

# Peralta Community College District

## STUDENT SERVICES ANNUAL PROGRAM UPDATE

Academic Year 2013-2014

This presents the common elements to be addressed by each student services unit/area in its annual program update. Depending on College preferences, elements may be formatted or addressed slightly differently.

### I. OVERVIEW

		<b>Date Submitted:</b>	December 16, 2013
<b>College</b>	Berkeley City College	<b>Administrator:</b>	May Chen
<b>Unit/Area</b>	Counseling		
<b>Completed By:</b>	Alley Young		
<b>Mission/History and Description of Service Provided</b>	The mission of the Counseling Department is to engage students in a process of personal growth and empowerment. We offer academic, personal and career counseling that fosters increased self esteem and life long learning.]		
<b>Student Learning Outcomes (SLOs)</b> <i>(or Service Area Outcomes-SAOs, or Program Learning Outcomes-PLOs)</i>	Understand and evaluate available options and the process by which to obtain their desired goals (INFORMATION COMPETENCY) Understand and evaluate available options and the process by which to obtain their desired goals (CRITICAL THINKING) Understand the importance of and take personal responsibility for creating their academic, personal and professional growth (SELF AWARENESS AND INTERPERSONAL SKILLS)		
<b>SLO/SAO/PLO Mapping to Institutional Learning Outcomes (ILOs)</b>	See Above		

### II. ASSESSMENT, EVALUATION AND PLANNING

<b>Quantitative Assessments</b>	
<i>Include service area data such as number of students served by your unit/area. Include data and recommendations from program review.</i>	<b>Spring 2012 appointments between 1/23-5/25 totaled 3190</b> <b>Summer 2012 appointments between 5/28-7/27 totaled 2024</b> <b>Fall 2012 appointments between 8/20-12/14 totaled 3167</b> <b>Intersession drop in between 12/17-1/20/2013 totaled 2133</b>
<i>Include data used to assess your SLO/SAO/PLOs.</i>	
<b>Qualitative Assessments</b>	
<i>Present evidence of community need based on advisory committee input, student surveys, focus groups, etc.</i>	Survey results from 2011 were favorable indicating a highly comfortable relationship between counseling staff and students. Data from student surveys indicate that students view the counseling sessions as highly informative. A second round of surveys were distributed fall 2013.
<i>Include data used to assess your SLO/SAO/PLOs.</i>	

### III. Identifying Strengths, Weaknesses, Opportunities, and Limitations

<p><b>Strengths</b> <i>What are the STRENGTHS of your unit/area?</i></p>	<p>The counseling staff is small but extremely committed to providing quality services to students. Bilingual speakers in Cantonese, Vietnamese and Spanish. Multicultural staff. Experienced career counselor. Proven positive and effective relationship with student body. Cooperative and collaborative relationship with instructional faculty.</p>
<p><b>Weaknesses</b> <i>What are the current WEAKNESSES of your unit/area?</i></p>	<p>Ratio of full time counselors to student population. Ratio of full time counselors to student body population. Shortage of office space; currently, there is not enough office space to bring on new hires and/or to house adjunct counselors.</p>
<p><b>Opportunities</b> <i>What are the OPPORTUNITIES in your unit/area?</i></p>	
<p><b>Limitations</b> <i>What are the current LIMITATIONS of your unit/area?</i></p>	<p>Office space; we do not have enough offices to accommodate our staff. Storage space is also a problem. There is no space to house case management files such as PACE files. The current space to store transcripts, copies, hard copies in general is bursting at the seams and is highly disorganized.</p>

#### Action Plan for Continuous Improvement

*Please describe your plan for the continuous improvement of your unit/area.*

The counseling department will be hiring two contract counselors to start January 2014. Additionally, plans are being discussed to bring on more adjunct faculty.

Counselors will be developing more informative videos for student viewing while waiting in the reception area. It is hoped that such information will reduce the need for students to wait long periods of time for simplistic information.

More counseling classes have been added to the schedule which will provide in depth information and services to students which also will negate in many instances the need to see a counselor.

A new full time staff assistant will be hired to assist with administrative needs.

Counselors will seek to add a department meeting during flex days in order to strategize and prepare jointly for the new semester.

Counselors will endeavor to collaborate with instruction to implement academic advising that will occur in various forms to include efficient referral, information interviews, career fairs, etc.

Counselors will attend instructional departmental meetings and vice versa to stay abreast of program nuances, changes, important information, etc.

#### Additional Planned Educational Activities Towards FTES, Student Success, Persistence, and Completion

*Describe your unit/area's plan to meet district FTES target and address student success, persistence, and completion, especially for unprepared, underrepresented, and underserved students. (see Student Success Scorecard-  
<http://scorecard.cccco.edu/scorecard.aspx>)*

<b>Meet District FTES Target for AY2013-2014 of 18,830</b>	
<b>Increase Student Success</b>	The addition of counseling classes to the FYE and cohort programs will increase student success by providing necessary acclimation to college strategies. Students will gain the preliminary tools necessary for college success. Additionally, the mandatory orientation classes will acquaint students with the resources, procedures, activities available to them on campus, thus welcoming the student and fostering a more positive reaction to the newness of attending college.
<b>Increase Persistence</b> <i>Percentage of degree and/or transfer-seeking students who enroll in the first three consecutive terms. This metric is considered a milestone or momentum point, research shows that students with sustained enrollment are more likely to succeed.</i>	Again, the addition of career counseling and college success courses will provide students insight and information needed to explore, make decisions and therefore have purpose to continue toward a specified goal.
<b>Increase College Completion</b> <i>Percentage of degree and/or transfer-seeking students who complete a degree, certificate or transfer related outcomes.</i>	

#### IV. RESOURCE NEEDS

##### Human Resource/Personnel

Please describe any human resource/personnel needs for your unit/area.

<b>Current Staffing Level:</b>		<b>Headcount</b>	<b>FTE Equiv.</b>
	<b>Faculty (Permanent)</b>	7	[#]
	<b>Faculty (PT/Adjunct)</b>	3	[#]
	<b>Classified Staff (Permanent)</b>	[8]	[#]
	<b>Classified Staff (Hourly) [#]</b>	1	[#]
	<b>Students</b>	[#]	[#]
	<b>ICC/Consultant/Other</b>	[#]	[#]
<b>Narrative:</b> <i>Describe the current staffing level in relation to the relative need for effective delivery of your unit/area's programs and services.</i>  <i>Discuss any current position vacancies, the need for</i>	<p>The current ration of counselor to student is approximately 1:2000. An acceptable ration would be 1:900. The numbers speak for themselves.</p> <p>We have hired three contract counselors with the last 18 months which inches us closer to an acceptable counselor student ration.</p> <p>Increased full and part time faculty will allow for more comprehensive counseling services and participation in the development of creative programs</p>		

<p><i>additional personnel, the need for permanent faculty/staff instead of adjunct/hourly personnel, etc.</i></p> <p><i>Describe implications of the current staffing level in your unit/area to overall service delivery</i></p>	<p>for our student population.</p>
<p><b>Human Resource/Personnel Requests</b> <i>List your human resource/personnel requests in prioritized/ranked order.</i></p> <p><i>Human resource/personnel requests will go through the established College and District planning and budgeting process.</i></p>	<p>Three additional adjunct counselors Full time staff assistant *Note: the two requests bear equal ranking</p>
<p><b>Facilities/Infrastructure Requests</b> <i>List your facilities requests in prioritized/ranked order.</i></p> <p><i>Facilities requests will go through the established College and District planning and budgeting process</i></p>	<p>Counseling area does not have enough office space to accommodate full time and part time counselors. We are in dire need of storage space for PACE files, transcripts, forms.</p> <p>Counselors are the recipients of confrontative behavior on a more than occasional basis. Panic buttons in each office would provide a measure of security.</p> <p>Two laptops as each counselor is responsible for committee meeting college wide and at the District level.</p>
<p><b>Narrative:</b> <i>Describe the technology needs of your unit/area in relation to the relative need for effective delivery of programs and services.</i></p> <p><i>Describe implications of the current state of technology in your unit/area to overall service delivery.</i></p>	
<p><b>Technology Requests</b> <i>List your technology requests in prioritized/ranked order.</i></p> <p><i>Technology requests will go through the established College and District planning and budgeting process.</i></p>	

**V. OTHER**

*Please feel free to provide any additional information about your unit/area below.*

