

# STUDENT SERVICES PROGRAM REVIEW WORKSHEET

**Student Services Area:** COUNSELING / SSSP

**Prepared by:** JOHN MOORE

**Academic Year:** 2018 -2019

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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, instructional and educational services. Our counselors 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. (2018-19 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. (2018-19 Norco College Catalog)

### 3. Summary

Counselors advise students in planning and achieving their personal, educational, and career/vocational goals through: • Individual counseling appointments, express/drop-in counseling, and online counseling

- Online and In-Person Orientation
- Student Educational Plans (SEPs)
- Academic progress/probation/dismissal counseling
- Transfer course selection for UC, CSU and private universities
- Information on certificate and associate degree requirements
- Instruction of guidance courses
- Assessment and interpretation of personality, interest and career inventories
- Referrals to other support services
- Career exploration advisement
- Success workshops and 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 drop-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 for Honors while others continue to collaborate with various departments and programs to promote student success (Veterans, CalWorks, Articulation, Curriculum, Transfer Center, EOPS, DRC, Financial Aid, etc.)
6. Strong Counseling Component in the Summer Advantage program including high school visitations, workshops during the Norco Orientation Week (NOW) , and a comprehensive SEP appointment.
7. Basic Skills Initiative (BSI) Outreach
8. Extension of counseling services into areas and during hours not previously served.
9. Counselors develop innovative activities to address implementation of the Guided Pathways framework and supporting the Vision for Success goals set forth by the California Community Colleges Chancellors office.

**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.*

<b>6/18/18 - 6/14/19</b>	<b>Appt. Scheduled</b>	<b>Appt. Attended</b>	<b>Show Rate</b>	<b>Drop-ins Seen</b>	<b>Drop-ins Not Seen</b>	<b>Avg. Wait Time</b>
General Appointments	6,765	5,378	79%			Unknown
Drop-In Counseling				13,207	Unknown	Unknown

## II. Assessing Outcomes

### 1.A. Report on 2017-2018 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).

	<b>Objective</b>	<b>Student Learning Outcome (SLO) or Service Area Outcome (SAO)</b>	<b>Relevance of Objective to Norco College Mission *</b>	<b>Assessment Criteria (Specify Target Performance Level)</b>	<b>Assessment Measure</b>	<b>Findings</b>	<b>Improvement Recommendations (next step)</b>	<b>Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)</b>
1.	Summer Advantage students will develop an updated Student Educational Plan.	<b>(SAO)</b> Students who complete Summer Advantage in 2017 and were enrolled in fall 2017 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 2017-2018 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 6/08/17, percentage of updated Comprehensive SEP's for Summer Advantage: 62%	Criteria not met. Recommend continuing to include this objective in the 2018-19 program review. Counseling faculty will work closely with SSSP Ed Advisor to contact Summer Advantage students to update their comprehensive SEP.	Continued/Modified: 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.	<b>(SAO)</b> 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.	142 students were tracked during fall 2017. No follow-up numbers were provided on the actual total number of Norco College students who were considered as Basic Skills. Of the 142 tracked in fall, 52 appear to have met with a counselor after attending the workshop indicating a 37% of students who made a follow-up appointment.	Criteria Not Met and/or Inconclusive It is uncertain as to what was the exact number of Basic Skills students there were for the 17-18 school year. What does seem apparent is that a lower number of students who attended the workshops followed up with counseling appointments.	Continued/Modified: This will objective will be returned to active status, perhaps modified in language to reflect the impacts of AB705
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.	75% 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.	93% of all students surveyed (Pre/Post) who participated in career exploration courses and workshops answered postsurvey direct learning assessment questions correctly demonstrating increased knowledge about career resources andtools.	Criteria Met.	Moved to Strengths
4.	BSI students will receive a Student Educational Plan during the workshop or at a follow-up	<b>(SAO)</b> Students will identify a program of study and develop a SEP upon completion of a Basic Skills (BSI) Workshop.	1a/c: Service to students, community, and workforce by providing educational opportunities and promoting	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.	A SARS report will be developed to track BSI students receiving their plans and followed up on	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	Inconclusive	Continued/Modified: With two counselors provided reassignment time towards this initiative, it is anticipated that data tracking will become more reliable and

	meeting with a counselor, at the discretion of the counselor(s) hosting the workshop		collaboration. 3. Provides foundational skills and pathways to transfer, certificates and degrees.		by an educational advisor. Counseling staff and faculty will provide outreach to the students who still are in need of this service.	that criteria was met based on data reviewed from the 16-17 program review and due to the significant number of workshops and/or SEP counseling appointments done by the assigned counselors.		consistent. This SAO will be revisited in the 2019-2020 Assessment Plan.
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**\*Please see appendix for description.**

**II.1.B. Program Modifications for 2017-2018 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)

## II.2.A. 2018-2019 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 (BSSOT) workshop participants will identify the differences between victim/creator mindsets (motivation)
- Basic Skills Initiative (BSSOT) workshop participants will identify Norco College Schools/Pathways
- Norco College students who see a counselor on drop-in will develop their SEPs

	<b>Objective</b>	<b>Student Learning Outcome (SLO) or Service Area Outcome (SAO)</b>	<b>Relevance of objective to Norco College Mission*</b>	<b>Assessment Criteria (Specify Target Performance Level)</b>	<b>Assessment Measure (Measurement tool)</b>	<b>Completion (or anticipate completion)/ Findings**</b>	<b>Improvement Recommendations (next step)*</b>
1.	Summer Advantage students will develop an updated, comprehensive Student Educational Plan.	<b>(SAO)</b> Students who complete Summer Advantage during summer term 2018 and enrolled in fall 2018 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.	75% of the 2018-2019 Summer Advantage cohort will make an 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 Met Due to a focused campaign, insuring that every student had an appointment and was advised of the importance of receiving his or her SEP (i.e. may not be eligible for early registration) 92% of all 2018 Summer Advantage students met with a counselor and received a comprehensive SEP.	Continued / Modified: With the change in the state's funding model as well as the anticipated impact of the implementation of AB705 and the EduNav system, it is uncertain if emphasis on students receiving a comprehensive SEP from a counselor will continue.
2.	Basic Skills Initiative (BSSOT) workshop participants will identify the	<b>(SLO)</b> BSSOT (BSSOT) workshop participants will identify the differences between victim/creator	1a: Service to students, community, and workforce by providing educational	85% of BSSOT students will take a learning survey identifying differences between victim/creator	Post Survey will be administered after student's participation in a BSSOT workshop.	Criteria Met 193 students were surveyed at the end of the 3rd BSSOT workshop. Students were asked to	Moved to Strengths

	differences between victim/creator mindsets (motivation)	mindsets identifying victim/creator when looking at statements on a survey.	opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	mindsets.		identify a creator statement in a multiple choice survey and 95.9% of students answered the question correctly.	
3.	Basic Skills Initiative (BSSOT) workshop participants will identify Norco College Schools / Pathways	<b>(SAO)</b> Basic Skills Students will complete a learning survey at the end of the workshop series.	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.	50% of Norco College Basic Skills students who attend a BSSOT workshop will identify the Norco College Schools/Pathways on a learning survey.	Post Survey will be administered after student's participation in a BSSOT workshop.	Criteria Met 189 students were surveyed at the end of the 3rd BSSOT workshop. Students were asked to list the Norco College's four schools and 81.5% of students answered the question correctly.	Moved to Strengths
4.	Norco College students who see a counselor during "drop-in" counseling will develop their SEP	<b>(SAO)</b> Students who visit Counseling and meet with a counselor using drop-in counseling will develop or update their 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 Norco College students who meet with a counselor on drop in counseling will receive/update a Student Educational Plan (SEP) if needed.	Using SARS and Colleague, a report will be used to track students and determine how many received a comprehensive Student Educational Plan.	Criteria Not Met: Out of the 13,207 students who meet with a counselor under drop-in counseling, 3,998 (or 30%) developed or updated their comprehensive or abbreviated SEP.	Continued / Modified: With the rollout of the EduNav system and implemented changes to English and math under AB705, it is anticipated that the 'SEP development process' will be largely affected. This objective may be subject to modification and/or discontinuance for the upcoming school year.

**\*Please see appendix for description.**

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

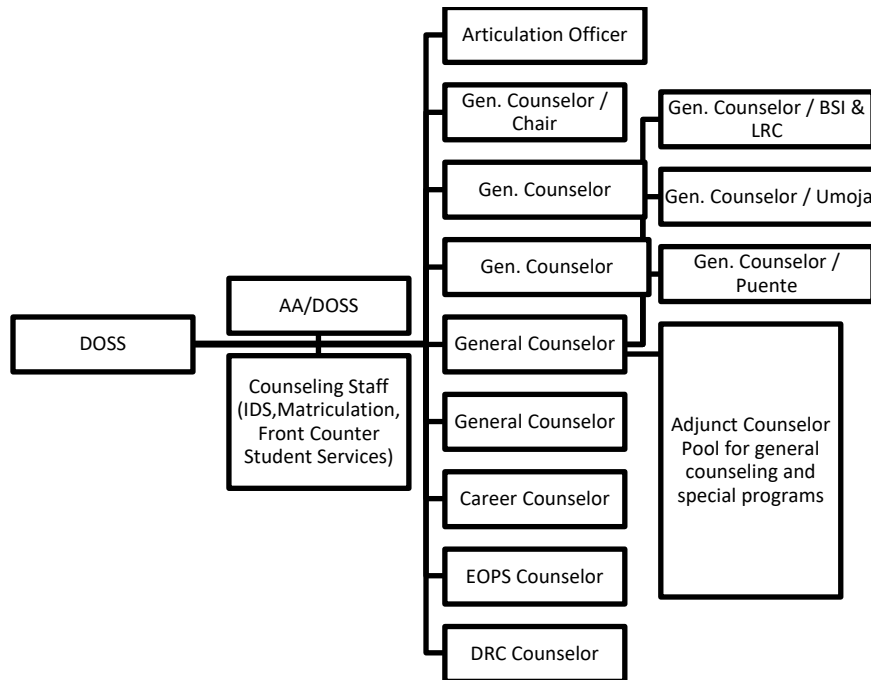
## II.2.B. 2018-2019 Assessment Plan Findings/Data Analysis

PLEASE SEE TABLE ABOVE

## 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	
	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
Administration	0	0	0	0	0	0	
Classified Staff FT	3	3	2	2	3	4	4
Classified Staff PT	1	1	.5	2	2	3	3
Confidential Staff FT	0	0	0	0	0	0	
Faculty FTE Full time	6	7	8	12	12	16	18
Faculty FTE Part time	Fal: **0.88  Spr: **1.13	14SUM: 0.5929 14FAL: 1.09 15WIN: 1.14 15SPR: 2.343	n/a	1.25	UNK	3	4
<b>Total Full Time Equivalent Permanent Staff</b>	9.94	10.94	n/a	17.25	17	26	29
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.

- This area will not be addressed in the 18-19 Program Review as there was no opportunity to properly evaluate the needs of the department. However, it will be renewed for the 19-20 Program Review.

Unit Name: \_\_\_\_\_

#### 4. Staff Needs

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

\* 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

<p align="center"><b>List Staff Positions Needed for Academic Year 2017-2018</b>  <b>Please be as specific as possible when offering a justification.</b>                      Place titles on list in order (rank) of importance.</p>	<p align="center"><b>Indicate</b>  <b>N = New</b>  <b>R=Replacement</b>  <b>I = Increase</b>  <b>time</b></p>	<p align="center"><b>Annual TCP*</b>                      TCP for                      employee</p>
<ul style="list-style-type: none"> <li>THIS AREA WILL NOT BE ADDRESSED IN THE 18-19 PROGRAM REVIEW BUT WILL RETURN FOR THE 19-20 PROGRAM REVIEW.</li> </ul>	<p align="center"><b>N</b></p>	

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**

<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 as possible.</b> Place items on list in order (rank) of importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
<b>THIS AREA WILL NOT BE ADDRESSED IN THE 18-19 PROGRAM REVIEW BUT WILL RETURN FOR THE 19-20 VERSION</b>			

\* 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.)*

**THIS AREA WILL NOT BE ADDRESSED FOR THE 18-19 PROGRAM REVIEW BUT WILL RETURN FOR THE 19-20 PROGRAM REVIEW.**

**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	# Rqsted	Total Cost of Request

- 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 style="text-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) of importance.</p>	<p style="text-align: center;"><b>Total Cost of Request</b></p>
<p>THIS AREA WILL NOT BE ADDRESSED IN THE 18-19 PROGRAM REVIEW BUT WILL BE REVISITED FOR THE 19-20 PROGRAM REVIEW.</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.

Unit Name: \_\_\_\_\_

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

<p align="center"><b>List Professional Development Needs for Academic Year 2018-2019</b></p> <p>Reasons might include in response to assessment findings or the need to update skills. <b>Please be as specific 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) of importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><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</p>	<b>\$60.00</b>	<b>12</b>	<b>\$720.00</b>
<p><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</p>	<b>\$75.00</b>	<b>12</b>	<b>\$900.00</b>
<p><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.</p>	<b>\$105.00</b>	<b>12</b>	<b>\$1260.00</b>
<p><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</p>	<b>\$400.00</b>	<b>6</b>	<b>\$2400.00</b>
<p><b>6. Umoja Conference</b> <u>Reason:</u> Learn best practices and receive updated training plus information that will help support the Umoja program</p>	<b>\$500.00</b>	<b>1</b>	<b>\$500.00</b>
<p><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.</p>	<b>\$100.00</b>	<b>5</b>	<b>\$500.00</b>

<b>8. Articulation Conferences</b> Reason: Stay current with regards to articulation policies that affect Norco College students	<b>\$500.00</b>	<b>1</b>	<b>\$500.00</b>
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\*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**

<p><b>List Safety Needs for Academic Year 2016-2017</b>                      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.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1.</b>  <u>Justification:</u></p>			
<p><b>2.</b>  <u>Justification:</u></p>			
<p><b>3.</b>  <u>Justification:</u></p>			
<p><b>4.</b>  <u>Justification:</u></p>			
<p><b>5.</b>  <u>Justification:</u></p>			
<p><b>6.</b>  <u>Justification:</u></p>			



Unit Name: \_\_\_\_\_

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

<p><b>List Other Needs for Academic Year 2016-2017</b>                      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.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1.</b>  <u>Justification:</u></p>			
<p><b>2.</b>  <u>Justification:</u></p>			
<p><b>3.</b>  <u>Justification:</u></p>			
<p><b>4.</b>  <u>Justification:</u></p>			
<p><b>5.</b>  <u>Justification:</u></p>			
<p><b>6.</b>  <u>Justification:</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.***