



2020-2021 Program Review Report

Division/Area Name: Counseling	For Years: 2019-2020
Name of person leading this review:	Dean Roggenstein, Mr. Luis Echeverria, Mrs. Tanya McGinnis
Names of all participants in this review:	All counseling staff and faculty

Part 1. Program Overview:

1.1. Briefly describe how the program contributes to the district mission

The counseling division faculty and staff support prospective and current students in pursuing and achieving their academic, career and personal goals. Human Development courses teach students the tools to succeed in college. Counseling supports student success from high school through graduation and transfer via services such as Educational Plans for students to follow, workshops, probation/dismissal, articulation, transcript evaluations, career, online counseling, webinars, and bridge counseling.

Local, district and statewide collaboration: Counselors actively participate, and often lead, in shared governance, special programs, and other student success initiatives such as, but not limited, to the following:

Committees: AP&P, Academic Senate, Deans & Chairs, Guided Pathways, Basic Skills, Calendar, Distance Education, Professional Development, Student Equity, Student Discipline/Grievance Panel, Strategic Planning, Veterans Advisory, Financial Aid Second Level Appeals

Special Programs: EOP&S, OSD, CalWorks, STAR, Honors, Veterans, Nursing, Academic PRIDE, Transfer Center, Career Center, AVC2CSU, Law Scholars, UMOJA, AMFT, E.S.L., ISP/AVC Cares (suicide prevention), BIT, AVC Dreamers Center, LGBTQIA, Basic Needs, FYE, AVID for Higher Learning, High School Bridge

Student Club Advising: AVC STEM Club, AVC STEM Club/Pre-Med, H.O.L.A. (Heritage of Latin America), ANYA (American Native Yonutenen Association)

1.2. State briefly program highlights and accomplishments

SOAR Counseling Services: Students On Academic Rise (SOAR) is essentially a high school based on the Antelope Valley College (AVC) campus. Providing a supportive and academically enriched environment emphasizing Math, Science, Engineering, and Advancement Via Individual Determination (AVID) structures, SOAR high school is designed for underrepresented students evidencing high potential but low performance in a traditional educational system. Four AVC counselors annually share in assisting over 400 students as they navigate their high school/college journey. Counselors offer services including group presentations, transcript evaluation, course advisement, and major prep suggestions tailored to meet their specific transfer university needs. Currently, each counselor dedicates a modicum of time to SOAR students integrated with their other responsibilities.

Veterans Counseling Services: The Chancellor’s Office data indicates a “Military” Unduplicated Headcount of 42 active duty and 214 veterans for spring 2020. AVC currently has 447 students who are either a self-identified veteran, a veteran family member, receive actual Veteran Center services, or a combination thereof. The numbers vary but they are growing. In order for this population to receive their military benefits, they must meet with a counselor and receive an educational plan. Veterans are provided with priority registration. Two counselors have appointment times designated for veteran students.

ESL (English as a Second Language) Counseling Services: The ESL classes had approximately 950 students in 2019-20. Due to the pandemic and the lack of resources, like 2 or 3 computers per household, for example, the number has dropped. The ESL counselor provides the following counseling services: orientation, placement, education plans, translation of materials and video, and follow-up counseling services.

Palmdale Center Counseling Services: Palmdale Center offers the following counseling services: OSD, CalWorks, EOP/S, Honors, Academic PRIDE, Law Scholars, Umoja, Transfer and General Counseling for students at the south end of the Antelope Valley. Additionally, HD courses are offered on the Palmdale campus. Palmdale students also have access to all services at the Lancaster campus.

Academic PRIDE Counseling Services: Counseling educates students on what it means to be on academic probation and/or progress probation and academic/progress dismissal, provides interventions to assist students in getting back in good academic standing, individualized academic advisement/counseling to ensure students stay on track academically, a support system by engaging with students through interactions that centers on self-development, motivation, study skills, habits, procrastination, and cycles of change, and connects students with programs, services, and resources that will aid students to return into "good academic standing".

Bridge Counseling Services: The Antelope Valley College Bridge Counseling program is dedicated to assisting students with attending AVC after high school graduation and/or being dually enrolled in high school and AVC. The AVC Bridge Counselors work with students individually and in groups to ensure they have the necessary information to complete the matriculation process at AVC. A lot of our work is focused on the following topics: "Learning more about AVC," "AVC Application," "Financial Aid," "Special Admit," "Selecting Classes" and other group presentations. Additionally, we are able to help market programs and services offered at AVC to our students. There are 17 AVC Bridge Counselors working at the following campuses: Adult Education, Antelope Valley High School, Desert Winds High School, Eastside High School, Highland High School, Knight High School, Lancaster High School, Palmdale Aerospace Academy, and Quartz Hill High School. In the 2019-20 academic year, the AVC Bridge Counselors logged over ten thousand contacts with students (individual sessions, group workshops, emails, classroom presentations, AVC collaborative workshops, Google classroom posts, etc) and conducted 47+ student workshops. During the 2019-2020 school year, the AVC Bridge Counseling website was launched: <https://tinyurl.com/avccounseling>. The website includes the following information: "How to..." video guides for students, AVC Sign-In to log student contacts, Steps for enrollment at AVC, Financial Aid information, AVC Bridge Counselor contact information, Calendar of AVC Bridge events, Presentations, and Special Admit.

Career Center Counseling Services: The new office space in the T-700 swing space was a major improvement for Fall 2019. The 2019-20 online intake process proved to be extremely successful, providing easy appointment requests and scheduling for students remotely. MIS CAS services increased significantly after adding Google Chat and promoting the Career Center email alias as a new way for students to interface with services virtually. The addition of one adjunct counselor with significant training and experience in career counseling has proved very beneficial. The counselor provides additional support for career appointments, offers services via Cranium Café and Zoom, and hosts career workshops for various special programs.

Athletics Counseling Services: Counselors began a Summer Athletic Orientation 2 years ago. Year 1 (2018) we met with 64 freshmen. Year 2 (2019) we met with 158 incoming freshmen. Our orientation collaborated with services on campus such as Equity, Financial Aid and Student Life.

Law Scholars Program: The Law Scholars program exposes students to the field of law and prepares them academically for transfer with the purpose of potentially applying to law school. It's intended as an exploratory career program, not a concrete commitment to apply to law school. Students complete a specific curriculum along with degree requirements for an Associate's degree. There are two full-time counselors who work with students to ensure completion of program requirements, degree requirements and transfer components. Students are encouraged to meet with a counselor every semester. A system to track Law Scholars and attendance at workshops is still being developed. Much of the student contact has been via drop-in appointments and counselor initiated contact. Additional support is needed to carefully track these students. Emphasis is placed on developing critical thinking and analytical skills. These counselors also work with other populations. Students are required to participate in service learning and complete a specific number of hours

each semester. Through the pre-law club, they learn about mentors, attend law related activities, and are exposed to varied legal fields through speakers and field trips. They also learn about different law fields and learn basics about the law school admission process. Students attend an orientation at the start of the semester. There were approximately 20 students who attended this orientation. Those unable to attend receive an abridged orientation during their counseling sessions. In 2019-2020, 44 students applied to the program and a total of 7 students received their law scholars certificate upon completion of all program requirements.

AFMT Counseling Services: AVC is one of fifteen California Community Colleges that offers a bachelor’s program in an area that is not duplicated by a California State University campus. Two counselors have assigned time to assist students in the Airframe Manufacturing Technology (AFMT) Bachelor’s of Science program. A full-time education advisor is assigned to assist all Career Technical Education (CTE) in AERO, AFAB in preparing students for the application phase of AFMT. Housed in the CTE department, the education advisor provides continual follow-up on student progress through graduation with direct consultation with the Department Chairperson and Dean, as needed.

Transfer Education Center/Articulation & Evaluation: There has been a moderate increase of students transferring to four-year colleges and institutions over the past half-decade. AVC has averaged 875 transfers for the past five years. The majority of students transfer to the CSU; the average over five years is 519. Average UC transfer numbers for the same period equal 74. As for Articulation & Evaluation, vast improvement is needed. Our present system of officially evaluating transcripts when the student applies for graduation or certification puts students at risk of being unprepared to graduate or transfer and/or they may have taken unneeded courses. AVC must develop a system that gives students timely and accurate information on the equivalency and use of coursework completed elsewhere. The Banner SHATATR database has been growing since 2008. It is used to identify course equivalencies between AVC courses and courses offered at other colleges. Quality control was inadequate in the early years of building the database; inaccuracies and voids in Banner are reflected in educational plans and create graduation and transfer problems for students. Errors are corrected as they become known. In 2016, TES was put into practice. However, information was copied from SHATATR. This continues the pattern of inaccuracies. In Fall 2019, a plan to “clean-up” TES was implemented. While much has been done, there are still inaccuracies that must be addressed. Counselors need a well-maintained and accurate database in order to provide students with correct applicability of coursework completed elsewhere in a timely manner.

Honors Counseling Services: The Honors Transfer Alliance Program (TAP) at AVC offers priority admissions to a number of universities through its association with the Honors Transfer Council of California. For the 2019-2020 academic year, our program served 480 students. We awarded Honors TAP Certificates of completion and the designation of Honors Scholar to 75 students. Our program has held a consistent 60-70% TAP Certification acceptance rate to UCLA's College of Letters and Sciences for our AVC Honors students (vs 20% not TAP). We have 6 Counselors serving these students, but only one full time. Our program has undergone recent changes to close equity gaps and provide more opportunities for our students. This is expected to grow our Honors TAP population and will require more service hours from General Counseling.

1.3. Check each *Institutional Learning Outcome (ILO)* supported by the program.

<input checked="" type="checkbox"/> Communication	<input type="checkbox"/> Demonstrates analytical reading and writing skills including research, quantitative and qualitative evaluation and synthesis. <input checked="" type="checkbox"/> Demonstrates listening and speaking skills that result in focused and coherent communications
<input checked="" type="checkbox"/> Creative, Critical, and Analytical Thinking	<input checked="" type="checkbox"/> Uses intellectual curiosity, judgment and analytical decision-making in the acquisition, integration and application of knowledge and skills. <input checked="" type="checkbox"/> Solves problems utilizing technology, quantitative and qualitative information and mathematical concepts.
<input checked="" type="checkbox"/> Community/Global Consciousness	<input checked="" type="checkbox"/> Understands and applies personal concepts of integrity, ethics, self-esteem, lifelong learning, while contributing to the well-being of society and the environment.

	<input checked="" type="checkbox"/> Demonstrates an awareness and respect of the values of diversity, complexity, aesthetics and varied cultural expressions.
<input checked="" type="checkbox"/> Career and Specialized Knowledge	<input checked="" type="checkbox"/> Demonstrates knowledge, skills and abilities related to student educational goals, including career, transfer and personal enrichment.
1.4. Check each <u>Educational Master Plan (EMP)/Strategic Plan Goal supported by the program.</u>	
	<input checked="" type="checkbox"/> Goal 1*: Commitment to strengthening institutional effectiveness measures and practices.
	<input checked="" type="checkbox"/> Goal 2*: Increase efficient and effective use of resources: Technology; Facilities; Human Resources; Business Services.
	<input checked="" type="checkbox"/> Goal 3: Focus on utilizing proven instructional strategies that will foster transferable intellectual skills.
	<input checked="" type="checkbox"/> Goal 4*: Advance more students to college-level coursework-Develop and implement effective placement tools.
	<input type="checkbox"/> Goal 5: Align instructional programs to the skills identified by the labor market.

*Indicates College-Wide Priorities for 2018-2021 as of fall, 2018.

Part 2.A. Please provide the results of any internal and external environmental scan information you have gathered related to the program e.g. surveys, interviews, focus groups, advisory groups, licensure exam scores, job placement, State mandates, etc.:

HD Courses: During the 2019-20 year, the success rate increased to 75.4% from 72.8% in 2017-18; the retention increased to 90.6% from 87.6% in 2017-18; and student enrollment increased to 1,819 from 1,587 in 2017-18. Forty-six sections were offered on the Lancaster campus, while 18 were offered on the Palmdale campus.

Comprehensive Student Educational Plans (CSEP's): Over 4,500 new comprehensive educational plans were created in 2019-20.

Total Counseling Services Provided: Decreased in 2019-20 to 28,447 from 38,245 in 2017-18, and previously at 41,672 in 2016-17

Part 2.B. Analyze the program review data (please see the program review data retrieval instructions and attach your program review data page with any other supporting documents), the above environmental scan information, and anything else related to your area to identify the program strengths, weaknesses, opportunities, & threats (SWOT):

Strengths	<p>A student survey conducted in Fall 2019 of 522 respondents showed that 95% of respondents utilized counseling services to complete a Student Educational Plan (SEP). Survey showed that after completing an SEP, 96.5% of respondents knew what classes were needed to achieve their education goal and 97% enrolled or attempted to enroll in one or more classes reflected on the SEP. Survey also showed that of respondents who utilized Express Counseling, 89% had their questions and concerns answered. Survey showed that after speaking with a counselor, 87% of students identified or resolved issues that may have interfered with their academic performance and 94% stated that the counselor supported their efforts to achieve a goal.</p> <p>Survey shows that 74% of students are aware of Transfer workshops; however, only 11% state they used the Transfer Center for transfer workshops and 53% indicate they have never used Transfer Center services entirely. Gathering appropriate data to explain this polarity will be part of next year's program goals, as explained in the following summary of weaknesses.</p> <p>More students are utilizing the Career Center with the number of respondents that have never utilized the Career Center dropping from 57% in 2017 to 38% in 2019.</p> <p>Overall, when asked for their level of satisfaction with the Counseling Department as a whole, 80% of respondents selected either "very satisfied" (55%) or "satisfied" (25%).</p>
Weaknesses	<p>Although 46% of survey respondents stated that current operational times serve them well, 30% indicated that evening hours Monday through Thursday, 5 p.m. to 8 p.m. would permit the best time to have a counseling appointment. Survey also shows that 53% of respondents were unaware that online counseling is offered by the department.</p>

	<p>Quantitative counseling data for services such as (e.g. education plans, appointments, workshops, MIS entry, etc.) lacks accuracy due to a reporting from multiple systems that do not streamline; i.e. Banner, Cranium, SARS, etc.</p> <p>After further review, the survey results should add follow-up questions, for example, the survey showed 53% of students did not use transfer center services. This percentage as a standalone number is nonsignificant. In order for the transfer center to properly develop a plan of action to address this number, the transfer center needs to know why the services were purposefully not used. Student survey questions should be updated to reflect pertinent data.</p>
Opportunities	<p>Offering the ability to schedule online Cranium Cafe appointments throughout the year will increase student awareness of online counseling services. Additionally, offering online appointments in the late evening hours during the week will increase student access to counseling services.</p> <p>Utilizing Canvas and the website page for general counseling services and special programs will increase student's knowledge and access to relevant up-to-date counseling information.</p> <p>Utilizing Canvas for transfer counseling services, communication, and information will increase student's knowledge of and use of transfer center services. Conducting webinars, workshops and presentations via an online interface, such as Zoom, will increase student's knowledge of transfer workshop services.</p> <p>As outlined above, a careful analysis of counseling data parameters and collection, along with an update to the survey questions may provide more insight that would lead to continuous improvement of delivery of services.</p>
Threats	Lack of funding for all of the above.

Part 2.C. Review and comment on progress towards SLO/PLO/OO Action Plans:

001 & 002 Replace 2 bridge counselors – Completed - hired in October/November 2019

001 & 002 Replace 3 adjunct counselors – Completed - hired in January/February 2020

001 & 002 Hire support staff – Completed - hired April/November 2019

001 & 002 Identify high peak times to use drop-in Cranium Cafe online counseling and add the option of scheduled appointments through Cranium Cafe to increase access – Ongoing - With COVID-19, all counseling services are now offered online with appointments and express counseling through Cranium Cafe.

001 Provide transfer campus visits – Ongoing - Due to COVID-19, virtual campus tours are offered in lieu of in-person campus visits.

002 Upgrade program sheets to “Recommended Program Sequence” forms – Completed

002 Upgrade Comprehensive Ed Plan Templates to include an automatic feed of courses from page 1 to a term-by-term sequence on page 2 - Completed

001 Text reminder to students the day before a scheduled counseling appointment – Completed - text alert activated in SARS to students that includes appointment time, date and counselor name.

Part 2.D. Review and comment on progress towards past program review goals:

Goal #1: Refine and expand SSSP services.	Ongoing	<p>Comprehensive Ed Plans (CSEP) Summary:</p> <p>In 2019-20, 3,582 CSEP's were created in General Counseling-Lancaster, 674 at Palmdale Center, and 286 in the Transfer Center.</p>
--	---------	--

Abbreviated Ed Plans (ASEP) Summary:

In 2019-20, 2,204 ASEP's were created in General Counseling-Lancaster, 514 at Palmdale Center, and 130 in the Transfer Center.

Other/Update Ed Plans (OSEP) Summary:

In 2019-20, 6,779 OSEP's were created in General Counseling-Lancaster, 514 at Palmdale Center, and 130 in the Transfer Center.

****COVID-19 Impact****

A dramatic shift in counseling services data occurred due to the interruption of the COVID-19 campus closure on March 16, 2020. For the remainder of Spring 2020, counseling did not have appointment availability. Instead, only Express Counseling was offered. This is the reason for the dramatic increase in ASEP's and decrease in CSEP's. Once classified staff returned, appointments were back to normal for Summer 2020.

The total number of ASEP's increased 408% from 449 (Fall 2019) to 1,832 (Spring 2020); whereas, the number of CSEP's decreased 51% from 2,215 (Fall 2019) to 1,089 (Spring 2020).

See detailed breakdown in charts below.

ED PLANS MIS Lancaster		(does not include: Calworks, EOPS, STAR, OSD)			
CSEP	Fall 2019	Intersession 2020	Spring 2020	Summer 2020	Totals
ASEP	397	159	1331	317	2204
CSEP	1754	449	876	503	3582
NSEO (Non-Credit OSEP)	1	0	0	0	1
NSEP (Non-Credit ED Plan)	1	0	0	0	1
OSEP	3054	869	2054	802	6779
Total	5207	1477	4261	1622	12567

ED PLANS MIS Palmdale					
CSEP	Fall 2019	Intersession 2020	Spring 2020	Summer 2020	Totals
ASEP	11	19	442	42	514
CSEP	322	113	152	87	674
NSEO (Non-Credit OSEP)	0	0	0	0	0
NSEP (Non-Credit ED Plan)	0	0	0	0	0

OSEP	654	253	362	138	1407
Total	987	385	956	267	2595

ED PLANS MIS Transfer Center					
ED PLAN TYPE	Fall 2019	Interession 2020	Spring 2020	Summer 2020	Totals
ASEP	41	11	59	19	130
CSEP	139	67	61	19	286
OSEP	429	155	284	62	930
Total	609	233	404	100	1346

Non-Ed Plan Counseling/Advising Services (CAS) Summary:

In 2019-20, 9,933 CAS's were provided in General Counseling-Lancaster, 1,127 at Palmdale Center, and 909 in the Transfer Center.

CAS MIS Lancaster					
Service Type	Fall 2019	Interession 2020	Spring 2020	Summer 2020	Totals
CAS	2702	745	3675	2669	9791
NCAS (Non-Credit CAS)	48	28	65	1	142
Total	2750	773	3740	2670	9933

Online Counseling (post-COVID campus closure):

Cranium Information March 16, 2020 - August 1, 2020	
Video Meetings	2449
Video Meetings Duration/hours	1057
Chats	7202

Goal #2: Give reliable transcript evaluations to students who transfer from another institution.

Ongoing

Establish timeline, deadlines and criteria for transcript evaluations. TES database system – ongoing review for currency and applicability of external coursework completed by students. Transcript evaluation manual used by counselors continuously updated. Continued professional development of university transfer admissions requirements, general education standards, and major preparation requirements.

Goal #3: Increase opportunities for students to obtain information from counselors and advisors.	Ongoing	Expand efforts to proactively inform students via Canvas modules for General Counseling, Transfer Center, and Academic PRIDE Counseling. Expand efforts of online/remote counseling services, IE webinars, workshops, individual counseling, group counseling, etc.
Goal #4: Maintain the quality of HD instruction in support of the counseling mission.	Ongoing	Continue to evaluate HD SLO assessment results. HD success and retention rates have increased.
Goal #5: Obtain adequate and appropriate workspaces for staff and faculty.	Ongoing	Transition to the new Student Services building. Establish workspaces for embedded counseling within academic divisions.

COUNSELING 2020-2021 INSTITUTIONAL LEARNING OUTCOMES & OPERATIONAL OUTCOMES

OO1: Students will be able to access and utilize available counseling support services to increase their knowledge, awareness and skills in order to identify and achieve their personal, academic and career goals.

OO2: Each student will demonstrate knowledge of AVC's educational curriculum to support their goals toward degree, certificate and/or transfer requirements by enrolling in courses from their Education Plan when they are available.

ILO 1. Analyze diverse Communication: •Demonstrates analytical reading and writing skills including research, quantitative and qualitative evaluation and synthesis. •Demonstrates listening and speaking skills that result in focused and coherent communications.

ILO 2. Creative, Critical, and Analytical Thinking: •Uses intellectual curiosity, judgment and analytical decision-making in the acquisition, inte application of knowledge and skills. •Solves problems utilizing technology, quantitative and qualitative information and mathematical concepts

ILO 3. Community/Global Consciousness: •Understands and applies personal concepts of integrity, ethics, self-esteem, lifelong learning, while contributing to the well being of society and the environment. •Demonstrates an awareness and respect of the values of diversity, complexity, aesthetics and varied cultural expressions.

ILO 4. Career and Specialized Knowledge: •Demonstrates knowledge, skills and abilities related to student educational goals, including career, transfer and personal enrichment.

Part 3. Based on Part 2 above, please list program/area goals for 2020-2021:

<i>Program/Area Goal #</i>	<i>Goal supports which ILO/PLO/SLO/OO?</i>	<i>Description of Goal</i>	<i>Steps to be taken to achieve goal?</i>
Goal #1: SEA (SSSP) Services Goal #3: Student Accessibility Goal #4: HD Instruction	OO1	To improve student success by offering additional support to our future SOAR community.	<ol style="list-style-type: none"> 1. Identify faculty. 2. Allocate additional counseling hours for specific SOAR services.
Goal #1: SEA (SSSP) Services Goal #3: Student Accessibility	OO1 OO2	To better prepare students and increase student retention by creating an ESL placement tool to determine student language levels.	<ol style="list-style-type: none"> 1. The ESL counselor will be available to ESL faculty as they mainstream state established standards.
Goal #1: SEA (SSSP) Services Goal #3: Student Accessibility Goal #4: HD Instruction Goal #5: Workspace	OO1 ILO 4	To increase student access and improve student success by establishing a fully functional Career Center.	<ol style="list-style-type: none"> 1. Identify a physical location for a dedicated Career Center for students to engage in their career development and research with adequate

			resources in the new Student Services building.
Goal #1: SEA (SSSP) Services Goal #2: Transcript Evaluation Goal #3: Student Accessibility Goal #4: HD instruction	OO1 ILO 4	To increase student success by training staff and faculty for upcoming/ongoing Guided Pathways and MyPath initiatives.	1. The Career Center Coordinator will provide basic career assessment training to general counselors.
Goal #1: SEA (SSSP) Services	OO1	To improve student services each year by formulating an effective counseling services reporting structure.	1. Formulate what data needs to be collected 2. Determine how it should be collected, 3. Create a system to Sync data from the various structures utilized (e.g. Cranium, SARS, Banner, etc.)
Goal #1: SEA (SSSP) Services Goal #2: Transcript Evaluation Goal #3: Student Accessibility	OO1 OO2	To increase student success and retention by streamlining the transcript evaluation process.	1. Up front evaluations by use of a transcript reader will result in a timely and accurate process. 2. Advertise program application deadlines (e.g. Nursing, CSU, IGETC, AD-T, etc.) 3. Restore and add TES online course evaluation for all divisions.
Goal #1: SEA (SSSP) Services	OO1	To increase student use of and improve student access to transfer services by gathering accurate student survey data that represents utilization of transfer center services.	1. Create a specific transfer center student survey to Canvas members 2. Add components to the general counseling student survey that allows for transfer bound students to answer transfer center questions.
Goal #1: SEA (SSSP) Services Goal #3: Student Accessibility	OO1	To increase student transfer rates by improving application numbers (e.g. UC, CSU, UC-TAG, HBCU, etc.) by 5%.	1. Offer additional transfer specific and application specific workshops. Online offering of workshops.

Goal #1: SEA (SSSP) Services Goal #2: Transcript Evaluation Goal #3: Student Accessibility Goal #4: HD Instruction Goal #5: Workspace	OO1 ILO 4	To improve access for students to explore transfer opportunities.	<ol style="list-style-type: none"> 1. Increase the number of students that meet with university representatives. 2. Increase number of campus visits and tours.
Goal #1: SEA (SSSP) Services Goal #3: Student Accessibility Goal #4: HD Instruction Goal #5: Workspace	OO1	To increase student success and improve student access by hiring staff and faculty to fill vacancies, as needed.	<ol style="list-style-type: none"> 1. Identify vacant positions. 2. Identify the process to replace the vacant position.

Part 4. Resource Requests that Support Program Needs (Based on above analyses and listed in priority order):

Type of Resource Request	Summary of Request	New or Repeat Request	Amount of Request, \$	One-Time or Recurring Cost, \$	Contact's Name
Faculty	Replace open counseling positions due to attrition.	New	SEA, District, Categorical Programs	Recurring	
	Hire a full-time Career Counselor	Repeat	SEA & District	One-Time	
	Separate the Transfer Center Coordinator/Articulation Officer into two full-time faculty positions: Articulation Officer and Transfer Center Director	New	SEA & District	One-Time	
	Hire 10 new full-time counselors for transcript evaluations (4) and embedded counseling (6).	Repeat	SEA & District	Recurring	
Classified Staff	Hire replacement of Clerical II opening from October 2020	New	SEA & District	One-Time	
	Hire seven Educational Advisors to meet the needs of AB 705 and Guided Pathways Placement at Lancaster (5) and Palmdale (2)	Repeat	SEA & District	Recurring	
	Hire support staff to meet the needs of Guided Pathways	Repeat	SEA & District	Recurring	
Technology	Adequate and appropriate technology to administer the division's goals toward student success.	Repeat	SEA & District	One-Time	

	An analytics tool to analyze/graph/report on data from multiple sources in Banner to meet Academic PRIDE needs	Repeat	SEA & District	One-Time	
Physical/Facilities	A Transfer Center in the new student services building	Repeat	Bond	One-Time	
	A Career Center in the new student services building	Repeat	Bond	One-Time	
	Designated staff bathrooms in the new student services building.	Repeat	Bond	One-Time	
	A workshop room in the new student services building	Repeat	Bond	One-Time	
	A computer lab dedicated for counseling in the new student services building	New	SEA & District	Recurring	
	Adequate and appropriate workspaces to operate counseling services to meet student demand.	Repeat	SEA & District	Recurring	
Supplies	Computers for Transfer Center Student Lab (minimum 5)	Repeat	SEA & District	One-Time	
	Student planners	Repeat	SEA	Recurring	
	Vacuum & other cleaning supplies	Repeat	District	Recurring	
Professional Development	Counseling Retreat	Repeat	SEA	Recurring	
	Increase funding for conference attendance such that all counselors/advisors, particularly categorical programs and specialty counselors (i.e. EOPS, OSD, Transfer Center, Veterans, Law Scholars, Nursing, Pre-Med, embedded counselors, etc.) can send all stakeholders to benefit directly from training and stay current in their area of expertise.	Repeat	SEA & District	Recurring	

Please Select **Subject** area (**twice**) and **Program Major(s)** to get your data -->

Select Subject
HD

Select Subject **again**
HD

Select Program Major(s)
All

Academic Year
2019-2020



Retention, Success, Number of Sections, & Enrollment in HD (Total AVC rates are shown as | *hover over to see data*)



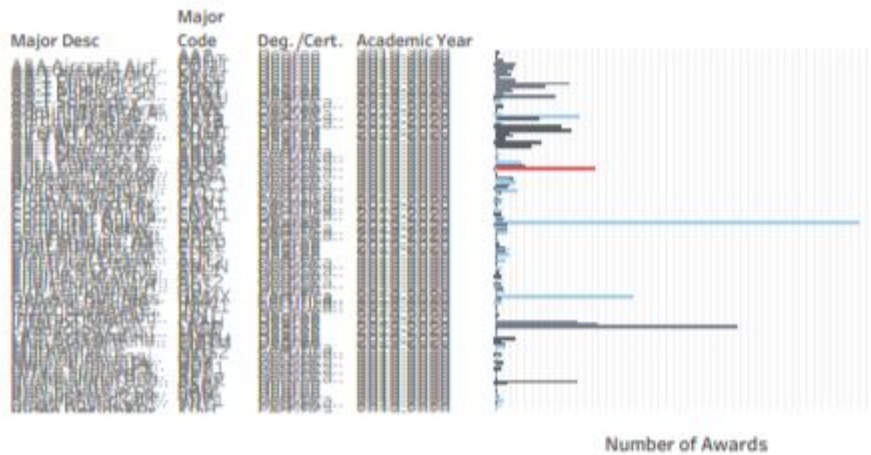
Enrollment and Number of Sections by *Modality* in HD

	Instr. Method	2019-2020
Number of Sections	Online	26
	Traditional	38
Enrollment	Online	661
	Traditional	1,195

Enrollment and Number of Sections by *Location* in HD

	Location	2019-2020
Number of Sections	Lancaster	46
	Palmdale	18
Enrollment	Lancaster	1,358
	Palmdale	498

Number of Degrees/Certificates Awarded in All



FTEF by Contract Type, Part-time/Full-time Ratio, FTES, FTES/FTEF in **HD**

	Fall 2016	Fall 2017	Fall 2018	Fall 2019
PT/Adjunct	2.1	1.1	1.3	1.9
FT/Regular	1.0	0.8	0.8	0.8
FT/Overload	2.7	3.1	3.2	2.7
TOTAL FTEF	5.8	5.0	5.3	5.4
PT/FT	2.1	1.4	1.6	2.4
FTES	83.4	79.0	85.3	84.5
FTES/FTEF Ratio	14.5	15.9	16.2	15.7
WSCH/FTEF Ratio	434.1	477.5	487.0	470.4

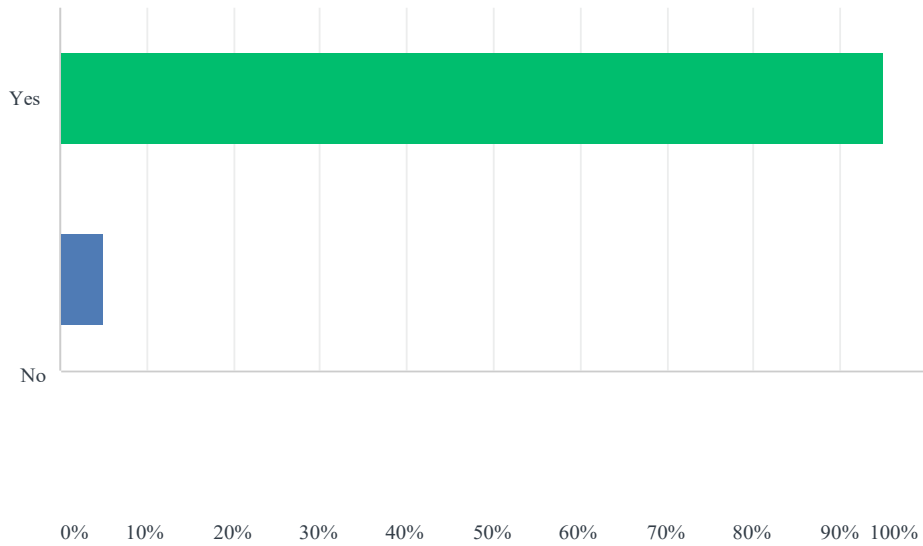
Click [here](#) to see AVC's Program awards dashboard

General Counseling Data					
*Advisement: Spring 2020 and Summer 2020 data suffers from interruption due to COVID 19 lockdown.					
SARS Unduplicated Student Count					
Term	Lancaster	Athletes	CTE	Total	
Fall 2019	2355	270	338	2963	
Intersession 2020	1119	80	84	1283	
Spring 2020	1025	83	151	1259	
Summer 2020	138	21	62	221	
					5726
SARS Attendance Summary Report -Lancaster					
TYPE	Fall 2019	Intersession 202	Spring 2020	Summer 2020	Totals
Appointments - Attended	2567	1142	935	138	4782
Drop Ins	2	0	82	2	86
Appointments - Unmarked	76	10	152	12	250
Appointments - Not Attended	696	289	308	13	1306
Appointments - Cancelled	332	190	137	6	665
Appointment Slots Unfilled	4290	820	8045	6653	19808
ED PLANS MIS Lancaster		(does not include: Calworks, EOPS, STAR, OSD)			
CSEP	Fall 2019	Intersession 202	Spring 2020	Summer 2020	Totals
ASEP	397	159	1331	317	2204
CSEP	1754	449	876	503	3582
NSEO (Non-Credit OSEP)	1	0	0	0	1
NSEP (Non-Credit ED Plan)	1	0	0	0	1
OSEP	3054	869	2054	802	6779
Total	5207	1477	4261	1622	12567
CAS MIS Lancaster					

Service Type	Fall 2019	Intersession 202	Spring 2020	Summer 2020	Totals	
CAS	2702	745	3675	2669	9791	
NCAS (Non-Credit CAS)	48	28	65	1	142	
Total	2750	773	3740	2670	9933	
						22500
Cranium Information March 16, 2020 - August 1, 2020						
Video Meetings	2449					
Video Meetings Duration/hours	1057					
Chats	7202					

Q1 1. I have utilized counseling services to complete a Student Educational Plan (SEP).

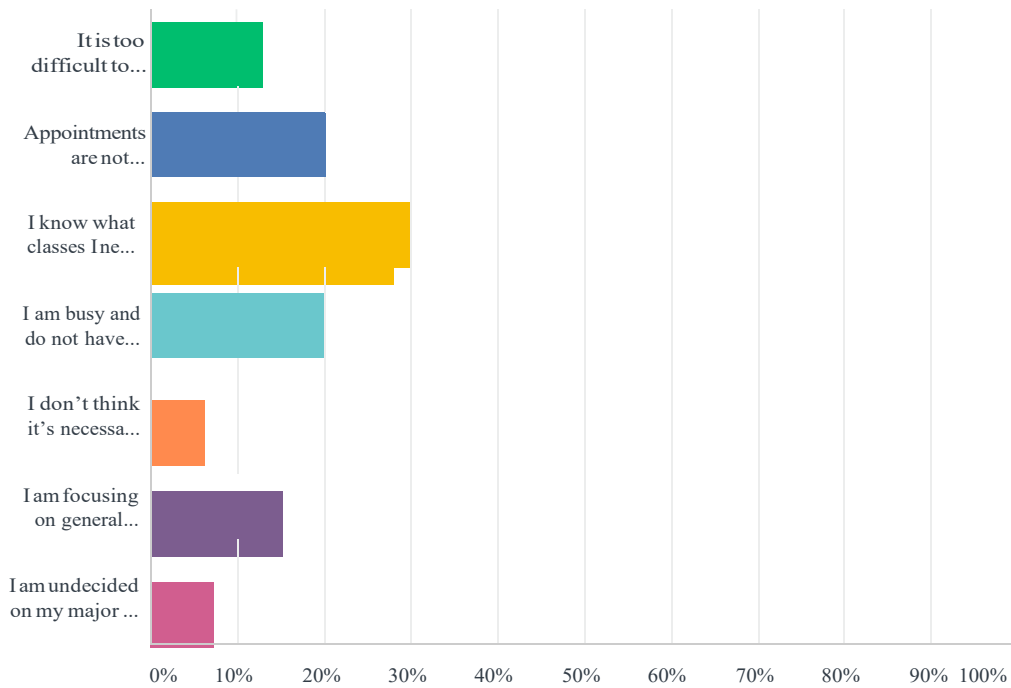
Answered: 522 Skipped: 0



ANSWER CHOICES	RESPONSES	
Ye	95.02%	496
S TOTAL	4.98%	522
No		

Q2 2. I have not utilized counseling services(in the last 12 months) because (select all that apply):

Answered: 213 Skipped: 309



ANSWER CHOICES	RESPONSES
It is too difficult to get someone on the phone.	I am focusing on general education first and will meet with a counselor at a later time.
Appointments are not available at the days & times I need. I know what classes I need to take.	
I am busy and do not have time to speak with a counselor I don't think it's necessary to speak with a counselor.	I am undecided on my major at this time and will speak to a counselor after I choose a major.

2019-2020 Counseling Survey

13.15%	28	6.57%	14
20.66%	44	15.49%	33
28.17%	60	7.51%	16
19.72%	42		

Total Respondents: 213

#	OTHER [ENTER EXPLANATION]	DATE
1	Just moved here this October (2019)	11/22/2019 5:51 PM
2	New student	11/22/2019 4:48 PM
3	I didn't attend 12 months ago	11/22/2019 4:47 PM
4	I use counseling every 3 months	11/22/2019 4:07 PM
5	I have been going to school.	11/21/2019 7:24 PM
6	ive gone to counseling services	11/21/2019 1:22 AM
7	i have used counseling services in the past	11/21/2019 12:48 AM
8	wasn't in school	11/21/2019 12:42 AM

2019-2020 Counseling Survey

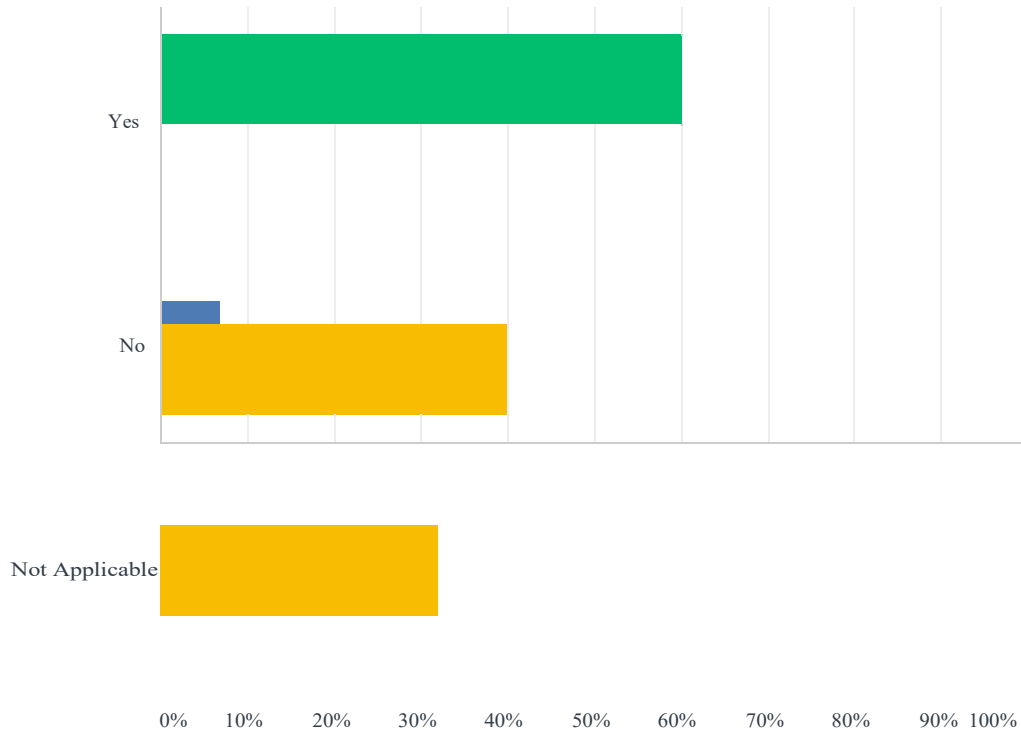
9	Lived elsewhere	11/20/2019 6:51 PM
10	I have spoken with a counselor within the last 12 months	11/18/2019 7:51 PM
11	Have met with the nursing counselor and havent needed to meet with her again thus far.	11/18/2019 6:36 PM
12	n/a	11/15/2019 3:57 PM
13	didn't go to school	11/15/2019 3:49 PM
14	not applicable	11/13/2019 9:44 PM
15	just haven't come	11/13/2019 9:09 PM
16	My major is neuroscience and I have extraneous circumstances surrounding my academics	11/13/2019 7:44 PM
17	i find it very easy to speak with a counselor. I have spoken with one twicw this fall.	11/13/2019 3:14 AM
18	I need to schedule one. I	11/13/2019 2:15 AM
19	I was declined access to a counselor	11/13/2019 1:42 AM
20	I thankful that I have a great Counselor.	11/10/2019 10:51 PM
21	I'm working during the hours of availability	11/10/2019 2:53 AM
22	i have to come see a counselor	11/8/2019 1:41 AM
23	i have used counseling services	11/8/2019 1:36 AM
24	i meet with a counselor daily	11/8/2019 12:49 AM
25	does not apply, because i use the services	11/8/2019 12:40 AM
26	I see my counselor when its time for a new semester!	11/6/2019 8:21 AM
27	does not apply	11/6/2019 1:25 AM
28	An online option would be ideal for students like myself. I work 2 full time jobs and only have the middle of Saturdays available for any face-to-face appointments. I would love to talk to a counselor, but it is unobtainable at the moment.	11/5/2019 6:05 PM
29	I already talked to a counselor about my major	11/5/2019 5:16 PM
30	I do meet with a counselor	11/5/2019 5:12 PM
31	Wasn't in school in the last 12 months	11/5/2019 7:16 AM
32	N/A I utilize all counseling services as I need them.	11/5/2019 5:19 AM
33	They canceled my appt without telling me. They said they sent out an email which i never got and now I had to reschedule another appt thats a day before my registration day for my classes and they dont have any counselors available for me in the lancaster campus. I have to drive all the way to the palmdale campus and take my child out her school because thats the only day and time they had that was the soonest. Really annoyed about all of this.	11/5/2019 4:35 AM
34	I get appointments at all times	11/5/2019 3:35 AM
35	The counselors don't know what they're doing when it comes to transfer students. Get your shit together.	11/4/2019 10:37 PM
36	I've seen a counselor twice this semester.	11/4/2019 10:37 PM
37	They give poor AJ info	10/31/2019 6:59 PM
38	i am almost done with my general ed classes and undecided on my major	10/31/2019 1:47 AM

2019-2020 Counseling Survey

39	I have	10/29/2019 6:22 AM
40	Not applicable	10/29/2019 3:25 AM
41	No	10/29/2019 1:13 AM
42	I've only met with counselors that did not help or could not answer my questions or counselors that would belittle me while making my ed plan.	10/29/2019 12:19 AM
43	N/A	10/28/2019 11:14 PM
44	not needed before now	10/28/2019 11:08 PM

Counseling (Counselor at the front counter) helped answer my concerns and questions.

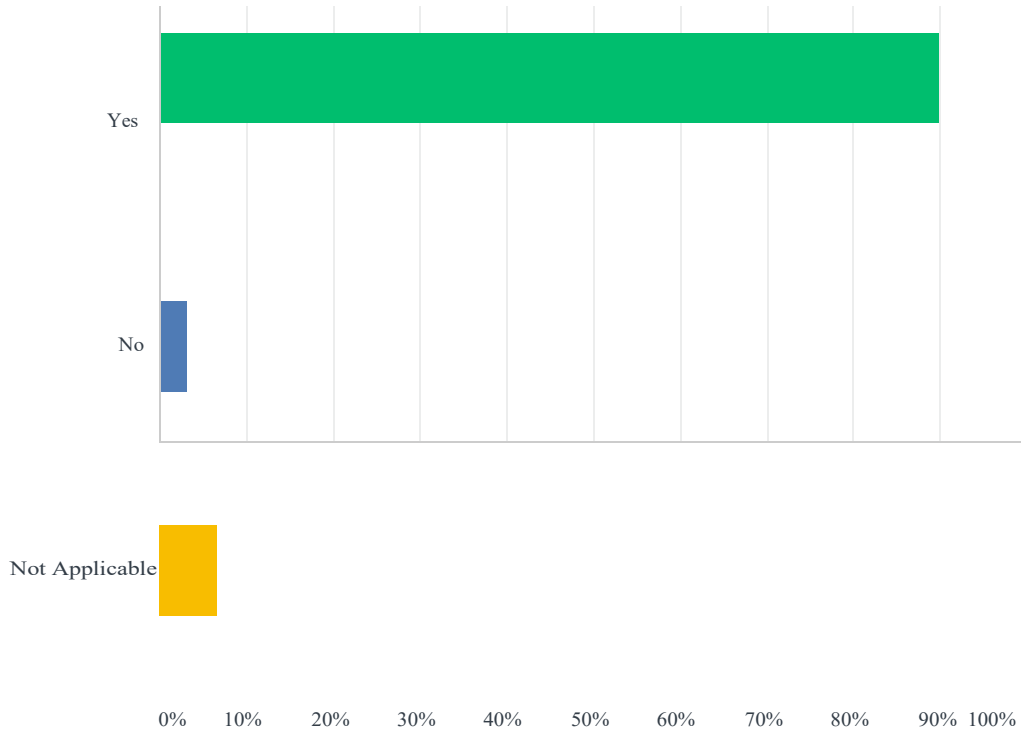
Answered: 518 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	60.62%	314
No	7.14%	37
Not Applicable	32.24%	167
TOTAL		518

Q4 4. After completing a Student Educational Plan (SEP), I know what classes are needed to achieve my educational goal.

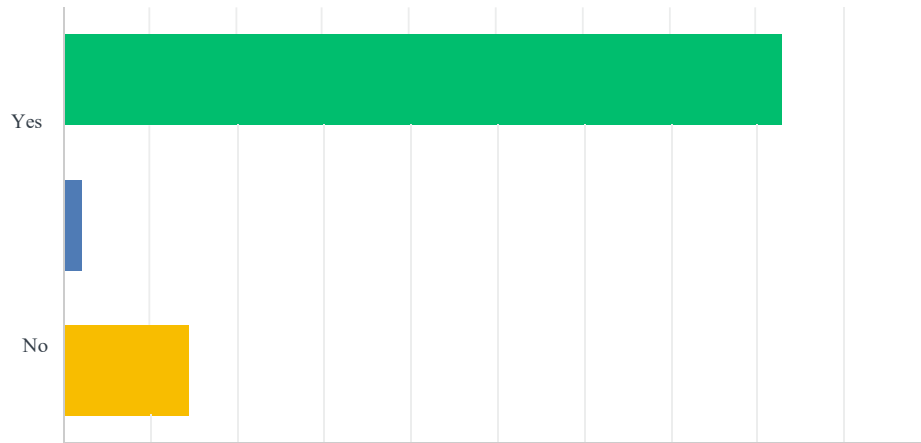
Answered: 521 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	89.83%	468
No	3.26%	17
Not Applicable	6.91%	36
TOTAL		521

Completing an SEP, I enrolled or attempted to enroll in one or more classes reflected on it.

Answered: 512 Skipped: 10



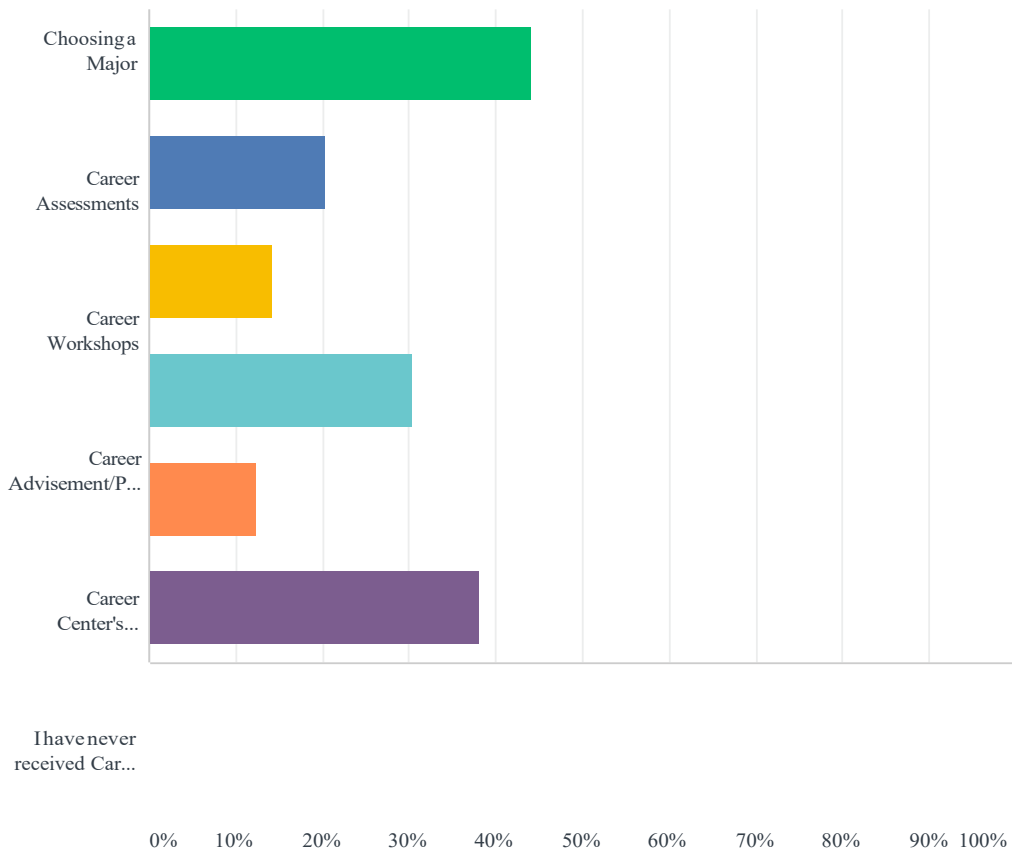
Not Applicable

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES	RESPONSES	
Yes	83.01%	425
No	2.34%	12
Not Applicable	14.65%	75
TOTAL		512

Q6 6A. Have you ever received any of the following Career Center services? (Select all that apply)

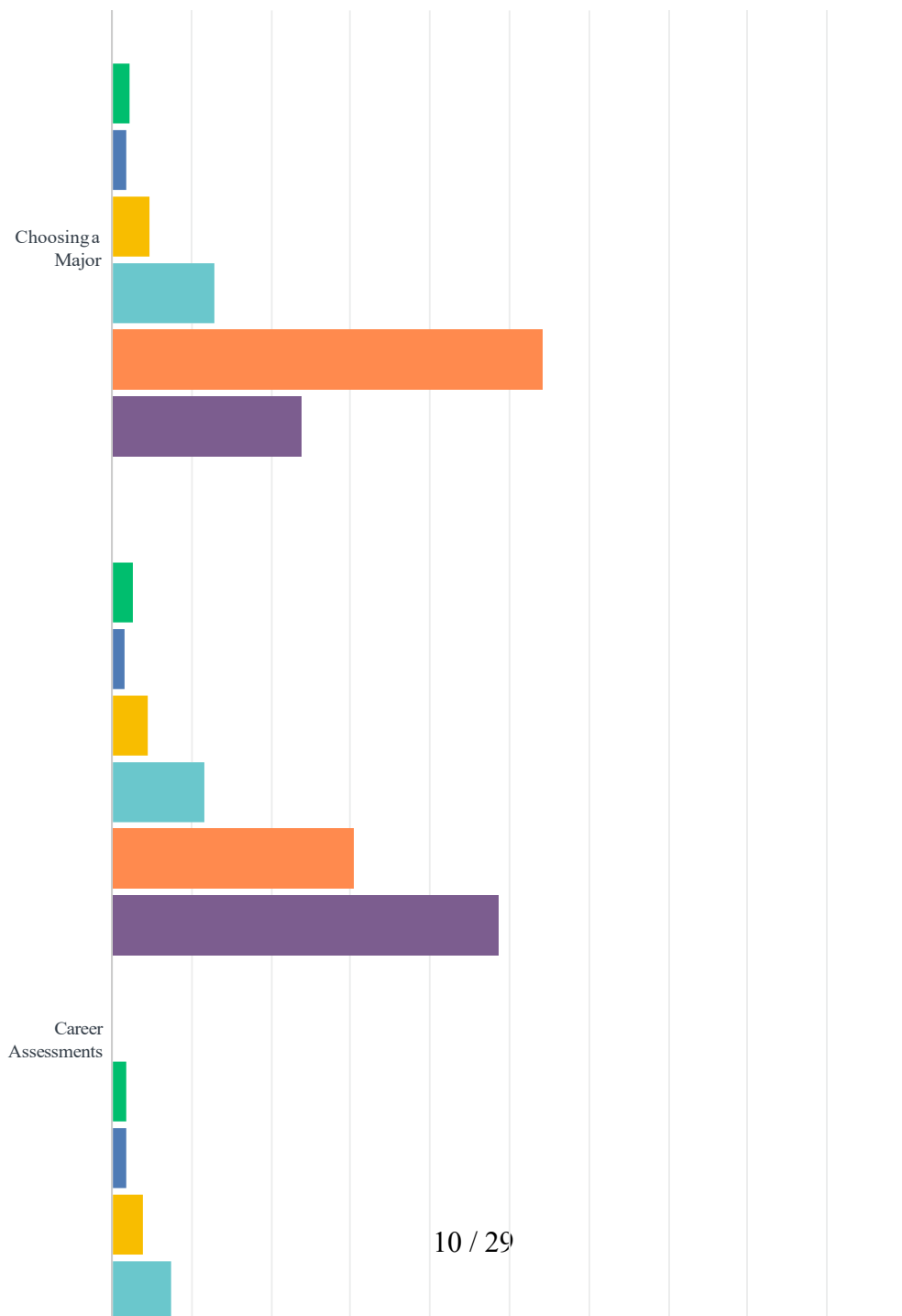
Answered: 504 Skipped: 18



ANSWER CHOICES	RESPONSES	
Choosing a Major	44.05%	222
Career Assessments	20.24%	102
Career Workshops	14.29%	72
Career Advisement/Planning	30.36%	153
Career Center's Library and/or Online Resources	12.30%	62
I have never received Career Counseling services	38.10%	192
Total Respondents: 504		

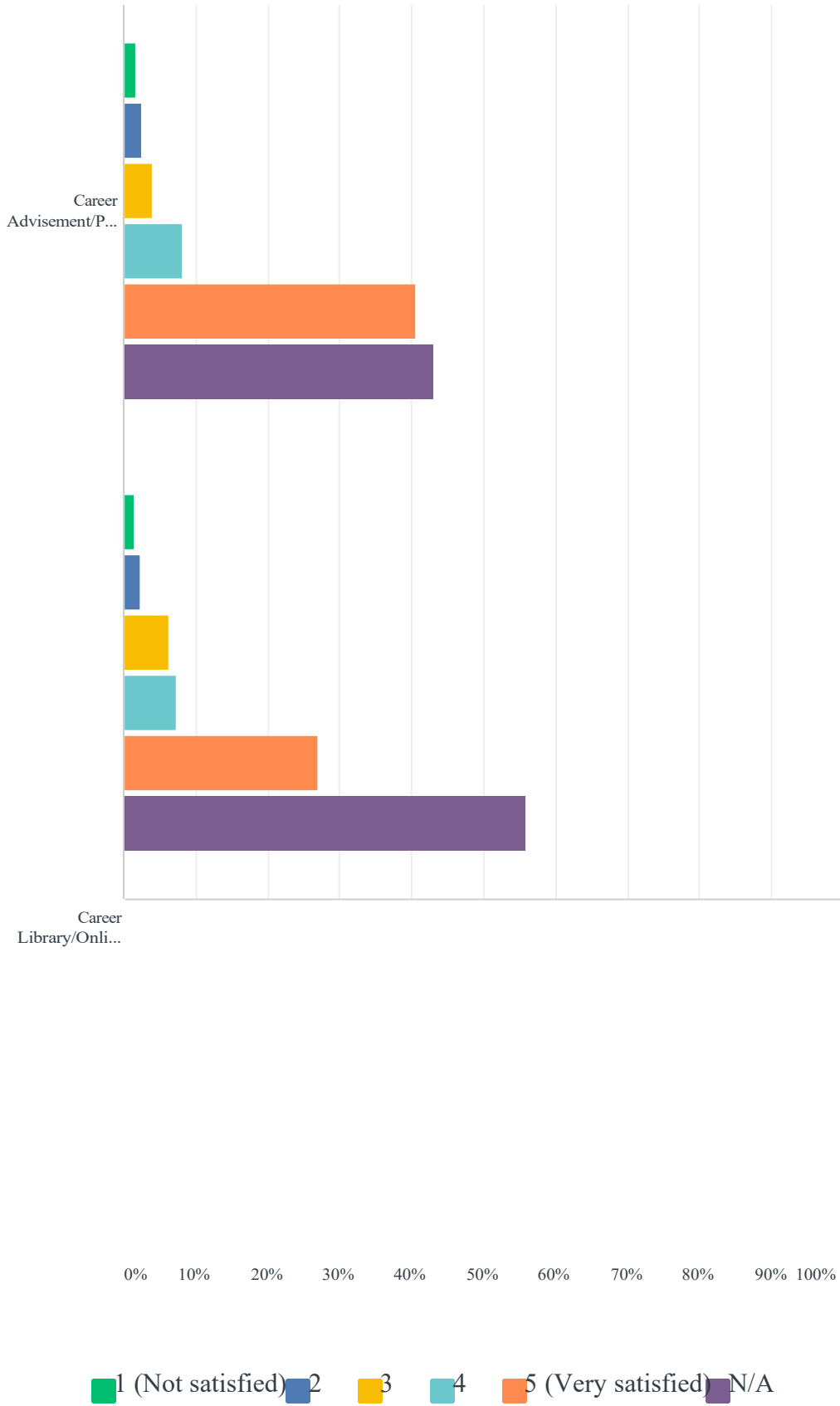
Q7 6B. On a scale from 1 (not satisfied) to 5 (very satisfied), how would you rate your experience?

Answered: 511 Skipped: 11



Career
Workshops

2019-2020 Counseling Survey

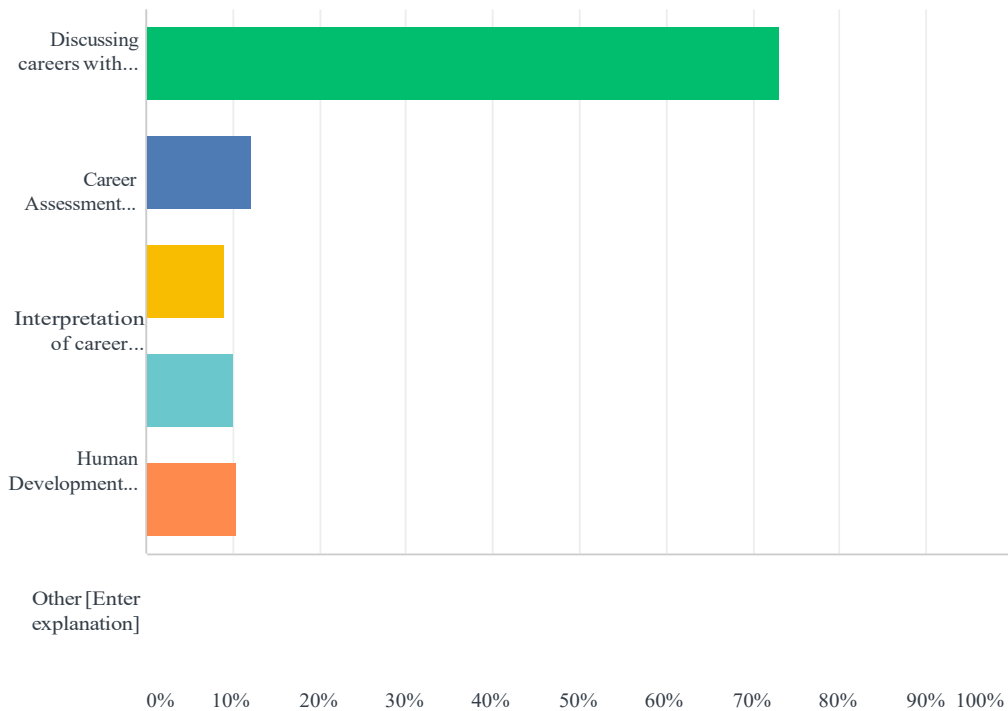


2019-2020 Counseling Survey

	1 (NOT SATISFIED)	2	3	4	5 (VERY SATISFIED)	N/A	TOTAL	WEIGHTED AVERAGE
Choosing a Major	2.36% 12	1.96% 10	4.72% 24	12.97% 66	54.22% 276	23.77% 121	509	4.51
Career Assessments	2.81% 14	1.61% 8	4.62% 23	11.65% 58	30.52% 152	48.80% 243	498	4.28
Career Workshops	1.81% 9	1.81% 9	4.03% 20	7.46% 37	22.98% 114	61.90% 307	496	4.26
Career Advisement/Planning	1.60% 8	2.59% 13	3.99% 20	8.18% 41	40.52% 203	43.11% 216	501	4.47
Career Library/Online Resources	1.41% 7	2.22% 11	6.25% 31	7.26% 36	27.02% 134	55.85% 277	496	4.27

Q8 7. Which of the following services helped you identify your personal or educational goals? (Select all that apply)

Answered: 446 Skipped: 76



ANSWER CHOICES	RESPONSES
Discussing careers with a counselor	73.09% 326
Career Assessment (Kuder/Journey, Eureka, O'Net, Strong. Myers Briggs, California Career Zone)	12.11% 54
Interpretation of career assessment results	8.97% 40
Human Development	10.09% 45
Course Other [Enter explanation]	10.54% 47

Total Respondents: 446

2019-2020 Counseling Survey

#	OTHER [ENTER EXPLANATION]	DATE
1	I have family connections	11/22/2019 5:49 PM
2	Background knowledge	11/22/2019 4:20 PM
3	Teachers/peer advice; my own direction.	11/22/2019 4:18 PM
4	Family advice	11/22/2019 3:45 PM
5	Education Plan	11/22/2019 1:36 AM
6	Family	11/21/2019 11:53 PM
7	Taking classes	11/21/2019 11:50 PM
8	had an interest in films	11/21/2019 1:39 AM
9	talking to the person it changed of the deaf studies major to get a real feel of it	11/21/2019 1:23 AM
10	my likes	11/21/2019 1:14 AM
11	personal and educational goals, so that i can stay on course with my major	11/21/2019

12:48 AM 12

Having my son!

11/20/2019 7:15 PM

2019-2020 Counseling Survey

13	Working out educational goals	11/20/2019 6:51 PM
14	Life experiences and opinions.	11/19/2019 6:26 PM
15	Just discussed what I needed as I went in prepared	11/19/2019 12:04 AM
16	NA	11/18/2019 9:38 PM
17	I am a student in the afab program. The head of the afab department Jack Halliday Jr. fails to return phone messages I and many other students have left for Him. In addition Jack fails to return emails as well. Last he is never at his office when his schedule that he posted on his door says he should be there. How do I get help when the person I need to speak with doesn't return calls, emails or is at his office when he is supposed to be there? Today in my composites class a student aid, i believe her name is Denise came to our class and asked the class to sign up for afab club. I asked Denise if Jack ever returns calls or emails and she said "No and thats just the way it is". This is very unacceptable from a person that is the head of a program here on campus. If Jack is too busy to return calls or emails he should have an assistant. I left 3 phone messages over 7 weeks ago and Jack hasn't caled me back yet. Theres no excuse for that. I hope someone looks into this feedback and either gets an assistant for Jack or finds a way for Jack to be able to be more dilligent about being at his office and returning emails andphone messages	11/18/2019 8:43 PM
18	Talking about my ed plan with the counselor	11/18/2019 6:31 PM
19	Catalog	11/18/2019 5:49 PM
20	Partner	11/18/2019 5:37 PM
21	i knew for the most part coming into college my career goals	11/13/2019 9:20 PM
22	help with SEP	11/13/2019 9:18 PM
23	no one has ever been helpful enough to make any suggestions, the two times i have met with someone they seemed irritated and uninterested	11/13/2019 3:19 AM
24	No one helped me because I am special admit.	11/13/2019 1:42 AM
25	Knew where I wanted to go.	11/12/2019 11:47 PM
26	College Catalog	11/12/2019 9:12 PM
27	none	11/12/2019 7:24 PM
28	I knew what I wanted	11/12/2019 4:33 PM
29	My sense of accomplishment.	11/12/2019 4:31 PM
30	life experiences	11/6/2019 7:46 PM
31	Myself and figuring out talking to other students and teacher in my major	11/6/2019 6:28 PM
32	calworks	11/6/2019 5:08 PM
33	Myself	11/6/2019 1:39 AM
34	The college catalog helped a lot with offering the suggested courses to take at which semester in order to obtain the degree I am hoping to achieve.	11/5/2019 6:05 PM
35	Helping in class planning and transcripts	11/5/2019 5:54 PM
36	P.R.I.D.E office	11/5/2019 5:12 PM

2019-2020 Counseling Survey

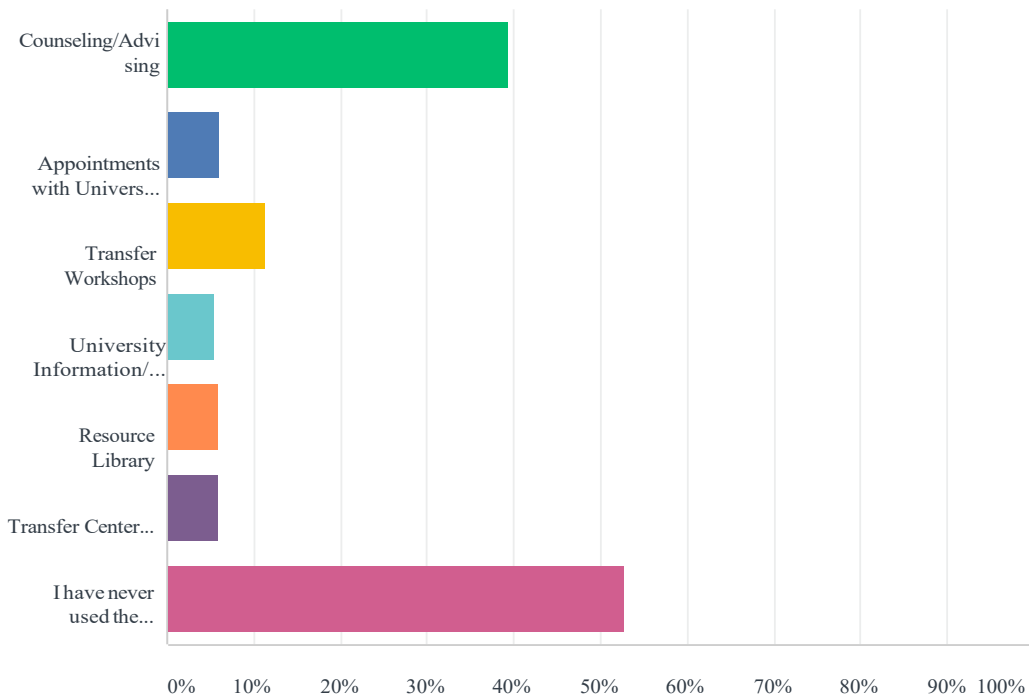
37	Self	11/5/2019 4:57 PM
38	Allowing a counselor 2 listen and address my needs not only for a career but also for financial aid so I could maintain housing while trying in college to succeed in my future	11/5/2019 7:28 AM
39	none	11/5/2019 4:35 AM
40	Department of rehabilitation	11/5/2019 3:52 AM
41	asking about my ed plan	11/5/2019 3:29 AM
42	personal choice	11/5/2019 2:41 AM
43	Refer students to Katherine Quesada	11/2/2019 8:15 PM
44	self realization	10/31/2019 3:16 PM

2019-2020 Counseling Survey

45	classes that i had interest in	10/31/2019 1:47 AM
46	I had not been able to receive/attend any of the above.	10/30/2019 4:05 AM
47	I've always known what I wanted to do	10/30/2019 4:02 AM
48	Outside Sources	10/29/2019 8:10 PM
49	Never received these services and were never told about them.	10/29/2019 6:03 PM
50	Graduation Office	10/29/2019 4:46 PM
51	My goal is a higher education. I already have many career fields I'm a craftsman in.	10/29/2019 4:06 PM
52	On hands working.	10/29/2019 1:52 PM
53	N/A	10/29/2019 6:22 AM
54	No	10/29/2019 1:13 AM
55	I had my career I wanted to explore	10/28/2019 11:35 PM
56	Mentor	10/28/2019 11:31 PM
57	SEP	10/28/2019 11:08 PM

Q9 8A. Have you ever used the Transfer Center for any of the following services? (Select all that apply)

Answered: 505 Skipped: 17



ANSWER CHOICES	RESPONSES
Counseling/Advising	I have never used the Transfer Center's services
Appointments with University	
Representatives Transfer Workshops	
University Information/Program	
Presentations Resource Library	
Transfer Center Website/Online Resources	

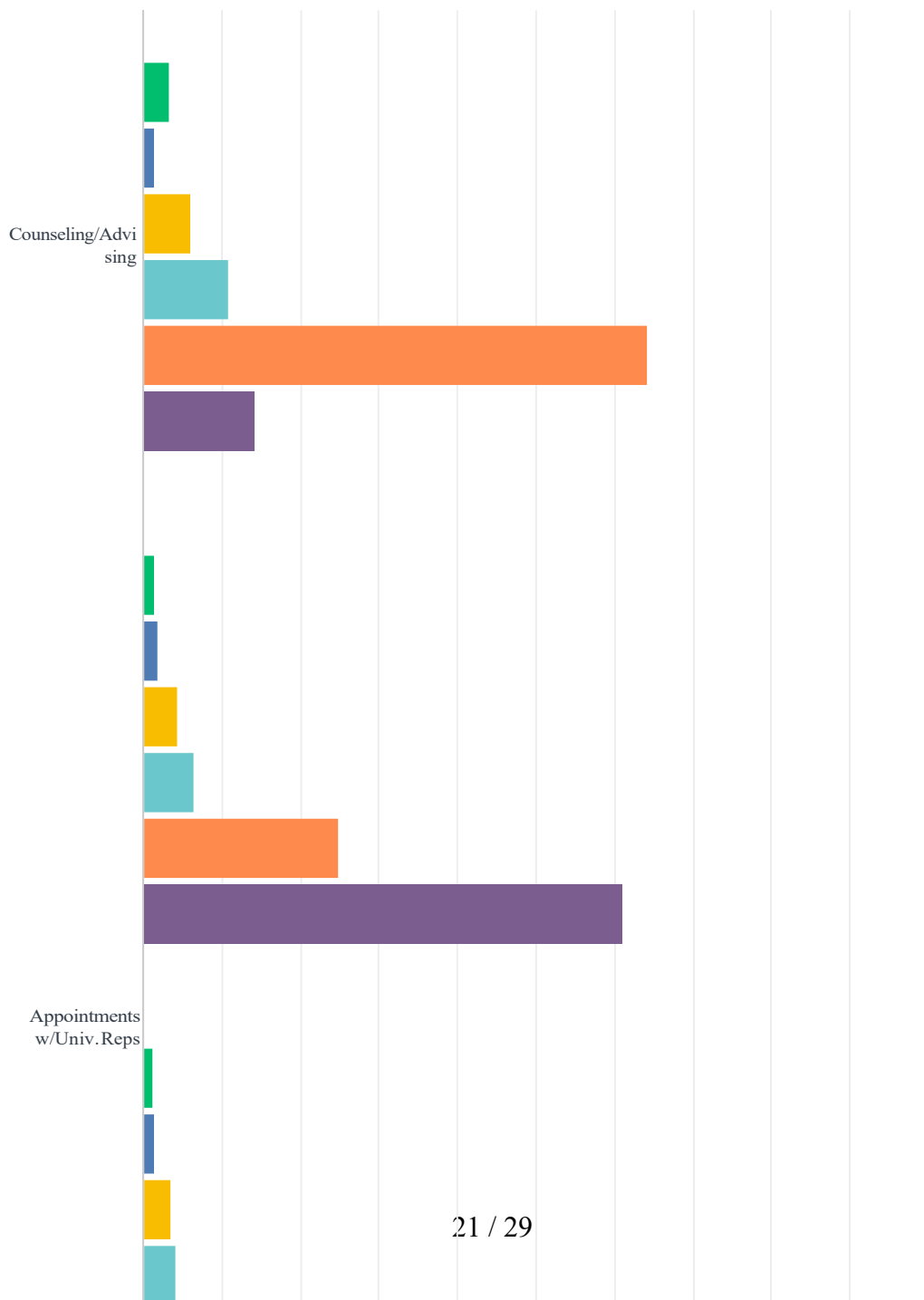
2019-2020 Counseling Survey

39.41%	199		
		5.94%	30
6.14%	31		
		5.94%	30
11.29%	57		
		52.67%	266
5.35%	27		

Total Respondents: 505

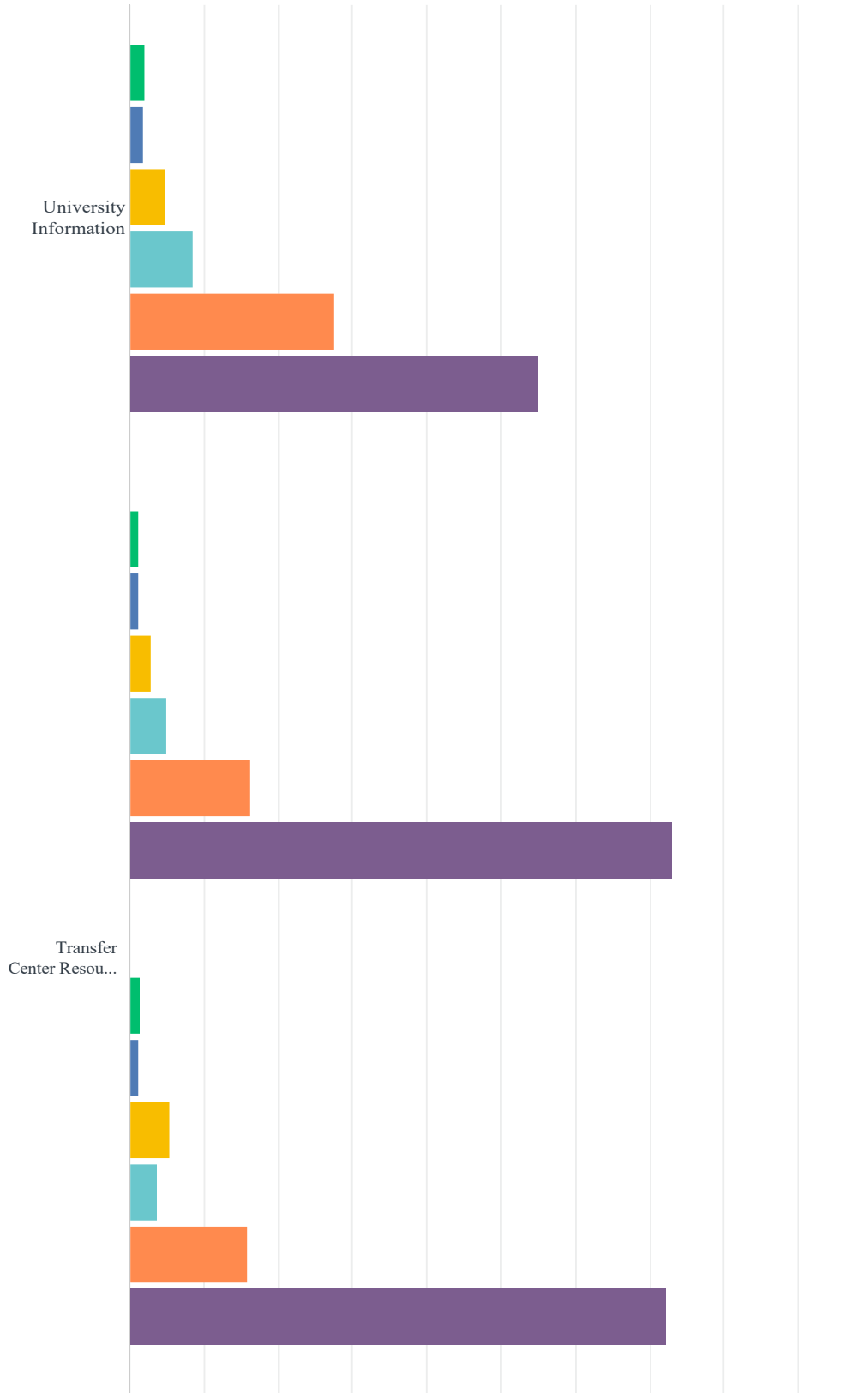
Q10 8B. On a scale from 1 (not satisfied) to 5 (very satisfied), how would you rate your experience?

Answered: 502 Skipped: 20



Transfer
Workshops

2019-2020 Counseling Survey



2019-2020 Counseling Survey

Transfer
Center Websi...

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

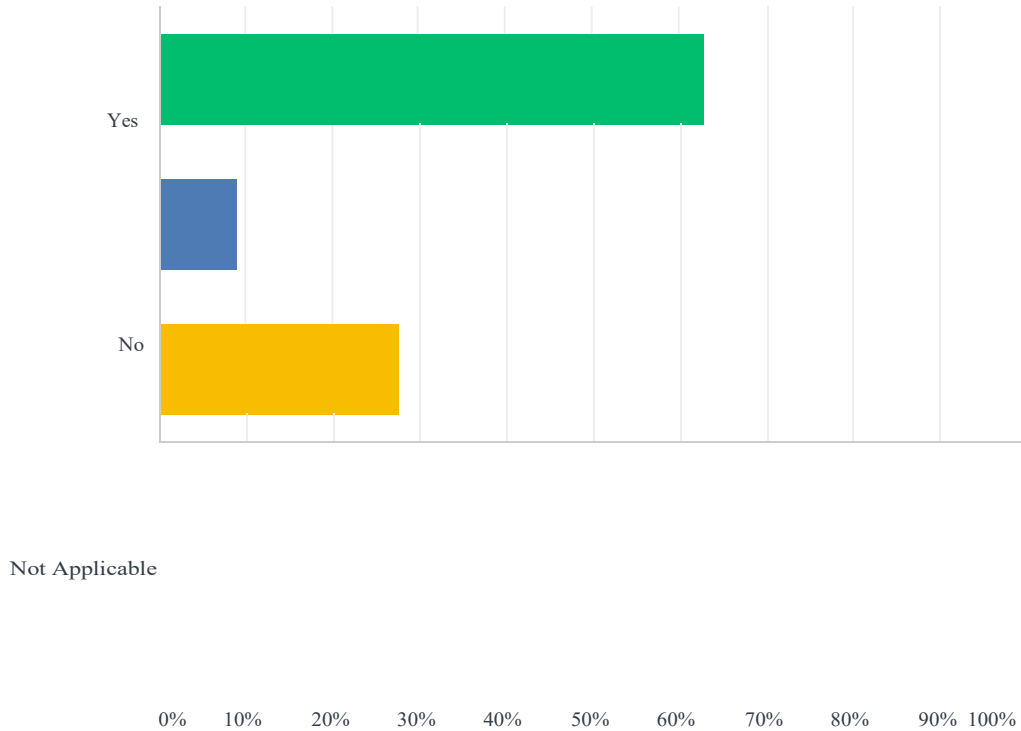
■ 1 (Not satisfied) ■ 2 ■ 3 ■ 4 ■ 5 (Very satisfied) ■ N/A

2019-2020 Counseling Survey

	1 (NOT SATISFIED)	2	3	4	5 (VERY SATISFIED)	N/A	TOTAL	WEIGHTED AVERAGE
Counseling/Advising	3.39% 17	1.40% 7	5.99% 30	10.78% 54	64.27% 322	14.17% 71	501	4.53
Appointments w/Univ. Reps	1.45% 7	1.86% 9	4.35% 21	6.42% 31	24.84% 120	61.08% 295	483	4.32
Transfer Workshops	1.25% 6	1.46% 7	3.53% 17	4.16% 20	17.05% 82	72.56% 349	481	4.25
University Information	2.09% 10	1.88% 9	4.80% 23	8.56% 41	27.56% 132	55.11% 264	479	4.28
Transfer Center Resource Library	1.26% 6	1.26% 6	2.95% 14	5.05% 24	16.42% 78	73.05% 347	475	4.27
Transfer Center Website (Online Resources)	1.48% 7	1.27% 6	5.49% 26	3.80% 18	15.82% 75	72.15% 342	474	4.12

Q11 9. Speaking with a counselor helped me identify or resolve personal issues that may have interfered with my academic performance.

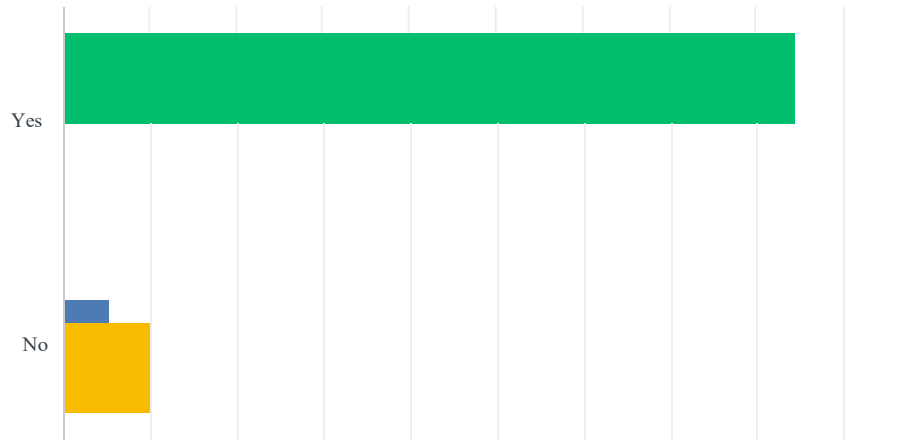
Answered: 501 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	63.07%	316
No	9.18%	46
Not Applicable	27.74%	139
TOTAL		501

Q12 10. The counselor supported my efforts to achieve a goal.

Answered: 503 Skipped: 19



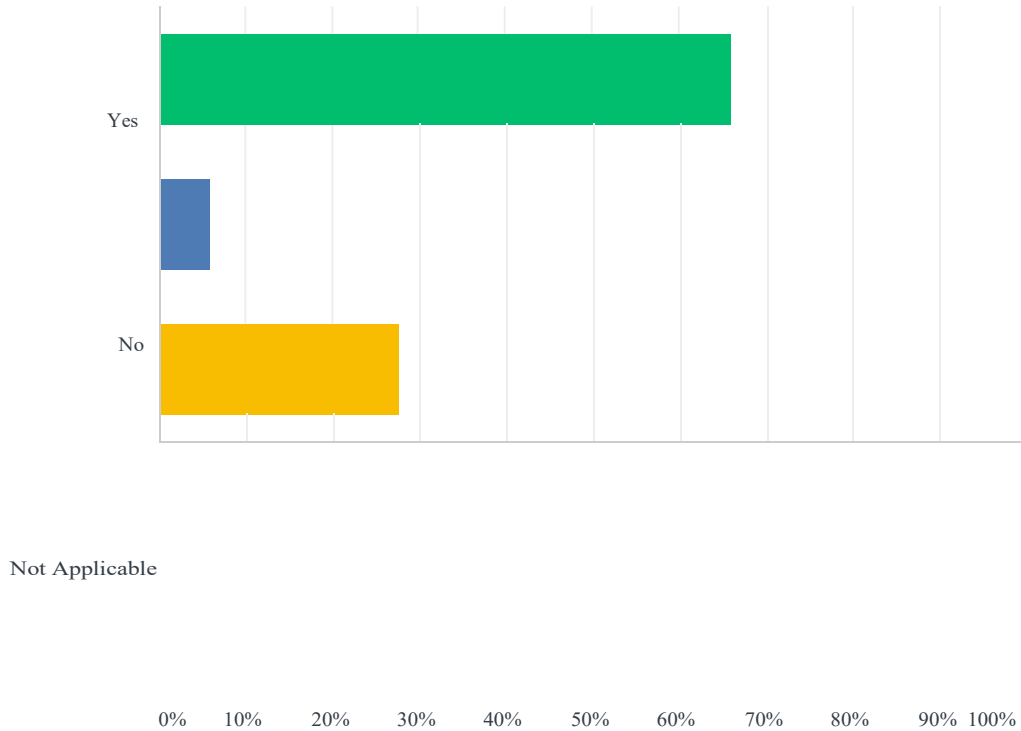
Not Applicable

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

ANSWER CHOICES	RESPONSES	
Yes	84.49%	425
No	5.37%	27
Not Applicable	10.14%	51
TOTAL		503

Q13 11. A counselor interpreted my directed self-placement results and I was able to select the appropriate writing, reading, and math courses

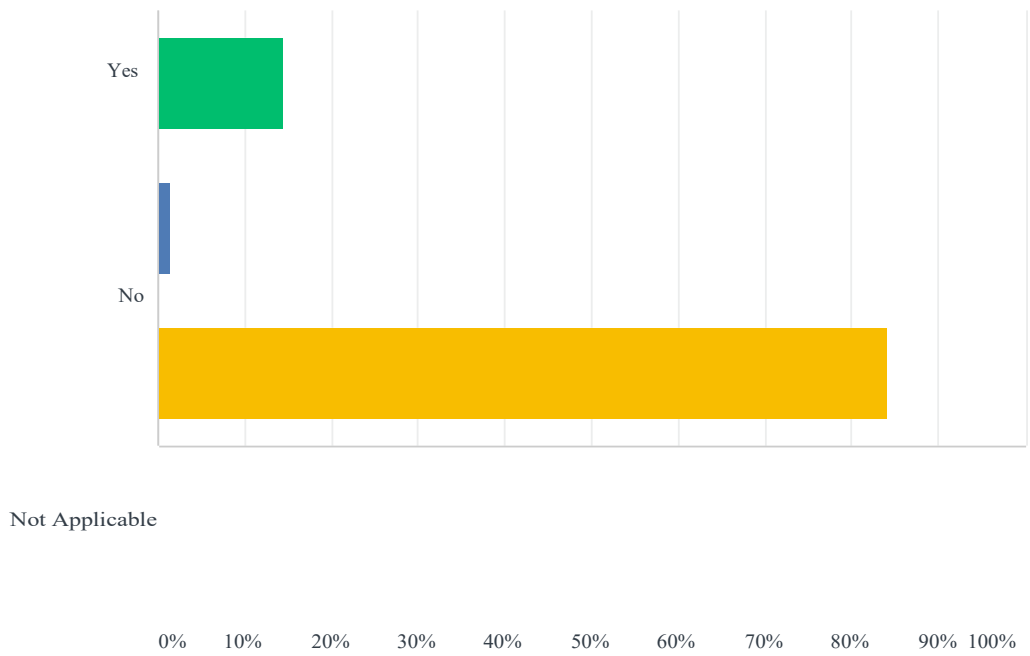
Answered: 496 Skipped: 26



ANSWER CHOICES	RESPONSES	
Yes	66.13%	328
No	6.05%	30
Not Applicable	27.82%	138
TOTAL		496

Q14 12. After discussing my English as a Second Language (ESL) assessment results with a counselor, I was able to select the appropriate ESL courses.

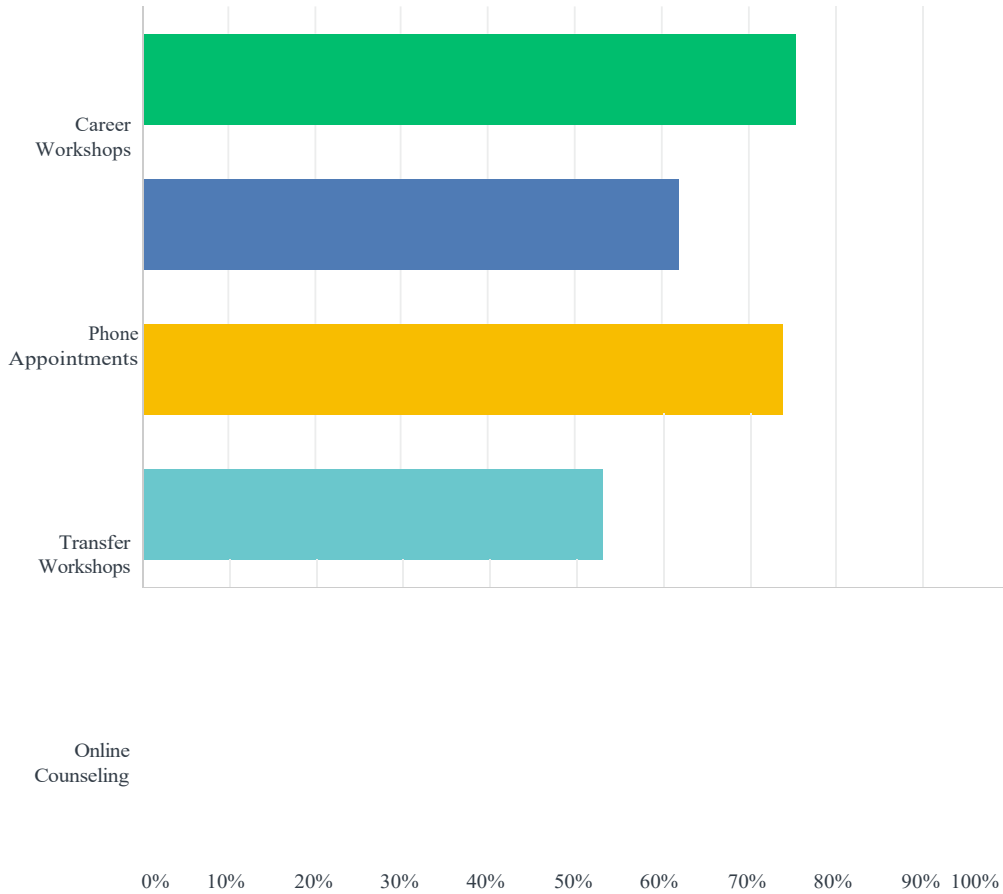
Answered: 496 Skipped: 26



ANSWER CHOICES	RESPONSES	
Yes	14.52%	72
No	1.41%	7
Not Applicable	84.07%	417
TOTAL		496

Q15 13. I am aware of the following services offered by the Counseling Department: (Select all that apply)

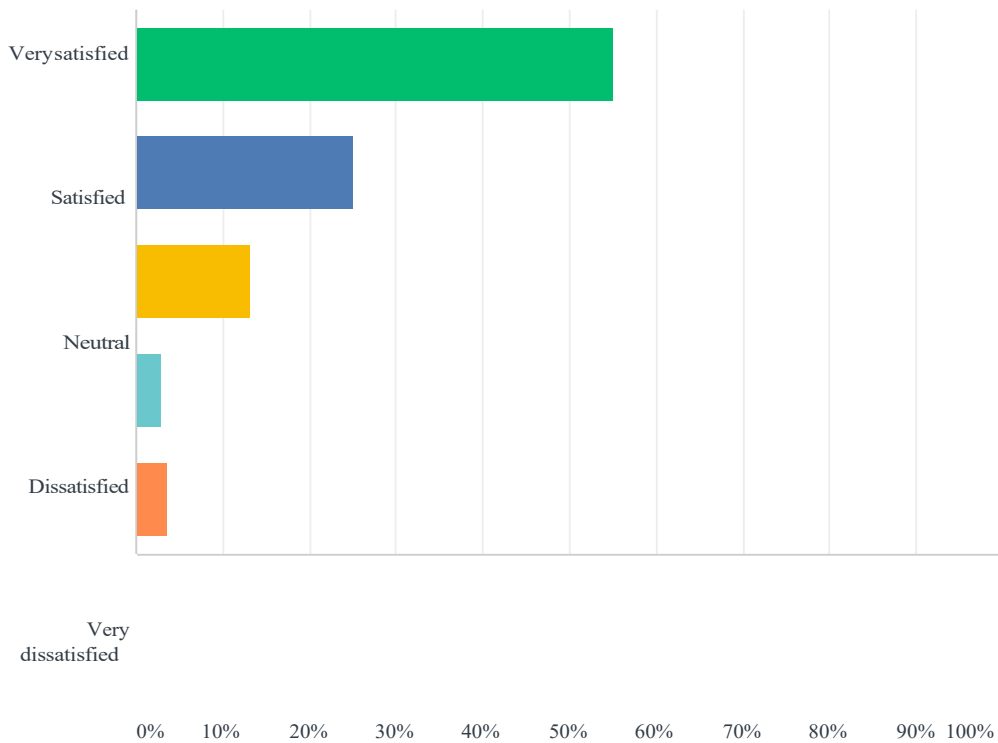
Answered: 460 Skipped: 62



ANSWER CHOICES	RESPONSES	
Career Workshops	75.43%	347
Phone Appointments	62.17%	286
Transfer Workshops	74.13%	341
Online Counseling	53.26%	245
Total Respondents: 460		

Q16 14. Please indicate your level of satisfaction with the Counseling Department.

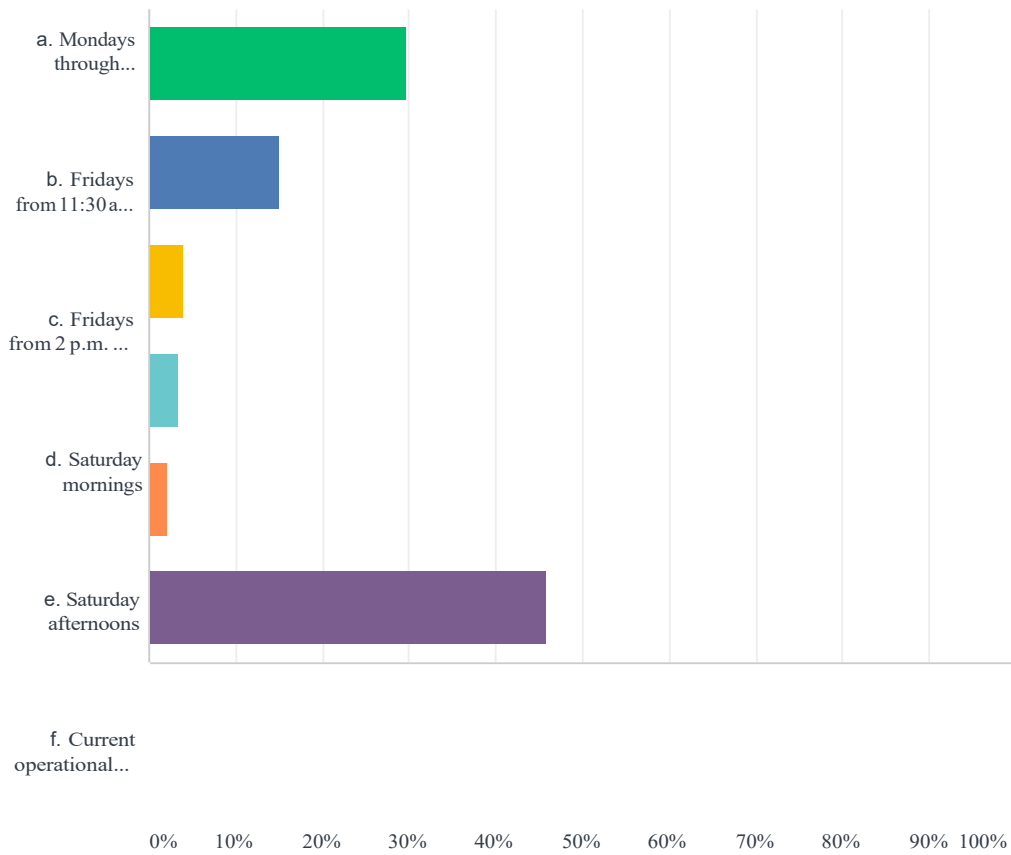
Answered: 500 Skipped: 22



ANSWER CHOICES	RESPONSES	
Very satisfied	55.00%	275
Satisfied	25.20%	126
Neutral	13.20%	66
Dissatisfied	3.00%	15
Very dissatisfied	3.60%	18
TOTAL		500

Q17 15. Please select from the following options times that may permit you best to have a counseling appointment:

Answered: 494 Skipped: 28



ANSWER CHOICES	RESPONSES	
a. Mondays through Thursdays from 5 p.m. to 8 p.m.	29.76%	147
b. Fridays from 11:30 a.m. to 2 p.m.	14.98%	74
c. Fridays from 2 p.m. to 5 p.m.	4.05%	20
d. Saturday mornings	3.44%	17
e. Saturday afternoons	2.02%	10
f. Current operational times serve me well	45.75%	226
TOTAL		494

Please provide any suggestions regarding your experience with the Counseling Department.

Answered: 116 Skipped: 406

#	RESPONSES	DATE
1	Thank you for your help today Mr. Briggs! Looking forward to executing this Bachelor program on the right track.	11/22/2019 5:54 PM
2	n/a	11/22/2019 5:10 PM
3	Continue the great support & resources they provide.	11/22/2019 5:01 PM
4	Great work.	11/22/2019 4:50 PM
5	I am on my way to graduation. Thank you Mr. Briggs	11/22/2019 4:41 PM
6	Mr. Briggs is amazing. Very helpful. Would be nice if the counseling center stayed open later in the evening.	11/22/2019 3:47 PM
7	Offer Express Counseling online during week hours.	11/22/2019 12:13 AM
8	very helpful	11/21/2019 1:43 AM
9	it was great	11/21/2019 1:30 AM
10	awesome staff. each counselor i have had an appointment has been very helpful and answered every question / concern ive had.	11/21/2019 1:29 AM
11	you guys do amazing and show concern for getting students back on track	11/21/2019 1:03 AM
12	as long as all students questions and concerns are answered the counseling department is doing great	11/21/2019 1:02 AM
13	i got a clear path to complete courses	11/21/2019 12:59 AM
14	great service	11/21/2019 12:55 AM
15	It was great and really shower me a goal im going to push towards	11/21/2019 12:38 AM
16	Audrey Moore is honestly the nicest counselor. She really goes above and beyond to help students when they need guidance.	11/20/2019 6:53 PM
17	You guys are awesome! Thank you!	11/20/2019 6:48 PM
18	I didn't know there was phone appointments and online counseling and I always read my emails So maybe there could be a reminder of all the counseling services available. Thank you	19 EOPS AND OSD

2019-2020 Counseling Survey

counseling have been a tremendous help to me, and they are always ready to assist me with all of my questions and needs.

11/20/2019 3:12 PM

11/20/2019 5:13 AM

20	I'd just like to say that I was early for my meeting, but I was very well attended to.	11/20/2019 5:04 AM
21	Charnelle Ellis always a great counselor helps me out every time i have a question or concern. kudos for her.	11/20/2019 12:34 AM
22	Have all the counselors be aware of which semesters the classes they suggest are offered, so there is no confusion or unprofessionalism between counselors and students.	11/19/2019 6:26 PM
23	I believe the counseling department sometimes doesn't help you to their full potential. Seems like more counselors are needed for the amount of students that attend. Would appreciate more career counseling options	11/18/2019 10:20 PM
24	I had one meeting with a counselor i have an appt on nov26,2019 to see a counselor but i dont want to see that counselor i will reschedule with another one.	
25	Counselor's should be more organized when creating ed plans. Express counseling does not clear up things. Feels all a little lazy. Except for Mrs. Knapp, she's a gem there.	11/18/2019 9:55 PM
		11/18/2019 9:24 PM
26	Thank you. You consistently bring your all and I truly appreciate that.	11/18/2019 8:48 PM

2019-2020 Counseling Survey

27	See above.	11/18/2019 8:43 PM
28	Brenna was very helpful and resourceful in assisting me get my academic bearings. She is a valuable asset.	11/18/2019 8:41 PM
29	I am very pleased with the help that I have received from this department. They helped me to choose the right major for me in my future.	11/18/2019 8:21 PM
30	Some of the counselors need to be more knowledgeable in the information given. I havent experienced this as i meet with the one counselor (the same one) every time for the nursing program. However, many of my classmates And even family members who have to meet with different people every time they make a counseling appointment have been steered in the wrong direction, have been vague and not given full information needed, or told the wrong information in regards to classes needed to complete degrees, transfer or college applications for transfer.	11/18/2019 6:36 PM
31	No suggestion . My counselor & my experience have been beyond expectations.	11/18/2019 5:12 PM
32	K. Furlough is the example all counselors should follow and the department scheduling counseling appointments is painfully inefficient with the exception of the male who is always helpful when calling in for an appointment.	11/15/2019 8:49 PM
33	love the work the people do here for us students just have more available times for appointments in early mornings.	11/15/2019 4:11 PM
34	everything is great, would not change a thing	11/15/2019 4:02 PM
35	everyone should be like kaitylnn furlong-knowledgeable, patient, encouraging and easy to contact	11/15/2019 3:53 PM
36	i was very satisfied and she was helpful	11/15/2019 3:49 PM
37	My experience has been pleasant so far so no complaints from me.	11/14/2019 1:30 AM
38	no suggestions im very satisfied with how things running	11/13/2019 9:55 PM
39	having good service,	11/13/2019 9:46 PM
40	i have received helpful guidance from the counseling department	11/13/2019 9:35 PM
41	i don't have any they're hard working people that very good at their jobs	11/13/2019 9:34 PM
42	you guys are awesome, thank you!	11/13/2019 9:26 PM
43	no suggestions	11/13/2019 9:25 PM
44	more discussion about career prospects, internships, and work experience	11/13/2019 9:21 PM
45	MORE COMMUNICATION OF OPPORTUNITIES TO STUDENTS	11/13/2019 9:18 PM
46	no suggestions	11/13/2019 9:15 PM
47	the way its working worked well for me, but being able to schedule appointments online would be helpful	my time
48	have your department seem interested in helping people and helping guide. not just sit and get annoyed or act like they are being bothered by having to answer questions	
49	I never had a problem with counseling. I need to get math 50 to move forward with completing my degree and finishing English 99. I need help.	
50	Just because I am a special admit (in my 2nd semester) I was refused access to a counselor. I asked for help with my major and wanted a point of contact that I can refer back to. Instead they sent me to my high school counselor that doesn't know how to help me. I'm stuck in a loop. I am taking classes at AVC to prep for my major so that when I graduate high school I am not behind. Why is it so hard to have a counselor spend some time with me? I'm extremely disappointed in the counseling service. They're supposed to be there for all students and potential students. I felt discriminated and embarrassed. The express counselor handed me a paper and said ... "here, follow this" without discussing a plan or teaching me how to follow the paper she handed me works with what I want to do. I wish someone would contact me so I know if I'm simply waisting	

11/13/2019 9:07 PM

11/13/2019 2:15 AM

11/13/2019 3:19 AM

11/13/2019 1:42 AM

2019-2020 Counseling Survey

51	The Counseling Department seems to have a habit of not reviewing my transcripts from other institutions very carefully. Some are able to write Ed Plans that include transferable classes to help me achieve my academic goals, while others seem to start from scratch and gloss over classes that were once accepted, but then completely disregard them. There seems to be no continuity. Getting an Ed Plan that isn't riddled with errors that I don;t have to spend several days getting corrected, is nearly impossible	11/13/2019 12:16 AM
52	It does seem that all workshops conflict with school/class and work schedule. It would be nice to possible have at least one friday out of the month to fulfill the needs of those with these types of schedules so that we do not have to miss class or work.	
53	Hire better qualified counselors, which posses helpful skills other than passing out papers and reading.	11/12/2019 11:31 PM
		11/12/2019 11:16 PM
54	none	11/12/2019 7:24 PM
55	I am overall very satisfied with my experience with the counseling department. I have been an AVC student for roughly 4 years now and I am glad that as a seasoned student, I can still ask them questions regarding my SEP and how they can give the best solution for that point in time.	11/12/2019 6:20 PM
56	mandatory counseling once a year.	11/12/2019 6:06 PM
57	I would suggest, if possible, to reduce the wait time on seeing a counsel.	11/12/2019 5:58 PM
58	I have done this survey like 2 times already. I don't understand why I keep getting notices about it.	11/12/2019 5:17 PM
59	None	11/12/2019 4:46 PM
60	I have emailed my counselor twice with questions and not once have they gotten back to me. I felt welcomed during our session, but now I feel very much disposable.	11/12/2019 4:31 PM
61	Krystal I. Is the best!	11/12/2019 4:20 PM
62	On more than one occasion I've had to make an appointment weeks in advance, only to have the counselor miss my appointment, despite me showing up early, and them being repeatedly reminded that I was there waiting. The counselor's need better time management skills, and to listen to their students goals to actually advise them, rather than push the student down a path they would personally prefer. After much disappointment from three years of dealing with the counseling department I've had to figure everything out on my own as advice is often vague or unhelpful all together.	11/12/2019 5:00 AM
63	please have more people at the service windows.	11/10/2019 10:51 PM
64	I wish that there was a way to reserve a time online without calling.	11/10/2019 2:53 AM
65	new palmdale campus stuff/ counsel amazing	11/8/2019 1:07 AM
66	it would make it easier if we could schedule an appointment online. Instead of going to the front desk of counseling	11/8/2019 12:59 AM
67	keep up the good work	11/8/2019 12:47 AM
68	ms. catley is very helpfull	11/8/2019 12:43 AM
69	very satisfied	11/8/2019 12:35 AM

2019-2020 Counseling Survey

70	Time the counseling office is currently works for me but nothin is ever available when I go to schedule an appointment	11/6/2019 6:28 PM
71	I have a detailed and thorough conversation about my classes!!!	11/6/2019 8:21 AM
72	Hire better qualified counselors	11/6/2019 1:39 AM
73	I love the extended hrs for working students especially for those who commute to work on the daily. Would like to have Saturday morning open for counseling.	11/6/2019 1:25 AM
74	n/a.	11/5/2019 6:05 PM

75	<p>First, the obstacle of financial aid intuition funds must be addressed in order to serve individuals who are ignorant to the systems of higher education. Second, the student who is interested in pursuing academic success must be given the opportunity to express their individual life situation in order to incorporate a community college into they're possible complicated life situation. It is not easy to re-acclimate into society and the California Department of Corrections and Rehabilitation provides GED certificates to those who qualify and expect them to pursue a higher education regardless of their knowledge of that system. 3rd, the issue of prior incarceration needs to be addressed and resources given for those individuals who want to succeed and not regress in their productivity as a rehabilitated member of society. Those individuals have a extreme obstacle when it comes to housing and employment. Those individuals need programs that will overlook their past and advocate in services for their future especially when it comes to prior incarcerated individuals who have completed the wildland fire basic physical training and California conservation camp involvement. As far as the aircraft fabrication and assembly programs, assurances must be provided to those individuals who have prior records or incarceration and whether they are not currently or previously on parole that the Federal Grant they are permitted will assure that the 60 lifetime units are not wasted in a educational plan that has no future benefit. First Year Experience program should be expanded in order to address these issues and provide a higher quality of education and educational pathway. Courtney Latigue has been an invaluable resource in my educational plan as well as providing me relief when it comes to the stressors of priority registration as well as information provided specifically to me because of an injury I received during my spring semester. If it wasn't for her insight I would not have known about the incomplete contract that is provided to those who have received an injury during their academic year and would have suffered a negative result on my GPA. Kudos to her and the administration who chose her to serve those who are excited as well as frightened by their first year experience. Please make an effort to advertise the opportunity that is available for individuals who have been incarcerated and while they were incarcerated participated in programs that you as a community college provide such as wildland firefighting. I look forward to seeing these issues addressed in an upcoming ASO meeting. Thank you for your time and your consideration.</p>	11/5/2019 7:28 AM
76	N/A	11/5/2019 5:43 AM
77	<p>I just wish there were more Career/Transfer counselors employed so that I would not have to wait up to 2.5 weeks to have a 20min sit down, or phone call for my Ed Plan, so that we could talk about my future. Also, I wish our counselors knew more about classes needed to graduate into an impacted program at a university. If these issues and more could be resolved, the counselors would benefit greatly because, it would lighten their load so to speak, and they could work more efficiently.</p>	<p>79 I have spoken with different counselors over my two years at AVC and</p>
78	<p>next time i would really appreciate if i would of gotten a notice about the counselor canceling my appt</p>	

2019-2020 Counseling Survey

	feel like some of them are discouraging and don't tell you of all the choices you have.	11/5/2019 5:19 AM
80	I have had a great experience with the counseling department. I have seen both Kaitlynn and Tamira and both have been a great help to me.	
81	The counselors do not know what they are doing. I've seen several that were unable to direct me in the right path and even gave me wrong information. Definitely the worst part of AVC and the reason why it's taking me so long to transfer.	
		11/5/2019 4:35 AM
		11/5/2019 3:30 AM
		11/4/2019 10:51 PM
		11/4/2019 10:37 PM
82	I love my school counselor, she has helped me make decisions that will change my life.	11/4/2019 10:28 PM
83	Katherine Quesada has been very helpful in all the referrals I have sent to her.	11/2/2019 8:15 PM
84	im not sure if its already done but, like Kaiser does, at 7am before the day starts you can call in and fill any canceled appointment time, first come first served of course	11/1/2019 11:55 PM
85	They don't understand the different jobs in AJ so they give the wrong advice for electives. Counseling should meet with AJ instructors to learn what classes fit what jobs so they stop wasting our time with the wrong classes.	10/31/2019 6:59 PM
86	The counselor advised me on one class that I was not aware that I still needed to take. I have to make a follow up appointment, so it was not a satisfactory experience.	
87	In my personal experience, I bete Crusyliang is not professional counselor. She told me that in my major I am not going to get a job. I am fel really bad.	10/31/2019 3:16 PM
		10/31/2019 8:29 AM
88	At this moment I don't have any suggestions	10/30/2019 6:10 AM

2019-2020 Counseling Survey

89	Should have more counselors available during registration time. That's when students need help the most when selecting classes. Also assigned counselors like Star and EOPS should be more aware of what a student's goal is. They are there to provide more one on one support or advice for 1st generational students. To ask a student who they see 3 times per semester what's their major and or goals are doesn't show the support the student. I would think there would be some sort of relationship, mentor kind of support here. Me being apart of these programs still leave me feeling lost and trying to figure things out on my own with college.	10/30/2019 4:02 AM
90	stop just emailing SEP and actually talk to the students	10/30/2019 2:34 AM
91	Counseling center is fine, but Sylvia Waller does not ever respond to emails, phone messages, or answer her phone. she is extn 6865	10/30/2019 12:17 AM
92	The counseling department needs improvement. I have switched my counselors many times because each counselor always has something new to say about the classes that I take. One counselor will tell me one class is necessary while the other tells me that one class isn't necessary for graduating. I end up wasting my time, effort, credits, and financial aid because the counseling workers are not properly informed about the programs in this college. I am now with a new counselor who has helped me so far but I still think the overall counseling department needs a lot of improvement. Please stop wasting my FAFSA money on unnecessary classes because I cannot afford college and FAFSA is all I have supporting me. It is not like the counselors will pay for the students' classes, time wasted, and credits used at AVC.	10/29/2019 7:39 PM
93	Just wish someone would me better understand what is needed of me to graduate in chosen major and what path I need to take since my major was changed.	10/29/2019 6:03 PM
94	N/a	10/29/2019 4:32 PM
95	As a transfer student one of the 3 counselors I've seen appear to have an idea what my intentions are. The other two rely on your dysfunctional database and have been unprepared for the appointments I've made.	10/29/2019 4:06 PM
96	None	10/29/2019 6:22 AM
97	N/A	10/29/2019 6:05 AM
98	Very helpful	10/29/2019 4:50 AM
99	Tamira has been a great help and encouragement! I appreciate her guidance so much!	10/29/2019 3:49 AM
100	Having more staff.	10/29/2019 3:36 AM
101	No	10/29/2019 1:13 AM
102	None.	10/29/2019 12:39 AM
103	Please ask counselors to be patient with students. They may be tired but that student may be going through things at home. Being belittled at a counselor appointment when asking for help is not okay.	10/29/2019 12:19 AM
104	TO ASK STUDENTS IF THEY HAVE QUESTIONS OR CONCERNS	10/28/2019 11:51 PM

2019-2020 Counseling Survey

105	IT ALLOWED ME TO REALIZE THAT COURSES THAT I WAS TAKING WEREN'T ALL HELPING ME TO TRANSFER	10/28/2019 11:49 PM
106	NO SUGGESTION, I HAD A TERRIFIC EXPERIENCE AND UNDERSTAND EVERYTHING I NEED TO DO FOR TRANSFER	10/28/2019 11:43 PM
107	The counselors need to be knowledgeable on special admit student requirements. I spoke to many different counselors and they all gave me a different story/answer.	10/28/2019 11:43 PM
108	Counselors should be more available to students	10/28/2019 11:42 PM
109	NO SUGGESTIONS FROM ME	10/28/2019 11:38 PM
110	NO SUGGESTIONS FROM ME	10/28/2019 11:36 PM
111	I believe, in my personal situation, Counselors lacked knowledge and/or expertise In dealing with Joint Service Transcript. I'm patiently waiting to know how much of my military education/experience is going to be translated into college credits. Prior experience with other colleges took only one visit or 1 to 2 weeks to be told what translated into credits.	10/28/2019 11:35 PM
112	EVERYTHING IS GOOD	10/28/2019 11:33 PM

2019-2020 Counseling Survey

113	Walter Briggs III is an amazing counselor and is very easy to access and answers all my inquiries in a timely manner. Very pleased with my major change and counselor!	10/28/2019 11:27 PM
114	N/A	10/28/2019 11:14 PM
115	Have your counselors be up to date on the withdrawal percentages Instead of telling students the wrong information and putting them in a bad position and causing problems	10/28/2019 11:12 PM
116	I WOULD LIKE TO BE ABLE TO HAVE APPOINTMENTS AVAILABLE AT A SOONER TIME	10/28/2019 11:10 PM
