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**Counseling Center Division Office:**

**Date: 05/16/2016**

• Program Review Non-instructional Cycle F 2015
Counseling Center Division Office

**Sorted by:** Program

**SI Section Templates:** PR Section 1.0, PR Section 4.1 - 4.2,
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Requests

## Counseling Center Division Office

### PR Section 1.0

**Program Review Non-instructional Cycle F 2015 Counseling Center Division Office**

**1.0**

Mission, Vision, Core Values and College Goals drive all college activities.  The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals.  Summarize how your department/office supports each area.

The Counseling Division office supports the following departments: Assessment Center, Cadena/Transfer Center, CalWORKs, Career/Life Planning, Counseling Center, Disability Support Services, EOPS/CARE/Foster Youth, Health Services, Veteran's Resource Center and the Workforce Center.  In addition, the Division office has direct responsibility to coordinate the staffing, services and instructional component of the Counseling Program.  General counseling services as well as specialized counseling programs such as Athletes, High School Outreach, Honors, Puente, TAP, SSSP and Umoja are supported by this office.

Mission: The Counseling Division office contributes to the College Mission by ensuring there are sufficient counseling services to help students be successful learners.  This is accomplished by assisting first-time students through the assessment, orientation and advising process and also helping continuing students stay on track by providing continual support and guidance via services and instruction as a means to assist students complete their educational goals.

Vision: The support provided by the Counseling Division office to the various departments, programs, services and instruction also creates opportunities for the Division to address the college's Vision and Core Values.  The services, programs and instruction provided throughout the Division have at their core the common thread of empowering students through the sharing of information.  A student who learns how to navigate the higher education system, how to be goal directed and is adequately supported will have a greater opportunity to reach their goals.  Creating opportunities for personal growth from the stand point of assisting students with goal and values clarification and their relationship to career choices and educational pathways is a significant focus of the programs, services and instruction of this division.

Core Values: The College's Core Values are reflected in the Division Office's clear intention to be inclusive in the participation of all faculty, managers and staff in decision making procedures.  The Division office conducts pre and post registration meetings each term to solicit feedback and suggestions for improvement of services.  The Division office also relies on the input of division staff in the planning and budgeting process.  This occurs via a Planning and Budget Committee with representatives across the departments and employee groups.  Finally, the Division office conducts Division meetings each semester and solicits input for agenda items from all staff.  All departments and programs have an opportunity to report out during the meetings.

College Goals: The Division office significantly contributes to the college's goals.  Student Success is promoted throughout the departments, services and instructional offerings of the Counseling Division.  For example, counselors are working closely with discipline faculty, Division Deans, Admissions and Records, the Curriculum Chair and CSU representatives to ensure students who qualify for an AA-T or AS-T degree are informed.  The Division office assisted in organizing on and off campus staff development opportunities for this purpose.  The Division office also supports the work of programs such as Puente and Umoja which address reducing the achievement gap.  The Division office has had primary responsibility for planning, coordinating and delivering contract education programs for Fullerton Joint Union High School District, Anaheim Union High School District for several years and Placentia Yorba Linda Unified School District added most recently.  The program has grown from offering 3 Counseling 50 classes at the high schools to 45 planned classes for spring 2016 for graduating seniors from these districts.  This effort addresses the college goal of strengthening connections with the community.

# PR Section 4.1 - 4.2

**Program Review Non-instructional Cycle F 2015 Counseling Center Division Office**

**4.1 - 4.2**

4.1 List your SAOs and complete the expandable table below.

| | Service Area Outcomes (SAO) | Date Assessment Completed | Date(s) Data Analyzed | Date(s) Data Used For Improvement | Number of Cycles Completed |
|---|---|---|---|---|---|
| 1. | Provide clear and accurate information to students regarding services provided and | Counseling website update completed spring 2013 | N/A | N/A | 0 |

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|---|---|---|---|---|---|
| | how to access. | | | | |
| 2. | Provide accurate and timely information to Division staff regarding campus and District policies and procedures. | N/A | N/A | N/A | 0 |

4.2 Assessment:  Complete the expandable table below.

| *Service Area Outcomes* Assessment for the Administrative/Operations Division of Fullerton College | | | |
|---|---|---|---|
| **Intended Outcomes** | **Means of Assessment & Criteria for Success** | **Summary of Data Collected** | **Use of Results** |
| 1. Improve the information available to students via counseling website. | Develop an online satisfaction survey for users who visit the website.  Target goal is 70% satisfaction. | The counseling website functionality and visual appeal were significantly improved in spring 2013. We have been unable to develop a means to collect satisfaction data for the site due to the need to prioritize staff time to focus on SSSP mandated services. | This SAO is still important and a counselor has been identified to maintain and update website as needed. A survey will be created to measure user satisfaction with the site in spring/summer 2016. Data collected from the surveys will be used to continually improve the website. |
| 2. Improve information dissemination by developing a standard operating procedure resource tool. | Survey users pre and post development of resource tool.  Post survey will indicate an 80% satisfaction with the resource tool. | Pre surveys will assist in development of resource tool.  Post surveys will assess user satisfaction. We have been unable to develop this resources tool since the Division Office has been inundated with additional responsibilities for SSSP and the assumption of three more areas reporting to the Division during this time period. | This SAO is still important and the Division Office plans to develop this resource tool as soon as it is feasible. Once we have collected the data, developed the resource tool, and implemented it, we will continue to improve and update it as indicated by follow up surveys. |

## PR Section 4.3 - 4.6

**Program Review Non-instructional Cycle F 2015 Counseling Center Division Office**

**4.3 - 4.6**

4.3 How has assessment of SAOs led to improvements <u>in services</u> provided to the consumer by this department/office?
While these SAOs have not been completed and assessed as intended, we did manage to improve the Counseling website in spring 2013 utilizing the services of Professor Laura Melella and her website design students. The website's functionality and visual appeal were greatly enhanced. We have been unable to create a survey to measure user satisfaction due to staff limitations but have recently identified a counselor with the necessary technical skills to follow through on this project. The resource tool we envisioned would be an electronic database of information organized in such a way to assist the departments in completing required administrative procedures. Due to the increased responsibilities for the Division Office in the past three years we were unable to work on this project as intended. With the hiring of a third dean in Student Services planned for spring 2016, the Counseling Division will be relieved of some of the increased responsibilities it has managed for the last three years. This will allow the Division more time to focus on these SAOs over the next three years.

4.4  What challenges remain to make your SAOs more effective?
Even with the third division office in Student Services, the Counseling Division is primarily responsible for oversight for SSSP and High School Outreach as well as all the of the ongoing work of a Division Office . Without more adequate staffing in these two areas, it may be difficult for existing Division Office staff to execute all aspects of these SAOs as outlined above.

4.5  Describe how the SAOs are linked to the college's goals. (*See http://programreview.fullcoll. edu/*)
The Division Office's SAOs are most closely linked to goal one promoting student success.  By improving the Counseling Division's website students, staff and the community may access the website more frequently and find it more helpful.  Providing students with accessible and accurate counseling information at the beginning as well as during their tenure at the college will likely influence student behavior in positive ways.

Supporting Division staff by providing a standard operating procedures resource tool may increase the Division's capabilities to handle cyclical/on-going paperwork processes more efficiently.  This could create additional time to focus on the big-picture items such as implementation of  SSSP requirements.

4.6  A.  What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?
Currently there is no quantitative evaluation to determine the Division office's effectiveness.  Informally, individual and group meetings provide qualitative feedback (during registration planning/recap and division meetings) which is considered and incorporated whenever feasible.
     B.   What do the results of the above methods of assessment indicate about the effectiveness of the department/office?
Results indicate overall satisfaction with the operations of the Division office.
      C.  How were the assessment results used to make improvements to services provided by

this department/office? Please provide examples.
During registration planning/recap meetings, the counseling center faculty, staff and management meet and discuss feedback regarding how to improve counseling registration procedures.  The results of the feedback are then used to modify process and procedure during the next registration period.  Some of the changes that have been implemented includes the following: (1) students are provided with same day walk-in counseling service, (2) the front counter triage process is more efficient to compliment the same day walk-in service, (3) the Group Advising presentation is updated on a regular basis and (4) additional functionality with SARs software was implemented to manage the drop-in queue.  This is a cyclical process after every registration period.

# PR Section 6.0 SAP w/o Resource Requests

**Program Review Non-instructional Cycle F 2015 Counseling Center Division Office**

### Action Plans

| STRATEGIC ACTION PLAN # 1 | |
|---|---|
| Strategic Action Plan Name: (formerly called short-term goal) | Re-Organize Counseling Division Office Work-flow |
| List College goal/objective the plan meets: | College Goals #: 1 and 3<br>Objectives #: G1-1-5 and G3-2 |
| Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less. | The dean and administrative assistant provide support to ten departments: the Assessment Center, Cadena/Transfer Center, CalWORKs, Career/Life Planning, Counseling Center, Disability Support Services, EOPS/CARE/Foster Youth, Health Services, Veteran's Resource Center, and the Workforce Center.  It also supports five programs including Athletics, Honors, Puente, TAP and Umoja.  In addition, the Division office supports three major college functions: Matriculation (SSSP), Articulation and High School Outreach.  The Division office plans, processes expenditures, and monitors the Division's operational budget as well as the college's Matriculation (SSSP) budget.  The Division office is responsible for planning, scheduling and staffing the instructional offerings of the Counseling Department.  The Division office is also primarily responsible for the day-to-day operation of the Counseling Center.  With the addition of an Administrative Assistant II to support the work of the Division Office, the work-flow could be managed more efficiently and effectively. The Admin III would be responsible for all budget and personnel related functions and the Admin II would be responsible for programmatic and departmental support. |
| What *Measurable* | With the addition of an Administrative Assistant II position, the Counseling |

| *Outcome* is anticipated for this SAP? | Division Office would be adequately staffed, thereby increasing the capacity of the office to meet all compliance requirements of SSSP, budget and HR procedures and deadlines, and to effectively support all assigned departments, programs and college functions such as High School Outreach, SSSP and Articulation. |
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| What specific aspects of this SAP can be accomplished without additional financial resources? | None |