



**NON-INSTRUCTIONAL/ADMINISTRATIVE PROGRAM REVIEW
2017-2018 ANNUAL UPDATE**

1. Area/Department/Office Name: Counseling and Matriculation		2. For Year: 2017-2018
3. Name of the person leading this review: Dean Roggenstein, Mrs. Tanya McGinnis, Mr. Luis Echeverria.		
4. Names of all participants in this review: All faculty		
5. Status Quo option: Year 1: Comprehensive review Year 2: Annual update or status quo option Year 3: Annual update Year 4: Annual update or status quo option	In years two and four of the review cycle, programs may determine that the program review conducted in the previous year will guide program and district planning for another year. <input type="checkbox"/> Check here to indicate that the program review report written last year accurately reflects program planning for the current academic year. (Only programs with no updates or changes may exercise the status quo option. All others will respond to questions 6 – 10.)	

Data/Outcome Analysis and Use

Please review and interpret data:

#	Indicator	Comments and Trend Analysis
6.	Report program/area data showing the quantity of services provided over the past five years (e.g. number of transactions, acreage maintained, students served, sales figures, etc.)	Since the 2015-2016 Comprehensive Program Review. HD Courses: During the 2016-2017 year, the success rate has increased from 68.3% to 73.3%; the retention has increased from 87.0% to 90.3%. Our current head count remains consistent at 1659 (Duplicated) student. Appointments: An increase to 32,520 from 25,952 in 2015-2016. Counseling Services: An increase to 41,672 from 35,327 in 2015-2016.

7. Cite examples of using outcome (PLO, ILO, and/or OO) action plans as the basis for resource requests and how the allocation of those resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes resulted in or correlate with improved outcome findings over the past five years.

ILO/PLO/OO	Action Plan	Current Status	Impact of Action
OO1 & OO2	Hire 2 full-time counselors 16-17	Hired	Increased counseling services to AVC students.

OO1 & OO2	Hire High School to AVC Bridge Counselors	Hired 13	Increased counseling services to students transitioning from local high schools to AVC.
OO1 & OO2	Hire Adjunct Counselors	Hired 15	Increased counseling services to AVC students, including special programs such as Law Scholars, Honors, and Transfer Center.
OO1 & OO2	Hire Education Advisors	Hired 2.	Increased counseling services for AVC2CSU students. Increased counseling services to AVC students.
OO1 & OO2	Hire Support Staff	?	Increased counseling services to AVC students.

8. Review the goals identified in your most recent comprehensive self-study report and any subsequent annual reports. Briefly discuss your progress in achieving those goals.

Goals/Objectives	Current Status	Describe any relevant measures/data used to evaluate the impact
Refine and expand SSSP services	Ongoing	The expansion of services offered at the Career Center should become a priority. For a college with a population of 18,000 students, these are the services rendered at the Career Center: 15-16, 466 students; 16-17, 321 students. Workshops: 15-16, 51; 16-17, 18. Faculty and staff implemented an outreach program for SSSP compliance, probation/dismissal and basic skills. Although the current number of Ed Plans (ASEP, CSEP, OSEP) have decreased to 23,353 from 25,943, our appointments and workshops increased to 32,520 from 25,952.
Give reliable CSEPs to students who transfer from another institution	Ongoing	Implemented the steps for the transcript evaluation process which includes counselors, articulation officer, discipline faculty, graduation office, and support staff. Implemented an online TES (Transfer Evaluation System) by building a comprehensive database of approved equivalencies and substitutions which enables the inclusion of the use of courses and provides accurate timeframes for courses. Using TES, began a pilot program with the Division of Arts and Humanities for an electronic process to approve equivalencies.
Increase opportunities for students to obtain information from counselors and advisors	Ongoing	Hired, trained and placed AVC Bridge counselors at local high schools which increased services for potential AVC students. Coordinated and placed trained AVC adjunct counselors into academic divisions. Continue to stay current on degree and transfer requirements via staff meetings, conferences, consultation with discipline faculty, and academic affairs. Expand efforts to proactively inform students regarding changes to program requirements by using our in-house education plans and administering intervention techniques to include flyers, emails, announcements.

<p>Improve the quality of counseling and HD instruction</p>	<p>Ongoing and Completed</p>	<p>Transition to Canvas completed. Continue to evaluate HD SLO assessment results HD success rates have increased by 5% and retention rates have increased by 3.3%. The setup for Cranium Cafe has been completed. Due to incompatibility of systems, Cranium Cafe will not be integrated with SARS and BANNER at this time. More faculty and staff need to be trained in the use of Cranium Cafe. Hired a Technical Analyst to provide support for all technological needs. During the 15-16 academic year, AVC purchased the EduNav system. EduNav is an integrated enrollment management and degree audit system. Counseling is taking part in the implementation of EduNav. Continue to encourage quality control of Education Plans by having an experienced faculty member spot check completed CSEPs and address any issues with counselors/advisors.</p>
<p>Obtain adequate and appropriate workspaces for staff and faculty</p>	<p>Ongoing</p>	<p>The piloting of embedding counselors into academic divisions has improved office space. The service life of laptop and desktop computers needs to be addressed. The imperative need of a world class call center for counseling is dire; in addition to a dedicated , centrally located office for our career center.</p>
<p>Briefly discuss your progress in achieving those goals: See Question 8 items.</p>		
<p>Please describe how resources provided in support of previous program review contributed to program improvements: The implementation of SSSP state granted funds have enabled the current advancements in counseling services.</p>		

9. Based on data analysis, outcomes, program indicators, assessment and summaries, list discipline/area goals and objectives to advancing district Strategic Goals, improving outcome findings and/or increasing the completion rate of courses, certificates, degrees and transfer requirements in 2018-2019. Discipline/area goals must be guided by [district Strategic Goals](#) in the Educational Master Plan (EMP), p.90. They **must be supported by an outcome or other reason (e.g., health and safety, data analysis, national or professional standards, a requirement or guideline from legislation or an outside agency).**

Goal #	Discipline/area goal and objectives	Relationship to Strategic Goals* in Educational Master Plan (EMP) and/or other	Expected Impact on Program Outcomes/Student Learning	Action plan(s) or steps needed to achieve the goal**	Resources needed (Y/N)?
1	<p>Refine and expand SSSP services</p>	<p>SG #1, 2, 3, 4, 5</p>	<p>Students will utilize counseling services and other support services to reach their academic goals.</p>	<p>- Increase number and availability of counseling services and workshops. - Continue to be proactive in reaching out to students regarding changes in major/program/degree requirements.</p>	<p>Y</p>

				- Provide ASEPs, CSEPs and OSEPs to meet student demand.	
2	Give reliable CSEPs to students who transfer coursework from another institution	SG #1, 2, 3, 4, 5	Students will use the information on the CSEP to complete their academic goals.	<ul style="list-style-type: none"> - Continue to strengthen and improve the collaborative efforts between counselors, articulation officer, graduation, support staff, and academic divisions to accurately and consistently evaluate courses from other institutions. - Continue to build an accurate comprehensive database of equivalencies/substitutions/use of courses from other institutions into TES. - Expand the pilot of the electronic TES course evaluation system to other disciplines and divisions. - Train and increase the number of counselors to use TES and to become equivalency managers. 	Y
3	Increase opportunities for students to obtain information from counselors and advisors	SG #1, 2, 3, 4, 5	Increase student awareness of and access to counseling services	<ul style="list-style-type: none"> - Train and maintain an accurate number of Bridge counselors to provide services at local high schools. - Hire more counseling faculty to meet student demand. - Continue to evaluate embedded counselors in academic divisions. - Continue to provide professional development for counselors to stay current on degree and transfer requirements. 	Y.

				- Continue to reach out and inform students about services.	
4	Improve the quality of counseling and HD instruction	SG #1, 2, 3, 4, 5	- Improve SLO and OO findings. - Increase the rates of success and retention in HD courses.	- Continue to provide professional development for those who teach and counsel both online and in person. - Continue the implementation and use of Cranium Cafe for all counseling services. - Continue to review and evaluate SLO and OO assessment results.	Y.
5	Obtain adequate and appropriate workspaces for staff and faculty	SG #1, 2, 3, 4, 5	- Increase student achievement of their personal, academic, and career goals, and thereby supporting success in all divisions. - Improve HD SLO and Counseling OO findings.	- Evaluate pilot program of embedded counselors in academic divisions. - Adopt a world class counseling call center. - Adopt appropriate work space for a well suited career center. - Maintain and increase appropriate office space.	Y.

****Action plan verbs:** expand, reduce, maintain, eliminate, outsource, reorganize, re-engineer, study further, etc.

10. Identify significant resource needs that should be addressed currently or in near term. For each request type identify which **discipline/area goal(s) from 9 guide this need.**

Indicate which Discipline/area Goal(s) guide this need	Type of Request (Personnel ¹ , Technology ² , Physical ³ , Professional development ⁴ , Other ⁵)	New or Repeat Request?	Briefly describe your request here	Amount, \$	One-time or Recurring Cost, \$?	Contact's name
SG #1, 2, 3, 4, 5	Personnel	Repeat.	10 new full time counselors and commensurate support staff to improve and maintain current staffing levels.	SSSP & District	Recurring	
SG #1, 2, 3, 4, 5	Technology	Repeat.	Adequate and appropriate technology to administer the division's goals toward student success.	SSSP & District	One-Time	
SG #1, 2, 3, 4, 5	Physical	Repeat.	Adequate and appropriate workspaces to operate counseling services to meet student demand.	District	Recurring	
SG #1, 2, 3, 4, 5	Professional Development	Repeat.	Adequate and appropriate training and conference attendance to effectively utilize technology and conduct counseling services.	SSSP & District	Recurring	

	Choose an item.	Choose an item.			Choose an item.	
	Choose an item.	Choose an item.			Choose an item.	
	Choose an item.	Choose an item.			Choose an item.	

¹List needed human resources in priority order. For faculty and staffing request attach Faculty Position Request form.

²List needed technology resources in priority order.

³In priority order, list facilities/physical resources (remodels, renovations, or new) needed for safer and appropriate student learning and/or work environment.

⁴List needed professional development resources in priority order. This request will be reviewed by the professional development committee.

⁵List any other needed resources in priority order.

The following list of goals is provided as a high-level overview of that planning work.

Counseling Center Operational Outcomes, 2012-2013

OO1: Students will be able to access and utilize available counseling support services to increase their knowledge, awareness of and skills in order to identify and achieve their personal, academic and career goals. ILOs: 2, 3, 4

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. ILOs: 2,4

Institutional Learning Outcomes:

ILO 1: 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, integration, and 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.

Educational Master Plan Goals - Fall 2016

Goal 1: Commitment to strengthen Institutional Effectiveness measures and practices.

Goal 2. Increase efficient and effective use of all resources. 2.1 Technology 2.2 Facilities 2.3 Human Resources 2.4 Business Services

Goal 3. Focus on utilizing proven instructional strategies that will foster transferable intellectual skills.

Goal 4. Advance more students to college-level coursework. 4.1 Develop and implement effective placement tools

Goal 5. Align instructional programs to the skills identified by the labor market.