Columbia College

Student Services Program Review
2016-2017

Each SSS program or service engages in an ongoing process of reflection and assessment to improve delivery of services and program effectiveness. To capture that analysis and evaluation, and the program's goals and resources needed, please enter the details below along with program goals and improvements to be made as described by intended outcomes(s).

Student Services Program: Counseling
Manager: Melissa Raby

PROGRAM DESCRIPTION

This program's mission (include how it addresses the college Mission Statement):

The counseling program at Columbia College assists students in achieving their individual educational goals, including improvement of their basic academic skills, earning a certificate, improving employability, earning a degree or transferring to a University. This is achieved by educating students on how to navigate and succeed in the increasingly complex college environment, and by providing orientation and advising services, educational planning, and referral to appropriate resources and support services.

Describe the program, or service's staff:

Dean of Student Services
Counselor - Full-time
Counselor - Full-time
Counselor/Articulation Officer –Half-time counseling
Counselor - Adjunct
Counselor –Adjunct

ANALYSIS OF DATA & TRENDS

Students Served and Trends:

Although the overall counseling appointments decreased, the rate of unduplicated students decreased at a lower rate. This indicates that we were able to see more students given the available time allotted.

If desired, attached a document (or two) containing supporting information or data regarding student trends:

Click here to attach a file

Click here to attach a file

Data Analysis:

According to the data, overall appointments have decreased. This falls in line with the decrease in available general counseling hours and overall college enrollment. (See: 2012-13 PR Summary)

Full-time Faculty Equivalent:
A new full-time counseling position was filled in late spring 2012, but only 50% of the assignment is in counseling. The department currently has 10 faculty, including: 3 FT general (2.5 counseling/.5 articulation), 2 FT special programs (1.5 counseling/.5 coordinator), 3 PT general, and 2 PT special programs).
As the data indicates, counseling hours are beginning to return to the level of 2009 when categorical programs

(Attachments must be opened and printed separately)

Click the little blue arrow below to add additional analysis and trend section:

STRENGTHS AND CHALLENGES

Describe the program's strengths:

Strengths:
The counseling team at Columbia College is a uniquely balanced group. It is our diversity of perspectives and backgrounds that create the departmental equilibrium. While the counseling staff members bring unique strengths, all are highly competent and responsive to the changing nature of Community College Counseling. All team members engage in professional development activities to stay current and abreast of changes related to the profession. This results in accurate advising offered in a diverse delivery style, which meets the needs of a diverse student population.

The Columbia College Guidance classes offered through the counseling department reflect a high level of student success and retention. Point of service surveys similarly indicate a high level of student satisfaction as it relates to academic planning.

Describe the program's challenges:

Challenges:
Implementation of the recommendations of the Student Success Task Force will be a significant challenge for the counseling staff, largely due to staffing limitations: The first recommendation calls for an increase in college and career readiness among high school graduates prior to arriving on the community college campus. Increased high school and community outreach by counseling staff is one way to improve college readiness but this necessitates time spent off-campus and often outside normal working hours. Counselors will need to plan and strategize efficiently in order to increase counselor participation at the most important of these high school and community events.

The lack of staffing in the Career/Transfer Center represents a tremendous challenge regarding the availability of

ACCOMPLISHMENTS - GOALS REACHED

Describe the accomplishments, and/or prior goals or outcomes that have been reached, or the progress being made toward meeting goals:

Changes/Goals:
Program Improvement:

1. Guidance 107 will be offered online in the summer 2013.
2. A counseling Facebook page has been created providing a platform to present information to students.
3. An e-advising link has been added to the counseling webpage allowing students to submit questions and receive a timely response without having…
4. The counseling website has been updated with more information available to students including a frequently asked questions page.
5. SARS reason codes for referrals have been added for the availability of tracking student referrals.
6. The orientation PowerPoint and format has been updated.
7. Created a counseling logo to help with branding.

PROGRESS ON PROGRAM SLOs

In terms of expectations, please rate the progress on your program level SAOs

SAO #1 Description:	Exceeds	Meets	Not Met
Students will be informed of and referred to educational planning and support services: Career Center, Library, AAC, Math Lab, Campus Health Services, Mental Health Services, Food Bank, Financial Aid, DSPS, TRIO,	○	○	○

SAO #2 Description:	Exceeds	Meets	Not Met
This year, we started tracking the number of referrals to other support services on campus. Counsel…	○	○	○

SAO #3 Description:	Exceeds	Meets	Not Met
Students will access face to face or online orientation services. Orientation information is critical for …	○	○	○

NEW GOALS (or the goals to be continued)

Describe the new or continuing goal for this department or service:

Please indicate how this goal aligns with the college goals (click all that apply):

- ☐ Student success through planning and support services
- ☐ Effective curriculum revision
- ☐ Collect, manage, analyze data to facilitate continuous improvement
- ☐ Employer/student connections through workforce training
- ☐ Community outreach, information sharing, marketing efforts
- ☐ Effective enrollment management focused on retention and recruitment of students

To add another goal, please click the blue arrow below:

Insert item

RESOURCE REQUESTS:

Please describe the resource being requested below:

Tablets for Student Ambassadors to assist students with SSSP process

What will be the measurable result should resources be allocated?

Numbers of students served at off-site locations

Resource Type:	Amount Requested:	Other Information regarding the resource being requested (if needed):
Equipment		

Justification: Student Ambassadors often join counselors at off site locations and during advisement sessions. Th...

Note: Personnel requests must also go through the existing college hiring processes.

(To add another goal with resource request, click blue arrow below)

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1/22/2016 Date

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