

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

Initiative (BSI). Counseling courses have been enlisted as cohorted "learning communities" as a part of the inaugural "First-Year-Experience" program and a full-time general counselor has taken on the role as Program Coordinator for the BSI.

Additionally, General Counseling has successfully employed the services of a full-time, tenure-track Articulation Officer.

Program's Weaknesses

Weaknesses

Presently, there is a vacancy in General Counseling after the retirement of a senior counselor who was also a key member of the staff .

The AccessRIO implementation is introducing two new student software programs for use in the department and elsewhere: My Educational Plan (formerly Degree Works) and SARS-GRID. Each of these programs present a challenge to counselors and classified staff who must be able to navigate them in order to schedule and assist students. Degree Works has been upgraded, yet up until now student do not have access to it.

Additionally, cuts to the Matriculation budget and the college's general fund have/will continue to have adverse long term effects on the delivery and availability of services in the near future.

Program's Opportunities

Opportunities and Threats

Early Alert System

The Early Alert System (EAS) is an excellent early alert tool used to identify students who are struggling in their course work. EAS has been a function of counseling in the past with less than adequate buy-in from the teaching faculty (only about 1/3 of the faculty participate in the program). Currently, EAS is in the process of being reworked to focus on developmental courses (math, English and reading); these courses offer diagnostic assessment and frequent test for mastery in the early stages of the classes.

Articulation

Articulation continues to be an overarching issues for the college as it attempts to create a transfer culture at Rio Hondo. The institutionalization of the Articulation Officer position in General Counseling ensures that the faculty has an advocate for the development of courses and the articulation of existing courses to college and universities. In addition, this individuals functions as a liaison to CSD and the college on the Curriculum Committee.

My Educational Plan & SARS-GRID

The implementation of "My Educational Plan" as a replacement for the old legacy

Program's Accomplishments and Recommendations for Improvement

Evaluation of Performance

General Counseling has made tremendous strides towards achieving its mission to provide comprehensive academic and career counseling to the students of Rio Hondo College. The program's variety of services and course offerings are tantamount to the success of a large percentage of students at the college. Counseling in specialty areas in the department and in remote locations gives evidence that the General Counseling program is willing to go above and beyond to service the needs of students on and off the campus. The last Program Review for General Counseling took place in 2002. The following list of accomplishments will reflect only the past three academic years.

Accomplishments

- General Counseling hired a full-time Articulation Officer/Counselor
- The CSD unit was reconfigured and now includes Articulation, CalWORKS and Matriculation
- General Counseling has validated revisions to Counseling 101 for inclusion in the CSU Area E requirement as well as revisions to Counseling 151 for transfer credit for the University of California
- Counseling contacts have increased by nearly 17% from last year
- The Articulation Officer/Counselor was elected as the Vice Chair for the California Intersegmental Articulation Council; General Counselor was selected to serve on the Statewide Academic Senate
- Both the coordinators for the Basic Skills Initiative and the South Whittier Educational Center have been selected from General Counseling
- General Counseling has launched the new student academic audit system, "My Educational Plan"
- General Counseling successfully launched the Early Alert System (EAS) to target underperforming students in basic skills math, English and reading
- Articulation has created a web presence and an Articulation Manual on the college's website.
- General Counseling has made over 45,000 contacts with students over the past four years (not including special events and classroom instruction)

Recommendations

As the State budget becomes tighter and the competition for students to enter local CSU's increases it can be assumed that the student populations at community colleges will continue to increase. As the college institutionalizes mandatory assessment/orientation over the next three years the Matriculation process will mandate non-exempt student advisement. In addition, it will be necessary to expand Counseling course offerings to meet the needs of these students and there will also be a need to develop new courses that meet the needs of certain student populations (e.g. foster youth).

In the near future it will become increasingly important for the General Counseling to increase its technological capacity and upgrade its delivery of services. The "My Educational Plan" software must also become accessible to student in the near future.

Program's Staff Development

Staff Development

In addition to regular staff meetings (once a month) and in-service training (once a month), the general counselors are actively involved in staff development that includes conference attendance, regional & statewide committees and specialized training.

Conferences

The counseling faculty annually participate in the following conferences:

- California State University Counseling Conference
- University of California Counseling Conference
- University of Southern California Counseling Conference
- California Intersegmental Articulation Council
- Cal State University Conference
- TAP Conference (Honors)
- CSU Long Beach Counselor's Conference

Regional

- Region 8 Matriculation Committee
- Region 8 Articulation Officers Committee
- UCI Consortium

Training

- In-service training provided on an on-going basis in the department
- Strong Interest Inventory Training