

Counseling Program Review

2012-2013

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1. Program Description

1A. Description

Counseling is a crucial and valuable resource available for students as counseling faculty provides personal, academic and career counseling which contributes to the enrichment of student development in preparation of academic and career planning. Counselors help students explore educational pathways that culminate in the development of a student educational plan (SEP) that specifically outlines requirements for the associate degree, certificate of achievement in specific majors or career fields, and/or transfer to a four-year university. Counselors evaluate and analyze numerous documents including SEP's, internal and external transcripts, career interest inventories (i.e. Myers Briggs, Strong, Kudor), academic assessment information (i.e. AP, IB, CLEP), aimed towards student progress and good standing. Effective academic strategies are provided by counseling faculty to help students achieve success and degree completion. Counselors collaborate with instructional faculty and make referrals to on and off campus resources as deemed appropriate and necessary for student success.

1B. Services Provided by the Program

Professionally-trained counseling faculty provide services to support the development of students to their full academic potential, enhance personal growth, and foster positive values for successful living and membership in a multi-cultural society. Counseling services are offered free of charge and made available to the general Ventura College student population and general public. Counseling faculty provide academic, career and personal counseling services in the Counseling Department, located in the Student Services Center.

General counseling services are offered day and evening, on- and off-campus, and at three main locations: Student Services Center, Transfer and Career Center, and Santa Paula Center. Four types of counseling services are available for continuing, new, and prospective students: 1) scheduled 30 minute appointments; 2) group counseling services offered in workshops; 3) Drop-by counseling for immediate questions; and 4) Online e-counseling via the internet. Counseling services are provided to instructional faculty in classrooms, community agencies and high schools upon request.

The breadth of counseling services are provided by Master degreed counseling faculty within the Matriculation counseling components of Outreach/Pre-Orientation, Orientation, Academic Counseling, Career Counseling, Transfer Counseling, and personal counseling (as it relates to the academic success of the student). Additionally, students have access to counseling faculty that offer counseling in specific majors such as nursing, student athletes, veteran's and others majors that have additional local/state/federal educational requirements applicable to their Ventura College studies. Bilingual counseling is available in Spanish and Hmong languages.

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1C. College Vision

Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

1D. College Mission

Ventura College, one of the oldest comprehensive community colleges in California, provides a positive and accessible learning environment that is responsive to the needs of a highly diverse student body through a varied selection of disciplines, learning approaches and teaching methods including traditional classroom instruction, distance education, experiential learning, and co-curricular activities. It offers courses in basic skills; programs for students seeking an associate degree, certificate or license for job placement and advancement; curricula for students planning to transfer; and training programs to meet worker and employee needs. It is a leader in providing instruction and support for students with disabilities. With its commitment to workforce development in support of the State and region's economic viability, Ventura College takes pride in creating transfer, career technical and continuing education opportunities that promote success, develop students to their full potential, create lifelong learners, enhance personal growth and life enrichment and foster positive values for successful living and membership in a multicultural society. The College is committed to continual assessment of learning outcomes in order to maintain high quality courses and programs. Originally landscaped to be an arboretum, the College has a beautiful, park-like campus that serves as a vital community resource.

1E. Core Commitments

Ventura College is dedicated to following a set of enduring Core Commitments that shall guide it through changing times and give rise to its Vision, Mission and Goals.

- Student Success
- Respect
- Integrity
- Quality
- Collegiality
- Access
- Innovation
- Diversity
- Service
- Collaboration
- Sustainability
- Continuous Improvement

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1F. Program Significant Events (Strengths and Successes)

STRENGTHS – The strength of the Counseling Department is its experienced, qualified and knowledgeable counseling faculty. The department relies on its full-time faculty to provide counseling services to a campus with over 14,000 students.

- **Counselors are faculty experts** in all academic areas and their contribution to the campus goes beyond counseling services.
- **Counselors collaborate with instructional faculty** by participating on campus-wide initiatives (SLO's, SUO's, Program Review, campus planning, accreditation, Title V Co-Op), shared-governance committees involvement (i.e. Curriculum, Academic Senate, Tenure Review Committees, DRTW-SS, DACA, College Planning Council, Title X, Distance Ed & Technology Committee, etc.).
- **Counselors continue to improve communication and collaboration with student services areas** such as Admissions and Records, Welcome Center, EOPS, EAC and Cal Works and other related committees.
- **Counselors maintain professional connections to members in the community,** industry and with other institutions of higher learning
- **All counselors “flex” their yearly-work schedules** to try to meet the needs of the students and department.
- **Counselors stay current** by utilizing professional development time to keep updated with state mandated changes (i.e. AA/AS-T degrees, financial aid appeals) and updates and changes in counseling regulations in degree changes, etc.

SUCSESSES – Success achieved by the Counseling Department is not limited to the counseling components of academic and career counseling. It also includes the following:

- **Increased collaboration** with others departments including foundation, financial aid, Admissions & Records, Welcome Center and Title V Co-op grant. Counselors participated in S.I.T.E. (Title V Co-op grant) both as a conference participate and as a workshop presenter.
- **Ongoing participation with** on-campus activities such as accreditation, program review, tenure review committees and SUO/SLO development. Counselors worked well to meet the needs of feeder high schools, community, and industry.
- **Host Annual High School Counselor Conference** (Counselor Exchange) by the counseling department to continue fostered relationships with all high school counselors and career center technicians in Ventura County. This vital conference showcases the college's changes in facilities, academic and student services areas and highlights the Matriculation process for new prospective students.
- **Increased Matriculation services** at twenty-two (22) high school & continuation schools were provided for a total of 1700 students and counseling was provided on-site for incoming freshmen students at their respective high school(s)
- **Successful SUO/SLO development and implementation.** SUO findings demonstrated that 80% of our goal was achieved during the 2011-2012 program review period.
- **Specialized counseling** designed to address the needs of special populations continues to be a valuable counseling service. Nursing students, student athletes, Veteran's and VATEA are helped by counselors with their unique requirements of eligibility and certification of educational plans as required by Board of Registered Nursing, NCAA regulations and the Veteran's Administration, respectively.

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1G. Organizational Structure

President: Robin Calote Executive Vice President: Ramiro Sanchez Dean: Victoria Lugo

Name	Marian Carrasco-Nungaray
Classification	Professor-Counseling
Year Hired	1993
Degrees/Credentials	A.A., 1985, Oxnard College; A.S., Ventura College; B.A., 1987, University of California, Berkeley; M.S., 1992, Ed.D., 2011, California Lutheran University

Name	Marcelino De Cierdo
Classification	Professor-Counseling
Year Hired	1988
Degrees/Credentials	B.A., 1978, University of California, Santa Barbara; M.S., 1988, California Lutheran University

Name	Aurora De la Selva
Classification	Professor-Counseling/Department Chair
Year Hired	1985
Degrees/Credentials	B.A., 1975, California Lutheran University; M.A., 1976, University of California, Santa Barbara

Name	David Farris
Classification	Professor-Counseling
Year Hired	1996
Degrees/Credentials	B.A., 1972, Occidental College, Los Angeles; M.A., 1974, University of California, Santa Barbara

Name	Helen Galindo
Classification	Professor-Counseling
Year Hired	1995
Degrees/Credentials	A.A., 1979, Oxnard College; B.A., 1983, California State University, Northridge; M.S. 1989, California Lutheran University

Name	Angelica Gonzales
Classification	Professor-Counseling
Year Hired	2004
Degrees/Credentials	B.S., 1996, M.A., 2002, California Lutheran University

Name	Bea Herrera
Classification	Professor-Counseling
Year Hired	1997
Degrees/Credentials	B.S., 1988, University of California, Irvine; M.S., 1994, California State University, Northridge

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Name	Ticey Hosley
Classification	Professor-Counseling
Year Hired	2010
Degrees/Credentials	B.A., 1998, University of California, Berkeley; M.A., 2001, University of California, San Diego; Ph.D., 2006, San Diego State

Name	Becky Hull
Classification	Professor-Counseling
Year Hired	1985
Degrees/Credentials	B.A., 1977, University of California, San Diego; M.A., 1979, University of San Diego; M.A., 1982, Azusa Pacific University

Name	Guadalupe Moriel-Guillen
Classification	Professor-Counseling
Year Hired	1998
Degrees/Credentials	B.S., 1985, Escuela Normal Superior, Chihuahua, Mexico; M.A., 1995, California State University, Northridge

Name	Yia Vang
Classification	Professor-Counseling
Year Hired	2011
Degrees/Credentials	B.A., 2002, M.S. 2004, California State University, Fresno

Name	Daniel Walsh
Classification	Professor-Counseling
Year Hired	2010
Degrees/Credentials	B.A., 1992, California State University, Long Beach; M.S., 1997 California State University, Fullerton; M.A., 2007, Sonoma State

Name	Denise Pope
Classification	Student Services Assistant II
Year Hired	1983
Degrees/Credentials	A.S., 1983, Medical Assistant, Ventura College

Name	Beatriz Zizumbo
Classification	Clerical Assistant I
Year Hired	2001
Degrees/Credentials	B.A. 2009, Spanish, CSUCI A.S. 2001, Accounting, Ventura College

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2. Performance Expectations

2A. Student Learning Outcomes

2A1. 2012-2013 – Institutional Student Learning Outcomes

1. Communication - written, oral and visual
2. Reasoning - Scientific and quantitative
3. Critical thinking and problem solving
4. Information literacy
5. Personal/community awareness and academic/career responsibilities

2A2. 2012-2013 – Program Service Unit Outcomes

1. Students will be able to recognize the need for information and support services and ask the appropriate questions when seeking counseling services.
2. Students on probation and/or dismissal will be able to identify the steps needed to reach academic success
3. New freshmen students will identify the courses needed to meet their educational goal (educational pathway).
4. New Student Athletes will learn the academic requirements for participation in athletics at Ventura College.
5. The students will identify their current educational goal and list the steps needed to accomplish such goal.

2A3. 2012-2013 – Program Operating Outcomes

1. Secure funding for continued updates of SARS software program, training and/or additional computer software that will provide a systematic and comprehensive method of collecting data to better track services provided to students accurately and statistically.
2. Provide comprehensive and quality online and in-person college orientation as part of the Matriculation process
3. Secure funding for additional staffing assistance to manage the information center.
4. Train all counseling faculty to provide comprehensive online counseling services to students.
5. Secure funding for the reinstatement of adjunct faculty to enhance service during peak times including pre- registration /counseling services during summer and to address multiple and separate registration time frames.
6. Secure funds to increase Guidance/ Career/Transfer courses taught by counselors.
7. Continue Increase collaboration with instructional faculty

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8. Provide effective Outreach/pre-registration /counseling services to our feeder high school students.
9. Increase the efficiency of the delivery of counseling services during the counseling sessions by using the most up-to-date computer hardware and software systems, in order to specifically access electronic transcripts, internet college websites, employment databases, etc.
10. Develop, implement and maintain an electronic counseling resource binder (repository/electronic binder) for retrieval and use by counseling faculty.

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3. Operating Information

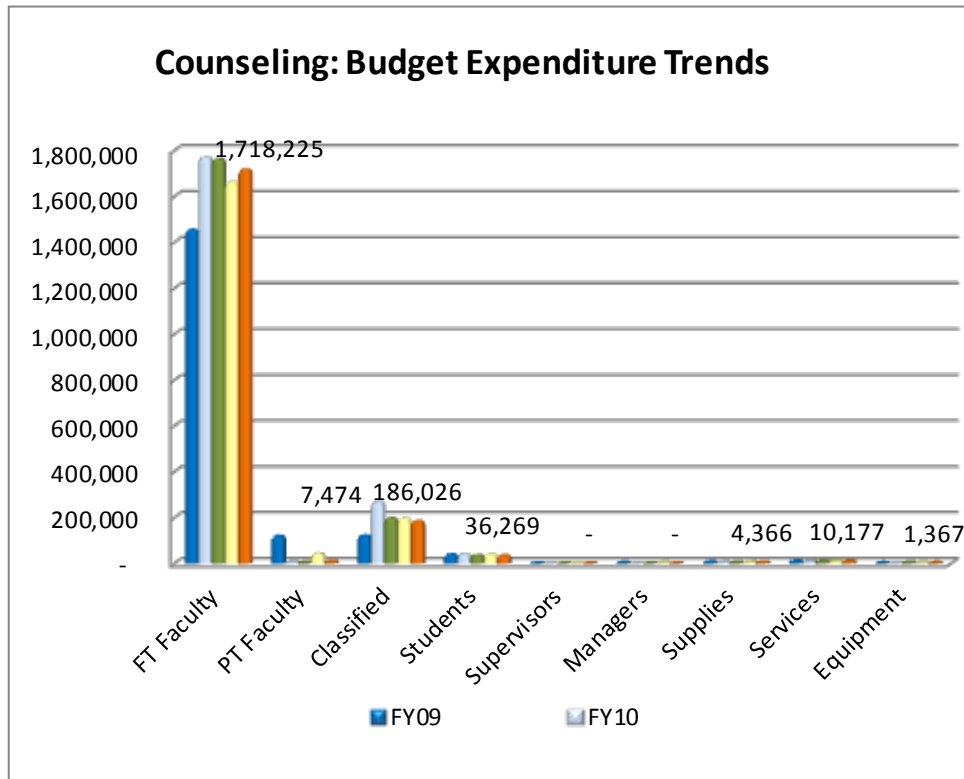
3A. Budget Summary Tables, Trends, and Detail

Table 3A1 Three Year Budget Summary

Category	Title	FY09	FY10	FY11	3 Year Average	FY12	FY12 Program Change from Prior Three Year Average	FY12 College Change from Prior Three Year Average
1	FT Faculty	1,456,176	1,769,391	1,763,414	1,662,994	1,718,225	3%	8%
2	PT Faculty	122,053	5,655	2,500	43,403	7,474	-83%	-8%
3	Classified	123,787	267,617	198,806	196,737	186,026	-5%	-7%
4	Students	41,114	40,137	37,235	39,495	36,269	-8%	2%
5	Supervisors	-	-	-	-	-	0%	6%
6	Managers	1,619	-	-	1,619	-	-100%	0%
7	Supplies	5,734	5,394	3,124	4,751	4,366	-8%	1%
8	Services	9,548	10,153	9,942	9,881	10,177	3%	2%
9	Equipment	620	-	2,067	1,344	1,367	2%	18%
	Total	1,760,651	2,098,347	2,017,088	1,958,695	1,963,904		0%

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Table 3A2 Counseling: Budget Expenditure Trends



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Table 3A3 Counseling Department Staffing

Counseling							
FOAP	Title	Name	Months	Pos%	Assign%	Total%	FTE
111310081220	Counselor	Carrasco Nungaray, Marian	11	1.000	1.000	1.000	1.000
111310081220	Counselor	Casillas, Mary H.	11	1.000	1.000	1.000	1.000
111310081220	Counselor	DeCierdo, Marcelino	11	1.000	1.000	1.000	1.000
111310081220	Counselor	De La Selva, Aurora	11	1.000	0.600	0.600	0.600
111310081170	Counselor/Dept Chair	De La Selva, Aurora			0.400	0.400	0.400
111310081220	Counselor Rd Wkschd	Farris, David	11	1.000	0.700	1.000	0.700
111310081220	Counselor	Gonzales, Angelica	11	1.000	1.000	1.000	1.000
111310081220	Counselor	Herrera, Beatriz	11	1.000	0.800	1.000	0.800
111310081220	Counselor	Hosley, Ticey	11	1.000	1.000	1.000	1.000
111310081220	Counselor	Hull, Rebecca	11	1.000	1.000	1.000	1.000
111310081220	Counselor	Moriel-Guillen, Guadalupe	11	1.000	1.000	1.000	1.000
111310082121	Stdt Svcs Asst II	Pope, Denise	12	1.000	1.000	1.000	1.000
111310081220	Counselor	Vang, Yia	11	1.000	1.000	1.000	1.000
111310081220	Counselor	Walsh, Daniel	11	1.000	0.600	1.000	0.600
111310082121	Clerical Asst I	Zizumbo, Beatriz	11	0.475	1.000	0.475	0.435
				13.475	13.100	13.475	12.535

Table 3A4 Projected Five Year Counselor Retirement

Projected Five Year Counselor Retirement	
Name of Counselor	Anticipated Date of Retirement
1. Aurora de la Selva	May 17, 2013
2. Becky Hull	May 17, 2013 last day as Athletic counselor. Will return August for two working days: official retirement date: August 2, 2013
3. Dave Farris	May 2014
4. Helen Galindo	May 2015
5. Guadalupe Guillen	May 2016

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Table 3A5 Budget Detail

FOAP	Title	FY09	FY10	FY11	FY12	FY13
111310081220631000	Faculty - Non-Instructional	970346	1239556	1150110	1063106	1064032
111310081230631000	Faculty - Non-Instr Sabbatical	45607	0	105063	63485	63485
111310081270601000	Faculty - Reassigned Time - NonInstr	44878	40134	18243	42324	42324
111310081342631000	Faculty - Office Hours PT Faculty	157	0	0	0	0
111310081387601000	Dept Chair Stipend & Extra (12,F2,3,4	2500	2500	2500	2500	2500
111310081388601000	Dept Chair Stipend - PT - NonP	0	0	0	0	2500
111310081420631000	Faculty - Non-Instructional Hourly	115940	3032	0	4806	2300
111310082121632000	Classified Regular	74192	178276	131202	121664	124667
111310082322631000	Classified - Overtime	0	501	2397	72	0
111310082530631000	Student Hourly Non-Instructional	39946	38140	36352	34937	36493
111310082826631000	Provisional, LTD Term - Non-Pos Cntrl	16648	0	0	0	0
111310083xx1631000	Benefits Faculty	395344	489701	489998	549310	612044
111310083xx10631000	Benefits Payroll Variance	29	1517	1611	1952	0
111310083xx2631000	Benefits PT Faculty	3457	123	0	168	139
111310083xx3645000	Benefits Classified	32947	88840	65207	64291	64803
111310083xx4631000	Benefits Student Hourly	1169	1998	883	1331	657
111310083xx6631000	Benefits Managers	1619	0	0	0	0
111310084200631000	Office Supplies & Materials	5650	4968	2824	3997	3500
111310084800631000	General Supplies & Materials	84	426	300	369	1000
111310085211631000	Employee Travel	0	298	0	339	0
111310085220631000	Mileage Reimbursement	9	0	83	0	0
111310085241631000	Faculty Travel (\$100)	740	504	70	100	400
111310085242631000	Other Faculty Travel	50	0	0	0	0
111310085622631000	Maintenance/Repair- Equip	706	0	0	0	0
111310085641630000	Software Maintenance License Fee	5895	5940	5940	7440	7500
111310085822631000	Licenses & Fees	0	47	0	0	0
111310085870631000	Printing & Duplicating	1654	2517	3549	1940	3000
111310085890631000	Other Expenses & Services	495	847	300	357	0
111310086423631000	Equip - Non-Instruc Equip (200-999)	0	0	0	471	0
111310086425631000	Equip - Non-Instruc Furn (200-999)	620	0	2067	0	0
111310086453631000	Equip - Non-Instruc Equip (\$1000+)	0	0	0	897	0
		1760682	2099865	2018699	1965856	2031344

2012 - 2013 Please provide program interpretation for the following:

Interpretation of the Program Budget Information

- Continued decrease of budget for part-time hourly faculty in department -**
 Table 3A2 *THREE YEAR COUNSELING BUDGET SUMMARY* indicates that the part-time faculty has decreased each year directly impacting the department's ability to offer counseling services. Furthermore, the Department experienced a 97% decrease in PT faculty hourly funds while the number of students increased since 2004. The Counseling Department continues to try to meet the needs of the

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general student population and its feeder high schools, community and industry **with less staff and less funding.**

- **Five anticipated counselor retirements** - The budget accurately demonstrates, in concept, the counseling faculty percentage of the employee payroll expenses. The current faculty FTE **will drastically change** as the Department anticipates FIVE faculty retirements in five years (40% of the department). Two retirements will occur in the academic year 2012-13, one will occur in 2013-2014, one in 2014-15 and one in 2015-16.
- **Passage of state law SB1456 Seymour-Campbell Student Success Act (October 2012)** - Given the need for counseling services, the Department intends to seek replacements for each retiree as increased counseling services mandated by the passage of the Seymour-Campbell Matriculation Student Success Act (October 2012) thus requiring the monitoring of student academic progress, student major declaration within the first year of attendance, educational plans for all students and will result in a direct punitive impact upon those student who do not comply to the law and forfeit of priority registration. It is determined that counselors will be instrumental to the implementation of this new law as students need assistance with the development of educational plans that strategically maximizes their course selection which foster's quicker completion of major requirements, general education courses for the associate degree and/or transfer to a university.
- **Reduced classified staffing** - The classified payroll expenses reflect the current staffing of one full-time classified employee. The need for classified employees is greater than ever. With the new initiatives of SLO development and analysis, the need for detailed data collection continues to increase and it is a function the classified staff is most adept to handle as they are the front-line staff at the Information/Counseling Reception Desks.

Interpretation of the Program Inventory Table

According to Dave Keebler, the inventory system for the counseling department has not been completed. Soon a better system of inventory will be developed.

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Service Data:

a) What populations are served by the program?

The Counseling Department provides general counseling services to the general student population which is approximately over 14,000 at this time. The type of students served are new, continuing, Veteran's, special-admit K-12, transfer, re-entry, non-traditional, ESL, international students, those seeking job-skills and student athletes. In addition, the Counseling Department may have students in common with other programs such as Financial Aid appeal students, DSPS (EAC), EOPS, MESA, and CalWORKs.

Student Demographics – The VCCCD Institutional research department reported for spring 2012 4th week census that Ventura College had 14, 198 students attending, with the majority being female (53.86%) and about 51.4% of the student population being Latino/Hispanic, with white students accounting for 35.1%. Of the student population, 36.24% attending is the largest age group of 20-24, followed by the second age group 19 or younger at (31.1%). Between these two groups, the total is 66.6%. Further, out of the 14,198 students attending Ventura College at the time of the reporting, the unit enrollment status confirmed that most students enrolled in less than 12 units per term (39.6%).

b) How many students, classes, etc. have been served by the program over the last two years (per semester)?

Student Contacts Table

Activity Type (Contacts)	Summer 2010	Fall 2010	Spring 2011	Summer 2011	Fall 2011	Spring 2012
One-to-One Appts-attended	606	3709	3232	1047	4210	3055
Drop-By	3359	3420	2949	1939	3808	3464
Group	2216	1354	759	606	439	356
No.of Workshops* (not included in total)	66	52	51	0	13	6
Other-contacts not recorded in SARS					1314	1937
H. S. Matriculation						1700
TOTAL*	6181	8483	6940	3592	9771	10513

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GW Courses (Sections)

Counseling faculty teach Guidance Workshop (GW) courses. The objective is to provide a curriculum that will aid the student in becoming a Master Student, learn how to develop appropriate academic/ career goals and learn how to achieve academic success, depending on the student's goal(s). These courses are for credit and are either one- or two- unit credit courses. Most are CSU transferrable and all are degree-applicable at Ventura College. The topics range from "Discover the Right Career" to "How to Achieve Transfer Success".

The counseling faculty teaching these courses has worked closely with the entire Counseling Department in the development, evaluation and analysis of the SLO's for the GW courses. Due to budget cuts the Counseling Department has reduced the number of Guidance courses. Table # demonstrates that the number of sections has decreased, however the number of students who register in these classes is increasing.

Guidance Workshop Sections and Enrollment Data

Activity	Summer 2010	Fall 2010	Spring 2011	Summer 2011	Fall 2011	Spring 2012
No. GW sections	1	3	3	1	2	2
No. Enrolled Stdts	49	155	91	68	77	150
TOTAL	49	155	91	68	77	150

TOTAL GW COURSE ENROLLMENTS: 590 students

c) What other operational data is pertinent to your program? Please provide.

Additional services provided during this reporting period by the Counseling Department continue to go unaccounted for. Data is not reported for many other served students because they do not have a VC Student ID number at the time of service & cannot be captured through the SARS grid software or students failed to denote their VC student ID number on the sign-in sheets):

in the data collection (either participants that do not have a VC Student ID number at the time of service & cannot be captured through the SARS grid software or students failed to denote their VC student ID number on the sign-in sheets):

- 1) E-counseling. This is a counseling service available to distance education students. Students have access to counseling via an electronic intake form located on the Distance Education webpage. Once completed, the Distance Education office forwards the form to the department chair. The counseling faculty and staff receive many requests for counseling information via e-mail. The majority of these students do not possess, or do not

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report an ID number. Data indicates that counselors on the average are responding to **100 e-mails** each, per semester. The data collected also demonstrates that students who are registered in traditional courses use the e-counseling services just as much as those enrolled in Distance Ed courses.

- 2) Designated e-counselors. This is designed to assist students with questions regarding academic and career requirements. **Total: 1,080 counseling contacts per regular semester** on average. Counselors are responding to approximately 90 e-mails per semester, each.
- 3) Community Outreach. . Due to budget cuts and a shift in priorities these activities (outreach to local community groups, church groups, non-profit organizations, elementary/middle schools, CYA, jail and local boys/girls club , etc.), have been significantly reduced. The presentations to these groups vary in topics. Topics are regarding VC academic programs, general college information, transfer and career ladder information. Counselors conduct the presentations based on the type of information that is requested by the group. **Total: 10-15 presentations per regular semester** on average. **Counseled over 500 participants in one semester.**
- 4) High School Presentations. This is an outreach activity to feeder high schools. Counselors are invited to present on a variety of topics regarding VC academic and career programs. Mostly, presentations involve information regarding nursing/allied health, student athlete requirements, and the matriculation process and transfer information. In the spring of 2012, Ventura Counselors visited a total of 22 Ventura County feeder high schools with the purpose of providing matriculation counseling services. Approximately 1700 students participated in these activities.
- 5) Classroom presentation (In-Reach) to VC students. This is an in-reach activity counselors perform every semester. Collaborative efforts with instructional faculty allow for counselors to present directly to entire classes on topics ranging from major preparation to transfer requirements to career information. During the 2011-12 academic year counselors visited classrooms at the invitation of faculty and two counselors presently work in collaboration with the Learning Communities **Total: 10 - 15 presentations per semester** on average. **Counseled over 800 students in one academic year.**

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4. Performance Assessment

4A1. 2012-2013 – Institutional Level Student Learning Outcomes

Institutional Level Student Learning Outcome 1	Performance Indicators
Communication	This ISLO will not be assessed by the counseling department academic year 2012-13.
Operating Information	
Will not be assessed	
Analysis – Assessment	
Not applicable	

Institutional Level Student Learning Outcome 2	Performance Indicators
Reasoning	This ISLO will not be assessed by counseling department for academic year 2012-13
Operating Information	
Will not be assessed	
Analysis – Assessment	
Nor applicable	

Institutional Level Student Learning Outcome 3	Performance Indicators
Critical Thinking and problem solving	This ISLO will be assessed per the ISLO Calendar in academic year 2013-14.
Operating Information	
Will not be assessed.	
Analysis – Assessment	
Not applicable	

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Institutional Level Student Learning Outcome 4	Performance Indicators
Information Literacy	This ISLO will be assessed per the ISLO Calendar in academic year 2013-14.
Operating Information	
Will not be assessed	
Analysis – Assessment	
Not applicable	

Institutional Level Student Learning Outcome 5	Performance Indicators
Personal/community awareness and academic / career responsibilities	This ISLO will be assessed per the ISLO Calendar in academic year 2013-14.
Operating Information	
Will not be assessed	
Analysis – Assessment	
Not applicable	

4A2. 2012-2013 – Service Unit Outcomes

Service Unit Outcome-1	Performance Indicators
Students will be able to recognize the need for information and support services, and ask the appropriate questions when seeking counseling services.	70% of students who participate in a counseling workshop will participate in follow up counseling services as indicated in SARS and counselor's notes/files.
Operating Information	
Will not be assessed	
Analysis – Assessment	
Not applicable	

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Service Unit Outcome-2	Performance Indicators
Students on probation and/or dismissal will be able to identify the steps needed to reach academic success.	70% of students will identify 3 out of 5 support areas as indicated on the "Student Success Academic Improvement" survey.
Operating Information	
This SUO will be evaluated through the use of a counseling pre and post survey provided to each student during a counseling session.	
Analysis - Assessment	
This SUO will be evaluated Fall 2012 semester.	

Service Unit Outcome-3	Performance Indicators
New freshmen students will identify the courses needed to meet their educational goal.	70% or higher will identify courses needed to meet their educational goal (educational pathway) as indicated on their <i>First Semester Education Plan</i> by the end of the New Student Workshop.
Operating Information	
This SUO will be evaluated on the three year rotational SUO calendar. Next evaluation period will be 2013-14.	
Analysis – Assessment	
Not applicable	

Service Unit Outcome-4	Performance Indicators
New Student Athletes will learn the academic requirements for participation in athletics at Ventura College.	70% of student athletes, after attending the <i>New Student Athlete Eligibility Workshop</i> , will identify the minimum academic eligibility requirements for the first season of competition.
Operating Information	
This SUO was evaluated Spring 2012. A Pre and Post Eligibility questionnaire was distributed to all athletic students who attended a counseling session.	
Analysis – Assessment	
Goal was met. 80% of the students obtained a passing score. It was noted that having smaller groups and targeting distinct athletic groups (football, basketball, tennis, etc.) was more effective and resulted in greater student success scores.	

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Service Unit Outcome-5	Performance Indicators
The students will identify their current educational goal and list the steps needed to accomplish such goal.	70% of student will identify the steps necessary to accomplish academic goals as indicated by counselor notes, follow-up appointments and analysis of educational plans and degree/transfer check lists.
Operating Information	
Will not be assessed in this academic year 2012-1213	
Analysis – Assessment	
Not applicable	

4C. **2012-2013** – Program Operating Outcomes

Operating Goal-1	Performance Indicators
Continue to update SARS software program and/or an additional computer software program (Q less Virtual Management System) which can provide a systematic and comprehensive method to collect data accurately and statistically so that we can assess needs and improve counseling program & services.	100 % of the counseling classified staff and counseling faculty will be trained on the most current version of SARS (training on the new system and functionality) and a computerized software program that can track services provided to students.
Operating Information	
Training to commence for all counseling faculty and support staff in the Fall 2012 semester. The training will address how to use and effectively implement a tracking system to capture all student contacts at the information desk, Counseling Department and the Transfer/Career Center.	
Analysis – Assessment	
To be assessed academic year I 2012-13.C	

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Operating Goal-2	Performance Indicators
Provide comprehensive and quality online and in-person college orientations as part of the Matriculation process.	Further research will be conducted to develop the In Person Orientations, and will be modeled after the final development and approval of the on-line college orientation currently being developed.
Operating Information	
Through the collaborative efforts between counseling and the Title V Co-Op grant, the online college orientation was created and ready for implementation for Fall 2012 pending district approval. Development of the In Person Orientation continues to be a need and will be a mandated requirement due to the newly enacted Seymour Campbell Act of 2012 (SB 1456).	
Analysis – Assessment	
Will be conducted Fall 2013-14 academic year.	

Operating Goal-3	Performance Indicators
Seek additional staffing assistance to manage the information center.	Continue to assess the staffing needs of the Information desk.
Operating Information	
Due to budget cuts the Information Desk and Counseling Department were unable to acquire additional staffing.	
Analysis – Assessment	
Will be assessed as additional funding becomes available.	

Operating Goal-4	Performance Indicators
Train all counseling faculty to provide comprehensive online counseling services to students.	All counseling faculty will attend training workshops to learn how to provide online counseling services utilizing the most current technology.
Operating Information	
This goal was not achieved in 2011-12. It will continue to be an operating goal as the need to provide on line counseling services continues to grow.	
Analysis – Assessment	
100% of the counselors are providing on line counseling services. Data indicates that on average, counselors are responding to a minimum of 100 student emails per semester, using a system that is not consistent nor capturing important data. This operating goal, if met will allow counseling faculty to meet the needs of students needing on line counseling services in particular those in distance education courses in a more efficient and effective manner.	

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Operating Goal-5	Performance Indicators
Secure funding for the reinstatement of adjunct faculty to enhance and increase services during peak times including pre-registration /counseling services during summer, and to address multiple and separate registration time frames.	100% secured funding will be allocated to the counseling department for the purpose of achieving this operating goal.
Operating Information	
In the academic year 2011-12 the secured funding was provided by the Matriculation Program however it only provided for one peak period for summer registration. Funding was not secured for all other peak times.	
Analysis – Assessment	
Due to lack of funding during peak times, students access to counseling services were significantly limited. The greatest impact occurred for incoming freshmen as fall registration peak time is in the month of July.	

Operating Goal-6	Performance Indicators
Provide students with Guidance/ Career/Transfer courses taught by counselors.	The counseling department will survey students to assess their current needs regarding counseling guidance classes and develop an instructional schedule of Guidance credit courses.
Operating Information	
Due to budget cuts the counseling department guidance courses were reduced and not allowed to expand its course offerings, thus the survey was not conducted as we did not want to mislead students on future course offerings.	
Analysis – Assessment	
The budget cuts impacted the potential of guidance course offerings for the 2011-2012 and Fall 2012-13 academic years.	

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Operating Goal-7	Performance Indicators
Increase collaboration with instructional faculty	Counselors will survey the faculty to understand the need for counseling “in-reach” activities, i.e., classroom visitations; participation in learning communities; attending departmental meetings, etc..
Operating Information	
Counselors worked with the learning community’s faculty committee to learn and understand the counseling needs of their students. Instructional faculty provided counselors with a list of activities that would be beneficial to their students	
Analysis – Assessment	
Counseling Faculty increased collaboration with the learning community’s instructional faculty as a starting point. This collaboration resulted in increased classroom visitation to present on counseling services which included transfer and career counseling. As result of this collaboration, counseling faculty has joined these learning communities.	

Operating Goal-8	Performance Indicators
Provide effective Outreach/pre-registration /counseling services to our feeder high school students.	Counseling department will conduct a survey to assess outreach equipment, materials, and quality of services provided by counseling faculty at feeder high schools. Counseling will work cooperatively with division departments to develop a comprehensive student survey.
Operating Information	
The counseling department conducted an assessment of its outreach and pre-registration services at the feeder high schools regarding outreach equipment, facilities, material and quality of services.	
Analysis – Assessment	
The assessment demonstrated that the outreach equipment, facilities, access to material and resources is not at the optimal standards necessary for quality counseling services. The factors impacting this area are: the high school’s lack of “Smart” classroom facilities, competing scheduling issues, lack of appropriate resources and coordination among some of the high schools. There is no secure back-fill funding for VC counselors when counselors are at the high schools thus leaving a major void in counseling services to Ventura College students.	

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Operating Goal-9	Performance Indicators
Increase the efficiency of the delivery of counseling services during the counseling sessions by using the most up-to-date computer hardware and software systems, specifically to be able to access electronic transcripts , internet college websites, employment databases, etc.	Counseling department staff will assess the current computer and software systems in each counselor's office and will develop a technology plan that will assist in increasing efficiency of counseling services provided.
Operating Information	
An assessment was conducted in academic year 2012-2013 of all computer and software packages.	
Analysis – Assessment	
As a result of this assessment, it was concluded that the computer hardware is old and slow. The software lacks the ability to create and convert forms electronically. Students and counselors lack the ability to access required forms which could be viewed and filled out electronically. All necessary forms need to be available and completed online. Given the fact that critical information regarding universities, transferring, career and labor market information is only accessible via on-line, it is imperative that our computers be replaced with state of the art computers and software technology.	

Operating Goal-10	Performance Indicators
Develop, implement and maintain an electronic counseling resource binder (e-binder) for retrieval and use by counseling faculty.	Counseling Department will designate a counseling faculty member to update and maintain an electronic resource binder (repository/data system) and to provide training for all counselors.
Operating Information	
Due to limited budget restraints and retirements we do not have the staffing to fully implement this goal because this activity requires ongoing maintenance and the collection of data/documents. Meeting this goal is key to providing a base knowledge for all new counselors as well as ensuring quality and efficient counseling services by all counselors to our student population	
Analysis – Assessment	
Not applicable. .	

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5. Findings

5. **2012-2013** – Findings

Finding 1: Secured funding is needed to provide students with counseling services during peak times, which includes pre/registration and summer months. Funding needs to be determined in the beginning of the academic year for better planning purposes. (SUO # 1, 2, 3, 4, 5; OG #2, 4, 5, 6)

Finding 2: Secure funding to upgrade SARS software program and acquire additional software programs in order to obtain a comprehensive data collection & tracking system. (OG # 1)

Finding 3: Training for all counseling faculty on how to provide quality comprehensive on-line counseling services and courses continues to be a need. (SOU # 1, 2, 3, 4, 5; OG #2, 4, 5, 6, 8, and 9)

Finding 4: Secure funding to increase the course offerings of guidance courses taught by full time counselors to include Transfer & Student Success, Selecting a Major/Career/Educational Pathway (SUO # 1, 2, 3, 4, 5; OG # 2, 6, 8, and 9)

Finding 5: Based on the evaluation of the Fall/Spring 2011-2012 SLO, the SLO goal was met. Eighty percent (80%) of the student athletes who attended a New Student Athlete Eligibility Counseling Workshops obtained a passing score. Students were more successful when the groups were smaller and the workshops were targeted to an individual sport. (SUO # 4)

Finding 6: The Transfer Center location/space is not adequate to conduct group counseling sessions, workshops or guidance classes. Lack of privacy, noise level, interruption by and to adjacent offices is not conducive to student learning. (SUO # 1, 2, 3, 4, 5, OG # 5, 6, 9)

Finding 7: Development of a new and updated In-Person Orientation to be modeled after the newly developed On-line orientation. (SUO # 1, 2, 3, 4, 5, OG # 2, 5, 6, 8, 9)

Finding 8: Counseling Department equipment, computers, software need to be upgraded, refreshed and or replaced. (OG # 1, 2, 4, 5, 6, 8, and 9)

Finding 9: One counselor retired during academic year 2011-12, at the end of academic year 2012-1213 (May and August) Three counselors need to be replaced. SUO # (1, 2, 3, 4, 5, OG # 5, 6, 8)

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6. Initiatives

6A. 2012-2013 – Final Program Initiative Priority Ratings

6A1. 2011-2012 Counseling Program Review Table

Line Number	Division Code	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Resource Category	Estimated Cost
1	35	Counseling	1				COUN1201	Hourly Counseling	Summer/Peak Counseling	1	\$140000
2	35	Counseling	1				COUN1202	Data Collection System	Collect Student Service Data	4	\$24,000
3	35	Counseling	2				COUN1203	Training D2L	Counselors will Teach online	0	
4	35	Counseling	3				COUN1204	Training / Technology	Enhance the delivery of student counseling services by utilizing educational Technology to provide services.	0	
5	35	Counseling	4				COUN1205	Upgrade/ Equipment	Increase effectiveness of student services by utilizing upgraded computers, scanner, and color printers.	4	\$5000

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6A2. 2012-2013 – Program Initiative Priority Ratings

Program	Category	Program Priority (0,1,2,3)	Division Priority (R,H,M,L)	Committee Priority	College Priority	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Adjusted Cost	Accumulated Costs	Personnel
Counseling	Personnel	#1(H)				COUN1310	Replacement of 3 Counseling Retirees	Maintain current level of counseling services to students	Unknown			
Counseling	Personnel	#2(H)				COUN1201	Increase Access to Counselors	Provide counseling during high peak registration to include summer (July & August)	\$140000			
Counseling	Computer / Equip Software & Tech	#3(R&H)				COUN1202	In-Person College Orientation	Collaborative College orientations are required/ mandated (SB 1440 Seymour-Campbell Act 2012)	\$25000			
Counseling	Other Resources	#1(H)				COUN1308	Counselor Training	Collaborative Training is critical for all counselors to implement new regulations (SB 1440)	\$5000			
Counseling	Computer / Equip Software & Tech	#1(H)				COUN1205	Update of Technology	Collaborative Counselors will more efficiently provide services and track students serviced through use of scanned documents, clicker technology, etc.	\$7000			

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2012-2013 – Program Initiative Priority Ratings (continued)

Program	Category	Program Priority (0,1,2,3)	Division Priority (R,H,M,L)	Committee Priority	College Priority	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Adjusted Cost	Accumulated Costs	Personnel
Counseling		#3(L)				COUN1203	Distance Ed Training for Counselors	Train counselors how to conduct on-line courses to increase remote services to students	\$10000			
Counseling	Computer / Equip Software & Tech	#4(M)				COUN1309	Develop On-line Counseling Binder	Increase remote for counselors to keep current on latest regulation changes (SB 1440)	\$0			
Counseling		#3(M)				COUN1204	Data Collection System	Collaborative Improve data collection via dedicated log-in system (kiosk)	\$5000			
Counseling	Computer / Equip Software & Tech	#2(M)				COUN1307	Dedicate staff to update student services website	Collaborative To increase accuracy of information posted on web site and to increase remote access to forms, program requirements, etc.	\$0			
Counseling	Computer / Equip Software & Tech	#5(L)				COUN1306	Campus Online Newsletter	Collaborative Increase communication & collaboration between instructional & student services. Provide info to students / community re: events, updates, available services.	\$0			

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6A3. 2012-2013 – Breakdown Final Program Initiative Priority Ratings

Personnel –Faculty Requests

Personnel - Faculty	Program	Program Priority (0,1,2,3....)	Division Priority (R,H,M,L)	Committee Priority (R,H,M,L)	College Priority (R,H,M,L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	General Fund	Other
1	Counseling	#2(H)				COUN1201	Increase Access to Counselors	Provide counseling during high peak registration to include summer (July & August)	\$140000		X	X
2	Counseling	#1(H)				COUN1310	Replacement of 3 Counseling Retirees	Maintain current level of counseling services to students	Unknown		X	X

Personnel – Other Requests

Personnel Other	Program	Program Priority (0,1,2,3....)	Division Priority (R,H,M,L)	Committee Priority (R,H,M,L)	College Priority (R,H,M,L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	General Fund	Other

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Computer Equipment and Software

Equipment - Computer & Technology	Program	Program Priority (0,1,2,3....)	Division Priority (R,H,M,L)	Committee Priority (R,H,M,L)	College Priority (R,H,M,L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	General Fund	Other
1	Counseling	#1(R&H)				COUN1202	In-Person College Orientation	College orientations are required/ mandated (SB 1440 Seymour-Campbell Act 2012)	\$25000		X	X
2	Counseling	#2(H)				COUN1205	Update of Technology	Collaborative Counselors will more efficiently provide services and track students serviced through use of scanned documents, clicker technology, etc.	\$7000		X	X
3	Counseling	#5(L)				COUN1306	Campus Online Newsletter	Collaborative Increase communication & collaboration between instructional & student services. Provide info to students / community re: events, updates, available services.	\$0			
4	Counseling	#4(H)				COUN1307	Dedicate staff to update student services website	Collaborative To increase accuracy of information posted on web site and to increase remote access to forms, program requirements, etc.	\$0			
5	Counseling	#3(H)				COUN1309	Develop On-line Counseling Binder	Increase remote for counselors to keep current on latest regulation changes (SB 1440)	\$0			

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Other Resources Requests

Other Resources	Program	Program Priority (0,1,2,3....)	Division Priority (R,H,M,L)	Committee Priority (R,H,M,L)	College Priority (R,H,M,L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	General Fund	Other
1	Counseling	#1(H)				COUN1308	Counselor Training	Collaborative Training is critical for all counselors to implement new regulations (SB 1456)	\$5000		X	X
2	Counseling	#2(M)				COUN1203	Distance Ed Training for Counselors	Train counselors how to conduct on-line courses to increase remote services to students	\$10000		X	X
3	Counseling	#3(M)				COUN1204	Data Collection System	Improve data collection via dedicated log-in system (kiosk)	\$5000		X	X

6B. 2012-2013 – Initiatives

Initiative: Increase Access to Counselors

Initiative ID: COUN1201

Link to Finding #1, 9: Increase counseling faculty hourly budget during the matriculation cycle, high peak, summer July and peak August [to include Freshmen Make-Up Day on Saturday, Freshmen Week, and evenings] {SUO #1-5}

Benefits: Counselors will be available to provide services to students during evening and summer months which is a high peak period, especially since the VCCCD implemented multi-registration and students cannot register for summer and fall at the same time in early April to May.

Request for Resources: \$140,000. [Received approximately \$60,000 from the Matriculation Program, not the entire amount of 140,000 as requested, and \$10,000 from Career Technical Education for services to CTE students]. Funding needs still need to be addressed and funded earlier in the academic year to allow for better planning of counseling services to students and ensure adequate counseling coverage.

Funding Sources: **Matriculation Program and CTE Division (through SB70 Grant)**

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No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	X
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	x

Initiative : In-Person College Orientation required **(Collaborative)**

Initiative ID: COUN1202

Link to Finding #1,3,4,6,7: Pending approval from the District Office on the newly created online orientation to be implemented Spring 2013 (funding provided by Title V Co-Op Grant), an in-person college orientation needs to be created and implemented as well as required by the new SB 1456 Seymour-Campbell Act, 2012. The need continues for training staff to conduct a dynamic, interactive in-person college orientation. This is needed as an alternate format for those that do not have access to technology or have LD issues. {SUO #1-5}

Benefits: These orientation workshops provides new students to Ventura College information and guidance regarding academic programs, student support services, how to identify a college major, academic progress, financial aid, and other educational costs/services.

Request for Resources: Need to train staff to conduct dynamic, interactive in-person college orientations and implement a newly created in-person college orientation. The budget would provide for staff time to create the in-person college orientation ensuring it parallels the online college orientation using the same visual aids, video, etc. To be offered during high peak periods such as in summer months and during multi-term registration periods. In-person college orientations will be offered 3 times per week during the high peak.

Further, a dedicated SMART classroom needs to be designated for this use. Counseling is requesting that the current Guthrie Hall facility be converted to a SMART classroom for use of the various counseling workshops (i.e. academic probation/dismissal), in-person college orientations and additional SB 1456 workshops. The current Transfer/Career Center is not accessible three times per week as that center offers its own set of workshops on a daily basis. Guthrie Hall would also need upgrade of furniture, tables, whiteboards and Wi-Fi capability plus technology that would allow for clicker technology to be used. All students utilizing services from the various Student Services Division departments could benefit by this collaborative initiative.

Funding Sources: \$25,000

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	X
Requires computer equipment funds (hardware and software)	x
Requires college equipment funds (other than computer related)	x
Requires college facilities funds	x
Requires other resources (grants, etc.)	x

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Initiative : A dedicated training of distance education for counselor using the most current hardware and software available for campus-use.

Initiative ID: COUN1203

Link to Finding #3,4,7,8: Conduct training for counselors to teach on-line guidance courses, provide online counseling services, and other student services via online as required in the new Seymour-Campbell Act. Offering student services online provides an innovative approach to addressing the needs of our Distance Education students, students who are located at the Santa Paula Center and to the student that requires additional assistance and follow up after student has received in-person counseling services. {SUO#1-5)

Benefits: Counselors will be trained to instruct or counsel using a new innovative approach (using distance education) to teach on-line guidance classes and provide other services online which will foster greater rapport with students which may result in greater student success, higher retention rates as well as the added benefit of expanding the capability of offering online counseling services to a greater number of students.

Request for Resources: Training needs to be provided using the most current online hardware and software available for campus-wide use. This training is to be provided to the Counseling Department specifically, and not part of the larger Distance Education campus training as the training must explore/address other options for online services to maintaining confidential sharing of information. Further, counselors' office computer, software and other technology needs to be upgraded to include a faster processing computer.

Funding Sources: 10,000

No new resources are required (use existing resources)	X
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	x
Requires other resources (grants, etc.)	X

Initiative : Data collection system—request for a computer log-in system using a “kiosk” model approach

Initiative ID: COUN1204 (**Collaborative**)

Link to Finding #2,3,4,5,7: Need to have a systematic comprehensive computerized system that collects data on counselor contacts and activities with students {SUO #1-5}. Collaborate with other student services departments to purchase and employ *Q less Virtual Queue Management system*.

Benefits: With accurate comprehensive data, analysis of need, institutional research projection and evaluation of services can occur to enhance counseling services. Follow-up

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counseling services and surveys can be provided for retention and student success. Currently, about half of the student contacts are not being recorded and/or not recorded in an accurate manner. A “kiosk” model allows the student to use a touch-screen computer to self-identify and self check-in when receiving services from the Counseling Department. At a minimum, implement the use of a “paper” system to be able to capture each student contact made (i.e. Phone calls, emails, e-counseling, and walk-ins).

Request for Resources: 5,000

Funding Sources: General Fund, CTE, Title V Co-Op and H.S.I.

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	x
Requires computer equipment funds (hardware and software)	X
Requires college equipment funds (other than computer related)	
Requires college facilities funds	x
Requires other resources (grants, etc.)	x

Initiative : Update of technology for counselor use

Initiative ID: COUN1205

Link to Finding #2,3,4,5,6,7,8: Upgrade of the counselors’ office computers (faster processors), and software that can create PDF forms (using Adobe Photoshop), make use of clicker technology, scan, store and retrieve documents from counselor’s office computers. The purchase of a Student Services Division scanner for use by counselors will assist counselors in providing services to students. Purchase the maintenance contracts and supplies for such hardware and/software. {SUO #1-5}

Benefits: Counselors will be able to provide services to students in a more efficient manner by retrieving stored documents, updating student information, and record student contacts thus eliminating the need for paper student files. This will assist in providing online counseling services as documents can be shared with students via the internet.

Request for Resources: \$7,000

Funding Sources: VC Migration Project, Division Office

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	X
Requires computer equipment funds (hardware and software)	X
Requires college equipment funds (other than computer related)	X
Requires college facilities funds	X
Requires other resources (grants, etc.)	

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Initiative : Create an online campus/community newsletter highlighting services/news from the Student Services Division

Initiative ID: COUN1306 (**Collaborative**)

Link to Finding #1-9: Need to have a systematic comprehensive online campus/community newsletter. {SUO #1-5}.

Benefits: To inform all constituents of news, updates, and/or upcoming events of the Student Services Division. The community and campus would benefit from having this information to refer to with students and members of the community. It will increase information sharing and help with campus in-reach and outreach. This initiative supports both Title V grants in its efforts for increasing collaboration and communication among the instructional departments and student services. Need access to Adobe Photoshop and approval to use “all users” district email distribution. This is a division need.

Request for Resources: 0

Funding Sources: Counseling will provide 20/hrs per semester for creation of newsletter by one counseling faculty.

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	x
Requires computer equipment funds (hardware and software)	X
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	x

Initiative : Designate a dedicated person in student services to update student services websites.

Initiative ID: COUN1307 (**Collaborative**)

Link to Finding #1-9: Updating the student services websites will allow students, staff, faculty and the community to access up-to-date information via the website. {SUO #1-5}.

Benefits: With accurate comprehensive data and information, students/staff/faculty/community will be able to access information that will help them better understand the College, its programs and services, academic information, student services, required forms, deadlines, etc. to aide in commencing, student progress and/or completing their studies at Ventura College. This is an initiative that would benefit all student services division departments.

Request for Resources: 0

Funding Sources: Part of assigned duties of the identified designated staff member in the Division

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No new resources are required (use existing resources)	x
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

Initiative : Counseling and Transfer/Career Center counselor training to increase knowledge base on new transfer SB 1440 & SB 1456 requirements, Transfer Agreements (TAG) and other relevant career counseling areas.

Initiative ID: COUN1308

Link to Finding #1: Given the current implementation to SB 1440 and new transfer curriculum being developed yearly, it is critical for counseling faculty to stay abreast of all the new regulations, curriculum and implementation steps being taken by the CSU system and California community colleges. Further, as the economy continues to stay stagnant, student requests for career counseling has doubled. {SUO #1-5}

Benefits: Counselors need to be recertified in the career assessments and/or inventories such as Myers-Briggs, Strong, and other instruments that will be utilized by students in their career development. Counselors need to have access to funds that will allow for such training. Current travel budget is limited to the \$100.00 contractual funding which is not sufficient to attend required CSU and UC trainings and career counseling certification workshops/trainings. {SUO #1-5}.

Request for Resources: 5,000

Funding Sources: General Fund, CTE, H.S.I Grant

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	x
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

Initiative : Develop an electronic online counseling binder for the use during the counseling session by counselors.

Initiative ID: COUN1309

Link to Finding #1-9: Given the current implementation to SB 1440 and new transfer curriculum being developed yearly, it is critical for counseling faculty to stay abreast of all the

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new regulations, curriculum and implementation steps being taken by the CSU system and California community colleges. In addition, the anticipated retirement of three counselors will leave a void in the historical perspectives of curriculum, regulations and procedures. {SUO #1-5}

Benefits: Counselors need to have access to academic, regulations and procedures in an efficient and effective manner. Creating an electronic binder that will store all newly created information on SB 1440, transfer information, required forms and procedures, articulation data and agreements, etc. will help counselors retrieve and store information in one centralized, and secure online location which can be accessible to all counselor during the counseling session. This will reduce the time wasted in recalling different websites/databases, etc. to retrieve needed information.

Request for Resources: 0

Funding Sources: Interested counselor will be assigned a portion of his/her workday to create and implement e-binder.

No new resources are required (use existing resources)	x
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

Initiative : Replacement of three counseling retirees, one being the athletic counselor

Initiative ID: COUN1310

Link to Finding #1,9: The current counseling faculty total 12. This counseling department provides counseling services to a total of 14,000 VC students. In addition, it provides specialized counseling to 600 student athletes. All counseling faculty are generalists yet some majors require additional specialized training as required by the discipline (i.e. nursing students) which impacts the accessibility {SUO #1-5}

Benefits: The retiree replacements will allow the Counseling Department to maintain the current level of services including athletic counseling, a highly specialized area of counseling given the numerous state and national regulations addressing legal compliance.. With less counselors, services will need to be reduced to a lower level thus impacting students access to knowledgeable, professional counselors. In the areas of student athletic counseling, the void will severely impact the athletes pursuing their studies at Ventura College and jeopardize the good standing VC possesses in the area of the commission on student athletes.

Request for Resources: Three full-time counseling faculty replacements

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Funding Sources: General Fund

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	X
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

6C: Program/Department Level Initiative Prioritization

All initiatives will first be prioritized by the program/department staff. Prioritize the initiatives using the **RHML** priority levels defined below.

Division Level Initiative Prioritization

The program initiatives within a division will be consolidated into division spreadsheets. The dean may include additional division-wide initiatives. All initiatives will then be prioritized using the **RHML** priority levels defined below.

Committee Level Initiative Prioritization

The division's spreadsheets will be prioritized by the appropriate college-wide committees (staffing, technology, equipment, facilities) using the **RHML** priority levels defined below.

College Level Initiative Prioritization

Dean's will present the consolidated prioritized initiatives to the College Planning Council. The College Planning Council will then prioritize the initiatives using the **RHML** priority levels defined below.

- R:** Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).
- H:** High – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)
- M:** Medium – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)
- L:** Low – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

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7. Process Assessment and Appeal

7A. Purpose of Process Assessment

The purpose of program review assessment is to evaluate the process for continual improvement. The process is required for accreditation and your input is very important to us as we strive to improve.

7B. 2012 - 2013 – ASSESSMENT QUESTIONS

1. Did you complete the program review process last year, and if so, did you identify program initiatives?

Yes, program initiatives were developed and two were partially funded. One unfunded initiative remains on the list for this year.

2a. Were the identified initiatives implemented?

COUN1201	Increase access to counselors	We received partial funding for counseling hourly during summer and peak counseling services.
COUN1204	Data collection system	Updated SARS GRID and training was provided to counseling faculty
COUN1205	Update of technology	Received 13 lap top computers for counseling faculty

2b. Did they make a difference?

Partial funding was received to offer counseling services to new and continuing students during peak registration and summer sessions.

The updated SARS GRID while purchased has yet to be installed due to a problem with technical capabilities and district approval. The SARS training was offered and received by counseling faculty and as a result counselors have been able to implement this training.

The new computers have made a big difference in the drop-in area. There are far fewer computers going down and a clear increase in student satisfaction with use in that area.

3. If you appealed or presented a minority opinion for the program review process last year, what was the result?

No appeals or minority opinions were put forth.

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4. How have the changes in the program review process worked for your area?

We benefitted from the use of a facilitator. The facilitator conducted a concise training and directly answered questions and concerns from counseling. In addition, the facilitator explained to the student services division that collaborative initiatives are encouraged.

5. How would you improve the program review process based on this experience?

The format and paperwork for the program review is very complicated and duplicates data in various areas. A concise program review process is suggested with more time allowed to gather data, discuss, and write the report.

7C. Appeals

After the program review process is complete, your program has the right to appeal the ranking of initiatives.

If you choose to appeal, please complete the appropriate form that explains and supports your position. Forms are located at the Program Review VC website.

The appeal will be handled at the next higher level of the program review process.