

# STUDENT SERVICES PROGRAM REVIEW WORKSHEET

**Student Services Area:** COUNSELING/SSSP

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**Academic Year:** 2015-2016

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## I. Student Services Area Overview

### **1. Mission Statement**

The mission of the Norco College Counseling Department is to foster and promote the intellectual, emotional, social and cultural development of students by offering a wide range of counseling, career consultation, instructional and educational services. Our services assist students in acquiring the skills, attitudes, abilities, and knowledge that will enable them to take full advantage of their college experience and achieve success. (2015-16 catalog)

### **2. Philosophy Statement**

Counseling supports the academic goals of the college through consultation and collaboration with faculty, staff, and campus organizations. We offer comprehensive guidance courses and counseling services reflective of our diverse population and evolving student needs.

### **3. Summary**

Counselors advise students in planning and achieving their personal, educational, and career/vocational goals through:

- Individual counseling appointments, express/walk-in counseling, online counseling
- Orientation
- Student Educational Plans (SEPs)
- Academic probation/dismissal counseling
- Transfer course selection
- Certificate and associate degree requirements
- Instruction of guidance courses
- Assessment and interpretation of career inventories
- Referrals to other support services
- Career exploration
- Student Success, AA/AS, and Transfer Workshops (in person and online)
- SEP classroom workshops
- Special Programs (Puate; T3P, Honors, Summer Advantage, BSI Population)

#### 4. Strengths

1. Counseling provides Student Educational Plans based on the most up-to-date and accurate information.
2. Counseling uses online resources to provide appointment scheduling and counseling services to Norco students.
3. Counselors communicate and maintain relationships with instructional faculty to keep abreast of new curriculum and career trends.
4. Counselors serve a large volume of students through appointments and express counseling.
5. Active involvement in student clubs and activities-two counselors serve as Co-Coordinator/Advisors (Puente, T3p) and one counselor serves as the Counseling Lead (Honors) and continue to collaborate with various departments and programs to promote student success (Veterans, Cal Works, Articulation, Curriculum, Transfer Center, EOPS, DRC, Financial Aid, etc.)
6. Strong Counseling Component in Summer Advantage (HS Visitations, Norco Orientation Week, and SEP follow up)
7. BSI Outreach
8. Outreach to promote SEPs-Ask a Counselor and SEP Marathon
9. Counselors develop innovative activities to address the mandates of the Student Success Act (SEPs in the classroom and outreach/follow up to at-risk populations)
10. Follow-up with at-risk students resulted in phone and email contacts with 580 probation students by educational advisors and counseling staff. As a result, 51 students met with an educational advisor, during which time students learned about academic standing, how to get back on track, academic support services, and scheduled appointments with counselors to develop/update their SEP. Of these students, 41 returned for a follow-up drop in meeting.
11. 498 Summer Advantage students from summer 2015 were contacted via phone and email to meet with a counselor to develop their comprehensive SEP. At the end of the spring term, 330 of the students (66.3%) met with a counselor to develop their SEP. Emails and phone calls were also made to students on a regular basis with student success workshop reminders.

#### 5. Students Served –

6/15/15 - 6/14/16	Appt. Scheduled	Appt. Made	Show Rate	Drop-ins Seen	Drop-ins Not Seen	Avg. Wait Time
General Appointments	8,280	6,296	76%	6,778	269	16 Mins
SFS Appointments	617	530	86%	2	0	NA
Transfer Appointments	373	279	75%	15	0	NA

## II. Assessing Outcomes

### 1.A. Report on 2014-2015 Assessment Plan and Objectives for Student Services Area: Counseling

**Objectives:** *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

- Students who complete Summer Advantage will develop an updated student educational plan with a counselor
- Norco Home College Basic Skills Students who attended classroom BSI workshops will make a follow up appointment with a counselor
- Counseling Department will conduct SEP Marathons (classroom visits) to promote Counseling services and encourage students to make a counseling appointment to develop an SEP
- Norco Home College Students will develop an SEP during Career Technical Education (CTE) and/or Area of Emphasis (AOE) SEP Workshops
- Norco Home College Students enrolled in English 80 will develop an SEP

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Completion (or anticipated completion)/ Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	Students who complete Summer Advantage will develop an updated student educational plan with a counselor	Students who complete Summer Advantage in 2014 will develop an updated educational plan with a counselor in 2014/2015	Norco Strategic Plan Goal 1, 2, and 3  Student Services Goals Goal 3, 4, 5, and 8  Student Equity Plan Goals 3.2, 4.2, 5.1	55% of the 2014-2015 Summer Advantage cohort will make a follow-up appointment with a counselor and develop an updated student educational plan	SARS/Colleague  A new report was developed to track SA students who received an updated ed plan to provide outreach to the students who still are in need of this service	As of 6/11/15, percentage of updated Comprehensive SEP's for Summer Advantage: 65.31%	Counseling will continue to provide support to Summer Advantage Students and encourage them to develop a comprehensive educational plan. Increased target criteria will be included in the 2015-2016 Counseling Program Review.	Continued/modified: Increased target performance level in 2015-16
2.	Norco Home College Basic Skills Students who attended classroom BSI workshops will make a follow up appointment	Basic Skills Students will learn about the services the counseling department provides (SAO)	Norco Strategic Plan Goal 1, 2, and 3  Student Services Goals Goal 3, 4, and 5  Student Equity Plan	40% of Norco Home College Basic Skills student who attended a BSI workshop will make a follow-up appointment with a counselor	SARS	152 out of 291 students (52%) made a follow-up appointment  Assessment complete. Criteria met.	Recommend to continue outreach •Continue offering incentives •More outreach to evening classes •Need designated BSI Counselor	Continued/modified: Increased target performance level in 2015-16

	with a counselor		Goals 3.2, 4.1, and 5.1				<ul style="list-style-type: none"> <li>•Need more adjuncts to assist with outreach</li> <li>•Need Ed Advisor to assist with outreach, tracking data, follow-up and for clerical/administrative duties</li> </ul>	
3.	Counseling Department will conduct SEP Marathons (classroom visits) to promote Counseling services and encourage students to make a counseling appointment to develop an SEP	Students will learn what an SEP is and what services the Counseling Department provides	<p>Norco Strategic Plan Goal 1, 2, and 3</p> <p>Student Services Goals Goal 3, 4, 5</p> <p>Student Equity Plan Goals 3.2, 4.1, and 5.1</p>	70% of students will answer the direct learning assessment questions correctly	SARS/Colleague	<p>2 BSI classrooms visited in Spring 2015. Total number of students: 56</p> <p>90% answered questions correct on Pre-Assessment</p> <p>100% answered questions correct on Post-Assessment</p> <p>Assessment complete Criteria met</p>	<ul style="list-style-type: none"> <li>•Need designated BSI Counselor</li> <li>•Need more adjuncts to assist with outreach</li> <li>•Need Ed Advisor to assist with scheduling outreach, tracking data, follow-up and for clerical/administrative duties</li> </ul>	Discontinued- Criteria met Moved to strengths
4.	Norco Home College Students will develop an SEP during Career Technical Education (CTE) and/or Area of Emphasis (AOE) SEP Workshops	Students will identify their program of study and develop a SEP	<p>Norco Strategic Plan Goal 1, 2, and 3</p> <p>Student Services Goals Goal 3, 4, and 5</p> <p>Student Equity Plan Goals 3.2, 4.1, 5.1</p>	Conduct 5 CTE workshops for 2014-2015	SARS/Colleague	<p>5 SEP in the classroom Workshops were facilitated in Spring 2015</p> <p>(4 Construction sections and one section of Guidance)</p> <p>Assessment complete Criteria met</p>	There is a need for prep time to develop SEPs. Recommend to continue classroom SEP workshops for to increase service to evening students. Recommend to continue to strengthen CTE relationships through CTE-Counselor Liaisons. Recommend to continue building relationships with Instructional Faculty	Continued
5.	Norco Home College Students enrolled in English 80 will develop an	Students will identify their program of study and develop a SEP	<p>Norco Strategic Plan Goal 1, 2, and 3</p> <p>Student Services Goals Goal 3, 4, and 5</p>	80% of Norco Home College Students enrolled in English 80 (2014-2015) will have an SEP on file	SARS/Colleague	112 out of 130 (86%) students received an SEP (12 no-shows; 17 RIV home campus). Attended	<ul style="list-style-type: none"> <li>•Need sufficient prep time to complete student SEPs &amp; for gathering data</li> <li>•Continue SEP Workshops</li> </ul>	Discontinued- Criteria met Moved to strengths

	SEP		Student Equity Plan Goals 3.2, 4.1, 5.1			all 6 sections of ENG 80 in Spring 2015.	•Need more counselors to assist with workshops	
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### II.1.B. Program Modifications for 2014-2015 Data Assessment (“Closing the Loop”)

*Note: For 2014-2015 outcomes assessments you are continuing or modifying in your 2015-2016 Assessment plan, please provide a brief description on how your area used outcome data from last year to drive programmatic modifications to improve services to students.*

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
<p>Students who complete Summer Advantage in 2014 will develop an updated educational plan with a counselor in 2014/2015</p> <p>Objective: Students who complete Summer Advantage will develop an updated student educational plan with a counselor</p>	<p>Counseling faculty will work with SSSP Ed Advisor to follow up with Summer Advantage Students (via email/phone/SARs Call) to encourage them to update their comprehensive SEP. Counseling/SSSP increased target criteria in 2015-2016 to 70%.</p>
<p>Basic Skills Students will learn about the services the counseling department provides (SAO)</p> <p>Objective: Norco Home College Basic Skills Students who attended classroom BSI workshops will make a follow up appointment with a counselor</p>	<p>Counseling faculty will work with SSSP Ed Advisor to follow up with Summer Advantage Students to encourage them to make a follow up appointment to develop a comprehensive SEP. Counseling/SSSP increased target criteria in 2015-2016 to 55%.</p>
<p>Students will identify their program of study and develop a SEP</p> <p>Objective: Norco Home College Students will develop an SEP during Career Technical Education (CTE) and/or Area of Emphasis (AOE) SEP Workshops</p>	<p>Counseling will continue to work closely with CTE to provide SEP workshops in the classroom. Many CTE courses are offered in the evening or in an accelerated format. Providing SEPs in the classroom increases access to counseling services for students who may find it challenging to schedule appointments during service hours.</p>

## II.2.A. 2015-2016 Assessment Plan for Student Services Area: Counseling

**Objectives:** *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

- Summer Advantage students will develop an updated Student Educational Plan
- Basic Skills Initiative workshop participants will learn about counseling services and meet with a counselor.
- Students who participate in career exploration will learn about career information and resources.
- Students will develop a Student Educational Plan during Career Technical Education (CTE) Workshops.
- Students will learn student success strategies in workshops that cover a variety of topics (study skills, test taking skills, stress management, etc.)

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	Summer Advantage students will develop an updated Student Educational Plan.	(SAO) Students who complete Summer Advantage in 2015 and were enrolled in fall 2015 will develop an updated Student Educational Plan with a counselor.	1a: Service to students, community, and workforce by providing educational opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	70% of the 2015-2016 Summer Advantage cohort will make a follow-up appointment with a counselor to develop an updated Student Educational Plan.	SARS/Colleague A report is used to track SA students who received an updated ed plan. Counseling to provide outreach to the students who still are in need of this service.	As of 6/08/16, percentage of updated Comprehensive SEP's for Summer Advantage: 66.42%	Criteria not met. Recommend to continue to include this objective in the 2016-17 program review. Counseling faculty will work closely with SSSP Ed Advisor to contact Summer Advantage students to update their comprehensive SEP.
2.	Basic Skills Initiative workshop participants will learn about counseling services and meet with a counselor.	(SAO) Basic Skills Students will make a counseling appointment upon completing a Basic Skills Initiative workshop.	1a/c: Service to students, community, and workforce by providing educational opportunities and promoting collaboration. 3. Provides foundational skills and pathways to transfer, CTE, certificates and	55% of Norco College Basic Skills students who attended a BSI workshop will make a follow-up appointment with a counselor.	SARS report will be developed to track BSI students who made a follow up appointing with a counselor after attending a BSI	359/388 total students who attended a workshop met with a counselor (any contact with a counselor) = 92% Total # of class visits: 21	Criteria Met Will move to strengths in 2016-17 program review.

			degrees.		workshop. Counseling to provide outreach to the students who still are in need of this service.		
3.	Students who participate in career exploration will learn about career information and resources.	<b>(SLO)</b> Students that utilize career exploration resources will discover career specific information based on personality results.	1a: Service to students, community, and workforce by providing educational opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	70% of students will answer the direct learning assessment questions correctly. (Pre/Post survey)	Pre/Post Survey will be administered before and after career exploration services.	Strong – 35 students- avg score 56% (out of 4 questions)  MBTI – 52 students – avg score 85% (out of 4 questions)  Combined – 87 students- avg score 73%	Criteria Not Met Recommend to continue to include this objective in the 2016-17 program review. Counseling faculty will continue to update teaching and retention strategies to ensure students complete understanding of the importance of personality assessment.
4.	Students will develop a Student Educational Plan during Career Technical Education (CTE) Workshops.	<b>(SAO)</b> Students will identify a program of study and develop a SEP upon completion of a CTE Workshop.	1a/c: Service to students, community, and workforce by providing educational opportunities and promoting collaboration. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	80% of Norco College students that attend a CTE workshop will develop a SEP.	SARS/Colleague A report will be developed to track CTE students who received a comprehensive SEP during a CTE workshop.	Two CTE ACE programs were identified: Automated Systems and CNC. A total of 29 students were enrolled in the Automated Systems and ACE program. 100% of the students completed SEPs.	Criteria Met Will move to strengths in 2016-17 program review.
5.	Students will learn student success strategies in	<b>(SLO)</b> Students that participate in academic skills workshops will learn	1a: Service to students, community, and workforce by providing educational	70% of students will answer the direct learning assessment	Pre/Post Survey will be administered before and	Fall 2015 Workshops: Goal Setting- 98% Test Taking: 83%	Criteria Met Will move to strengths in 2016-17 program review.

	workshops that cover a variety of topics (study skills, test taking skills, stress management, etc.)	college success strategies.	opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	questions correctly. (Pre/Post survey)	after academic skills workshops.	Stress Management: 100% Spring 2016: Note Taking- 95% Goal Setting- 72% Test Taking- 97% Stress Management- 84%	
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**\*Please see appendix for description.**

**\*\*More detailed description on the following page.**

### **II.2.B. 2015-2016 Assessment Plan Findings/Data Analysis**

**SLO/SAO #1:** Students who complete Summer Advantage in 2015 and were enrolled in fall 2015 will develop an updated Student Educational Plan with a counselor.

**Findings/Data Analysis:**

Criteria not met-As of 6/08/16, percentage of updated Comprehensive SEP's for Summer Advantage: 66.42%

**Improvement Recommendations:**

The target criteria of 70% was not met and recommend to include this objective in the 2016-17 program review.

There was a total of 411 students. Of these students, 273 received two year comprehensive ed plan (66.42%). Target criteria of 70% was missed by 15 students. Outreach efforts to encourage Summer Advantage students to update their SEPs include: emphasis on updating comprehensive SEP during NOW week, emails from counselor who served as follow-up lead and SSSP ed advisor, follow up phone calls by counseling staff, and SARs call. Counseling faculty will continue to work closely with SSSP Ed Advisor to contact Summer Advantage students to update their comprehensive SEP.

**SLO/SAO #2:** Basic Skills Students will make a counseling appointment upon completing a Basic Skills Initiative workshop.

**Findings/Data Analysis:**

Criteria met- The counseling department presented to 21 class sections. Out of 388 total students who attended a workshop, 359 students met with a counselor (any contact with a counselor). We exceeded our target criteria of 55%. 92% of students who attended a BSI workshop followed up with a counselor.



**Improvement Recommendations:**

Since criteria was met this will be moved to strengths in the 2016-17 program review. Collaboration between counseling faculty and the SSSP Ed advisor was key in the scheduling of the BSI workshops and follow up with the students.

**SLO/SAO #3:** Students that utilize career exploration resources will discover career specific information based on personality results.

**Findings/Data Analysis**

- Strong – 35 students- avg score 56% (out of 4 questions)
- MBTI – 52 students – avg score 85% (out of 4 questions)
- Combined – 87 students- avg score 73%

**Improvement Recommendations**

Due to the assessment workshops individually not meeting the 70% goal there will be an overhaul of the information provided through PowerPoint and verbal communication in the workshop. To see improvement in this area, there will be 3 points of contact via retention questions in the assessment process (pre-test, post workshop test, and a test before the interpretation appointment). Incorporating different learning styles into the workshop presentation through the utilization of applicable media and activities will help with students that are not primarily auditory learners.

**SLO/SAO #4:** Students will identify a program of study and develop a SEP upon completion of a CTE Workshop.

**Findings/Data Analysis:**

Criteria met. Two CTE ACE programs were identified: Automated Systems and CNC. A total of 29 students were enrolled in the Automated Systems and ACE program. 100% of the students completed SEPs.

**Improvement Recommendations:**

Since criteria was met, this will be moved to strengths in the 2016-17 program review. Communication between counseling faculty and CTE was key in the scheduling of the SEP classroom workshops. Prep time to develop the individual SEPs is needed.

**SLO/SAO #5:** Students that participate in academic skills workshops will learn college success strategies.

**Findings/Data Analysis**

Fall 2015 Workshops (PRE/POST)

\*Note Taking: Pre-N/A, Post-86%

Goal Setting/Motivation: Pre-28%, Post-98%

Test Taking: Pre-58%, Post-83%

Stress Management: Pre-59%, Post- 100%

\*not included in Final Results

Final Results from all workshops above (excluding Note Taking)

PRE Assessment

# of questions correct: 39

# of questions total: 90

TOTAL % of students correct: 43%

POST Assessment

# of questions correct: 83

# of questions total: 87

Total % of students correct: 95% (Goal: 70%)

Spring 2016 Workshops (PRE/POST)

Note Taking: Pre- 62%, Post- 95%

Goal Setting/Motivation: Pre-38%, Post-72%

Test Taking: Pre-85%, Post-97%

Stress Management: Pre-76%, Post-84%

Total PRE Assessments

# of questions correct 143

# of questions total 207

TOTAL %: 69%

Total POST Assessments

# of questions correct: 169

# of questions total: 192

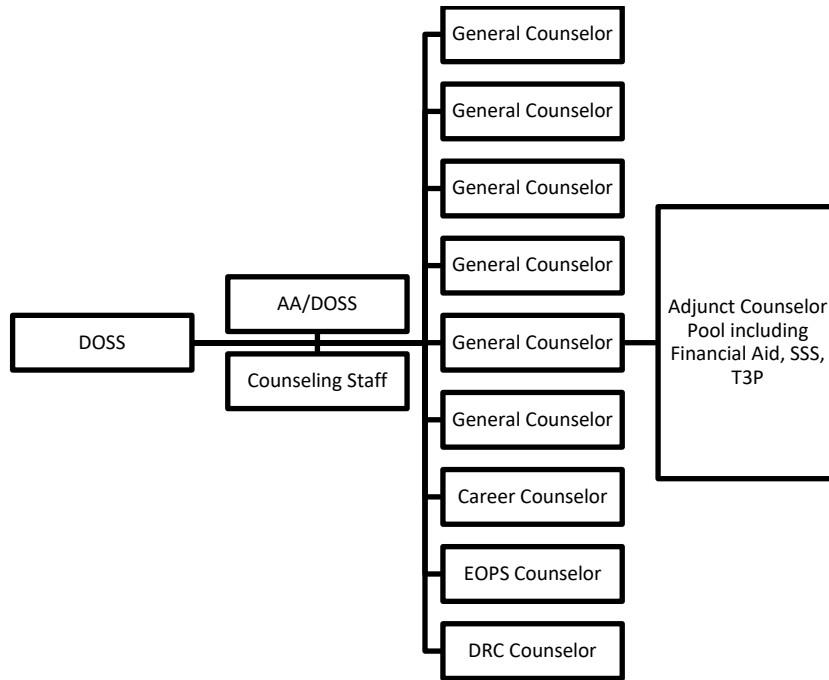
Total %: 88%

**Improvement Recommendations:**

Since criteria was met this will be moved to strengths in the 2016-17 program review. Counseling will continue to provide student success workshops to students.

### III. Needs Assessment

**1. Staffing Level** Provide a very brief description of your current staffing level or attach an organizational chart that includes positions only.



### 2. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016 - 2017	2017-2018
Administration	0	0	0	0	0	0	0
Classified Staff FT	2	2	3	3	2	4	4
Classified Staff PT	1 .94	1 .94	1 .94	1 .94	.5	1	1
Confidential Staff FT	0	0	0	0	0	0	0

Faculty FTE Full time	5	5	6	7	8		9	12
Faculty FTE Part time	0	0.67	Fal: **0.88 Spr: **1.13	14SUM: 0.5929 14FAL: 1.09 15WIN: 1.14 15SPR: 2.343	n/a		0	0
<b>Total Full Time Equivalent Permanent Staff</b>	7.94	7.94	9.94	10.94	n/a		9	12
Short Term Staff	0	0	0	0	0		0	0
Student Workers	0	0	0	2	2		2	2

### 3. Improvement Areas

*Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.*

- Equipment designated for student use in the open area has become obsolete or is no longer functioning. The printers in the area need to be replaced and the computer stations upgraded or replaced so that students can more efficiently use the workstations for online workshops, transfer information and research and completion of readmission requirements.
- The current ratio of counselor to students attending Norco College is 1:1125. The professional recommendation is that the ratio should be closer to 1:800. This can only be done by either a) increasing the number of counselors available to students or b) reducing the number of students attending Norco College. Assuming that a reduction in student population is not desired, then more counselors must be hired who can be made available to assist students.
- At the end of the 2015-2016 school year, Norco College counseling department lost three full-time counselors. One was a tenured position where the counselor chose to transfer to a sister institution. The other two were categorically funded positions, whereby the counselors were offered tenure track positions at other California Community Colleges. In addition, one other categorically funded, non-tenure track counselor applied for a tenure track position but elected to stay at Norco College. To lose three highly qualified counselors in one year is obviously a negative impact to the success of the area. It is foreseeable that this trend might continue if Norco College does not offer more tenure opportunities for counseling faculty.
- Counseling staff needs have also increased during the current school year. One staffer will be retiring at the end of the current 15-16 school year and the anticipated need to properly service students is that four, full-time classified staff are needed.

**4. Staff Needs**

**NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)**

<p align="center"><b>List Staff Positions Needed for Academic Year 2016-2017</b>  <b>Please be as specific and as brief as possible when offering a reason.</b>                      Place titles on list in order (rank) or importance.</p>	<p align="center"><b>Indicate</b>  <b>N = New</b>  <b>R=Replacement</b>  <b>I = Increase time</b></p>	<p align="center"><b>Annual</b>  <b>TCP*</b>                      TCP for employee</p>
<p><b>1. General Counselor (Tenure-Track)</b>  <u>Justification:</u> There are several initiatives/activities that require a counseling component and counseling input such as:</p> <ul style="list-style-type: none"> <li>• T3P (currently there is not a full-time counselor assigned to this fully-implemented program)</li> <li>• Puente</li> <li>• MMAP</li> <li>• Completion Initiative</li> <li>• Basic Skills</li> </ul> <p>In addition, there are several state mandates that require additional counselors to provide services:</p> <ul style="list-style-type: none"> <li>• Changes to BOGW</li> <li>• SSSP</li> <li>• Student Equity</li> </ul> <p>Some of our full-time tenure track counselors already have reassignments that decreases their availability to take on new projects. Reassignments include: Assistant Chair Time, Articulation (80% reassignment), Puente (50% reassignment), and additional class reassignments for counselors who teach Guidance courses. The challenge to take on new projects also affects other full-time counselors have taken on the role of project leads without reassignments to take the lead on the following:</p> <ul style="list-style-type: none"> <li>• Summer Advantage</li> <li>• Honors</li> <li>• Career Counseling</li> </ul>	<p><b>N</b></p>	<p><b>\$129,436</b></p>
<p><b>2. General Counselor (Tenure-Track)</b>  <u>Justification:</u> There are several initiatives/activities that require a counseling component and counseling input such as:</p> <ul style="list-style-type: none"> <li>• T3P (currently there is not a full-time counselor assigned to this fully-implemented program)</li> <li>• Puente</li> <li>• MMAP</li> <li>• Completion Initiative</li> </ul>	<p><b>N</b></p>	<p><b>\$129,436</b></p>

<ul style="list-style-type: none"> <li>• Basic Skills</li> </ul> <p>In addition, there are several state mandates that require additional counselors to provide services:</p> <ul style="list-style-type: none"> <li>• Changes to BOGW</li> <li>• SSSP</li> <li>• Student Equity</li> </ul> <p>Some of our full-time tenure track counselors already have reassignments that decreases their availability to take on new projects. Reassignments include: Assistant Chair Time, Articulation (80% reassignment), Puente (50% reassignment), and additional class reassignments for counselors who teach Guidance courses. The challenge to take on new projects also affects other full-time counselors have taken on the role of project leads without reassignments to take the lead on the following:</p> <ul style="list-style-type: none"> <li>• Summer Advantage</li> <li>• Honors</li> <li>• Career Counseling</li> </ul>		
<p><b>3. General Counselor (Tenure-Track)</b></p> <p><u>Justification:</u> There are several initiatives/activities that require a counseling component and counseling input such as:</p> <ul style="list-style-type: none"> <li>• T3P (currently there is not a full-time counselor assigned to this fully-implemented program)</li> <li>• Puente</li> <li>• MMAP</li> <li>• Completion Initiative</li> <li>• Basic Skills</li> </ul> <p>In addition, there are several state mandates that require additional counselors to provide services:</p> <ul style="list-style-type: none"> <li>• Changes to BOGW</li> <li>• SSSP</li> <li>• Student Equity</li> </ul> <p>Some of our full-time tenure track counselors already have reassignments that decreases their availability to take on new projects. Reassignments include: Assistant Chair Time, Articulation (80% reassignment), Puente (50% reassignment), and additional class reassignments for counselors who teach Guidance courses. The challenge to take on new projects also affects other full-time counselors have taken on the role of project leads without reassignments to take the lead on the following:</p> <ul style="list-style-type: none"> <li>• Summer Advantage</li> <li>• Honors</li> <li>• Career Counseling</li> </ul>	<p><b>N</b></p>	<p><b>\$129,436</b></p>

<p><b>4. VA/General Counselor (Tenure-Track)</b>  <u>Justification:</u> A VA General Counselor/Coordinator is needed to coordinate activities related to and develop services within the Veterans Education Services (VETS) Program.</p> <p>Duties include:  Act as liaison with on and off campus partners who support Veterans, active duty military personnel, and dependents. Provide individual and group counseling for student veterans with academic, career, and personal concerns. Conduct student orientation and advisement sessions to help students in developing their individual educational plan. Assist students in defining personal and educational plans and goals. Create an environment for students that develop self-awareness and self-direction capabilities. Be proficient and maintain competency in the use of computer applications used in counseling, teaching, and articulation related activities. May teach counseling courses and conduct counseling-related workshops. Participate in general faculty functions related to the educational process, in-service programs, and professional development, SLOs, program review, and other duties as assigned</p>	<b>N</b>	<b>\$129,436</b>
<p><b>5. Puente/General Counselor (Tenure-Track)</b>  <u>Justification:</u> The current counselor is transferring to Riverside City College and there is a need for a new counselor to continue the Puente Program. Since all current full-time counseling faculty have special assignments, the counseling department must look for a committed and interested individual.</p>	<b>R</b>	<b>\$129,436</b>
<p><b>6. Evaluator</b>  <u>Justification:</u> We are in need of more evaluators to process graduation applications, evaluate transcripts to determine equivalencies for general education and major equivalencies, process course substitutions and ADT verifications. Currently the process time for official course evaluation is more than 6 months.</p>	<b>N</b>	<b>\$47,459</b>
<p><b>4. Instructional Department Specialist</b>  <u>Justification:</u> Due to the growth of faculty and schedule, we need an additional instructional department specialist.</p>	<b>N</b>	<b>\$85,000</b>

\* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

***Support for hiring long-term (tenure track positions):***

- Categorically funded programs like SSSP can be used to hire tenure track counseling positions. DRC is a recent example in which a tenure track position was hired to replace a vacated position.
- There is substantial support statewide for funding to meet the requirements of the Student Success Act
- The 2014-15 Program Review includes requests for categorically funded, tenure track counseling positions to ensure they go through our college's strategic planning and resource allocation processes
- With the increased demand for counselors across the state, hiring tenure track faculty ensures our competitiveness with highly qualified candidates
- Adding tenure track counseling faculty increases participation in our shared governance and strategic planning processes makes us a stronger college

### 5. Equipment (*Not* including technology) Needs Not Covered by Current Budget

<p><b>List Equipment or Equipment Repair Needed for Academic Year 2016-2017</b>  <b>Please list/summarize the needs of your unit below.</b>  <b>Please be as specific and as brief as possible.</b>            Place items on list in order (rank) or importance.</p>	<b>Annual TCO*</b>		
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. Web Cams w/ Mic</b>            Reason: Web Cams w/ Mic are needed for all Full-time Counselors in order to facilitate online counseling appointments and online workshops. We are hiring additional SSSP Counselors, therefore Web Cams with Mic are requested.</p>	<b>\$50</b>	<b>3</b>	<b>\$150</b>
<p><b>2. Fellowes Powershred C-320C</b>            Reason: The Counseling Department's shredder supports over 15 staff and faculty. The high capacity shredder is over 10 years old and needs to be replaced with a comparable shredder that can appropriately handle the needs of multiple counseling related areas.</p>	<b>\$2,283.00</b>	<b>1</b>	<b>\$2,283.00</b>
<p><b>3. SARS TRAK</b>            Reason: As the Counseling Dept. increases outreach and provides counseling services at other locations on the Norco College campus, SARS TRAK will allow for accurate data collection regarding student's use of counseling services. SARS TRAK is a student self-serve check-in/check-out system for measuring students' use of college services, such as advising and counseling services. A PC at each site prompts students to record their arrivals, reasons for their visits, and departures. Students can enter their ID numbers using a keyboard, touch screen, or scanning device, such as a card reader or wand. Since students are prompted by on-screen instructions, no training is needed.</p>	<b>\$7500 +</b> (software license, customer support, and upgrades) <b>\$1420 +</b> (install, training, and shipping fee)	<b>1</b>	
<p><b>4. REPLACEMENT PRINTER / STUDENT USE AREA</b>            Reason: The current printer being used in the student area is having mechanical and software issues. IT has advised that it should be replaced and will most likely not work much longer. This printer is essential for students who are directed to the computer workstations to do online workshops (i.e. readmits) or to print up information needed for graduation and/or transfer requirements.</p>	<b>\$480.00</b>	<b>1</b>	<b>\$480.00</b>



## 6. Technology++ Needs Not Covered by Current Budget

NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

### Annual TCO\*

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C)?	Location (i.e. Office, Classroom, etc.)	Is there existing Infrastructure?	How many users served?	Has it been repaired frequently?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	<b>Computers (Lenovo)</b> <u>Justification:</u> New desktop workstations are necessary for the three new full-time counselors hired for general counseling.	N	C	Office	Y	3	NA	\$1,212.49	3	\$3,637.47
2. Usage / Justification	<b>Computers (Lenovo)</b> <u>Justification:</u> The heavily used student workstations in the counseling area that require access to web-based technology need to be replaced. The counseling and admin staff also need replacement of outdated units.	R	C	Office	Y	16	No	\$1,212.49	16	\$19,399.84
3. Usage / Justification	<b>Apple iMac workstation</b> <u>Justification:</u> Replacement workstation for outdated iMac is necessary.	R	C	Office	Y	1	No	\$2,486.92	1	\$2,486.92
4. Usage / Justification	<b>Surface Pro 4</b> <u>Justification:</u> SSSP Ed Advisor will use the tablet to access students information via SARS, Colleague, and web-based tools to assist students outside of the office.	N	N	Office	Y	1	NA	\$1,494.49	1	\$1,494.49

- TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

**7. Facilities Needs Not Covered by Current Building or Remodeling Projects\***

<p align="center"><b>List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities)</b> Place items on list in order (rank) or importance.</p>	<p align="center"><b>Total Cost of Request</b></p>
<p><b>1. Office space for Adjuncts and SSSP-FT Counselors</b> <u>Reason:</u> Counseling is at capacity and there are no open offices on the 2<sup>nd</sup> floor of the Student Services Building. Counselors need offices for appointments due to the need for confidentiality.</p>	<p align="center"><b>Unknown</b></p>
<p><b>2.</b> <u>Reason:</u></p>	
<p><b>3.</b> <u>Reason:</u></p>	
<p><b>4.</b> <u>Reason:</u></p>	
<p><b>5.</b> <u>Reason:</u></p>	
<p><b>6.</b> <u>Reason:</u></p>	

\*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

**8. Professional or Organizational Development Needs Not Covered by Current Budget\***

<b>List Professional Development Needs for Academic Year 2016-2017</b> Reasons might include in response to assessment findings or the need to update skills. <b>Please be as specific and as brief as possible.</b> Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.			
	Cost per item	Number Requested	Total Cost of Request
<b>1.UC Conference</b> <u>Reason:</u> Stay current with University of California(UC) requirements and policies that affect Norco students who are interested in transferring to a UC	<b>\$60.00</b>	<b>8</b>	<b>\$480.00</b>
<b>2. CSU Conference</b> <u>Reason:</u> Stay current with California State University(CSU) requirements and policies that affect Norco students who are interested in transferring to a CSU	<b>\$75.00</b>	<b>8</b>	<b>\$600.00</b>
<b>3. UC Ensuring Transfer Success</b> <u>Reason:</u> Stay current with University of California (UC) transfer requirements and policies that affect Norco students who are interested in transferring to a UC. Receive updates on transfer and counselor tools.	<b>\$105.00</b>	<b>8</b>	<b>\$840.00</b>
<b>4. The RP Group: Strengthening Student Success Conference</b> <u>Reason:</u> Gain an understanding of system-wide changes and learn best practices/student support approaches	<b>\$400.00</b>	<b>4</b>	<b>\$1600.00</b>
<b>5. College/Campus Specific Counselor Trainings</b> <u>Reason:</u> Stay current with college/university requirements and policies that affect Norco students who are interested in transferring to various colleges and universities	<b>\$100.00</b>	<b>5</b>	<b>\$500.00</b>
<b>6. Umoja Conference</b> <u>Reason:</u> Learn best practices and information that will help support T3P	<b>\$490.00</b>	<b>1</b>	<b>\$490.00</b>
<b>7. Career Counseling Training/Conferences</b> <u>Reason:</u> Stay current with career trends, tools, and resources that can help Norco College students in their career development.	<b>\$100.00</b>	<b>5</b>	<b>\$500.00</b>
<b>8. Articulation Conferences</b> <u>Reason:</u> Stay current with regards to articulation policies that affect Norco College students	<b>\$500.00</b>	<b>1</b>	<b>\$500.00</b>

<p><b>9. A2MEND – African American Male Education Network &amp; Development Summit</b> Reason: A look at African American Male Success in Community Colleges. In response to the lack of educational success of African American male students in California Community Colleges, A2MEND was organized to address the administrative and instructional strategies that have an impact on the success of African American male students.</p>	<b>\$300.00</b>	<b>1</b>	<b>\$300.00</b>
<p><b>10. On Course</b> Reason: Enhance counseling and Guidance teaching skills. On Course focuses on “providing “ a model for transforming a traditional student success program focused primarily on study skills into one that empowers students to become active, responsible learners”</p>	<b>\$860.00</b>	<b>8</b>	<b>\$6880.0</b>
<p><b>11. Academic Senate Fall Plenary</b> Reason: Stay abreast of policies, practices, and issues pertaining to serving California Community College students. Past sessions have discussed SSSP mandates and Counseling related issues</p>	<b>\$425.00</b>	<b>4</b>	<b>\$1700.00</b>
<p><b>12. Academic Senate Spring Plenary</b> Reason: Stay abreast of policies, practices, and issues pertaining to serving California Community College students. Past sessions have discussed SSSP mandates and Counseling related issues</p>	<b>\$425.00</b>	<b>4</b>	<b>\$1700.00</b>
<p><b>13. Academic Academy</b> Reason: This event aims to bring instructional and student services faculty <i>and</i> administrators, as well as researchers, in order to discuss and learn about positive, ongoing and innovative practices that meet the recent legislative mandates for California Community Colleges</p>	<b>\$425.00</b>	<b>4</b>	<b>\$1700.00</b>
<p><b>14. NABITA training</b> Reason: With the increase of students with Autism Spectrum Disorder, psychological disorders and returning veterans attending the community college. It is crucial for the instructional faculty and counselors on campus be trained in identifying baseline and unusual or concerning behaviors to take steps in preventing possible life threatening situations. NaBITA offers a 3 day training to help individuals in determining at risk behavior and gives tools and strategies in working with those students in the best interest of the student.</p>	<b>\$799</b>	<b>8</b>	<b>\$6392</b>

\*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

**9. SAFETY NEEDS not covered by current budget**

<p><b>List Safety Needs for Academic Year 2016-2017</b>                      Please list/summarize the needs of your unit below.                      Please be as specific and as brief as possible.                      Not all needs will have a cost, but may require a reallocation of current staff time.                      Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1.</b> <u>Reason:</u></p>			
<p><b>2.</b> <u>Reason:</u></p>			
<p><b>3.</b> <u>Reason:</u></p>			
<p><b>4.</b> <u>Reason:</u></p>			
<p><b>5.</b> <u>Reason:</u></p>			
<p><b>6.</b> <u>Reason:</u></p>			

**9. OTHER NEEDS not covered by current budget**

<p align="center"><b>List Other Needs for Academic Year 2016-2017</b>                      Please list/summarize the needs of your unit below.                      Please be as specific and as brief as possible.                      Not all needs will have a cost, but may require a reallocation of current staff time.                      Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. USB Flash Drive Lanyards</b>  <b>Reason:</b> Various student groups that counselors and educational advisors work with throughout the year will receive a USB flash drive lanyard loaded with important information through counseling and the college to assist with their academic success.</p>	<b>\$4,94</b>	<b>2,500</b>	<b>\$12,339</b>
<p><b>2.</b>  <u>Reason:</u></p>			
<p><b>3.</b>  <u>Reason:</u></p>			
<p><b>4.</b>  <u>Reason:</u></p>			
<p><b>5.</b>  <u>Reason:</u></p>			
<p><b>6.</b>  <u>Reason:</u></p>			

## Appendix

*(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)*

### Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
  - a. By providing educational opportunities
  - b. By celebrating diversity
  - c. By promoting collaboration
  
2. Provides support and encouragement through
  - a. Innovative approach to learning
  - b. Application of emerging technologies
  
3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

#### Example:

- ***SLO- Students will learn the services available through WebAdvisor.***
- ***How it is linked to the Mission Statement: 2b – Provides support and encouragement through application of emerging technologies.***