

2014-15 Annual Program Plan

Name of Program: Counseling
Name of Unit: Counseling and Student Success
Name of Area: Student Services
Date Completed: 10/18/2013

Program's Mission Statement

Counseling and Student Development (CSD) is committed to providing quality academic and career advisement for the diverse student population at Rio Hondo College. CSD is dedicated to providing "above and beyond" services to all students and establishing itself as a "Center of Excellence" at the college. As a program within CSD, General Counseling's mission is in alignment with the unit's mission and the college's overarching mission to foster student success and retention.

Program's SAO Information

SAO - General Counseling Area

SAO: CSD will provide comprehensive counseling services by appointment and/or on a walk-in basis at times and in locations that are convenient for RHC students

A. The CSD Satisfaction Survey is administered throughout the academic year and students are prompted to express their thoughts about the services in the area. The survey asked the students to rate their satisfaction with the services in six different categories: (1) Hours of operation, (2) Courtesy and Professionalism of the Counter Staff, (3) Courtesy and Professionalism of the Counseling Staff, (4) Wait time, (5) Assistance with academic/personal concerns and (6) location of the General Counseling Office. The rating were on the following satisfaction scale: Very Satisfied, Satisfied, Dissatisfied, and Undecided. Students were also given space at the bottom to provide comments.

B. The survey results for program year 2012-2013 indicated the following: Overall students were generally satisfied with the services being offered in the general counseling area; (1) Hours of Operation: 96% of the respondents were either very satisfied or satisfied with the hours of operations; some student commented that there needed to be weekend hours and more hours in the summer. (2) Courtesy and professionalism of Counter Staff: 100% of the respondents were either very satisfied or satisfied with the counter staff. (3) Courtesy and professionalism of Counseling Staff: 100% of the respondents were either very satisfied or satisfied with the counter staff. (4) Wait time: 86% of the respondents were either very satisfied or satisfied with the wait time. 9% of the respondents were dissatisfied with the wait time and 5% were undecided; respondents commented that there needed to be more counselors available for walk-ins in the summer. (5) Assistance with academic concerns: 98% of the respondents were either very satisfied or satisfied with the assistance they received. (6) Location of Office: 100% of the respondents were either very satisfied or satisfied with the location of the office.