counseling Department is staffed with professional counselors who offer individual counseling for students who want assistance in coping with the problems they face in everyday life. Issues relating to self-esteem, anxieties, relationships, and academic performance are common obstacles for college students.

If a student's situation requires longer term therapy, referrals can be made to off campus resources.

Academic Advising: Educational Plans for each and every student

Planning is an important step in achieving academic success. Each semester, all students are encouraged to meet with a counselor prior to registration for academic advising, course selection and setting up a student educational plan. We also offer counseling out at Fort Irwin our extension site.

International Student Advisement to the few International students

International students are required to make an appointment with the international student advisor prior to admission to Barstow Community College. For more information, please see International Students Admissions

Appointment and Walk-In Counseling

Counseling appointments may be made in person at the Counseling counter or by calling (760) 252-2411, ext. 7351. Ft. Irwin students are seen as walk-ins only.

Walk-in counseling is also available for quick questions Monday through Thursday from 8:00 am to 5:00 pm and 8:00am to 12:00pm on Friday. Note: Barstow Community College is closed on Fridays in June and July.

Online Counseling

Students may email bcounselor@barstow.edu with questions involving educational planning, degree or certificate petitions, or other counseling questions. Students seeking walk-in counseling may sign-up at the Counseling counter.

3. External Factors

What external factors have a significant impact on the Service Area? *(External factors are those issues which the college **does not** have control over.)* Include the following, as applicable:

A. Challenges and/or opportunities presented by grants, federal, state or categorical funding
B. Requirements of four-year institutions
C. Requirements imposed by regulations, policies, standards, and other mandates

D. Job Market
- Requirements of prospective employers
- Developments in the field (both current and future)

> The shrinking California Community College budget and the ability to provide support staffing to accomplish the goals of the Student Success Intinative
>
> The feelings of lack of support from the Barstow Board of Trustee's for counselors and the work they do.
>
> The increasing extra duties; teaching, committee work, and state wide intiatives placed on counselors
>
> Counselor ratio of 1 couselor per 1,200 students is not reality or a ratio for success

4. Service Area Policies & Processes

A. What are the policies, procedures and processes that impact your Service Area *(BCC BP/AP; Federal, State & local regulations; departmental guidelines)*

> The Student Success Intiative 2012, State wide matriculation, state wide articulation, state wide guidelines

B. What policies, procedures and processes need to be updated or deleted?

> NA

C. What impact have changes or updates in policies and processes had on the workflow of the Service Area?

> NA

5. Service Area Status

A. What is going well and why?

> Counselors work well together both collaboratively as well as creatively, they also work well with the campus at large. They are all well respected and trustee for their input and willingness to help out anywhere and anytime. The counselors are the strongest of all the Student Service units. They are all seasoned, knowledgeable, and work hard at serving students

B. What is not going well and why?

> Current systems of services could be more student centered, reduce student wait time, and a more accountable a student tracking system would help. Additional support staff for helping students get information and move forward

> With the current full-time and part-time staff we move forward slowly, the additional hours that were removed in Spring/summer of 2012 being returned would greatly assist in meeting the needs of the students as well as assist with the data collection required by the student success intiative.

6. Service Area Data

A. Performance Data

Discuss the area's performance on the specific data items listed below, *(if applicable)*:
1) Completion Rate; 2) Success/Retention Rate; 3)Full-Time/Part-Time Service Professional ratio; 4) FTES Targets; 5) Student Engagement; 6) and any other representative measurable data, to be considered.

(If you have already discussed your area's performance on one or more of these components, then refer to that response here, rather than repeating it.)

> Completion rates, retention rates; semester to semester, year to year, FTES targets, Educational plan for all students/ ratio, Counseling appointments, Transfer rate and AAT and AST applications

B. Progress on Service Area Outcomes (SAOs) and Student Learning Outcomes (SLOs)

1) Summarize the progress your Service Area has made on programmatic and service level SAO/SLO measures you have applied since your last program review.

> 1. Wait time reduced by Triage process
> 2. Changes in counselor schedules better coverage
> 3. Changes in counselor duties: Teaching, Veterans , Increased Services to the college, but lower contact time with students for counseling
> 4. Counselor accountablitiy has allowed counselors see there time in a fuller sense thus improve scheduling, improve counseling sessions, improved data collectiuon and services to students.
> 5. Online advising is improving
> 6. Verterans Service are moving forward
> 7. Student engagement is greatly improving throughout Student Services

2) Describe any program/service improvements made by your Service Area as a result of the outcomes assessment process.

> Need for a Veterans Resource Center with Veteran services and programs
>
> Phone operator for phone triage for students
>
> Stronger Transfer Program: AAT and AST programs

3) What is your plan for continuously completing the assessment cycle?

> To continuously improvement based upon program review with yearly updates.
>
> To continue to improve the matriculation process and data collection

C. Supporting Assessment Data

1) Provide a list of any quantitative or qualitative measures not provided in 6.A. that you have chosen to gauge your program's effectiveness *(e.g.: transfers, degrees, certificates, satisfaction, student contacts, student headcount, Perkin's data, etc.)*

> Transfer rates to universities AAT& AST programs
>
> Graduation rates of both Certs and Degree
>
> Retention Rates: semester to semester and year to year and recruitment to graduation and course to course- successful cohorts
>
> Miles stone markers 15, 30 , 45 and 60 units, and passing of college level math and English
>
> Number of student percentage who have ed plans in place

2) Summarize the results of these measures

> No measures yet

3) What did you learn from your evaluation of these measures, and what improvements have you implemented, or do you plan* to implement, as a result of your analysis of these measures? *(*List any resources required for planned implementation in #9: Resources.)*

> Plan to implement the Student Success Score Card Fall 2013, and began setting up systems for measuring success on the campus.

7.   Prior Goals/Objectives

Briefly summarize the progress your Service Area has made in meeting the goals and objectives identified in the most recent Program Review.

> Shorter wait times for counseling, stronger response to Emails for information and counseling on-line, triage for students in the waiting area, new phone tree and operator, and brought together all of the counselors in one place to provide a more coordinate counseling program

8.   Goals/Objectives/Actions

Reflect on the responses to all the previous questions.

A. Formulate Service Area **Goals** to maintain or enhance program strengths, or to address identified weaknesses.

B. Indicate how each Goal is **Aligned** with the College's **Strategic Priorities**.

C. Identify explicit **Objectives** for reaching each goal.

D. Create a three-year **Action Plan** consisting of a coherent set of specific steps that must be taken to achieve each objective.

E. Develop **Outcome** statements and appropriate measures for each objective.

F. The **Comments** area provides for the additional communication of information necessary to further "close the loop" on the goal or action plan, as it relates to **Institutional Planning**. This may include references to other institutional documents, such as **governing or compliance documents** *(i.e. Board Policy, BAM, Title V)*, **institutional planning documents** *(i.e. Strategic Plan, Educational Master Plan, Facilities Plan, Technology Plan)*, or **Board, Presidential, Supervisory or Departmental recommendations or goals**, **etc.**

As you create your Service Area **Goals**, **Objectives, Outcomes** and **Action Plan**, it might be helpful to think about some of the following questions:

- Imagine your Service Area three years from now in an ideal future. You and your colleagues have done everything you possibly can to make the Service Area excellent. Look around: What do you see?

- Describe the colleagues and partners inside and outside the institution with whom you would like to work in the ideal future.

- In the ideal future, what specific innovations, best practices, or other accomplishments would you share with a visiting out-of-state colleague?

- What long-term impact would you like your Service Area to have on the College and the community?

- What strengths, opportunities, or new directions now exist on which you can capitalize in three years' time?

Complete the following table with your Service Area's **Action Plan***.*

Action Plan				
GOAL	**ALIGNMENT**	**OBJECTIVE**	**ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE**	**OUTCOMES/MEASURES**
#1 Electronic monitored educational plans for all students to assist and track student progress on plans, changed plans or changed goals ie a Degree to a Certificate or just a few classes. In addition it would allow us to collect data on educational plans	☐ 1. Foster innovative learning environment ☐ 2. Provide Successful college learning experience ☒ 3. Promote and support student engagement ☐ 4. Cultivate and enhance local partnerships ☐ 5. Attract/ develop excellent employees ☒ 6. Strengthen college planning/ decision making	**#1** Develop a process for obtaining a 100% -all students have an Ed Plan	a) Set up a Student Success Score card team b) Set up with other colleges a best practice for how we will get Ed plans c) Start to research student tracking systems	Electronic educational plans Implemented for all students along with a data gathering system that will meet the challenge of the new Student Success Scorecard
		#2 Create a better tracking system for student progress, goals and achievements	a) Start to research student tracking systems b) Bring vendors in for demo c) Research cost and develop a funding process	*Enter text*
		#3 *Enter text*	a) *Enter text* b) *Enter text* c) *Enter text*	*Enter text*
Comments:	*Enter text*			
#2 Working student portal and email address for all students so that counselor can contact and have stronger online services. In addition it will allow us to collect data on student access and patterns of work effort according to access to portal and emails	☐ 1. Foster innovative learning environment ☐ 2. Provide Successful college learning experience ☒ 3. Promote and support student engagement ☐ 4. Cultivate and enhance local partnerships ☐ 5. Attract/ develop excellent employees ☒ 6. Strengthen college planning/ decision making	**#1** Develop the portal so that is may be used by students to do college business and get emails regarding the college	a) Set a portal Team to manage the portal for the college b) Set up priorties and funding sources for expansion and directions c) *Enter text*	A live working portal and active email address along with intergrated student service components for on-line student service
		#2 Develop stronger on-line student services in the area of counseling, orientation, and A&R+Fin-aid	a) Re develop our online services to work across the college in order to bring about coordinated services for students b) Develop stronger online services for A&R and Fin-Aid c) *Enter text*	*Enter text*
		#3 *Enter text*	a) *Enter text* b) *Enter text* c) *Enter text*	*Enter text*
Comments:				
#3 Electronic counseling scheduling software that is web based for student scheduling their own appointments.	☒ 1. Foster innovative learning environment ☐ 2. Provide Successful college learning experience ☒ 3. Promote and support student engagement	**#1** Develop a web based electronic scheduler for counselors and the couseling department, DSPS, OSS, and EOPS	a) Develop a team to develop a web based scheduler, or seek an outside vendo to assist in the project b) Develop a team to set priorites for what components the scheduler will have	Electronic scheduling system that can be used by all of student services

		☐ 4. Cultivate and enhance local partnerships ☐ 5. Attract/ develop excellent employees ☐ 6. Strengthen college planning/ decision making		c)	*Enter text*	
			#2 *Enter text*	a)	*Enter text*	*Enter text*
				b)	*Enter text*	
				c)	*Enter text*	
			#3 *Enter text*	a)	*Enter text*	*Enter text*
				b)	*Enter text*	
				c)	*Enter text*	
	Comments:	*Enter text*				

9.   Resources Required

List all significant resources needed to achieve the objectives shown in the table above, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements noted in 6.C.

Rationale*: For each resource listed, enter the reason(s) the resource is needed to achieve the objective.

Goal #	Objective #	Resource Required	Rationale*	Estimated Cost
Enter text	*Enter text*	*Enter text*	*Enter text*	*Enter text*
Enter text	*Enter text*	*Enter text*	*Enter text*	*Enter text*
Enter text	*Enter text*	*Enter text*	*Enter text*	*Enter text*
Enter text	*Enter text*	*Enter text*	*Enter text*	*Enter text*
Enter text	*Enter text*	*Enter text*	*Enter text*	*Enter text*

A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for EACH new resource requested.