



Division/Area Name: Counseling	For Planning Years: 2023-2024
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Fall 2022 Program Review Report

Part 1. Program Overview: *Briefly describe how the program contributes to the district [mission](#)*

The Antelope Valley College Counseling Division serves as a main hub for student services. From pre-application to graduation, the counseling division assists students with their academic, personal, and career goals. The counseling faculty are also at the core of academic affairs, including curriculum development, course articulation. Human Development courses taught by counseling faculty teach students the tools to succeed in college, especially important for first-year, first-generation college students. Counseling supports student transition to college at local high schools by having embedded bridge counselors available. The counseling division offers services such as individualized comprehensive educational plans, counseling workshops, probation/dismissal support, transcript evaluations, career counseling, online and distance counseling, transfer planning, and webinars.

When it comes to local, district, and statewide collaboration, the counseling division staff and faculty actively participates, 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, Faculty 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, Puente Program, Nursing, Academic RISE, Transfer Center, Career Center, AVC2CSU, Law Scholars, UMOJA, AMFT, E.S.L., ISP/AVC Cares (suicide prevention), BIT, AVC Dreamers Center, LGBTQIA, Pre-Health Professions Program, Basic Needs, FYE, SYE, 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)

Part 2A: Analyze the [program review data \(retrieval instructions\)](#) focusing on equity and any internal/external environmental scan information (e.g., surveys, interviews, focus groups, advisory groups, licensure exam scores, & job placement) to identify the program Strengths, Opportunities, & Aspirations:

Strengths and Accomplishments: (Guiding Question: What does your program/area do well, including capabilities and greatest accomplishments?)

Academic RISE Counseling Services: RISE (Reflect, Improve, Succeed, Excel) educates students on what it means to be on academic probation and/or progress probation and academic/progress dismissal. Students on any type of probation must complete a mandatory online or in-person workshop in which students learn about probation, strategies for getting back in good standing, management skills, building good study habits, procrastination, and the resources that Antelope Valley College has to offer to assist students in being successful. RISE Counselors/Advisor provide individualized holistic academic advisement/counseling to ensure students stay on track academically, provide a support system by engaging with students through interactions that centers on

self-development, motivation, cycles of change, and connects students with programs, services, and resources that will aid students to return to “good academic standing”. In efforts to establish more contact and communication with students who are on probation, the RISE department has increased the number and mode of notifying students (i.e. emails, Canvas announcements) on their academic/progress status while inviting them to set up counseling appointments. There were 2,217 students on academic/progress probation, academic/progress dismissal during the 2021-2022 academic year. The RISE Counselors/Advisor’s met and provided services to 1,086 students.

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 of Science program. A full-time education advisor is assigned to assist all Career Technical Education (CTE) in AERO and 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.

Articulation & Evaluation: The articulation office at Antelope Valley College supports faculty in curricular and program development. The process of faculty review leading to the articulation of courses between institutions is coordinated, facilitated, and published by the Articulation Officer. The articulation officer is an advocate for the transfer student and seeks to ease the transfer process. The articulation office provides equitable access to diverse transfer opportunities. By establishing and maintaining articulation agreements with regionally accredited colleges and universities, students are supported in becoming transfer ready. Additionally, the articulation office is the gatekeeper of course outlines, IGETC, CSU GE Breadth, LDTP, baccalaureate lists, TCA lists, and ASSIST. A vast improvement in the process is still needed. AVC does not have up-front transcript evaluations. Although AVC recently purchased transcript reader software, Brainware, it will take time before the present system of officially evaluating transcripts is changed. The Brainware-Hyland software system must be implemented. To accurately counsel students with external coursework, course attributes will need to be added to the external courses and accepted exams (e.g., AP) before this software program can be utilized to the benefit of the counselors, advisors, and students. In the meantime, the Articulation Officer and the Transfer Evaluation Team continue to work on the long-term project of reviewing, editing, and updating the TES database which houses all course equivalencies for use by counselors. There is minimal time dedicated to this effort, which must change to accommodate the demands of the attribute build for the Brainware software to be implemented.

Athletics Counseling Services: In 2021--22, Athletics experienced a program growth of approximately 60% from the previous year. We went from 271 student athletes in 2020-21 to 418 student athletes for 2021-22. Counseling services for athletes include orientation, AVC eligibility, NCAA and NAIA transfer guidelines, and education plans. Our student athletes receive priority registration which allows them to choose course times that accommodate their team practice and game schedules, limiting classroom disruptions. In 2021-22 Arelene Salvador set the All-Time State record for a round of golf while winning the State Title. The first time in AVC’s history. She received a full academic/athletic scholarship to California State University, Bakersfield while maintaining a 3.7 G.P.A. and graduating from AVC with multiple AA Degrees.

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.

Career Center Counseling Services: Career center services via in person, telephone, and Cranium Cafe were offered during the 2021-2022 academic year. The adjunct counselor has continued to provide support for career appointments and hosts career workshops for our various student populations. Over the 2021-2022 academic year, 709 scheduled student meetings were attended, with more than half of the appointments being virtual (543 via Cranium Cafe and 174 via phone). The continuation of "walk in" chat hours on Cranium Cafe has offered students a means for quick career advising without a scheduled appointment, with 41 chats occurring in Cranium Cafe. Additionally, 485 students have engaged with the online Kuder Journey career assessment system.

Dreamer's Counseling Services: The Dreamers Center is dedicated to serving all undocumented students at AVC and the community with information and resources to promote college admissions, persistence, graduation, transfer, and careers. The Dreamers Center provides financial aid resources and assistance, workshops, peer mentoring, free legal immigration services, academic counseling, and a confidential and supportive environment. Currently, there is one adjunct counselor serving our undocumented students at 7.5 hours per week and supporting the Dreamers Center's efforts in collaboration with the Program Specialist and Peer Mentors. Counseling appointments with the Dreamers Center Counselor consist of creating/updating ed plans and supporting with the AB 540 form and the CA Dream Act Application.

Embedded Counseling Services: In 2021-22, selected counselors served as embedded counselors within the academic divisions. These embedded counselors attend division meetings and inform counseling on division-specific updates. They also reach out to students whose majors are housed within the division to answer questions, update education plans, advise on transfer and graduation requirements. Counselors conduct audit interventions for students with 30+ units. The success of this pilot program stands only as a starting point to meet the increased demand of counseling services for such mandates as Student Success Act of 2012, Transfer Degrees SB 1440, Guided Pathways, and Funding Formula. Due to a lack of full-time counselor availability, our current embedded counselors are adjunct faculty with limited time (often 1 day per week) available to work with their assigned academic division. Based on these facts, as well as the immediate goals to increase enrollment and graduation rates, as a proactive approach to prepare for the end of the hold harmless status, we propose the counseling division proposes a Restructure with the hiring of six (6) FT counselors who will be embedded full-time within each academic division.

ESL (English as a Second Language) Counseling Services: After a slow Covid transition, ESL classes have grown every semester regarding the number of students attending the classes. Currently, we have 625 students, an increase from the last program Review. There is Self-Assessment available, however the ESL counselor also does the following: A mini orientation, basic questions in English to see the level of competency as well as a written paragraph, a follow up every semester, intrusive counseling: going to their classrooms or Zoom sessions. This takes place in November and Spring semesters. The counselor works in close collaboration with the ESL faculty. Students meet with the counselor twice per semester to discuss the Ed Plan and the progression of ESL classes. Since English 100A does not exist anymore, ESL 050 and 053 were offered to prepare the students for English 101. At the end of the year, seven (7) students transferred to CSUN to pursue a career in teaching Spanish (they had Bachelor's and Master's degrees from their countries), five (5) went into Aircraft Fabrication, three (3) were accepted into the AVC RN Program, one (1) was accepted into the AVC Radiologic Technology Program, twenty (20) into Child Development, and three (3) went to into Real Estate.

Honors Counseling Services: The Honors Transfer Alliance Program (TAP) at AVC offers priority admissions to several universities through its association with the Honors Transfer Council of California (HTCC). For the 2021-2022 academic year, our program served ~427 students. We awarded Honors TAP Certificates of completion and the designation of Honors Scholar to 72 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% non-TAP). For Fall 2022 Honors TAP certified students had a 73% acceptance rate, vs non-TAP certified AVC applicants who had an admission rate of 28%. We currently have 5 Counselors serving Honors TAP students. Our program has undergone recent

changes to close equity gaps and provide more opportunities for our students as evidenced by our opening up of honors courses to all students at AVC. This has helped maintain our honors courses without an issue of cancellation due to low enrollment, while also giving all students the opportunity to experience an honors course. We hope that this will promote more students into the honors program once they see they can be successful in the class.

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. Emphasis in the program is placed on developing critical thinking and analytical skills. 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 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. 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 academic year, while those unable to attend receive an abridged orientation during their counseling sessions. In 2021-2022, an increase of students applied to the Law Scholars program from 19 in 2020-2021 to 35 in 2021-2022. With the college campus opening and back to in person mode of instruction, the physical presence of student activity shows a positive affect to student involvement in the program. With the involvement of the Dean of Student Life with the program and attendance to the program committee meetings, the program shows growth. The graduation ceremony is held every spring at the Michael Antonovich Courthouse, and this year there were 12 successful graduates. The processing of new applications is primarily managed by the student life department with assistance, when needed, by Law Scholars counselors in the verification of the required coursework. The majority of the student contact has been via counseling appointments and counselor-initiated contact.

Palmdale Center Counseling Services: Palmdale Center offers the following counseling services: OSD, CalWorks, EOP/S, ESL, Honors, Academic RISE, Law Scholars, Umoja, Transfer, Transcript Evaluation, Veterans, Prison, SOAR and General Counseling for students at the south end of the Antelope Valley. Additionally, with the new SOAR Palmdale Campus being opened a few blocks away we have added 2 new HD 101 courses here in Palmdale to meet the increased demand. We have 1 full time Counselor, 1 full time Education Advisor and 4 part time adjunct Counselors working to ensure counseling services are available to our students Monday through Friday. Palmdale students also have access to all services that are offered at the Lancaster campus.

Pre-Health Professions Program: The Pre-Health Professions Program is an intensive, student-centered pilot program designed to support prospective and current students in pursuing and achieving their academic, personal and career goals of becoming a healthcare professional (physician, dentist, veterinarian, pharmacist, optometrist, physician assistant). Students attend an orientation "boot camp" before the start of the academic year and are then provided with ongoing intensive academic guidance, counseling, course survival workshops and mentoring. Additional specialized support services, tailored to the pre-health professional student, are provided, such as presentations from successful matriculants to medical and dental schools - including AVC alum, learning about different healthcare specialties, basics about the medical school admission process, including how to become a competitive applicant and the importance of beginning preparation early - ideally in their freshman year of college. Two counselors worked part time in 2021 on the development, coordination and implementation of the program and it launched in August of 2022 with a cohort of 15 students. The second counselor was reassigned, creating a gap which needs to be filled.

Prison Program: Our Prison Program serves approximately 200 students every semester. We have students separated over 3 different yards within the prison. New students enter the program every semester. Education plans are created for all new students and updated every semester for all continuing students. A google document also tracks all course students have completed and still need for completion. This google document needs updating at the end of every

semester and is used to plan future courses for each of the 3 yards. All Students are Communication majors, and many have or are taking correspondence courses at other community colleges. Therefore, transcript evaluations also need to be completed throughout the year. Overrides and Math and English test scores must also be entered into MIS every semester. Collaborative meetings with AVC faculty and staff as well as Prison Coordinators typically occur every semester or as needed. AVC graduated its first group of inmates in Spring 2022.

Puente Program: The Puente Project is a national award-winning program, co-sponsored by the University of California and the California Community College Chancellor's Office. The mission is to increase the number of educationally disadvantaged students who enroll in and complete four-year degrees. Puente's success model is based on three components: academics, counseling, and mentoring. The program co-coordinators include counselors, May Sanicolas and Tanya McGinnis, and English instructor, Tino Garcia. In 2021-22, AVC completed its first year of implementation. The first cohort included twenty (20) students who enrolled into four (4) Puente-enhanced courses as a cohort (HD 101, HD 103, ENGL 101, and ENGL 102). They also participated in a professional mentorship program, family events such as "Noche de Familia" and "End-of-Year Celebration", as well as attending a leadership conference ("Transfer Motivational Conference"), and university visits to CSUN, UCSB and SFSU. At the end of the academic year, Puente students had an 82% completion rate of transfer-level English, an average GPA of 3.20, and an enrollment average 12.5 units per semester.

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. Three AVC counselors annually share in assisting over 400 students as they navigate their high school/college journey. An additional campus has opened on the AVC Palmdale Center campus, housing approximately 100 Freshmen students. The program will continue to grow through the next few years, adding a new class each Fall. Counselors teach HD 101 courses restricted for SOAR students and offer services including group presentations, transcript evaluation, course advisement, and major prep suggestions tailored to meet the students' specific transfer university needs. Currently, each counselor dedicates time to SOAR students, integrated with their other responsibilities.

Transfer Education Center: The Transfer Center "TC" has five adjunct counselors and one full-time educational advisor who meet with students to create and update their educational plans and help them reach their transfer goals. A full-time clerical assistant II was recently hired to support the TC, as well. The TC has designed and implemented a robust set of Transfer Information Sessions. All sessions are offered online in a Zoom format for easy accessibility. The TC hosts university representatives providing them with space, equipment, student appointments and clerical support. Some representatives visit on a semi-regular basis (bi-monthly or monthly). This year TC hosted two On-site Admission Days with both Cal State University Northridge and with CSU Channel Island for Spring 2023 Admissions. Both universities have committed to at least one On-site Admissions Day for Fall 2023 Admissions. The TC is also reinstating the annual AVC Transfer Fair. Thirty universities are confirmed for this year's (Fall 2022) event. TC staff create and maintain a TC Canvas shell, where students can access transfer information which includes upcoming TC events. Announcements about TC events, including those hosted by the universities themselves at their respective campuses, are sent out via Canvas multiple times per week, to keep students apprised of relevant transfer news.

Veterans Counseling Services: During the 2021-2022 academic year, AVC had a self-identified head count of 170 veterans and 152 dependents, with 322 that received Veteran Center services. For this population to utilize their military benefits for schooling, they must meet with a counselor and receive an educational plan. There is a designated veteran's counselor to ensure proper coursework is being met to meet the certification process for the Veterans Affairs (VA). Veterans are provided with priority registration; this gives veteran students the opportunity to start registering for courses prior to their peers. All veteran students (not including dependents) are eligible for this benefit.

HD COURSES:

- Sections: During the 2021-22 academic year, the number of HD sections increased from 63 to 67.
- Modality: It was discovered that the HD courses offered online were quickly filled, while the courses with low enrollment were face-to-face. Due to student preference and need, the modalities of HD courses had a significant change resulting in more online sections. In 20-21, there were 38 traditional and 25 online sections, whereas in 21-22 the opposite occurred with 29 traditional and 38 online sections.
- Success Rate: Although not a very significant change, the student success rate decreased from 74.0% to 71.8%.
- Retention Rate: The retention rate remained consistent from 90.8% to 90.1%.
- Enrollment: Student enrollment remained consistent from 1,455 to 1,460; However, there was a significant increase in students' modality choice towards an online preference. Student enrollment went from 1,000 to 537 traditional and from 455 to 923 online.
- See attached IERP HD Course Data Report for reference.

COUNSELING SERVICES:

Student Educational Planning (MIS Data) for 2021-22:

- CAS: The number of Counseling Advisement Services decreased from 14,554 to 12,161.
- ASEP: The number of Abbreviated Student Educational Plans created increased from 3,589 to 7,896.
- OSEP: The number of Student Educational Plan Updates increased from 9,590 to 12,003.
- CSEP: The number of New Comprehensive Student Educational Plans created increased from 4,391 to 4,579.
- **Total (CAS/ASEP/OSEP/CSEP): The overall number of educational plan services increased (+4,515) from 32,124 to 36,639.**

Number of Students Served (unduplicated student count) for 2021-22:

- Lancaster General Counseling: 7,412 students were served; an increase (+1,433) from 5,979 in 20-21.
- Palmdale Center Counseling: 1,270 students were served; an increase (+341) from 929 in 20-21.
- R.I.S.E.: 1,394 students were served; an increase (+294) from 1,100 in 20-21.
- Transfer Center: 911 students were served; a decrease (-362) from 1,273 in 20-21.
- **Total: 10,987 students were served in 2021-22; an increase (+1,706) from 9,281 in 20-21.**

Student Survey (Spring 2022; n.507):

- Q1: When asked about their preferred mode of service, responses were: 45.45% online, 38.14% in-person, 16.40% telephone.
- Q2: 90.5% of respondents utilized counseling services to complete a Student Educational Plan (SEP).
- Q3: Of students who have not utilized counseling services in the last 12 months, 51.6% of respondents said it was because they knew what classes to take; while 20.6% said they were too busy and do not have time to speak with a counselor.

- Q5: 89% of the respondents who utilized Express Counseling had their questions and concerns answered, (up from 76%).
- Q7: 83.5% agreed that speaking with a counselor helped them identify or resolve personal issues that may have interfered with my academic performance, (responses of “not applicable” not included in calculation).
- Q8: 95.5% of respondents knew what classes were needed to achieve their education goal after completing an SEP.
- Q9: 96.8% enrolled or attempted to enroll in one or more classes reflected on their SEP.
- Q18: 74.4% of respondents rated their level of satisfaction with the counseling department as either “Very Satisfied” or “Satisfied” (40% and 34.5% respectively).
- Q19: We received 320 individual comments of feedback regarding strengths, or “what we are doing well”.

Opportunities and Challenges: (Guiding Question: What does your program/area need to do better to support/improve student success?)

General Counseling Data from Spring 2022 Survey (n.507):

- Q3: Students who have not utilized counseling services in the last 12 months, 22.2% of respondents said it was because appointments were not available on the days and times that they need and 21.4% said it is too difficult to get someone on the phone.
- Q17: 48.7% of survey respondents stated that the current operational times serve them well, whereas 35.5% indicated that evening hours Monday through Thursday, 5 p.m. to 8 p.m. would permit the best time to have a counseling appointment, 32.9% said Fridays 11:30am to 2pm is best and 27% chose Fridays 2pm to 5pm as the best time.
- Q19: Majority of responses to “How can we better serve your needs?” center around: 1) the time it takes to make appointments, 2) availability of appointments and day/time options. While other themes include: 3) inconsistent information, 4) cranium café and issues with online counseling services, 5) the emphasis, or “push” to have students graduate and transfer in 2 years.

Based on the above survey responses:

- Being able to offer students the ability to schedule their own counseling appointments will reduce time, energy and resources needed in the current appointment-making process.
 - ❖ Beginning in Fall 2022, the counseling division plans to implement ESARS, an online scheduling platform.
- Offering counseling appointments in the late evening hours during the week will increase student access to counseling services: however, we currently do not have the infrastructure to implement.
- Having embedded counselors in each academic division that specialize in a particular Guided Pathway, will streamline the inconsistent information given regarding major, career path, and course selection/availability/planning.
- Funding for specialized training to support the needs of specific student populations is very limited.
- Special programs should continue to expand the use of Canvas and other technology tools to the fullest. This will increase student’s knowledge and access to relevant up-to-date information. (Currently, Transfer Center, RISE, and Puente Program have Canvas shells)
- A careful analysis of counseling data parameters and collection, along with an annual review and update to the survey questions will provide better insight that could lead to continuous improvement of counseling services to meet students’ needs. Review will occur annually during Fall semester to make necessary adjustments.

- The biggest challenge the counseling division has is the lack of funding for all the above, especially for embedded counseling and an Infrastructure for evening and/or weekend hours of operation.

EduNav as an educational planning tool:

- Smart rules need to be in place for a student's EduNav plan to be accurate. It needs to populate the plans of study vetted by faculty in accordance with the Guided Pathways recommendations.
- The goal is to ensure that all students understand what their auto populated EduNav plan can and cannot do. It will not populate courses needed for transfer, and it may not automatically include courses from other institutions nor AP coursework for transfer purposes.
- Counselors will emphasize to students who plan to transfer, that they must schedule an appointment with counseling to receive an individualized, counselor approved EduNav plan of study.
- Both systems need to co-exist so that students are best served according to their specific needs. Training on how to best utilize EduNav will take place on a rolling basis beginning in November 2022.

Aspirations: (Guiding Questions: What does your program/area want to be known for? What is a desired future?)

The Counseling Division aspires to be known for their ongoing commitment to student success through cross-campus collaboration with other departments, divisions, and offices. Counseling serves as a dual-focused framework within both Student Services and Academic Affairs. Counseling's core values to be proactive, efficient, accessible, and equity minded.

Desired future: Building a Win-Win-Win Infrastructure (Embedded Counselors)

- Goal: Build collaboration, consistency, and efficiency among counseling and academic divisions for student success and retention.
- Each Division would have an assigned full-time counselor, along with other adjunct faculty to directly provide support to students and faculty in the division.
- Counselors will be embedded in each Division based on the number of students in each division.
- After determining how many students are in each division, a student to counselor ratio will be established to determine the number of counselors needed for each division.
- Counselors would participate in Division meetings.
- Counselors would conduct major orientation sessions in collaboration with faculty in those areas.
- Counseling faculty will support instructional faculty in developing and revising plans of study.
- The Department Chair will train in the spring semester full-time faculty to develop plans of study for eLumen submissions.

Part 2B: (Required for CTE) External Data: Advisory Committee Recommendations & Labor Market Data

Insert Advisory Committee Recommendations here

Insert Labor Market Data here <https://www.labormarketinfo.edd.ca.gov/commcolleges/>

Part 2C: Review and comment on progress toward past SLO/PLO/OO Analysis (fka Action Plans):

- 002, ILO1, ILO2, ILO3:

Current and Ongoing: HD SLO outcomes continue to support OO's and ILO's. Currently, there are no efforts to revise the SLO's. The integration of eLumen continues and is closer to faculty collaborations.

- 001 & 002:

Ongoing: Identify high peak times to use drop-in Cranium Cafe online counseling. Since COVID-19, all counseling services are now available online including express counseling; however, further data should be collected to discern peak times of need - reconcile data from cranium cafe.

- 002:

Current and Ongoing: Although there are improvements to be made, the faculty are satisfied with the overall results from the Spring 2022 General Counseling Operational Outcomes survey. The ongoing Covid-19 pandemic has required that all Counseling Services be delivered both online and in-person, however, the survey suggests a greater preference by students to receive counseling services online and evening options.

- 001:

Ongoing: Provide a more efficient method for the scheduling of counseling appointments – Allow students the ability to make their own appointments. Implementation of eSARS to begin 2022-23.

- 002:

Current and Ongoing: Update Recommended Program Sequence Sheets forms to match catalog, Guided Pathways, course/program changes, etc. With the integration of Counseling's program revision approval through AP&P, the use of the Counseling's Recommended Plans of Study, aka RPSS, has brought together the Guided Pathways initiative towards a more accurate rendering of the information in the catalog.

- 002:

Current and Ongoing: Update Comprehensive Education Plan Templates to include counselor recommended changes and to match catalog, Guided Pathways, course/program changes, etc.

- 001:

Current and Ongoing: Email reminder to students the day they schedule a counseling appointment –alert activated in Cranium to email students the appointment time, location, date, and counselor name.

- 001:

Ongoing: Provide transfer campus visits –_Information regarding virtual campus tours is disseminated through the transfer center canvas page. In-person campus tours will begin 2022-23.

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

<i>Goal</i>	<i>Current or Ongoing?</i>	<i>Explain</i>
<p>Goal #1 from 2020-21 Report:</p> <p>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.</p>	<p>Ongoing</p>	<p>The Career Center will have a dedicated physical location in the new Student Services building that is currently under construction and should be ready to move into sometime during Spring 2023.</p>
<p>Goal #2 from 2020-21 PR Report:</p> <p>The Career Center Coordinator will provide basic career assessment training to general counselors, as related to Meta Majors.</p>	<p>Ongoing</p>	<p>The Career Center Coordinator will work with the Dean of Counseling to schedule training during the 2022-2023 academic year.</p>
<p>Goal #3 from 2020-21 PR Report:</p> <p>Create a specific student survey for Transfer Center Canvas members</p>	<p>Ongoing</p>	<p>Goal changed:</p> <p>The Transfer Center plans to create a survey specific that will include demographic questions. Canvas will be used to deliver the survey in hopes that students who have utilized Transfer Center services will complete said survey.</p>
<p>Goal #4 from 2020-21 PR Report:</p> <p>Hire replacement for Clerical III position.</p> <p>Hire replacements for 2 adjunct positions.</p> <p>Hire replacement for 1 Education Advisor.</p> <p>Hire replacement for 1 Full-Time Counseling position.</p>	<p>Completed</p>	<p>All vacancies were filled.</p>

Part 3: Based on Part 2 above, please list program/area goals for 2023-2024:

Program /Area Goal #	Goal Supports which:				EMP Goal Primarily Supported:	Description of Goal	Steps to be taken to achieve goal?	Measure of Success (How would you know you've achieved your goal?)
	ILO	PLO	SLO	OO				
<p>Goal #1: SEA (Student Educational Achievement) Services</p> <p>Goal #3: Student Accessibility</p>	ILO 4. Career and Specialized Knowledge			OO1 OO2	Goal 1: Commitment to strengthening institutional effectiveness measures and practices	Meet the growing need and requests of counselors and advisors in special programs, grant initiatives, including alignment with guided pathways.	<p>1) Hire six (6) full-time counselors for embedded counseling to support educational and career pathways within each academic division and guided pathway.</p> <p>2) Hire and/or replace vacancies for counselors in special programs such as Dreamers Center, Puente Program, AVC2CSU, new College High School(s), TAPP, etc.</p>	<p>1) Each academic division will have their own dedicated counselor.</p> <p>2) Special programs and grants that require counseling will have a dedicated counselor.</p>
<p>Goal #1: SEA (Student Educational Achievement) Services</p> <p>Goal #3: Student Accessibility</p>	ILO 4. Career and Specialized Knowledge			OO1 OO2	Goal 1: Commitment to strengthening institutional effectiveness measures and practices	Provide front-end transcript evaluations for students with prior college coursework.	<p>1) Counseling collaboration with Enrollment Services on processes and procedures for transcript evaluations on the front-end.</p> <p>2) Counseling faculty involvement with the implementation of BrainWare software.</p> <p>2) Training of counselors to use BrainWare for the creation of educational plans.</p>	Students receive an accurate official evaluation of their prior college coursework upon enrollment to AVC.

<p>Goal #1: SEA (Student Educational Achievement) Services</p> <p>Goal #3: Student Accessibility</p>	<p>ILO 4. Career and Specialized Knowledge</p>			<p>OO1</p>	<p>Goal 2: Increase efficient and effective use of resources: Technology; Facilities; Human Resources; Business Services</p>	<p>Increase student show rate to scheduled counseling appointments.</p>	<p>In collaboration with ITS assistance, send SARS text reminders to students the day before their appointment.</p>	<p>Analyze the no-show rate before and after text reminder implementation. If the no-show rate decreases, it would demonstrate a measure of success.</p>
<p>Goal #1: SEA (Student Educational Achievement) Services</p> <p>Goal #3: Student Accessibility</p>	<p>ILO 4. Career and Specialized Knowledge</p>			<p>OO1</p>	<p>Goal 2: Increase efficient and effective use of resources: Technology; Facilities; Human Resources; Business Services</p>	<p>Increase student access and efficiency to the scheduling process of counseling appointments.</p>	<p>Release ESARS in Fall 2022, which will allow students to schedule their own appointments online.</p>	<p>Use data measures to analyze the number of students who used ESARS to schedule a counseling appointment Add survey questions to analyze effectiveness and student experience of ESARS.</p>
<p>Goal #1: SEA (Student Educational Achievement) Services</p> <p>Goal #3: Student Accessibility</p>	<p>ILO 4. Career and Specialized Knowledge</p>			<p>OO1 OO2</p>		<p>Increase first-semester student counseling services.</p>	<p>Allow new students with no completed or registered coursework to schedule an appointment with a counselor vs the current policy which only allows students who are enrolled in courses or have prior coursework/transcripts to be eligible to make an appointment.</p>	<p>Measure the percentage of first year students with a comprehensive educational plan at the start of their first semester.</p>
<p>Goal #1: SEA (Student Educational Achievement) Services</p>	<p>ILO 4. Career and Specialized Knowledge</p>			<p>OO1</p>		<p>Continue to assess student needs for counseling services.</p>	<p>Administer the Operational Outcomes survey each Spring between weeks 10 and 14.</p>	<p>An increase in the number of students who complete the counseling survey.</p>

COUNSELING INSTITUTIONAL LEARNING OUTCOMES & OPERATIONAL OUTCOMES

<p>ILO 1. Analyze diverse Communication:</p> <ul style="list-style-type: none"> ● 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. 	<p>ILO 2. Creative, Critical, and Analytical Thinking:</p> <ul style="list-style-type: none"> ● Uses intellectual curiosity, judgment and analytical decision-making in the acquisition, integration, and application of knowledge and skills. ● Solves problems utilizing technology, quantitative and qualitative information, and mathematical concepts. 	<p>ILO3. Community/Global Consciousness:</p> <ul style="list-style-type: none"> ● Understands and applies personal concepts of integrity, ethics, self-esteem, lifelong learning, while contributing to the wellbeing of society and the environment. ● Demonstrates an awareness and respect of the values of diversity, complexity, aesthetics and varied cultural expressions. 	<p>ILO 4. Career and Specialized Knowledge:</p> <ul style="list-style-type: none"> ● Demonstrates knowledge, skills, and abilities related to student educational goals, including career, transfer, and personal enrichment.
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<p>OO1: Students will be able to access and utilize available counseling support services to increase their knowledge, awareness, and skills to identify and achieve their personal, academic and career goals.</p>	<p>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.</p>
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Part 4: Resource Requests that Support Program Needs (based on above analysis)

Fill out your resource request via Survey Monkey: https://www.surveymonkey.com/r/AVC_ProgramReviewFall2022

Part 5: Insert your Program Review Data here, as well as any other supporting data. (See Part 2A above).

Supporting Documents

HD Course Data:

Program Review by [IERP](#)

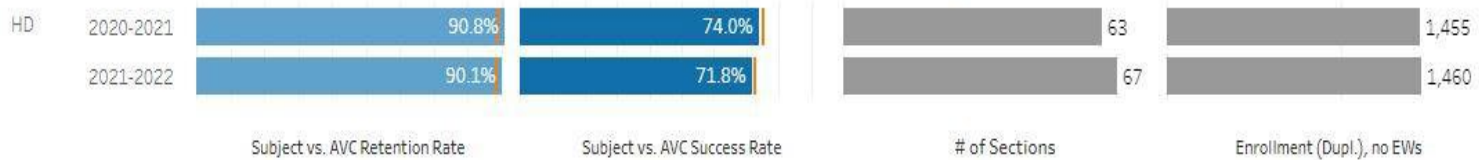


Program Review Data | S&R by Demographic Groups | Equity | With EW | Grade Distribution | PT/FT, FTES/FTEF | **FTEF | Annual FTEF* | Access | Success & Retentic >

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

Select Subject: HD
 Select Subject again: (All)
 Select Program Major(s): (All)
 Academic Year: (Multiple values)

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	2020-2021	2021-2022
Number of Sections	Online	25	38
	Traditional	38	29
Enrollment	Online	455	923
	Traditional	1,000	537

Enrollment and Number of Sections by *Location* in HD

	Location	2020-2021	2021-2022
Number of Sections	Lancaster	43	30
	Lancaster [O..	2	
	Palmdale	18	37
Enrollment	Lancaster	1,039	564
	Lancaster [O..	59	
	Palmdale	357	896

MIS Counseling Services Data

<i>Counseling Data Cranium Cafe</i>				
Cranium Information 2021-2022				
Type	Fall 2021	Spring 2022	Summer 2022	Total Minutes
Video Meetings	3470	3409	908	244734
Chats	720	821	147	
In Office Meetin	1841	1221	1446	171375
Phone	695	1843	747	125857

General Counseling Data (Lancaster)

SARS Unduplicated Student Count

Term	Lancaster	Athletes	CTE	Total
Fall 2021	2053	189	369	2611
Spring 2022	2357	291	492	3140
Summer 2022	1337	131	193	1661

SARS Attendance Summary Report -Lancaster

TYPE	Fall 2021	Spring 2022	Summer 2022	Totals
Appointments - Attended	2975	3630	1722	8327
Drop Ins	25	8	2	35
Appointments - Unmarked	102	49	12	163
Appointments - Not Attended	596	742	396	1734
Appointments - Cancelled	406	1210	297	1913
Appointment Slots Unfilled	8032	9630	4032	21694

ED PLANS MIS Lancaster

CSEP	Fall 2021	Spring 2022	Summer 2022	Totals
ASEP	1682	3724	1660	7066
CSEP	1467	1313	1032	3812
NSEP (Non-Credit ED Plan)	0	0	0	0
OSEP	3649	4357	1936	9942

CAS MIS Lancaster

Service Type	Fall 2021	Spring 2022	Summer 2022	Totals
CAS	4213	3836	1936	9985
NCAS (Non-Credit CAS)	156	184	0	340

General Counseling Data (Palmdale)**SARS Unduplicated Student Count**

Term	Palmdale
Fall 2021	451
Spring 2022	431
Summer 2022	388

SARS Attendance Summary Report - Palmdale

TYPE	Fall 2021	Spring 2022	Summer 2022	Totals
Appointments - Attended	481	463	399	1343
Drop Ins	0	0	0	0
Appointments - Unmarked	16	4	0	20
Appointments - Not Attended	96	101	83	280
Appointments - Cancelled	62	42	51	155
Appointment Slots Unfilled	1889	1758	2356	6003

ED PLANS MIS Palmdale (does not include counselors services CWS, EOPS, OSD, RISE, STAR, Transfer)

CSEP	Fall 2021	Spring 2022	Summer 2022	Totals
ASEP	272	447	77	796
CSEP	148	186	178	512
NSEP (Non-Credit Ed Plan)	0	0	1	1
OSEP	309	493	349	1151
Total				

CAS MIS Palmdale (does not include counselors services CWS, EOPS, OSD, RISE, STAR, Transfer)

Service Type	Fall 2021	Spring 2022	Summer 2022	Totals
CAS	396	349	326	1071

Career Center				
Erin Traynor Data				
Term	CAS	CIPA		
Fall 2021	157	16		
Spring 2022	124	7		
Summer 2022	104	7		
SARS Attendance Summary Report - Sandra Zamudio				
Type	Fall 2021	Spring 2022	Summer 2022	
Appointments - Attended	135	200	118	
Drop Ins	0	0	0	
Appointments - Unmarked	0	0	0	
Appointments - Not Attended	26	41	28	
Appointments - Cancelled	41	31	27	
Appointment Slots Unfilled	315	590	201	
SARS Attendance Summary Report - Erin Traynor				
Type	Fall 2021	Spring 2022	Summer 2022	
Appointments - Attended	137	101	99	
Drop Ins	5	30	6	
Appointments - Unmarked	1	0	0	
Appointments - Not Attended	46	33	42	
Appointments - Cancelled	66	51	113	
Appointment Slots Unfilled	79	223	57	
Term	In Person	Online	Phone	
Fall 2022	61	58	16	
Spring 2022	54	95	51	
Summer 2022	54	40	24	
Term	In Person	Online	Phone	
Fall 2022	44	110	25	
Spring 2022	29	35	37	
Summer 2022	47	31	21	

Law Scholars	
SARS Attendance Summary Report - Law Scholars	
TYPE	Individual
Appointments - Attended	12
Drop-ins	35
Appointments - Unmarked	1
Appointments - Not Attended	2
Appointments - Cancelled	0
Appointment Slots Unfilled	39

RISE			
SARS Unduplicated Student Count			
Term	RISE		
Fall 2021	496		
Spring 2022	619		
Summer 2022	279		
PROB CREDIT	Fall 2021	Spring 2022	Summer 2022
DSP	75	318	193
PSP	210	493	434

SARS Attendance Summary Report - PRIDE				
Type	Fall 2021	Spring 2022	Summer 2022	Totals
Appointments - Attended	563	706	316	1585
Drop Ins	0	0	0	0
Appointments - Unmarked	0	2	0	2
Appointments - Not Attended	127	152	52	331
Appointments - Cancelled	23	77	4	104
Appointment Slots Unfilled	1334	1759	571	3664

Status	Fall 2021	Spring 2022
Prob1	772	616
Prob1 > 2.0	17	
Prob2	220	375
Prob2 > 2.0		
DISM	235	217
DISM > 2.0	1	
Prior to Good	208	261
PtG < 2.0		
GG_Progress Issues		
GG < 2.0		

Transfer Center				
SARS Unduplicated Student Count				
Term	Students Served			
Fall 2021	315			
Spring 2022	268			
Summer 2022	328			
General Attendance Summary Report SARS Individual				
Appointment Type	Fall 2021	Spring 2022	Summer 2022	Totals
Appointments - Attended Individual	293	250	337	880
Drop Ins	10	13	0	23
Appointments - Unmarked	13	20	3	36
Appointments - Not Attended	74	65	61	200
Appointments - Cancelled	75	66	57	198
Appointment Slots Unfilled	630	908	1386	2924
Group				
Appointment Type	Fall 2021	Spring 2022	Summer 2022	Totals
Appointments - Attended	88	44	14	146
Drop Ins				0
Appointments - Unmarked	117	1	0	118
Appointments - Not Attended	1	0	0	1
Appointments - Cancelled	1	1	1	3
Appointment Slots Unfilled				0

CAS MIS Transfer				
Service Type	Fall 2021	Spring 2022	Summer 2022	Totals
CAS	417	223	125	765
ED PLANS MIS Transfer				
ED PLAN TYPE	Fall 2021	Spring 2022	Summer 2022	Totals
ASEP	26	7	1	34
CSEP	151	34	70	255
OSEP	431	354	125	910

Spring 2022 Counseling Survey

QUESTION SUMMARIES

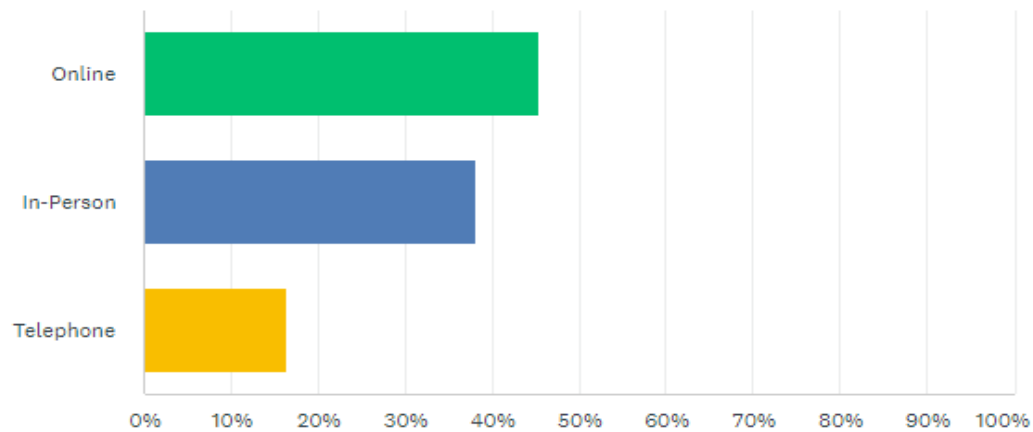
DATA TRENDS

Q1



What is your preferred mode of service?

Answered: 506 Skipped: 1



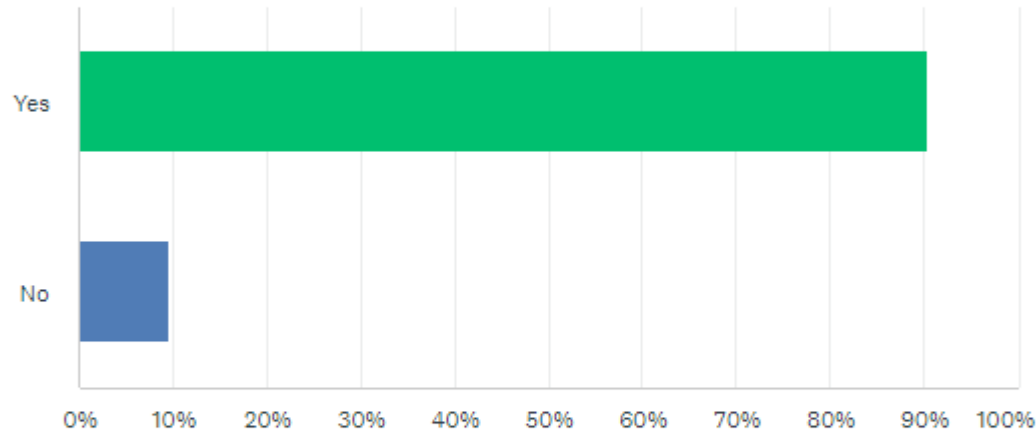
ANSWER CHOICES	RESPONSES	
Online	45.45%	230
In-Person	38.14%	193
Telephone	16.40%	83
TOTAL		506

Q2



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

Answered: 504 Skipped: 3

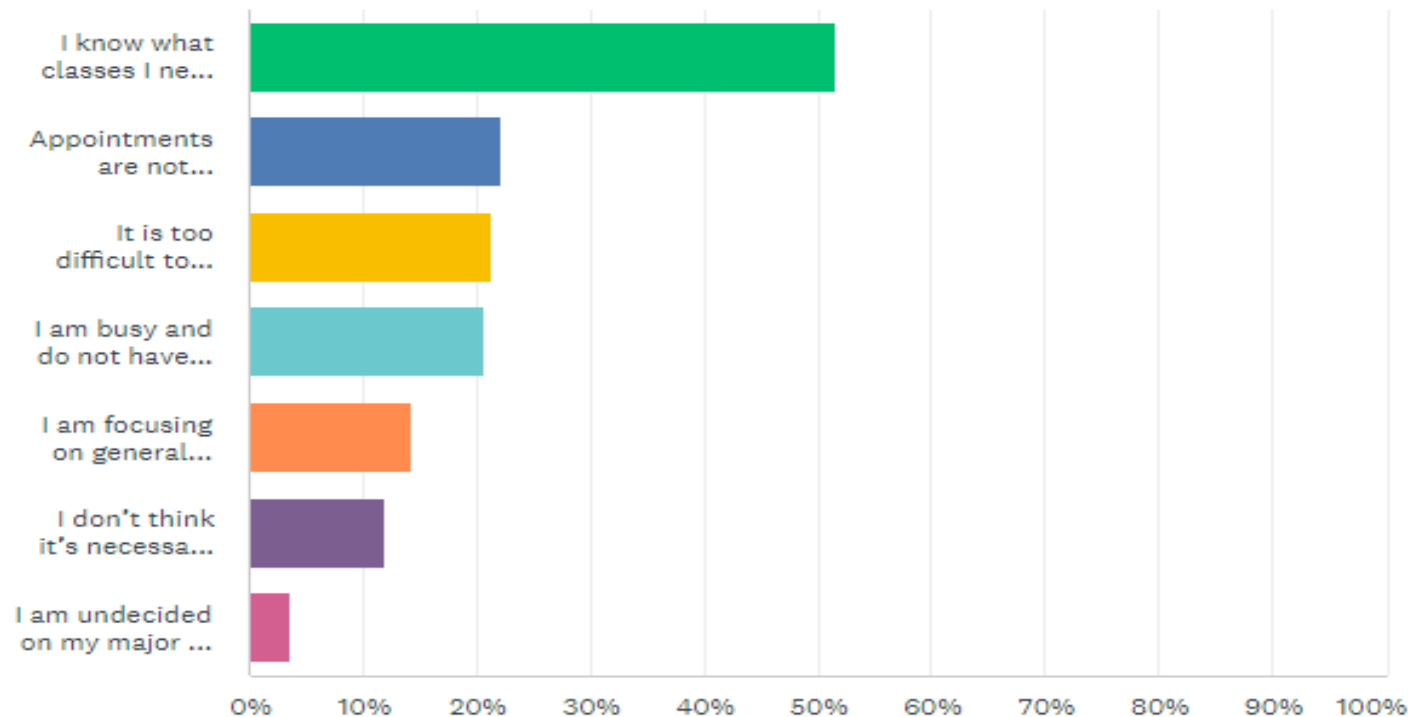


ANSWER CHOICES	RESPONSES	
Yes	90.48%	456
No	9.52%	48
TOTAL		504



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

Answered: 252 Skipped: 255



Q3

ANSWER CHOICES	RESPONSES
I know what classes I need to take.	51.59% 130
Appointments are not available at the days & times I need.	22.22% 56
It is too difficult to get someone on the phone.	21.43% 54
I am busy and do not have time to speak with a counselor	20.63% 52
I am focusing on general education first and will meet with a counselor at a later time.	14.29% 36
I don't think it's necessary to speak with a counselor.	11.90% 30
I am undecided on my major at this time and will speak to a counselor after I choose a major.	3.57% 9

Total Respondents: 252

Comments (54)

is hard to actually schedule an appointment

4/29/2022 09:23 PM

New student, haven't gotten a reply to schedule.

4/29/2022 03:48 PM

i did met with EOPS counselor

4/29/2022 01:07 PM

I used the counsel services

4/27/2022 07:05 PM

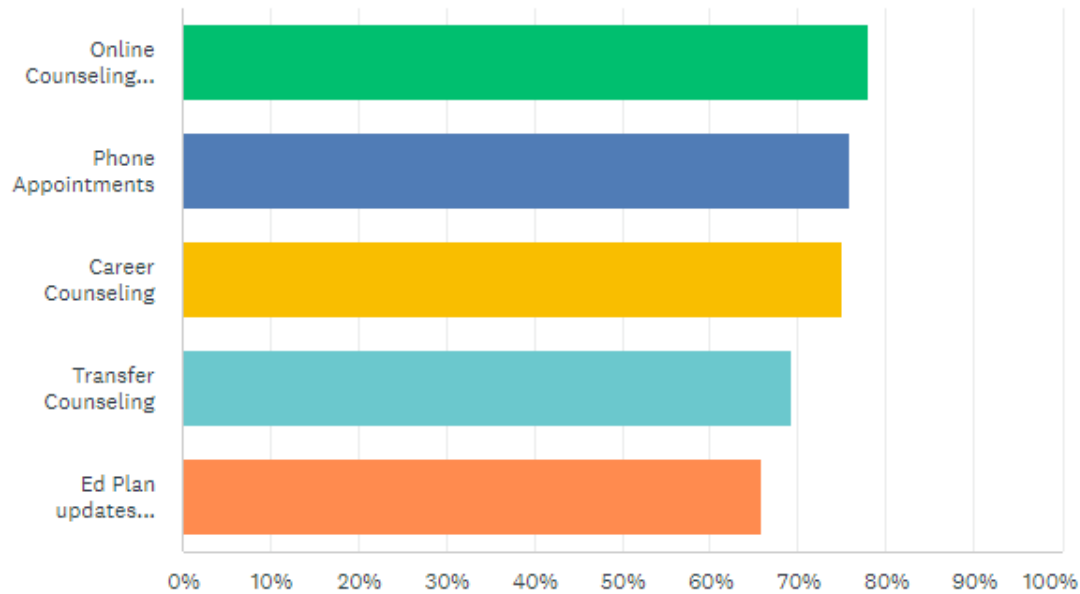
I have set appointments and they were available each and every time.

Above is a snippet of comments for Q3. For a complete list of comments, go to survey link: https://www.surveymonkey.com/results/SM-2F08_2Fv1LNX9VwclhzOsINBQ_3D_3D/



3. I am aware of the following services offered by the Counseling department: (Select all that apply)

Answered: 503 Skipped: 4



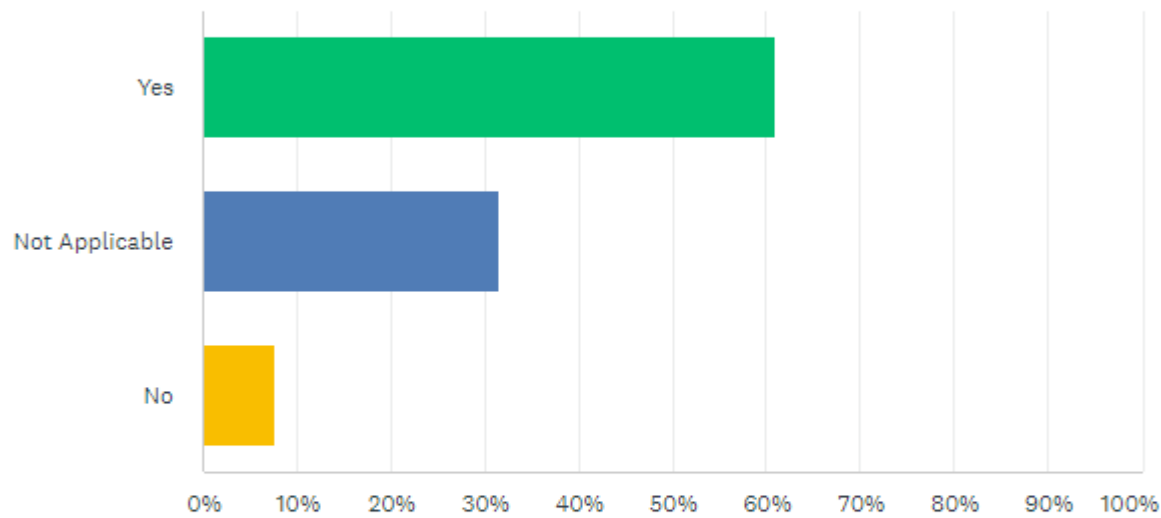
ANSWER CHOICES	RESPONSES	
Online Counseling (Cranium Cafe)	78.13%	393
Phone Appointments	75.94%	382
Career Counseling	74.95%	377
Transfer Counseling	69.38%	349
Ed Plan updates requests, without an appointment	65.81%	331
Total Respondents: 503		

Q5



4. Express Counseling (Cranium Cafe) helped to answer my concerns and questions

Answered: 502 Skipped: 5

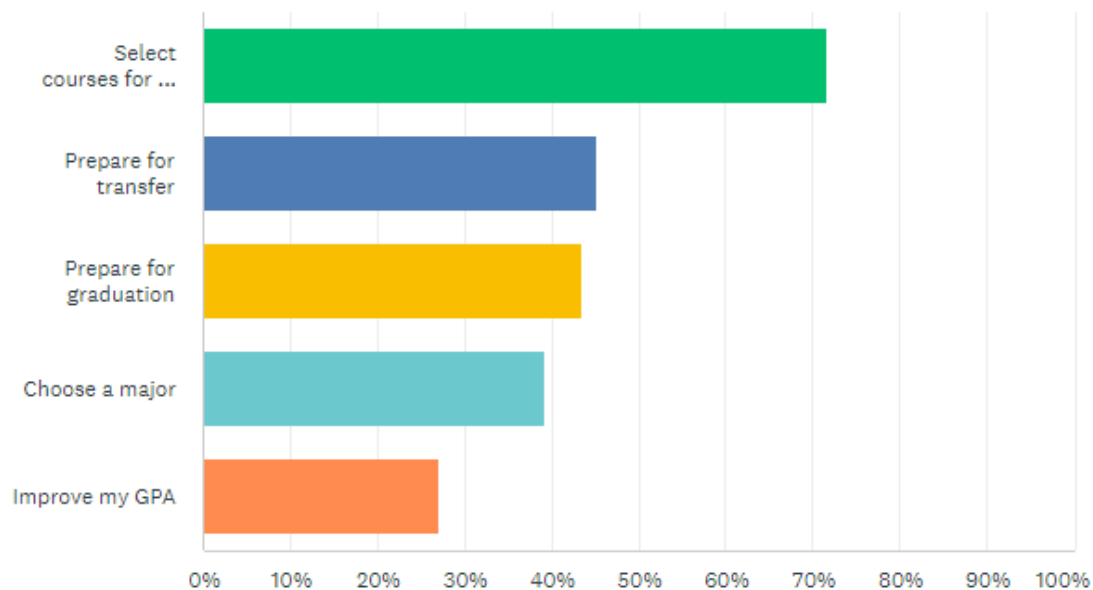


ANSWER CHOICES	RESPONSES	
Yes	60.96%	306
Not Applicable	31.47%	158
No	7.57%	38
TOTAL		502



5. The counselor supported my efforts to achieve the following goals (select all that apply).

Answered: 480 Skipped: 27



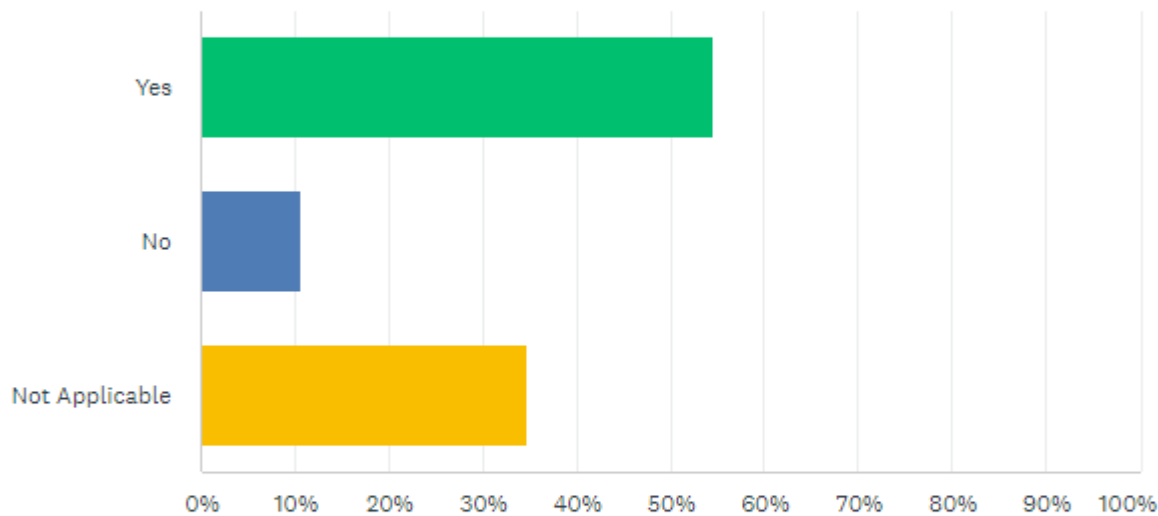
ANSWER CHOICES	RESPONSES	
Select courses for my major	71.67%	344
Prepare for transfer	45.21%	217
Prepare for graduation	43.54%	209
Choose a major	39.17%	188
Improve my GPA	27.08%	130
Total Respondents: 480		

Q7



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

Answered: 502 Skipped: 5



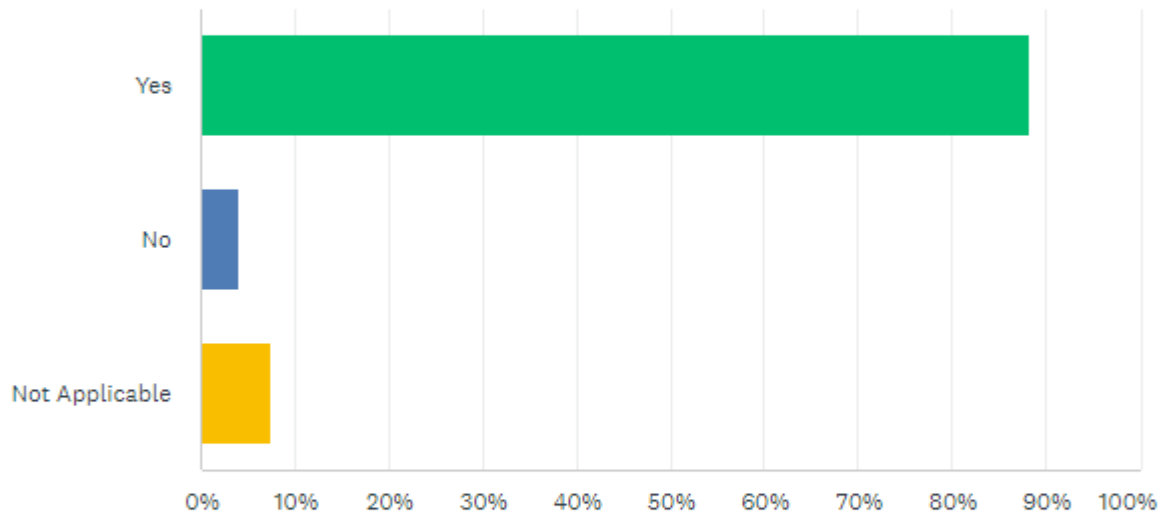
ANSWER CHOICES	RESPONSES	
Yes	54.58%	274
No	10.76%	54
Not Applicable	34.66%	174
TOTAL		502

Q8



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

Answered: 507 Skipped: 0



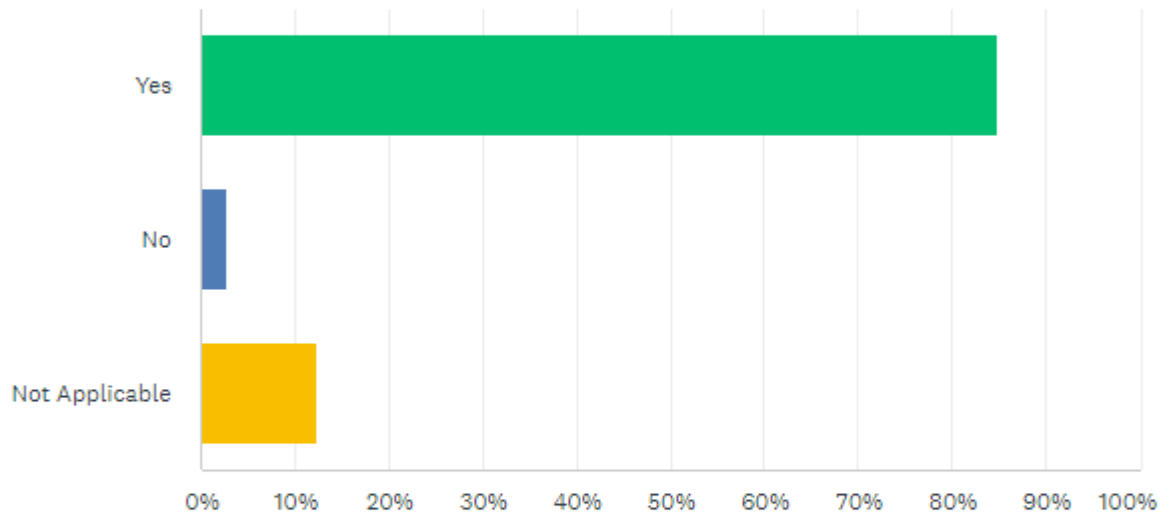
ANSWER CHOICES	RESPONSES	
Yes	88.36%	448
No	4.14%	21
Not Applicable	7.50%	38
TOTAL		507

Q9



8. After completing a SEP, I enrolled or attempted to enroll in one or more classes reflected on it.

Answered: 505 Skipped: 2



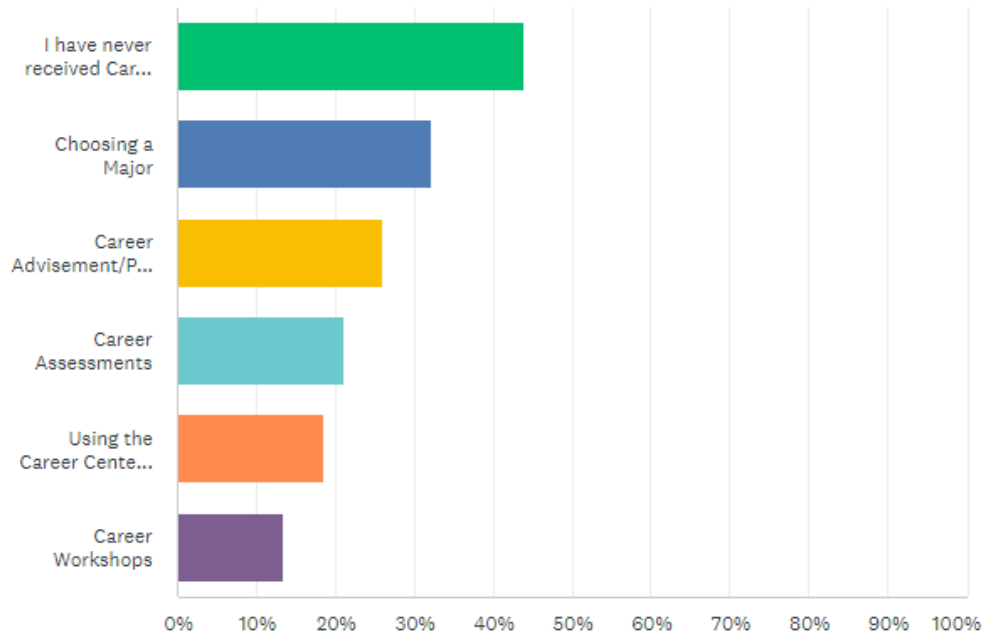
ANSWER CHOICES	RESPONSES	
Yes	84.95%	429
No	2.77%	14
Not Applicable	12.28%	62
TOTAL		505

Q10



9a. (Career) Have you ever received any of the following Career Center services? (Select all that apply)

Answered: 488 Skipped: 19



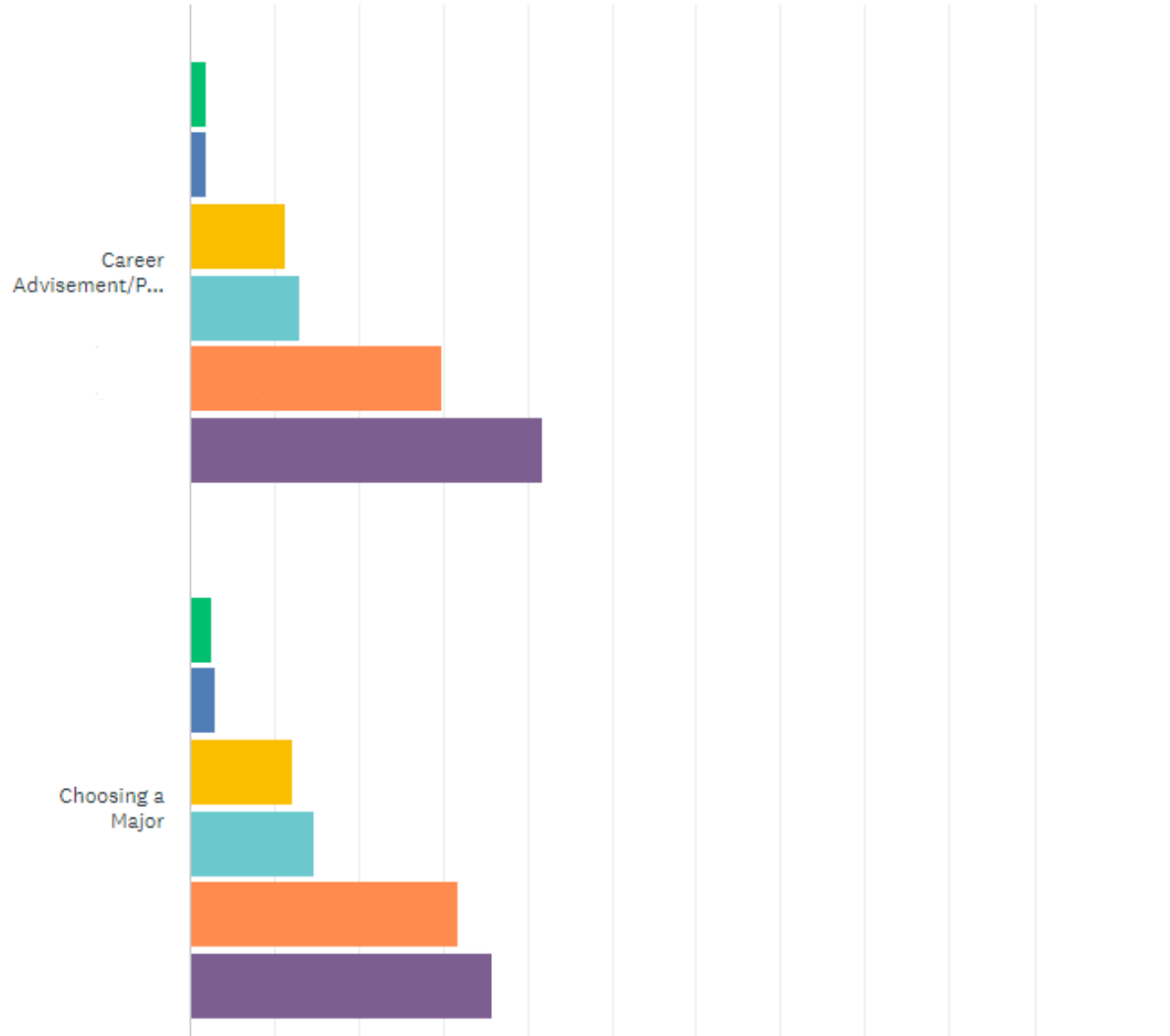
ANSWER CHOICES	RESPONSES	
I have never received Career Counseling service	43.85%	214
Choosing a Major	32.17%	157
Career Advisement/Planning	26.02%	127
Career Assessments	21.11%	103
Using the Career Center's Online Resources	18.65%	91
Career Workshops	13.52%	66
Total Respondents: 488		

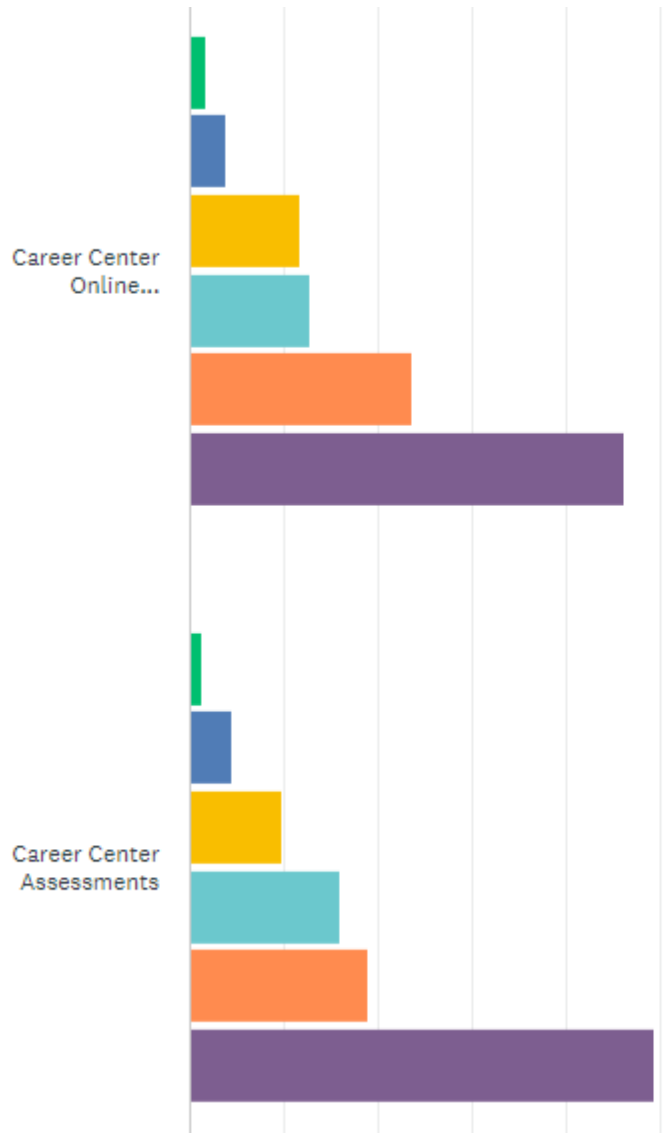
Q11

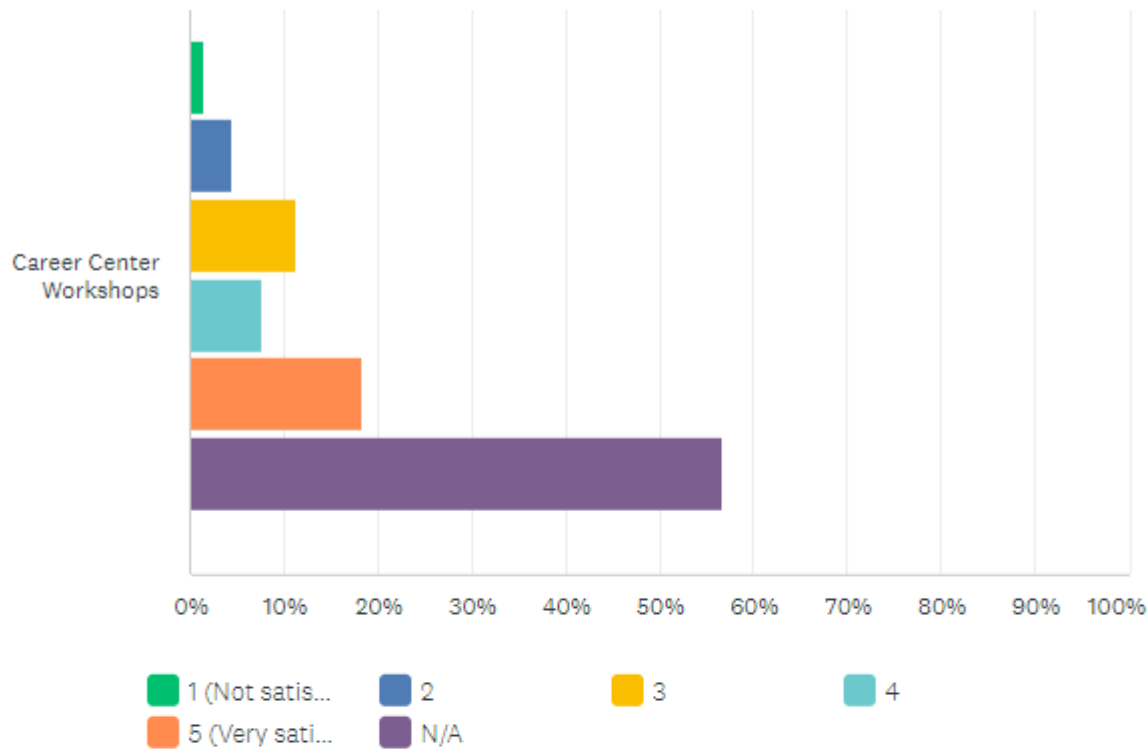


9B. (Career) On a scale from 1 (not satisfied) to 5 (very satisfied), how would you rate your experience with Career Center?

Answered: 506 Skipped: 1







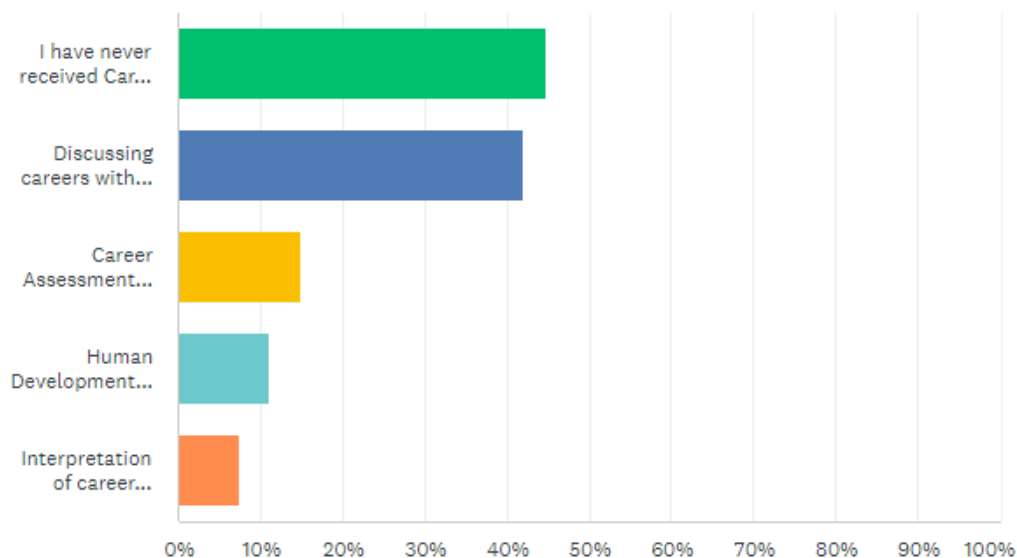
	1 (NOT SATISFIED)	2	3	4	5 (VERY SATISFIED)	N/A	TOTAL
Career Advisement/Planning	1.98% 10	1.98% 10	11.31% 57	13.10% 66	29.76% 150	41.87% 211	504
Choosing a Major	2.58% 13	2.98% 15	12.10% 61	14.68% 74	31.75% 160	35.91% 181	504
Career Center Online Resources	1.79% 9	3.78% 19	11.73% 59	12.72% 64	23.66% 119	46.32% 233	503
Career Center Assessments	1.19% 6	4.55% 23	9.70% 49	16.04% 81	19.01% 96	49.50% 250	505
Career Center Workshops	1.59% 8	4.37% 22	11.33% 57	7.75% 39	18.29% 92	56.66% 285	503

Q12



9c. (Career) Which of the following Career Center services helped you identify your personal or educational goals? (Select all that apply)

Answered: 486 Skipped: 21

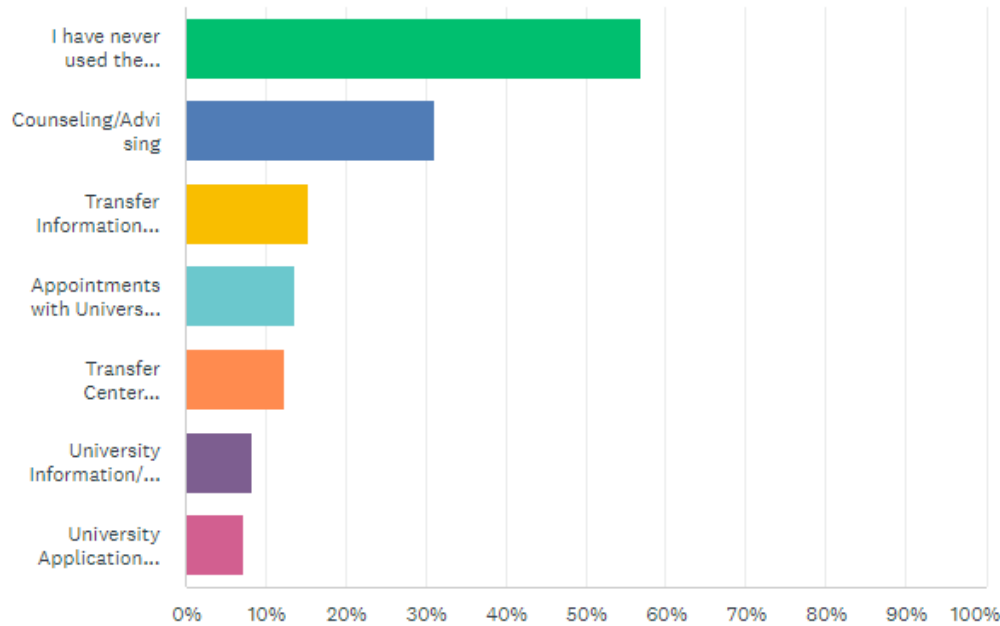


ANSWER CHOICES	RESPONSES	
I have never received Career Counseling services	44.86%	218
Discussing careers with a counselor	41.98%	204
Career Assessment (Kuder Journey, Strong/MBTI, or other)	15.02%	73
Human Development Course	11.11%	54
Interpretation of career assessment results	7.41%	36
Total Respondents: 486		



10A. (Transfer) Have you ever used the Transfer Center for any of the following services? (Select all that apply)

Answered: 494 Skipped: 13

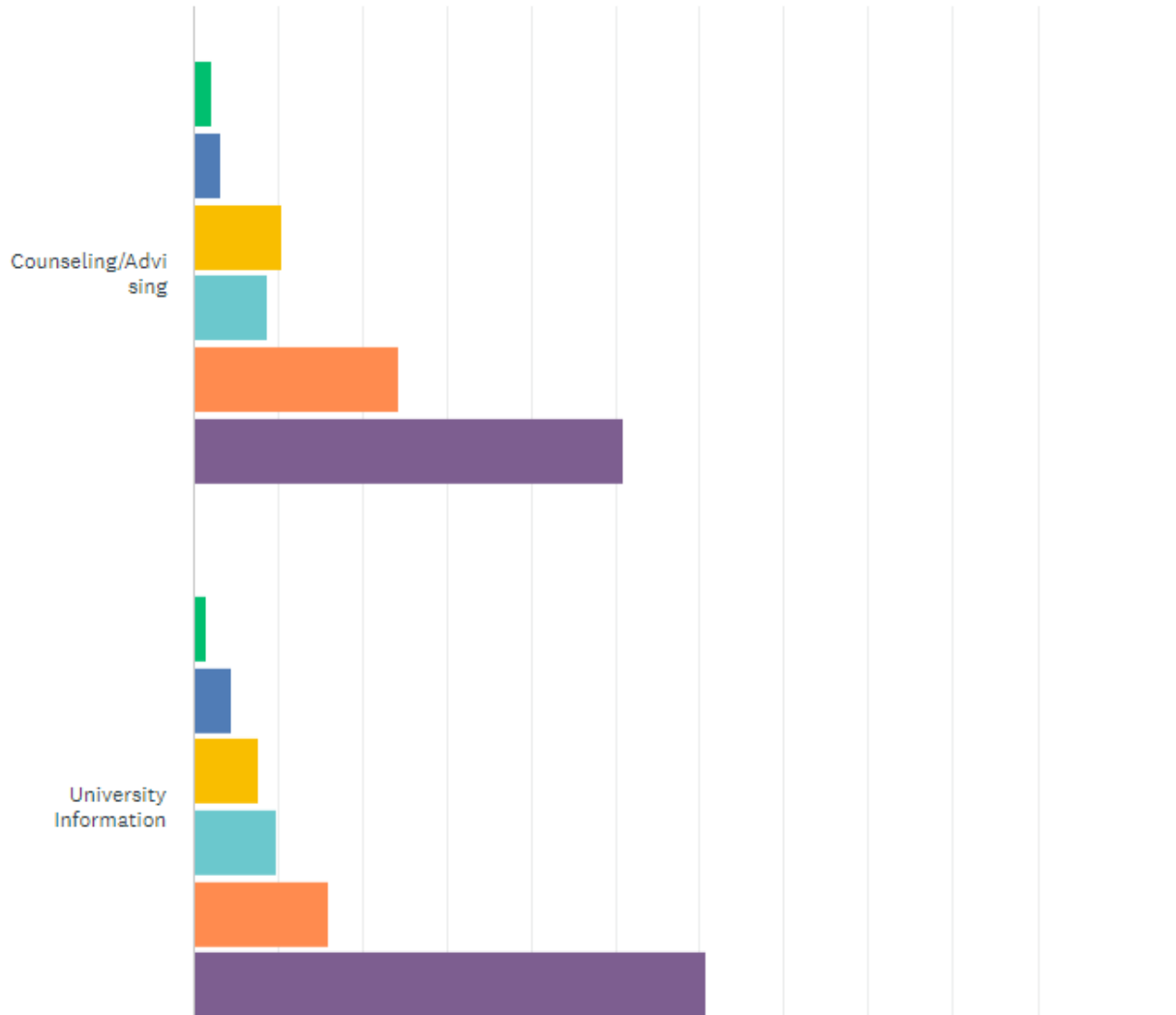


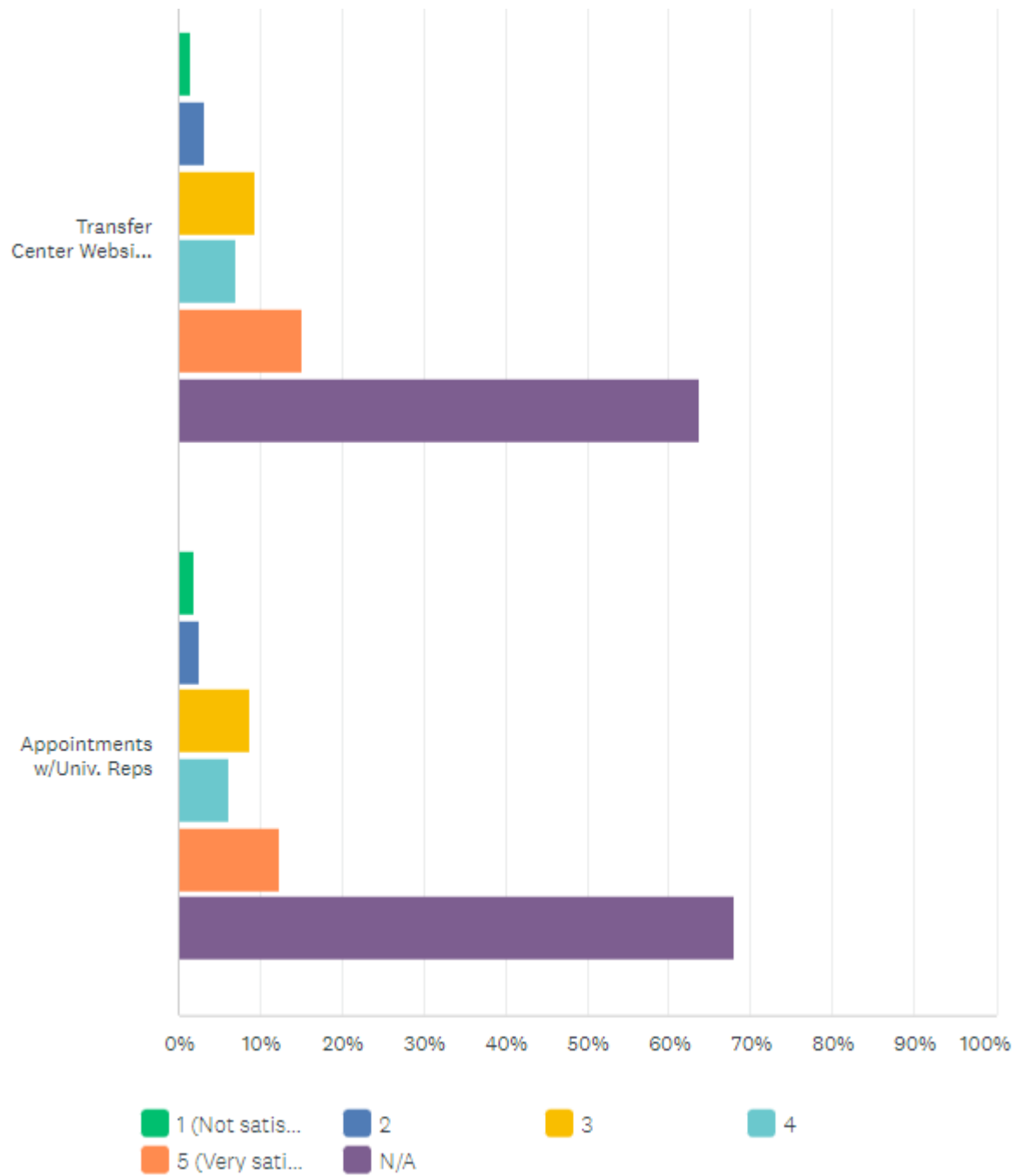
ANSWER CHOICES	RESPONSES	
I have never used the Transfer Center's services	56.88%	281
Counseling/Advising	31.17%	154
Transfer Information Sessions	15.38%	76
Appointments with University Representatives	13.56%	67
Transfer Center Website/Online Resources	12.35%	61
University Information/Program Presentations	8.30%	41
University Application Sessions	7.29%	36
Total Respondents: 494		



10B. (Transfer) On a scale from 1 (not satisfied) to 5 (very satisfied), how would you rate your experience with the following Transfer Center Services?

Answered: 502 Skipped: 5





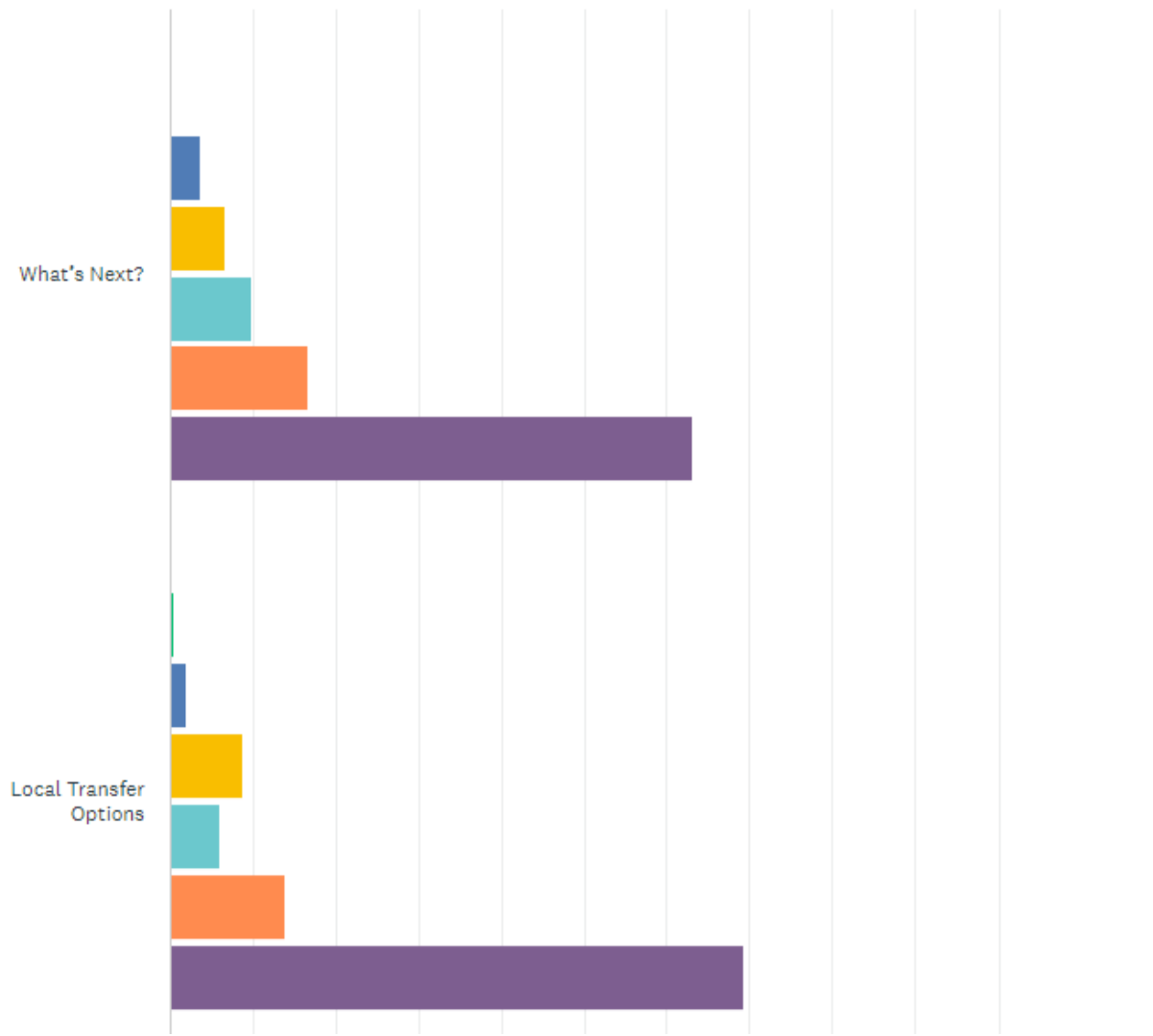
	1 (NOT SATISFIED)	2	3	4	5 (VERY SATISFIED)	N/A	TOTAL
Counseling/Advising	2.20% 11	3.20% 16	10.40% 52	8.80% 44	24.40% 122	51.00% 255	500
University Information	1.60% 8	4.39% 22	7.58% 38	9.78% 49	15.97% 80	60.68% 304	501
Transfer Center Website (Online Resources)	1.40% 7	3.20% 16	9.40% 47	7.00% 35	15.20% 76	63.80% 319	500
Appointments w/Univ. Reps	2.00% 10	2.60% 13	8.80% 44	6.20% 31	12.40% 62	68.00% 340	500

Q15



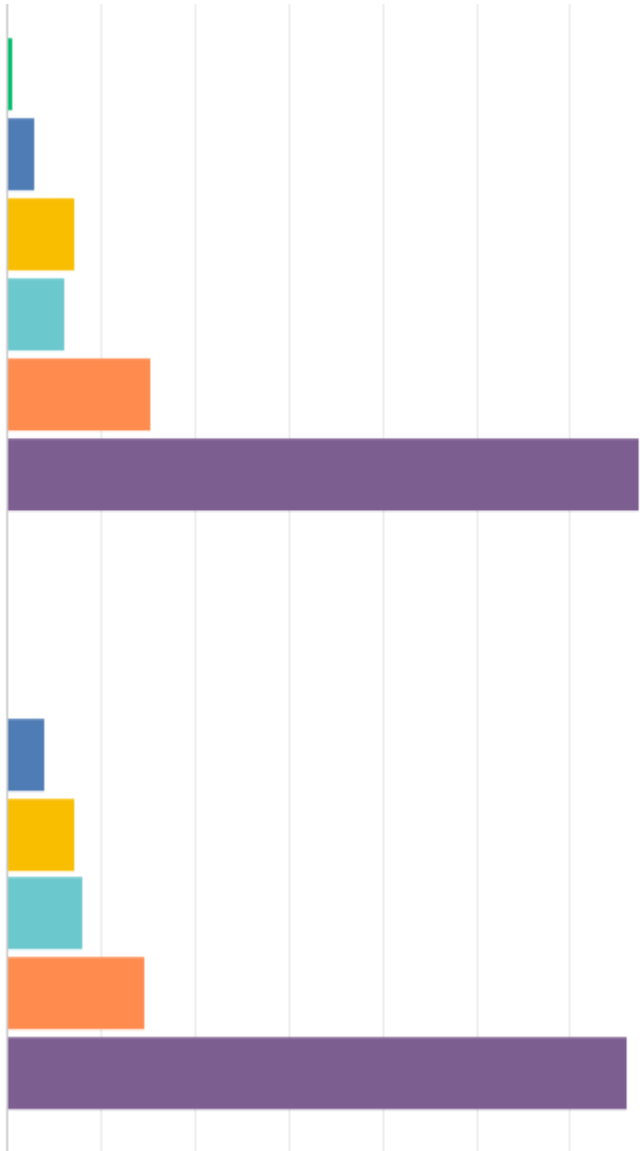
10c. (Transfer) On a scale from 1 (not satisfied) to 5 (very satisfied), how would you rate your experience with the following Transfer Center Information Sessions?

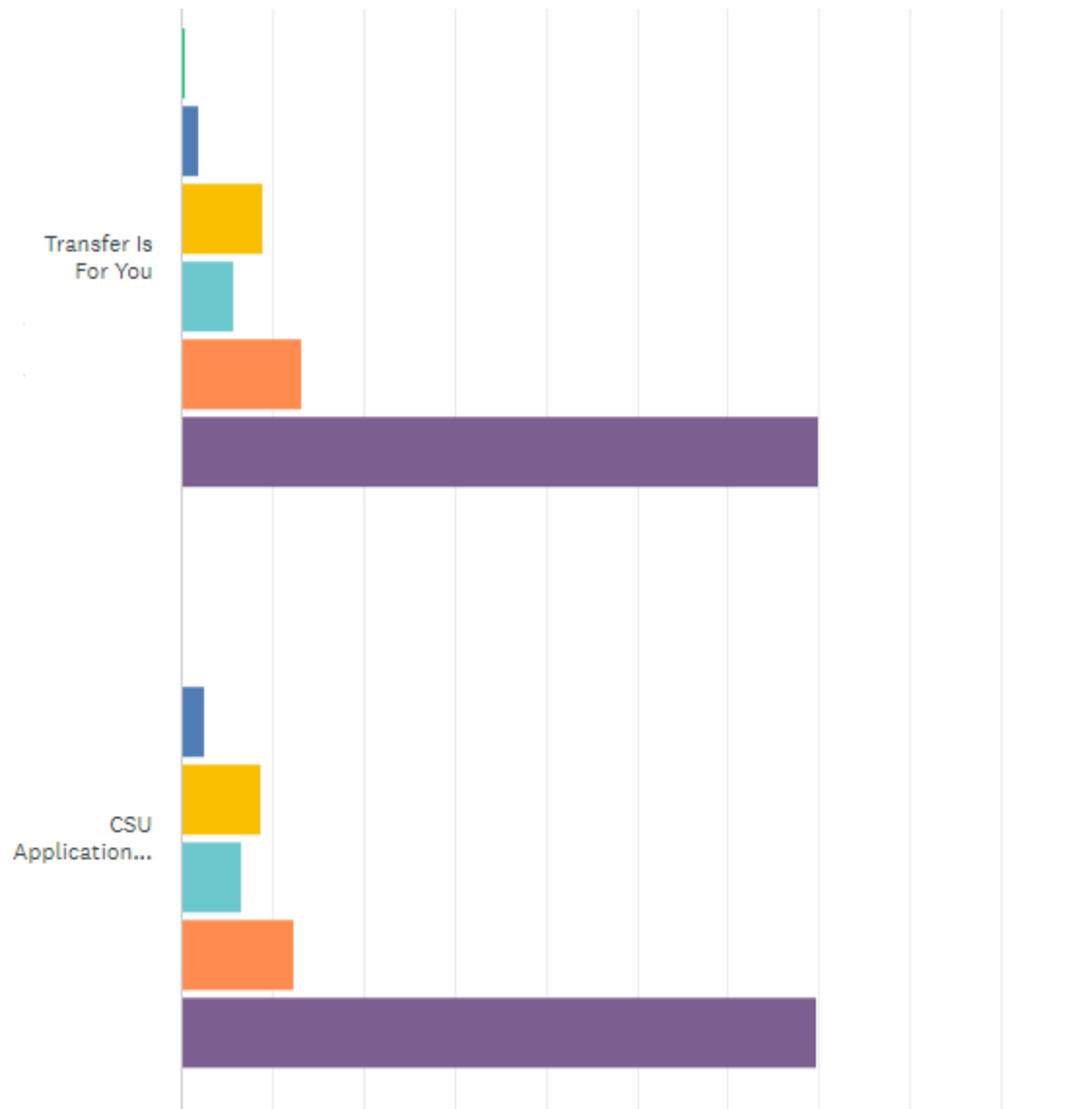
Answered: 499 Skipped: 8

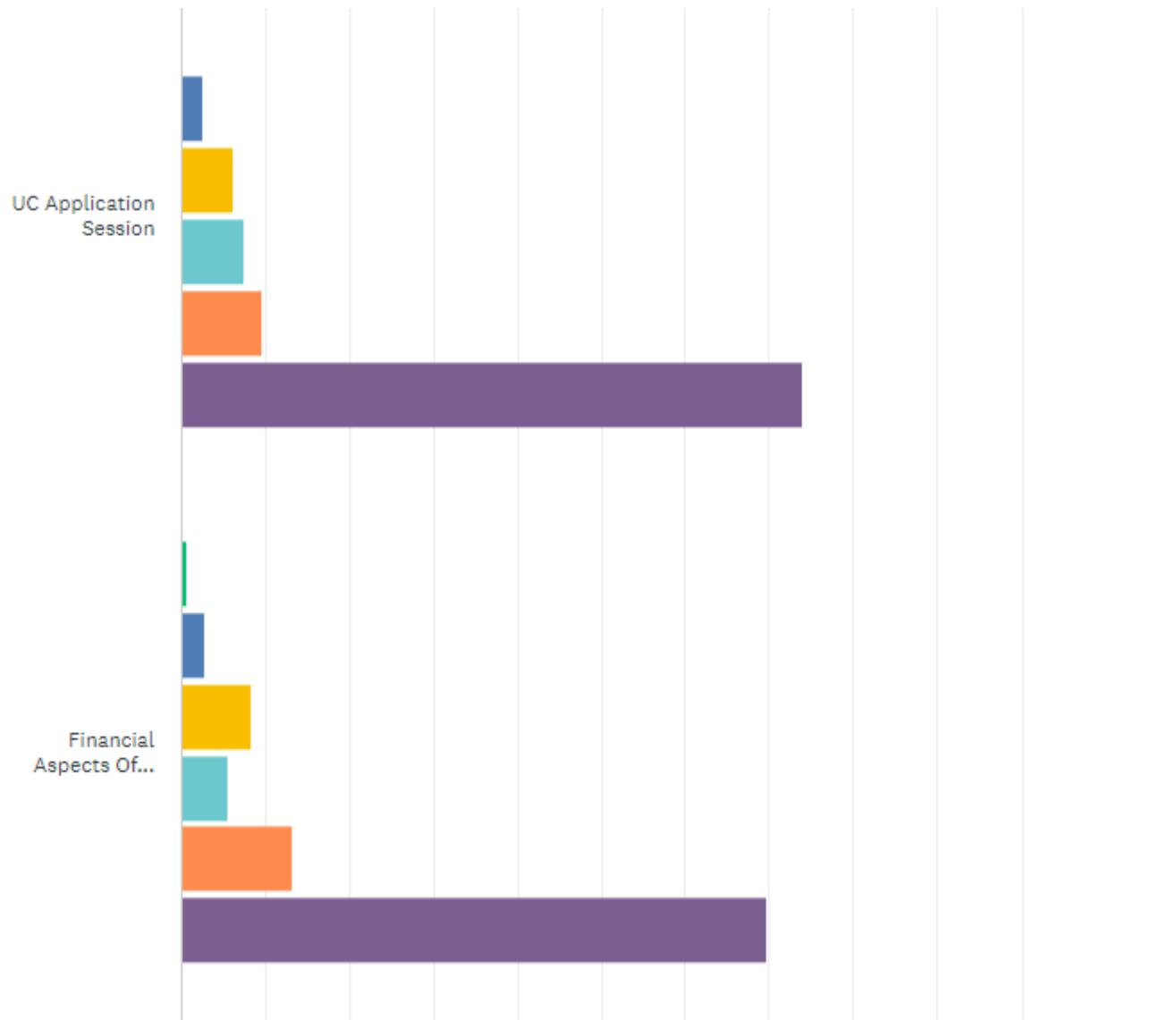


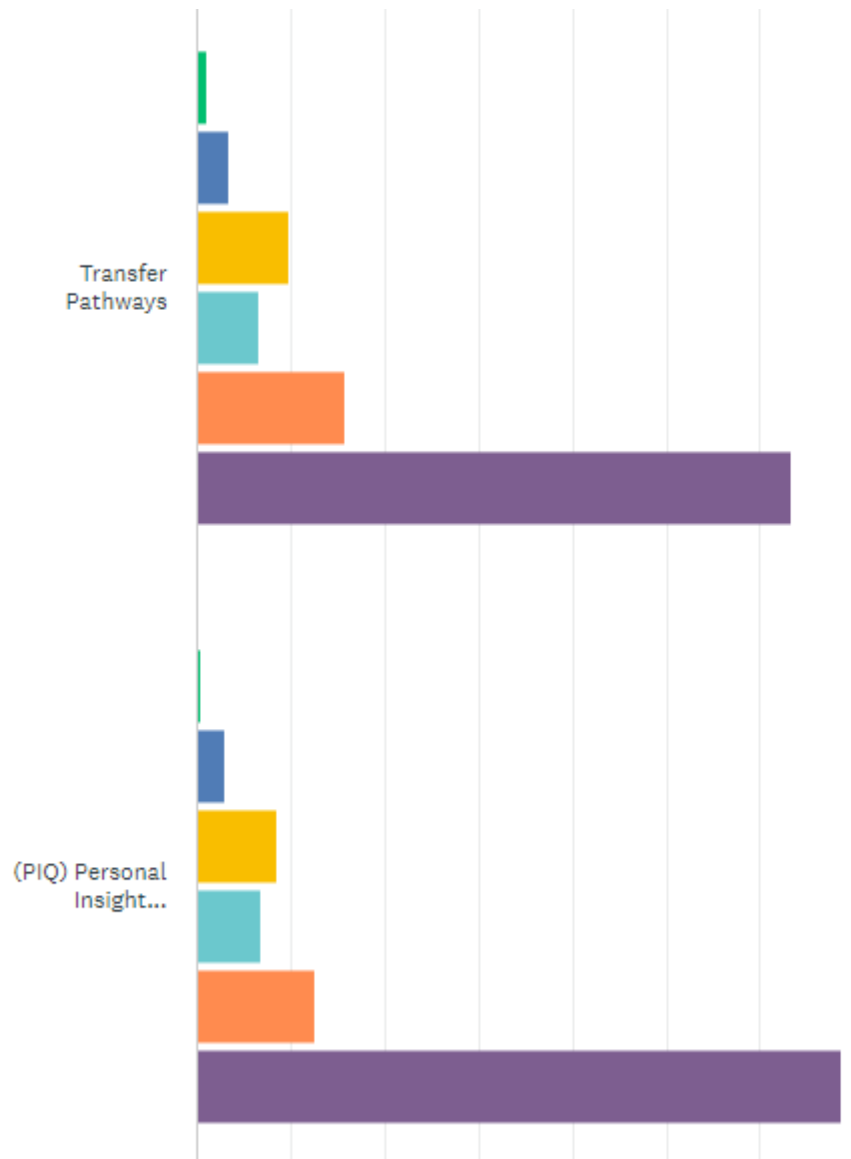
Transfer Pathways

All About The CSU





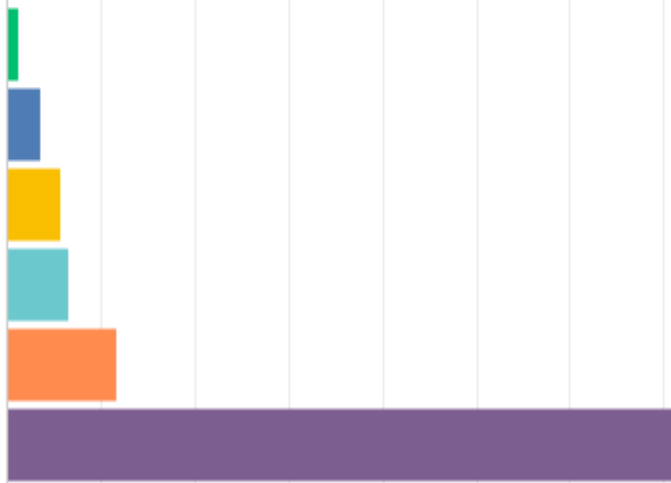


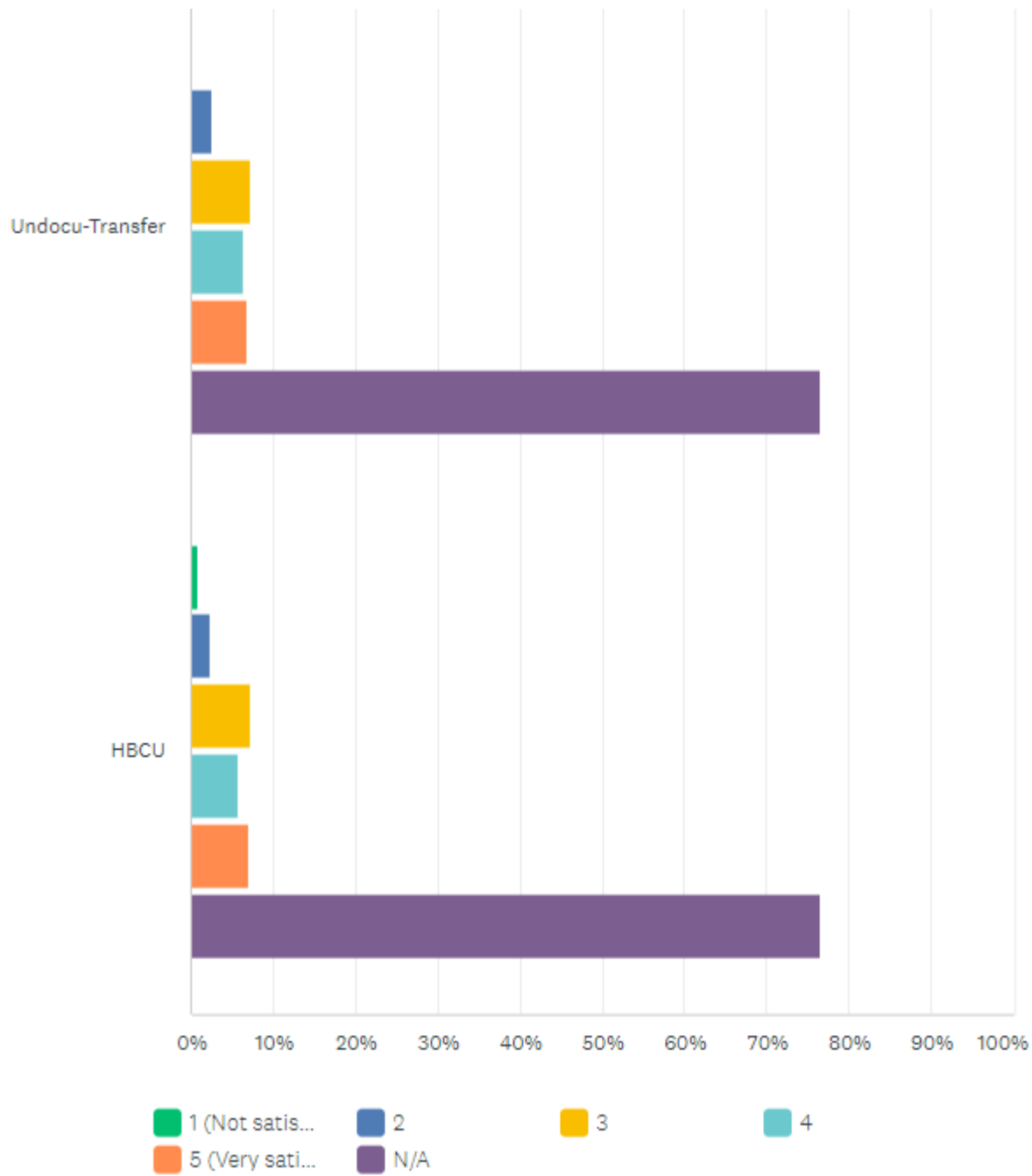


Why UC?



(UC-TAG)
Transfer...





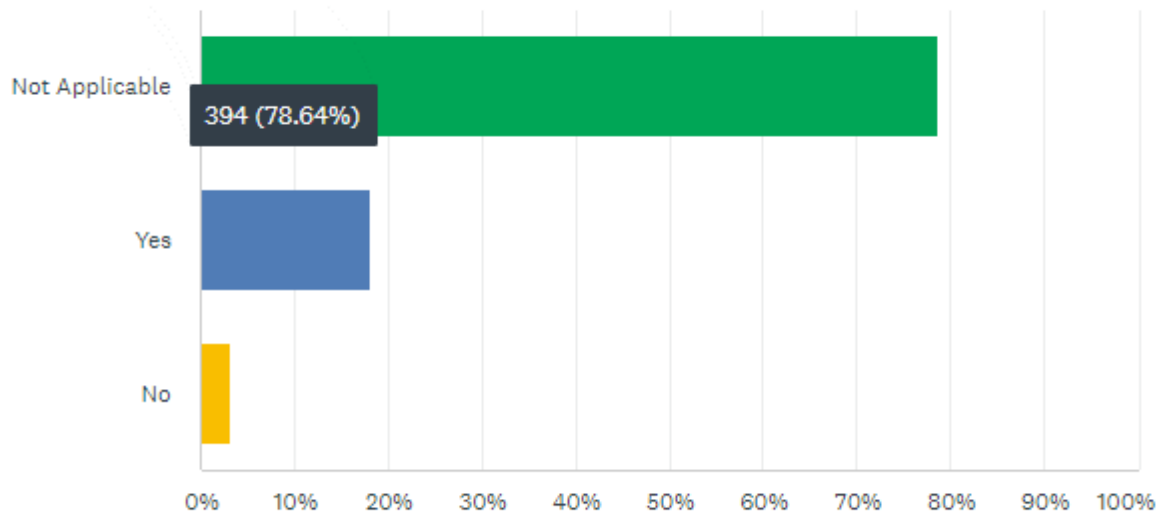
	1 (NOT SATISFIED)	2	3	4	5 (VERY SATISFIED)	N/A	TOTAL
What's Next?	0.20% 1	3.61% 18	6.63% 33	9.84% 49	16.67% 83	63.05% 314	498
Local Transfer Options	0.40% 2	1.82% 9	8.70% 43	6.07% 30	13.77% 68	69.23% 342	494
Transfer Pathways	0.61% 3	3.03% 15	7.27% 36	6.26% 31	15.35% 76	67.47% 334	495
All About The CSU	0.00% 0	4.02% 20	7.24% 36	8.05% 40	14.69% 73	66.00% 328	497
Transfer Is For You	0.40% 2	2.02% 10	8.91% 44	5.67% 28	13.16% 65	69.84% 345	494
CSU Application Session	0.00% 0	2.63% 13	8.69% 43	6.67% 33	12.32% 61	69.70% 345	495
UC Application Session	0.00% 0	2.62% 13	6.25% 31	7.46% 37	9.68% 48	73.99% 367	496
Financial Aspects Of Transfer	0.61% 3	2.83% 14	8.28% 41	5.45% 27	13.13% 65	69.70% 345	495
Transfer Pathways	1.00% 5	3.41% 17	9.84% 49	6.63% 33	15.86% 79	63.25% 315	498
(PIQ) Personal Insight Questions	0.40% 2	3.04% 15	8.50% 42	6.88% 34	12.55% 62	68.62% 339	494
Why UC?	0.20% 1	2.81% 14	8.84% 44	6.83% 34	11.24% 56	70.08% 349	498
(UC-TAG) Transfer Admission Guarantee	1.22% 6	3.66% 18	5.69% 28	6.71% 33	11.79% 58	70.93% 349	492
Undocu-Transfer	0.20% 1	2.63% 13	7.27% 36	6.46% 32	6.87% 34	76.57% 379	495
HBCU	0.81% 4	2.42% 12	7.26% 36	5.85% 29	7.06% 35	76.61% 380	496

Q16



11. (ESL) After discussing my English as a Second Language (ESL) needs with a counselor, I was able to select the appropriate ESL courses.

Answered: 501 Skipped: 6

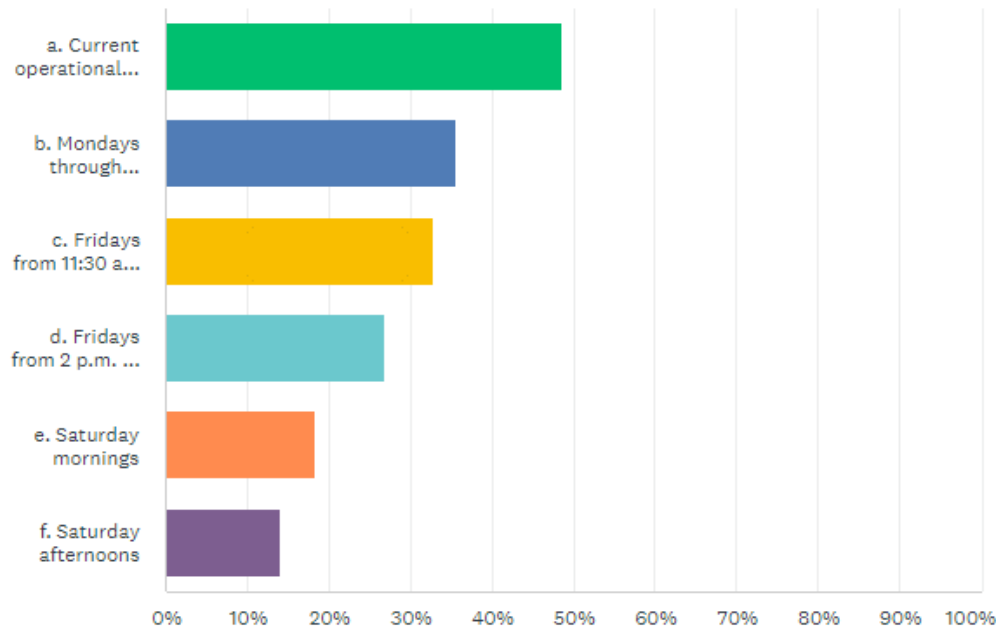


ANSWER CHOICES	RESPONSES	
Not Applicable	78.64%	394
Yes	18.16%	91
No	3.19%	16
TOTAL		501



12. Which of the following time options best permit you to schedule a counseling appointment (select all that apply):

Answered: 501 Skipped: 6

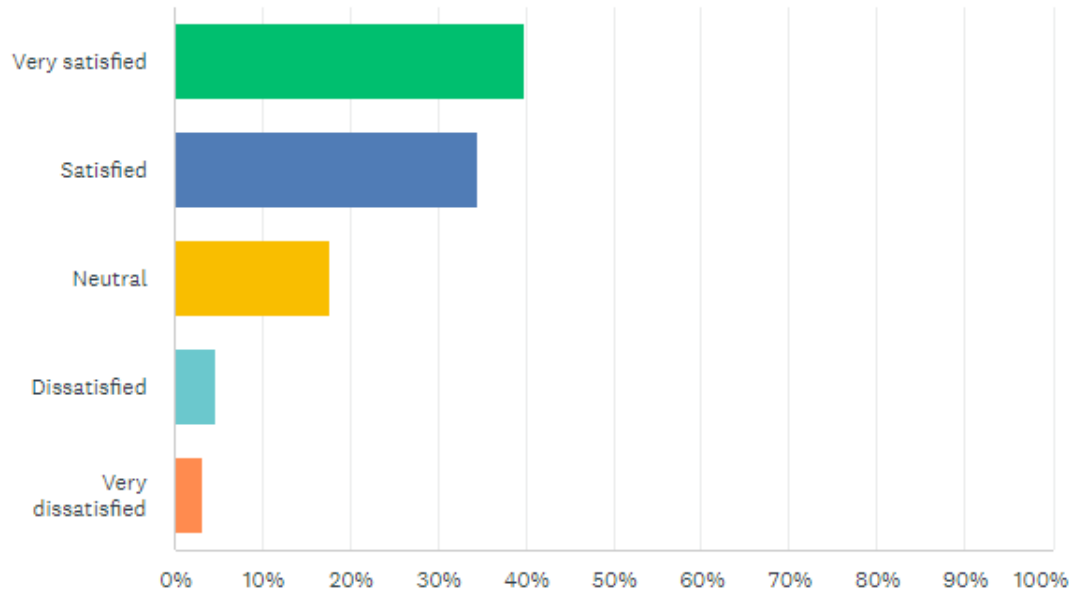


ANSWER CHOICES	RESPONSES	
a. Current operational times serve me well	48.70%	244
b. Mondays through Thursdays from 5 p.m. to 8 p.m.	35.53%	178
c. Fridays from 11:30 a.m. to 2 p.m.	32.93%	165
d. Fridays from 2 p.m. to 5 p.m.	26.95%	135
e. Saturday mornings	18.36%	92
f. Saturday afternoons	14.17%	71
Total Respondents: 501		



13. Please indicate your level of satisfaction with the Counseling Department.

Answered: 504 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	39.88%	201
Satisfied	34.52%	174
Neutral	17.66%	89
Dissatisfied	4.76%	24
Very dissatisfied	3.17%	16
TOTAL		504

Snippets of comments representing the most common themes for Q19 below. For a complete list of comments, go to survey link: https://www.surveymonkey.com/results/SM-2F08_2Fv1LNX9VwclhzOsINBQ_3D_3D/

Q19



14. Please provide feedback on the Counseling Department's strengths and weaknesses:

Answered: 339 Skipped: 168

ANSWER CHOICES	RESPONSES
What are we doing well? Responses	94.40% 320

having the SEP updated on the regular is very nice and I love seeing it filled in and completed. Helps me feel accomplished.

4/29/2022 08:33 PM

People on the phone are kind and doing what they can to help.

4/29/2022 03:48 PM

everything

4/29/2022 02:31 PM

ANSWER CHOICES	RESPONSES	
What are we doing well? Responses	94.40%	320
<p>I always get my updated ED Plan emailed to me, which is great so I can know what classes I need to take. The counseling department has not only helped me with my educational goals but my personal career goals.</p> <p>4/21/2022 10:09 AM</p> <p>doing a good job but sometimes might be busy at some point</p> <p>4/20/2022 09:41 AM</p> <p>Moving way faster but still not making a student feel rushed</p> <p>4/20/2022 01:44 AM</p>		

ANSWER CHOICES	RESPONSES
What are we doing well? Responses	94.40% 320
<div style="border: 1px solid black; padding: 10px;"> <p>Providing quick response time with helpful information. 4/18/2022 11:47 PM</p> <p>Providing good resources that help out students with their needs. 4/18/2022 12:33 PM</p> <p>Appointment availability is great! 4/18/2022 10:40 AM</p> <p>Answering emails. 4/17/2022 12:18 AM</p> <p>I have always been seen right away when I need help.</p> </div>	

ANSWER CHOICES	RESPONSES
What are we doing well? Responses	94.40% 320
<div style="border: 1px solid black; padding: 10px;"> <p>The counselors I have met with are lovely, everyone is so helpful, I always have access to help and advice within at least the same week as I need it</p> <p>4/15/2022 12:30 PM</p> <p>Everything</p> <p>4/15/2022 08:23 AM</p> <p>The counselors are friendly and helpful.</p> <p>4/14/2022 05:47 PM</p> <p>Getting appointments set up fast</p> <p>4/14/2022 03:47 PM</p> </div>	

ANSWER CHOICES	RESPONSES
What are we doing well? Responses	94.40% 320
<div style="border: 1px solid black; padding: 10px;"> <p>Providing information in a timely manner 4/14/2022 03:50 AM</p> <p>fast paced, but still making a student feel rushed. no long waits 4/13/2022 11:52 PM</p> <p>Very informative. Answers questions well. Very kind and professional and welcoming. Solid people skills. 4/13/2022 12:49 AM</p> <p>Serving students with the help they need with finding there right courses for there major. 4/12/2022 07:27 PM</p> </div>	

ANSWER CHOICES		RESPONSES	
What are we doing well?	Responses	94.40%	320
<p>Creating a safe environment for students</p> <p>4/12/2022 03:30 PM</p> <p>front desk and express counseling in person is good, appointments can be made easily within 15mins. online video counseling appointments work well with little issue and are good for those who cant physically get to campus or want to be at home</p> <p>4/12/2022 01:43 PM</p> <p>Helping when help is needed</p> <p>4/12/2022 12:01 PM</p> <p>Accessibility and ample office hours</p> <p>4/12/2022 10:15 AM</p>			

ANSWER CHOICES	RESPONSES	
What are we doing well?	Responses	94.40% 320
<p data-bbox="121 240 1115 310">My last counselor actually had the same degree that I was majoring in and really empathized with what I was trying to do and the pathway that I'm on.</p> <p data-bbox="121 354 359 383">4/11/2022 10:51 PM</p> <p data-bbox="121 461 569 490">Giving an up to date education plan</p> <p data-bbox="121 534 359 563">4/11/2022 10:36 PM</p> <p data-bbox="121 641 1213 711">What is doing well are express counseling and appointments being available at any time and days during the week.</p> <p data-bbox="121 755 359 784">4/11/2022 07:50 PM</p> <p data-bbox="121 862 1220 932">Being organized with appointments availability. I grateful for Tiesha Klundt, her staff and her department.</p>		

ANSWER CHOICES	RESPONSES	
What are we doing well?	Responses	94.40% 320
<p>Meetings with counselors has always helped me plan the next steps for my education. 4/11/2022 05:17 PM</p> <p>Helping me understand which classes to take and how to find them 4/11/2022 04:03 PM</p> <p>I have not contacted the department in the past 12 months to determine 4/11/2022 03:16 PM</p> <p>They are doing extremely well. 4/11/2022 01:54 PM</p>		

ANSWER CHOICES	RESPONSES	
What are we doing well?	Responses	94.40% 320
<p>The Counseling Department's strength is that the counselors are knowledgeable of the requirements needed to transfers.</p> <p>4/11/2022 11:58 AM</p> <p>Getting feedback quick</p> <p>4/11/2022 11:53 AM</p> <p>I really like the communication between me (student) and counselor. I like how I am always advised on what classes to take. I also like that the counselors advise other pathways that can be taken and also how they give many options on when to take classes.</p> <p>4/11/2022 11:51 AM</p> <p>Immediate response</p>		

ANSWER CHOICES	RESPONSES	
What are we doing well?	Responses	94.40% 320
<div style="border: 1px solid black; padding: 5px;"> <p data-bbox="134 207 747 240">Very good with getting the intended service done</p> <p data-bbox="134 282 373 315">4/11/2022 10:39 AM</p> <p data-bbox="134 386 1157 418">prepping and preparing students for what is next; classes, transfer, emotional help</p> <p data-bbox="134 461 373 493">4/11/2022 10:19 AM</p> <p data-bbox="134 565 543 597">The communication and updates</p> <p data-bbox="134 639 373 672">4/11/2022 10:14 AM</p> <p data-bbox="134 743 254 776">Very well</p> <p data-bbox="134 818 373 850">4/11/2022 10:12 AM</p> <p data-bbox="134 922 569 954">Recommending classes/professors</p> </div>		

How can we better serve your needs?	Responses	88.79%	301
Reaching out to high students try to apply for college			
4/30/2022 11:03 AM			
Have better ways to make appointment			
4/29/2022 09:23 PM			
Takes me a few times to get a hold of someone whether its online or email, and it gets a bit frustrating when I would like an answer in a decent amount of time. Also it would be nice to maybe have a set counselor, getting thrown around from person to person can get tedious, and irritating.			
4/29/2022 08:33 PM			
More counselors. I need to see what transfers into AVC and what my plan needs to look like. I'm doing it all on my own currently. Applied for both general and first year counseling and haven't gotten a reply back from either. Assuming they are booked.			

How can we better serve your needs?	Responses	88.79%	301
<p>I believe a counselor should always be available to aid a student. I shouldn't have to wait weeks to speak to a counselor</p>			▲
<p>4/24/2022 03:47 PM</p>			
<p>Help students with disabilities with all of their needs as far as career choices are concerned.</p>			
<p>4/23/2022 08:27 PM</p>			
<p>Provide correct classes plus each counselor should be provided with a similar training when it comes to recommending classes.</p>			
<p>4/22/2022 11:32 AM</p>			
<p>Take walk ins</p>			
<p>4/21/2022 07:35 PM</p>			▼

How can we better serve your needs?	Responses	88.79%	301
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When students call the wait times are sometimes long.

4/18/2022 10:40 AM

Provide with as much information and resources possible.

4/17/2022 12:18 AM

I would like to see a counselor over the weekend if available also have a online option to schedule an appointment. Last time I tried to schedule an appointment online it took 3 days for them to get back to me.

4/15/2022 05:33 PM

Make lines more clear when visiting express counseling

4/15/2022 01:54 PM

How can we better serve your needs?	Responses	88.79%	301
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doing great

4/13/2022 11:52 PM

1 - my counselor meant well but really tried to push transfer to university plan while I'm in my first semester. I'm struggling as it is to work full time, barely make rent and ends meat, while maintaining my class work. Transferring to a university isn't in my color wheel anytime soon and felt like the counselor wanted to lock me i to that. 2 - the enrollment process is very difficult...or atleast felt very difficult. I don't know if its a counselor task but it would be nice if someone like a counselor sat a student down and walked us through the enrollment process step by step. I almost dropped out numerous times because the enrollment process is such a pain. My peer mentor is GREAT and i know the campus offers work shops and other resources to help with the enrollment process but it would be so so helpful if a student could set an appointment with a counselor and go thru the whole process in one sitting. With all that being said... I LOVE AVC. I'm actually proud to be a student with good grades with this school. So please don't take my words as criticism. On the contrary, its a cry for help from a place of love and appreciation and school pride. Much love to whoever reads this. :)

How can we better serve your needs?

Responses

88.79%

301

the online request form that is used to make appointments for ed plans or counseling remotely, has a very long response time. ive recently used it for just an edplan for last fall semester and waited about almost 3 months and recieved one just a week before the term started and had to change my schedule at the last minute to get my required courses. ive also used it again for our current spring semester for a counseling apointment to update an ed plan, and did not recieve any response or calls to follow up on booking for at least 2or 3 weeks, which led me to go to the ssv building and book one in person. also cranium cafe does not display available counselors/fao's to contact even during office hours, all accounts show status being offline or unavailble, so it seems awkward to shoot an email since its likely it wont be seen because of that status.

4/12/2022 01:43 PM

It took me a while to get an appointment, when I did get one I was sent an email an hour before so I missed my appointment. I called the counselor back and she answered all my questions.

4/12/2022 12:01 PM

How can we better serve your needs?	Responses	88.79%	301
<p>Making an appointment at the specific times that I can work into my schedule is kind of hard. Having Friday hours could make this easier.</p> <p>4/11/2022 05:17 PM</p>			▲
<p>Nothing</p> <p>4/11/2022 04:03 PM</p>			
<p>Answer phones more quickly, have longer operational hours that can benefit working individuals.</p> <p>4/11/2022 03:16 PM</p>			■
<p>Basically, just by helping me to see what course that I need and required to take next.</p> <p>4/11/2022 01:54 PM</p>			▼

How can we better serve your needs?	Responses	88.79%	301
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Having more available appointment, it often times take about a month to schedule an appointment.

4/11/2022 11:51 AM

Everything is good

4/11/2022 11:50 AM

better availability online

4/11/2022 11:29 AM

Cranium cafe is useless, you can never find anyone to answer a question , everyone is away all the time.

4/11/2022 10:50 AM

How can we better serve your needs?

Responses

88.79%

301

I think everything this far as a first year has been amazing

4/11/2022 10:14 AM

Make appointment making easier to find online

4/11/2022 10:12 AM

Keep us updated on uc, csu registration deadline

4/11/2022 10:01 AM

Customer service

4/11/2022 09:57 AM

Better phone waits and easier access.

How can we better serve your needs?

Responses

88.79%

301

Maybe it should be easier to use cafe cranium or to access it.

4/11/2022 08:46 AM

cranium cafe was easy and good but there needs to be more counselors that are online

4/11/2022 08:45 AM

Bring more jobs to this area. Students struggle. But should not be unemployed.

4/11/2022 08:44 AM

On cranium cafe, a lot of the time when I'd look for assistance. There would only be 2 counselors at a time but I noticed that there were always a lot offline. So lack of counselors available

4/11/2022 08:42 AM

How can we better serve your needs?

Responses

88.79%

301

I did have an issue where i requested an appointment and never received one so i had to request again. I would also say greater notice for an appointment would be helpful.

4/7/2022 09:00 AM

All I'd suggest is updating the Counseling Google Form on the website because I believe it's outdated now that services have returned to being in person.

4/7/2022 08:45 AM

Better, more accessible, online resources.

4/6/2022 07:13 PM

being available more times

4/6/2022 03:55 PM

How can we better serve your needs?	Responses	88.79%	301
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Wish we had more counselors for nursing department to increase availability

4/4/2022 03:54 PM

More walk-in hours, because it would be more convenient to students.

4/4/2022 03:43 PM

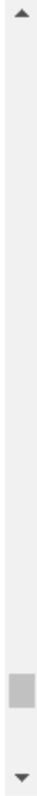
More education for the express line and walk-in services

4/4/2022 03:38 PM

nothing

4/4/2022 03:35 PM

In my personal opinion I feel you all are doing and amazing job and should continue doing



How can we better serve your needs?

Responses

88.79%

301

Videos of frequently asked questions that way students don't have to rely on counseling appointments.

4/4/2022 12:45 PM

Offer semester follow up appointments to see if adjustments need to be made.

4/4/2022 12:39 PM

Answering emails quicker would be of help.

4/4/2022 12:26 PM

Try improving information and navigation via online.

4/4/2022 12:24 PM

How can we better serve your needs?

Responses

88.79%

301

Don't try and push students out. All of the prior counselors I met with, before my current and now consistent counselor, tried to get me to switch to a math major and drop the computer science associates. Because taking those classes would be keeping me here longer. I never did drop the CS associates and I will be completing all my requirements for transfer this upcoming fall. My counselor's confidence in my being able to complete all my courses successfully was a HUGE help. Students that are unsure as to how they should proceed in their education, shouldn't be crammed into a cookie cutter just to get numbers. Better reviews and numbers are seen by gently encouraging students to find the path that is right for them.

4/4/2022 09:00 AM

More availability if anything

4/4/2022 09:00 AM