![Antelope Valley College logo]

2018-2019 Program Review Report

Division/Area Name: Counseling	For Year: 2018-2019
Name of person leading this review: Dean Roggenstein, Mr. Luis Echeverria, Mrs. Tanya McGinnis	
Names of all participants in this review: All counseling 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 entry through graduation and transfer via counseling services such as Educational Plans for students to follow, workshops, probation/dismissal, articulation, transcript evaluations, career, and online 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, ASCCC TASSC, Guided Pathways, Basic Skills, Calendar, Distance Education, Professional Development, Student Equity, Student Discipline/Grievance Panel, Strategic Planning, Veterans Advisory, Financial Aid Second Level Appeals, Perkins Local Planning Team, Program Discontinuance (CT and ID)

Special Programs: EOP&S, OSD, CalWorks, STAR, Honors, Veterans, Nursing, PRIDE, Transfer Center, Career Center, AVC2CSU, Law Scholars, UMOJA, AMFT, E.S.L., ISP/AVC Cares (suicide prevention), BIT, AVC Dreamers Center, 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:

> The counseling program provides embedded counselors for all academic divisions.

> The counseling program trains High School to AVC Bridge Counselors to provide counseling services at local Antelope Valley Area High Schools.

> The counseling program successfully initiated the first stage of an electronic course evaluations system with the Division of Arts & Humanities.

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The counseling program hosted the 3rd Annual Counseling Fair serving 552 students with a survey result of 95.89% of students finding the fair useful.

In Fall 2017, 87.1% of students received all SSSP Core services; In Spring 2018, 86% received all SSSP Core services. (Note: SSSP Core services are defined as a student having the following: a declared Ed Goal, a declared Major, and a Comprehensive Education Plan)
In the 2017-18 academic year, the counseling program conducted 32,246 appointments and 38,245 services such as Ed Plans, Probation and Dismissal Services, Workshops.

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

X **Communication**	☐Demonstrates analytical reading and writing skills including research, quantitative and qualitative evaluation and synthesis. X Demonstrates listening and speaking skills that result in focused and coherent communications
X **Creative, Critical, and Analytical Thinking**	X Uses intellectual curiosity, judgment and analytical decision-making in the acquisition, integration and application of knowledge and skills. X Solves problems utilizing technology, quantitative and qualitative information and mathematical concepts.
X **Community/Global Consciousness**	X Understands and applies personal concepts of integrity, ethics, self-esteem, lifelong learning, while contributing to the well-being of society and the environment. X Demonstrates an awareness and respect of the values of diversity, complexity, aesthetics and varied cultural expressions.
X **Career and Specialized Knowledge**	X Demonstrates knowledge, skills and abilities related to student educational goals, including career, transfer and personal enrichment.

1.4.Check each Educational Master Plan (EMP)/Strategic Plan Goal supported by the program.

X Goal 1*: Commitment to strengthening institutional effectiveness measures and practices.
X Goal 2*: Increase efficient and effective use of resources: Technology; Facilities; Human Resources; Business Services.
X Goal 3: Focus on utilizing proven instructional strategies that will foster transferable intellectual skills.
X Goal 4*: Advance more students to college-level coursework-Develop and implement effective placement tools.
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.:

Since the 2016-2017 Annual Update:
The overall results of environmental data have remained consistent and steady.
HD Courses: During the 2017-2018 year, the success rate remains consistent at 72.8% from 73.3% in 2016-17; the retention has remained steady at 87.6% from 90.3% in 2016-17; and student enrollment remains consistent at 1,587 from 1,659 in 2016-17.
Appointments: Remains consistent in 2017-18 at 32,246 from 32,520 in 2016-17.
Comprehensive Ed Plans (CSEP's): Over 5,000 new comprehensive educational plans were created in 2017-18.
Total Counseling Services Provided: Remains consistent in 2017-18 at 38,245 from 41,672 in 2016-17, and previously at 34,104 in 2015-16

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	Student survey shows 92% of respondents utilized counseling services to complete a Student Educational Plan (SEP). Student survey shows that after completing an SEP, 87% of respondents knew what classes were needed to achieve their ed goal and 82% enrolled or attempted to enroll in one or more classes reflected on the SEP.
Weaknesses	Student survey shows 57% of respondents have never utilized Career Center and 62.5% have never used the Transfer Center's services. Survey also shows that 47% of respondents were unaware that online counseling is offered by the department.
Opportunities	The number of students utilizing the Career Center will improve with the hiring of a full-time Career Counselor/Center Director along with support staff and functional work space. Also for the Transfer Center: the hiring of a full-time Transfer Center Director, along with the hiring of full-time counselors, adjunct counselors and support staff dedicated to serve the Transfer Center will increase the amount of services being offered and increase student use. Offering the ability to schedule online Cranium Cafe appointments throughout the year will increase student awareness of online counseling services.
Threats	Lack of funding for all of the above.

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

ILO/PLO/OO	Action Plan	Current Status	Impact of Action
OO1 & OO2	Replace 3 full-time counselors	Completed	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	Replace 2 Education Advisors	Completed	Increased counseling services for AVC2CSU students. Increased general counseling services to AVC students.
OO1	Review student counseling survey	Completed	Updated 1 question from student survey.

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

Refine and expand SSSP services	**Ongoing**	For a college with a population of 18,000+ students, the expansion of services offered at the Career Center should continue to be a priority. The number of students served by the Career Center increased from 321 (16-17) to 354 (17-18). While the number of workshops decreased by two from 18 (16-17) to 16 (17-18). There is also a need for the expansion of services offered at the Transfer Center. The number of students served by the Transfer Center significantly decreased from 2,256 (16-17) to 1,648 (17-18). While the number of workshops remained consistent from 614 (16-17) to 611 (17-18). The current number of Ed Plans (ASEP, CSEP, OSEP) have remained steady from 23,353 (16-17) to 23,080 (17-18). Counseling appointments and workshops have also remained consistent from 32,520 (16-17) to 32,246 (17-18). There is a need for online counseling scheduling availability to increase access. SEA (Student Enrichment and Achievement) Program to continue to develop a proactive outreach approach for general counseling.
Give reliable transcript evaluations and CSEPs to students who transfer from another institution	**Ongoing**	Implemented and adjusted 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, the Counseling division began a pilot program with the Division of Arts and Humanities for an electronic process to approve equivalencies. We plan to expand the pilot program to other divisions.
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, and announcements.** **There is a need for online counseling scheduling capabilities.**
Improve the quality of counseling and HD instruction	Ongoing	**Transition to Canvas completed.** **Continue to evaluate HD SLO assessment results.** **HD success rates have remained consistent.** **The setup for Cranium Cafe has been completed. Faculty and staff have been 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 ensure quality control of Education Plans by having an experienced faculty member spot check completed CSEPs and address any issues with counselors/advisors. There is a need to allow online counseling through Canvas.
Obtain adequate and appropriate workspaces for staff and faculty	Ongoing	The piloting of embedding counselors into academic divisions has improved the availability of 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.

Part 3. Based on Part 2 above, please list program/area goals for 2019-2020:

Program/Area Goal #	Goal supports which ILO/PLO/SLO/OO?	Description of Goal	Steps to be taken to achieve goal?
	001 & 002	Replace 3 bridge counselors	
	001 & 002	Replace 2 adjunct counselors	
	001 & 002	Hire support staff	
	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.	
	001	Provide transfer campus visits.	
	002	Upgrade program sheets to "Recommended Program Sequence" forms.	
	001	Text reminder to students the day before a scheduled counseling appointment.	

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	Hire a full-time Career Counselor	New	SEA & District	One-Time	
	Hire a full-time Transfer Center Director	New	SEA & District	One-Time	
	Hire 10 new full time counselors for transcript evaluations and embedded counseling	Repeat	SEA & District	Recurring	
Classified Staff	Hire 7 Ed Advisors to meet the needs of AB 705 and Guided Pathways Placement at Lancaster (5) and Palmdale (2)	New	SEA & District	Recurring	
	Hire support staff to meet the needs of Guided Pathways, the Career Center and the Transfer Center	Repeat	SEA & District	Recurring	
Technology	Adequate and appropriate technology to administer the division's goals toward student success	Repeat	SEA & District	One-Time	
	Ethos Ellucian Analytics to analyze/graph/report on data from multiple sources in Banner to meet PRIDE needs	New	SEA & District	One-Time	
	Online orientation: review for accurate Spanish translation	New	SEA & Title V FYE	One-Time	
Physical/Facilities	A Career Center in the new student services building	New	Bond	One-Time	
	A Transfer Center in the new student services building	New	Bond	One-Time	
	A workshop room in the new student services building	New	Bond	One-Time	
	Designated staff bathrooms in the new student services building	New	Bond	One-Time	
	Adequate and appropriate workspaces to operate counseling services to meet student demand.	Repeat	District	Recurring	
Supplies	Updated computers	New	SEA & District	One-Time	
	Student Planners	New	SEA	Recurring	
	Vacuum & other cleaning supplies	New	District	Recurring	
Professional Development	Counseling Retreat	New	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.	New	SEA & District	Recurring	