

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: COUNSELING / SSSP

Prepared by: JOHN MOORE

Academic Year: 2016-2017

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. (2016-17 Norco College 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. (2016-17 Norco College Catalog)

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 progress/probation/dismissal counseling
- Transfer course selection for UC, CSU and private universities
- Certificate and associate degree requirements
- Instruction of guidance courses
- Assessment and interpretation of career inventories
- Referrals to other support services
- Career exploration
- Student Success Workshops including AA/AS, and Transfer Workshops (all offered in person and online)

- SEP classroom workshops
- Special Programs Counseling (DRC, EOPS, Puente; Umoja, Veterans, Honors, Summer Advantage, Basic Skills)

4. Strengths

1. Counseling provides Student Educational Plans (SEP’s) 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/walk-in counseling.
5. Active involvement in student clubs and activities-two counselors serve as Advisors (Puente, Umoja) and one counselor serves as the Counseling Lead (Honors) while others 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. Basic Skills Initiative (BSI) Outreach
8. Outreach to promote SEPs-“Ask a Counselor”
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)

5. Students Served

Note: Briefly report the number of students served and/or provide a general description of the student population(s) you serve. When reporting numbers, please specify the timeframe you are reporting.

6/15/16 - 6/15/17	Appt. Scheduled	Appt. Attended	Show Rate	Drop-ins Seen	Drop-ins Not Seen	Avg. Wait Time
General Appointments	7,957	5967	75%	8128	7	24 min
SFS Appointments	516	431	84%	1	1	27 min
Transfer Appointments	422	344	82%	6	2	19 min

II. Assessing Outcomes

1.A. Report on 2015-2016 Assessment Plan and Objectives for Student Services Area:

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	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
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.	A) Continued Modification: Educational Advisor was given specific task to contact all Summer Advantage students to schedule appointments with Counseling faculty for an update to their 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 degrees.	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 workshop. Counseling to provide outreach to the students who still are in need of this service.	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.	B) Moved to Strengths. Objective was met based on Assessment Criteria.
3.	Students who participate in career exploration will learn about career information and resources.	(SLO) 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.	A) Continued Modification: Investigation into increasing the number of Counseling faculty who are certified in the interpretation of MBTI and Strong assessment results. Goal is to have more skilled faculty who can then update and improve teaching and retention strategies to help more students have better understanding of the importance of personality assessment and subsequently increase the overall percentage of students who are able to answer in the positive to 75%.

4.	Students will develop a Student Educational Plan during Career Technical Education (CTE) Workshops.	(SAO) 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.	B) Moved to Strengths. Objective was met based on Assessment Criteria.
5.	Students will learn student success strategies in workshops that cover a variety of topics (study skills, test taking skills, stress management, etc.)	(SLO) Students that participate in academic skills workshops will learn college success strategies.	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 academic skills workshops.	Fall 2015 Workshops: Goal Setting- 98% Test Taking- 83% Stress Management: 100% Spring 2016: Note Taking- 95% Goal Setting- 72% Test Taking- 97% Stress Management- 84%	Criteria Met Will move to strengths in 2016-17 program review.	B) Moved to Strengths. Objective was met based on Assessment Criteria.

***Please see appendix for description.**

II.1.B. Program Modifications for 2015-2016 Data Assessment (“Closing the Loop”)

Note: For 2015-2016 outcomes assessments you are continuing or modifying in your 2016-2017 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)
Students who complete Summer Advantage in 2015 will develop an updated educational plan with a counselor in	Passive contacts (i.e. email, automated phone messaging, etc.) were not seen as increasing the number of Summer Advantage students who made appointments to receive an updated SEP.

<p>2015/2016</p> <p>Objective: Students who complete Summer Advantage will develop an updated student educational plan with a counselor</p>	<p>Working with an assigned Educational Advisor, all Summer Advantage students are now contact by phone directly and asked to schedule an appointment with Counseling faculty for an update to their SEP. Counseling has maintained an ambitious target criterion of 70% for 2016-2017.</p>
<p>Students that utilize career exploration resources will discover career specific information based on personality results.</p> <p>Objective: Students who participate in career exploration will learn about career information and resources.</p>	<p>Previously one counselor was tasked with hosting all workshops related to MBTI and/or Strong Inventory. This necessitated a limitation on the potential number of students able to participate as well as reducing opportunities and planning for additional strategies to increase learning by students thus affecting possible retention.</p> <p>Investigation has begun into increasing the number of Counseling faculty who are certified in the interpretation of MBTI and Strong assessment results. Goal is to have more skilled faculty who can then update and improve teaching and retention strategies to help more students have better understanding of the importance of personality assessment.</p> <p>Counseling has set an ambitious target criterion of 75% for 2016-2017.</p>

II.2.A. 2016-2017 Assessment Plan for Student Services Area:

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, comprehensive Student Educational Plan.
- Basic Skills Initiative (BSI) workshop participants will learn about counseling services and meet with a counselor to receive a Student Educational Plan if they do not already have one.
- First-Year college students (non-Summer Advantage) who have selected and enrolled at Norco College for Fall 2016 and remain enrolled will meet with a counselor to receive a comprehensive Student Educational Plan.

	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, comprehensive Student Educational Plan.	(SAO) Students who complete Summer Advantage during summer term 2016 and enrolled in fall 2016 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 2016-2017 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 Summer Advantage students who received an updated comprehensive Student Educational Plan. Counseling staff and faculty to provide outreach to the students who still are in need of this service.	Criteria Not Met As of 6/08/17, percentage of updated Comprehensive SEP's for Summer Advantage 2016: 62% Recommend to continue to include this objective in the 2017-18 program review.	A) Continued Modification: Summer Advantage to be retooled into more focused approach of developing complete, comprehensive SEP's for all participants during summer term with no follow-up appointment required.
2.	Students who participate in career exploration courses and workshops will	(SLO) Students that utilize career exploration resources will discover career specific information based on personality	1a: Service to students, community, and workforce by providing	75% of students will answer the direct learning assessment questions correctly. (Pre/Post survey)	Pre/Post Survey will be administered before and after student's participation in	Criteria Met 93% of all students surveyed (Pre/Post) who participated in career exploration courses and	B) Moved to Strengths: Goal Met

	learn about career resources and tools to help them determine a career pathway.	and interest assessment results.	educational opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.		career exploration workshops and/or courses.	workshops answered post survey direct learning assessment questions correctly demonstrating increased knowledge about career resources and tools.	
3.	Basic Skills Initiative (BSI) workshop participants will learn about counseling services and meet with a counselor to receive a Student Educational Plan (SEP) if they do not already have one.	(SAO) Basic Skills Students will meet with a counselor upon completing a Basic Skills Initiative workshop to receive a Student Educational Plan if needed.	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.	40% of Norco College Basic Skills students who attend a BSI workshop and do not have a Student Educational Plan on file will receive a plan.	BSI students will receive a Student Educational Plan during the workshop or at a follow-up meeting with a counselor, at the discretion of the counselor(s) hosting the workshop. A SARS report will be developed to track BSI students receiving their plans and followed up on by an educational advisor. Counseling staff and faculty will provide outreach to the students who still are in need of this service.	Unknown As of publication of this document, data has not yet been acquired or reviewed to determine if the goal of 40% was met. It is estimated that criteria was met based on data reviewed from the 15-16 program review and due to the significant number of workshops and/or SEP counseling appointments done by the assigned counselors. To be amended in the 17-18 Program Review.	A) Continued: Using funding from the BSI Grant, a counselor will again be dedicated to provide workshops and counseling services to participants with the intended goal of each student (100%) receiving a comprehensive SEP if they do not already have one.
4.	First-Year college students (non-Summer Advantage) who	(SAO) Students who are identified as First-Year, no previous college,	1a: Service to students, community, and workforce by	70% of First-Year, non-Summer Advantage students will meet with a	Using SARS and Colleague, a report will be used to track	Criteria incomplete. During the 2016-2017 academic	A) Continued with modification: With the implementation of the Completion Initiative

	<p>have selected and enrolled at Norco College for Fall 2016 and remain enrolled will meet with a counselor to receive a comprehensive Student Educational Plan.</p>	<p>non-Summer Advantage and enrolled in fall 2016 will develop an updated Student Educational Plan with a counselor.</p>	<p>providing educational opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.</p>	<p>counselor to develop an updated Student Educational Plan.</p>	<p>First-year, non-Summer Advantage students, with no previous college experience and determine how many have received a comprehensive Student Educational Plan. Counseling staff and faculty will provide outreach to the students who still are in need of this service.</p>	<p>year, a total number of 3,252 SEP's (comprehensive and/or abbreviated) were written for students by counselors. Data has not yet been provided to determine how many of these SEP's were generated for the identified group (First-Year, non-Summer Advantage.) For spring semester, 2017, a new counseling model was initiated where available counseling appointments were reduced and express / walk-in counseling was modified, removing the previous time limit of only 10 minutes. Students are now allowed to walk-in and request a SEP without having to make an appointment and the counselor is able to spend up to a maximum of 45 minutes with the student if needed. As this new model</p>	<p>and the launch of a First-Year Experience pilot program for the 2017-2018 academic year, it is anticipated that the tracking and intrusive counseling approach to identifying and insuring First-Year college students receive a comprehensive SEP will be altered. This may include the additional support of educational advisors / student success coaches, mandatory Guidance courses with a required SEP component, as well as other methods to complete this goal.</p>
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						becomes more widely known amongst students it is anticipated that the number of SEP's created will dramatically increase.	
5.							

***Please see appendix for description.**

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

II.2.B. 2016-2017 Assessment Plan Findings/Data Analysis

SLO/SAO #1: Students who complete Summer Advantage during summer term 2016 and enrolled in fall 2016 will develop an updated Student Educational Plan with a counselor.

Findings/Data Analysis

Criteria Not Met. As of 6/08/17, percentage of updated Comprehensive SEP's for Summer Advantage students from 2016: 62%

Improvement Recommendations

Modify the Summer Advantage Program. The target goal of 70% of Summer Advantage students to receive a comprehensive SEP and via a follow-up meeting with a counselor was not achieved. It is estimated that approximately 62% of these students did receive their comprehensive SEP.

Although the same objective and goal will be included in the 2017-2018, the approach and model of the Summer Advantage program will be drastically modified. The focus will shift to creating an opportunity for all Summer Advantage students to receive a comprehensive SEP without requiring a follow-up appointment with a counselor thus eliminating a redundancy for the student and creating opportunities for more students to be served by counseling.

SLO/SAO #2: Students that utilize career exploration resources will discover career specific information based on personality and interest assessment results.

Findings/Data Analysis

Criteria Met. 93% of all students surveyed (Pre/Post) who participated in career exploration courses and workshops answered post survey direct learning assessment questions correctly demonstrating increased knowledge about career resources and tools.

Improvement Recommendations

This objective is now moved to strengths. Workshops offered success rate of direct learning and will continue to be offered moving forward. However, with the anticipated implementation of the Completion Initiative, First-Year Experience pilot, and College to Career planning initiatives, new objectives related to careers and career counseling will be created.

SLO/SAO #3: Basic Skills Initiative (BSI) workshop participants will learn about counseling services and meet with a counselor to receive a Student Educational Plan (SEP) if they do not already have one.

Findings/Data Analysis

As of publication of this document, data has not yet been acquired or reviewed to determine if the goal of 40% was met. It is estimated that criteria was met based on data reviewed from the 15-16 program review and due to the significant number of workshops and/or SEP counseling appointments done by the assigned counselors.

Improvement Recommendations

With two counselors provided reassignment time towards this initiative, it is anticipated that data tracking will become more reliable and consistent. Recommend reviewing data to be amended to 2017-2018 program review and suggested modifications if needed.

SLO/SAO #4: First-Year college students (non-Summer Advantage) who have selected and enrolled at Norco College for Fall 2016 and remain enrolled will meet with a counselor to receive a comprehensive Student Educational Plan.

Findings/Data Analysis

During the 2016-2017 academic year, a total number of 3,252 SEP's (comprehensive and/or abbreviated) were written for students by counselors. Data has not yet been provided to determine how many of these SEP's were generated for the identified group (First-Year, non-Summer Advantage.)

*For spring semester 2017, a new counseling model was initiated where available counseling appointments were reduced and express / walk-in counseling was modified, removing the previous time limit of only 10 minutes. Instead, students are now able to walk-in and request a SEP without having to make an appointment and the counselor is able to spend up to a maximum of 45 minutes with the student if needed. A review of last year's data (15-16) to this year (16-17) shows that the number of students who walked in seeking counseling assistance **increased by 17%**. In addition, the percentage of walk-in students who were not seen dropped from 4% to essentially 0%, thus suggesting that more students are being seen now under the new model.*

The anticipated result as this new model becomes more widely known amongst students (first-year as well as continuing and returning) is that the number of SEP's created will dramatically increase.

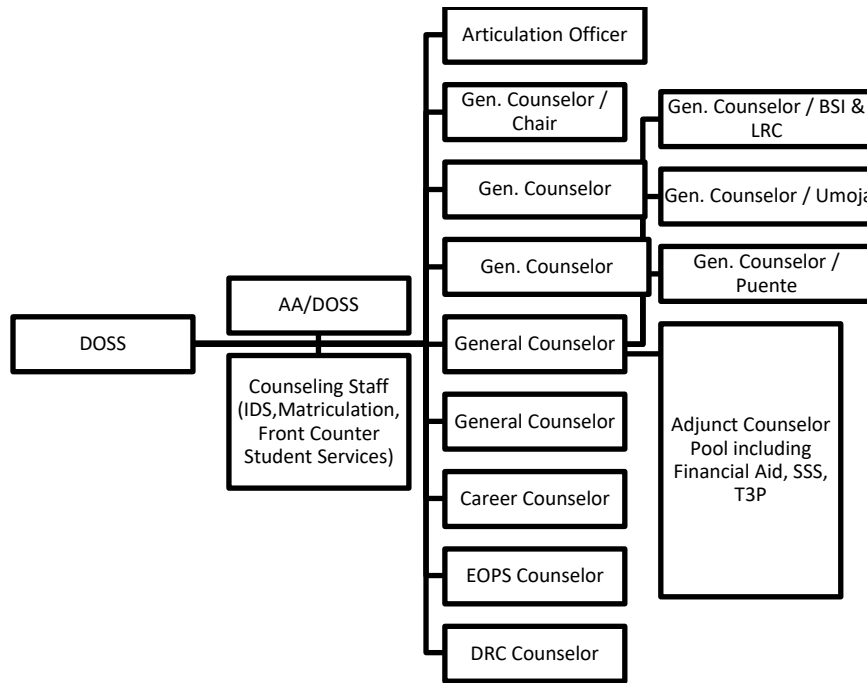
Improvement Recommendations

With the implementation of the Completion Initiative and the launch of a First-Year Experience pilot program for the 2017-2018 academic year, it is anticipated that the tracking and intrusive counseling approach to identifying and insuring First-Year college students receive a comprehensive SEP will be altered. This may include the additional support of educational advisors / student success coaches, mandatory Guidance courses with a required SEP component, as well as other methods to complete this goal.

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

Please indicate the number in terms of FTE. (In other words a full time staff person is a 1.0, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017 - 2018	2018-2019
Administration	0	0	0	0	0	0	0
Classified Staff FT	2	3	3	2	2	3	4
Classified Staff PT	1	1	1	.5	2	2	3
Confidential Staff FT	0	0	0	0	0	0	0
Faculty FTE Full time	5	6	7	8	12	14	16
Faculty FTE Part time	0.67	Fal: **0.88 Spr: **1.13	14SUM: 0.5929 14FAL: 1.09 15WIN: 1.14 15SPR: 2.343	n/a	1.25	3	3
Total Full Time Equivalent Permanent Staff	7.94	9.94	10.94	n/a	17.25	22	26
Short Term Staff							
Student Workers							

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.

- An urgent need exists to increase counseling staff. As counseling seeks to increase the number of students who receive a comprehensive SEP, more manpower is needed to insure that documentation is properly inputted and tracked for reporting purposes as well as insuring that SEP's are digitized and made available to students via online access. Additionally, due to space

limitations in the general counseling area, permanent part-time counseling staff are also needed in other areas on campus where counseling is offered to the general population such as the career center and learning resource center.

- More allocated office space is needed. As the need for student counseling becomes greater and more students seek out advisement and counseling for proper career and education planning, more counselors are needed. The general counseling department currently has only eight available office spaces. Two additional offices are available to counselors for use in the LRC and Career center respectively. Additional offices will be needed to provide a secure and private space where students can meet with counselors.
- The current ratio of counselors to students attending Norco College is 1:981. While this is an improvement from the previous school year, the professional recommendation is that the ratio should be closer to 1:800. As more initiatives tied to student persistence, retention and completion of college are implemented, each component will require involvement of skilled academic counselors who aid students in developing and maintaining an education and/or career plan while working with instructional faculty in helping to advise students on careers and majors. These new initiatives also will lead to repeat counseling sessions with the same individual students as well as students participating in workshops and classes that are facilitated by counselors. An increased demand for counselor involvement and participation in a variety of institutional and professional meetings will continue to reduce counselor availability to regularly meet with students.
- More full-time, tenure-track counseling faculty are needed. Unlike adjunct counseling faculty, full-time counselors provide institutional service in addition to their counseling duties. The recent emphasis by the state on the development of guided pathways, college to career advisement, and other similarly funded initiatives (i.e. BSI, Umoja, Puente, EOPS, DRC, Veterans, etc.) requires involvement of full-time counseling faculty with students as well as the institution to insure collaboration and proper implementation of these programs.
- More adjunct counseling faculty are needed. As full-time counseling faculty are drawn into different initiatives and specialized programs, general counseling of students will be negatively impacted. An increase in the number of adjunct counseling faculty hired and scheduled to work will improve the counselor to student ratio as well as reduce student reductions in persistence and/or retention due to frustration with regards to lack of counselor availability.

Unit Name: _____

4. Staff Needs

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

<p>List Staff Positions Needed for Academic Year 2017-2018 Please be as specific as possible when offering a justification. Place titles on list in order (rank) of importance.</p>	<p>Indicate N = New R=Replacement I = Increase time</p>	<p>Annual TCP* TCP for employee</p>
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<p>1. General Counselor (Tenure-Track)</p> <p><u>Justification:</u> There are several initiatives/programs that require a counseling component and counseling input such as:</p> <ul style="list-style-type: none"> • Dual Enrollment / Counseling of high school students within the Corona-Norco Unified School District (excluding JFK Middle College) • JFK Middle College counseling of students concurrently enrolled in Norco College courses. • Completion Initiative counseling of Norco College students assigned to a particular school or division based on their program of study • Career Technical Education counseling of students enrolled in accelerated programs of study and/or taking exclusively evening and weekend classes • Increased Guidance or personal development counseling partnerships with First Year Experience, Equity / Students of Color, and historically underserved student population initiatives <p>In addition, several state mandates continue to or have added updates that require additional counselors in order to provide more student services:</p> <ul style="list-style-type: none"> • Financial Aid now more closely tied to programs of study and student academic standing • SSSP, Workforce, and other state funded community college initiatives all now have a counseling component requiring students to have a current and comprehensive student education plan (SEP) • Student Equity <p>Most of our current full-time counselors already have reassignments that decrease their availability to take on new projects or initiatives. Current reassignments include: department co-chair duties (30% reassignment), Articulation (80% reassignment, will be 100% during 2017-2018), Puente (70% reassignment), Umoja (70% reassignment), JFK (40% reassignment), Basic Skills (20% reassignment times two counselors) and additional reassignment time for counselors who teach general population Guidance courses. In addition to the reassignments indicated, full-time counselors have also taken on the role of project leads without reassigned time for the following:</p> <ul style="list-style-type: none"> • Summer Advantage • Honors (reassigned awarded beginning 2017-2018) • Completion Initiative • Faculty Advisement Training • RP Group LFM Academy • First Year Experience • Dual Enrollment • CTE workshops • Extended evening counseling 	N	\$129,436
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<p>2. Veterans Resource Center – Counselor / Coordinator (Tenure-Track)</p> <p><u>Justification:</u> A recent notification by the state has awarded a substantial allocation of funds (\$2 million) to Norco College to help develop / expand our Veterans Education Services (VETS) Program and help create a dedicated facility (Veterans Resource Center or VRC.) This commitment by the state legislature creates a commitment by Norco College to provide equally dedicated resources to support our students who are Veterans, active duty military and their dependents.</p> <p>Duties include: The counselor / coordinator of the VRC would act as liaison with on and off campus partners who support Veterans, active duty military personnel, and dependents. He/She would:</p> <ul style="list-style-type: none"> • Provide individual and group counseling for student veterans with academic, career, and personal concerns • Develop, prepare and conduct student orientation and individual counseling sessions with veteran students to create student education plans (SEP’s) • Assist students in defining personal and career plans and goals • Create an environment for veteran students that develops self-awareness and self-direction capabilities • As the counselor be proficient and maintain competency in the use of computer applications used in counseling, teaching, and articulation related activities • 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 • Act as the certifying official for approved courses eligible for veterans benefits • Collaborate with college leadership on development, implementation and administration of the approved budget • Coordinate on-campus and off-campus activities and events hosted and facilitated by veterans clubs and partners 	<p>N</p>	<p>\$129,436</p>
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<p>3. Student Success & Support Program Assistant (Classified Staff)</p> <p><u>Justification:</u> As emphasis on each student having a comprehensive education plan (SEP) increases, the requirement to properly input data, track data and properly reflect student services also increases. Currently the front counter staff (Clerks I and II) are serving students, maintaining and altering counselor schedules in SARS, and endeavoring to also input education goal data into the Ellucian UI system. With increased foot traffic and more students anticipated to visit the counseling department, the existing staff will have less time to input the UI data thus causing a delay in reporting properly the number of students served for MIS reporting purposes.</p>	N	\$48,000
<p>4. Articulation Officer / Veterans Resource Center</p> <p><u>Justification:</u> A recent notification by the state has awarded a substantial allocation of funds (\$2 Million) to Norco College to help develop / expand our Veterans Education Services (VETS) Program and help create a dedicated facility (Veterans Resource Center or VRC.) This commitment by the state legislature creates a commitment by Norco College to provide equally dedicated resources to support our students who are Veterans, active duty military and their dependents.</p> <p>The approved allocation of funds takes into account new parameters encouraged by the state that California Community Colleges establish detailed articulation agreements between academic programs and veterans' military training and experience granting up to 30 units of college credit identifying a genuine connection between veteran training and college curriculum, certificates and degrees.</p>	N	\$129,436
<p>5. <u>Justification:</u></p>		
<p>6. <u>Justification:</u></p>		

* 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.

Unit Name: _____

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

List Equipment or Equipment Repair Needed for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific as possible. Place items on list in order (rank) of importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. <u>Justification:</u>			
2. <u>Justification:</u>			
3. <u>Justification:</u>			
4. <u>Justification:</u>			
5. <u>Justification:</u>			
6. <u>Justification:</u>			

* 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.

Unit Name: _____

6. Technology++ Needs Not Covered by Current Budget

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

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 ?	Annual TCO*		
								Cost per item	# Rqsted	Total Cost of Request
1. Usage / Justification	<p>Dedicated shared server for use exclusively by counseling department</p> <p><u>Justification:</u> As counseling of Norco College students continues to increase in emphasis, it is essential that all counseling faculty and staff are able to operate from the same resources and information. Due to the expanded nature of operations, a dedicated server location, accessible by on and off-campus personnel will allow for a more</p>	N	C	OFFICE	Y	18	N/A			UNKWN

	smooth and consistent sharing of vital policies, forms, procedures and information to insure that students consistently receive supportive planning, advisement and resources.									
2. Usage / Justification	Computers (Lenovo) <u>Justification:</u> The heavily used student workstations in the counseling area that require access to web-based technology need to be replaced.	R	C	Office	Y	16	No	\$1,212	16	\$19,400
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- 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.

Unit Name: _____

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

<p align="center">List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities) Place items on list in order (rank) of importance.</p>	<p align="center">Total Cost of Request</p>
<p>1. Office space for new FT Counselors and Adjunct Counselors <u>Justification:</u> The General Counseling department is at capacity (8 offices) and there are currently no open offices remaining on the 2nd floor of the Student Services Building. An office with a door is required for counselors when meeting with students to maintain compliance with FERPA and the need for confidentiality. Additional office space was secured in the Career Center (1 counselor), EOPS (1 counselor), DRC (1 counselor) and LRC (1 counselor). However, to provide adequate counseling for the current and anticipated student population, it is estimated that in time an additional five more office spaces for full-time counselors will be needed. Adjunct counselors also need a private space in which to meet with students and often are unable to use full-time counselor office space because the other counselor is using it for his/her reassignment duties. Therefore, it is estimated that an additional three more office spaces to accommodate adjunct counseling needs will also be needed.</p>	<p align="center">UNKNOWN</p>
<p>2. <u>Justification:</u></p>	
<p>3. <u>Justification:</u></p>	
<p>4. <u>Justification:</u></p>	

5. <u>Justification:</u>	
6. <u>Justification:</u>	

*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.

Unit Name: _____

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

<p align="center">List Professional Development Needs for Academic Year 2017-2018</p> <p>Reasons might include in response to assessment findings or the need to update skills. Please be as specific as possible. 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) of importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. UC Conference Reason: Stay current with University of California(UC) requirements and policies that affect Norco students who are interested in transferring to a UC</p>	\$60.00	12	\$720.00
<p>2. CSU Conference Reason: Stay current with California State University(CSU) requirements and policies that affect Norco students who are interested in transferring to a CSU</p>	\$75.00	12	\$900.00
<p>3. UC Ensuring Transfer Success Reason: 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.</p>	\$105.00	12	\$1260.00
<p>4. The RP Group: Strengthening Student Success Conference Reason: Gain an understanding of system-wide changes and learn best practices/student support approaches</p>	\$400.00	6	\$2400.00
<p>5. Strong Interest Inventory Certification Training Reason: As the current pathways initiatives are implemented, counselors will be largely responsible for assisting students in determining appropriate career paths and majors based on the student's personality and interest types. All FT counselors (excluding one) were MBTI certified during the current school year and now seek to also be certified in the Strong to better serve and advise students.</p>	\$995.00	12	\$11,940.00

6. Umoja Conference Reason: Learn best practices and receive updated training plus information that will help support the Umoja program	\$500.00	1	\$500.00
7. Career Counseling Training/Conferences Reason: Stay current with career trends, tools, and resources that can help Norco College students in their career development.	\$100.00	5	\$500.00
8. Articulation Conferences Reason: Stay current with regards to articulation policies that affect Norco College students	\$500.00	1	\$500.00
9. A2MEND – African American Male Education Network & Development Summit 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.	\$350.00	1	\$350.00
10. On Course 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”	\$860.00	3	\$2580.00
11. Academic Senate Fall Plenary 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	\$425.00	2	\$850.00
12. Academic Senate Spring Plenary 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	\$425.00	2	\$850.00

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

Unit Name: _____

9. SAFETY NEEDS not covered by current budget

List Safety Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific 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) of importance.			
	Cost per item	Number Requested	Total Cost of Request
1. <u>Justification:</u>			
2. <u>Justification:</u>			
3. <u>Justification:</u>			
4. <u>Justification:</u>			
5. <u>Justification:</u>			
6. <u>Justification:</u>			

Unit Name: _____

9. OTHER NEEDS *not* covered by current budget

List Other Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific 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) of importance.			
	Cost per item	Number Requested	Total Cost of Request
1. <u>Justification:</u>			
2. <u>Justification:</u>			
3. <u>Justification:</u>			
4. <u>Justification:</u>			
5. <u>Justification:</u>			
6. <u>Justification:</u>			

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.***