Division and Program-Level SLOs and anticipated measures/evidence

<table>
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<tr>
<th>Academic Year (AY)</th>
<th>Division Wide Student Learning Outcome</th>
<th>Program Level Student Learning Outcomes (PLSLO)</th>
<th>Measures/Evidence</th>
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<tr>
<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>PLSLO #1: Students will demonstrate an understanding of why and how students use counseling services</td>
<td>Measures: (a) Counseling survey (b) using SARS appointment scheduling to track student needs</td>
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Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

Assessment Focus and Methods for PLSLO #1: Students will demonstrate an understanding of why and how students use counseling services

How will SLO be assessed?
After each counseling appointment beginning September 15th (date survey was finalized), the survey will be given to each student who meets with a counselor after their appointment. The student will be submitting the completed survey to our administrative assistant for input into the data base. Data will be analyzed and a continued update to address the outcomes of the data will be used to meet student demands.

What information/data will be collected?
The survey will collect data on student’s perception of what they have learned from their counseling session.

When and by whom?
As stated above.

How will it be analyzed?
The survey results that answer disagree and strongly disagree,“ will provide the analysis for changes that need to be addressed. We will be summarizing the results of the data quarterly each semester.

How will it be reported?
**Reporting plan for assessment of PLSLO #1:** Students will demonstrate an understanding of why and how students use counseling services

*Where will results be disseminated?*
At each counseling meeting (1st Thursday of every month) the information from the analysis will be discussed. Realistic changes within the ability of current staffing and budget constraints will occur. The survey will monitor the changes and a report will be generated annually as a result of the changes.

*When will changes be implemented?*
As the survey dictates

*When will the annual report be completed?*
Before the end of Spring of 2012
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Describe/Discuss the result of PLSLO

Describe how the results of the assessment were disseminated and to whom? (What was the program’s process for reviewing the results and discussing the implications of the results?)

Counseling department faculty discussed the Counseling SLO survey results in January and February 2012. Most of the survey items were highly rated by students who received Counseling services. I.e., the appointments were easily made, waiting time for meeting with a counselor was less than 10 minutes, students had a clearer direction after their meeting with a counselor, etc. As indicated on item #21—“Reason for visit”: the majority of students who made appointments to meet with a counselor wanted educational and transfer planning. 17% requested career services and 6% requested personal counseling.

Discuss how the results were used to either: confirm the SLO was successfully met, and/or how the program generated strategies for program modification.

Reviewing the results of the developed survey assessment tool revealed the following:

- The assessment tool was written as a general all purpose tool and NOT to reflect specifically on the special services the Department offers (Academic, Career and Personal Counseling).
- The assessment tool’s wording used professional terminology students may not be familiar with and consequently may have caused confusion for the student (e.g. “career success”, “personal success”).
- There should have been an indicator check off box for students to identify which counseling services they made their appointment for (academic, career, personal). The results of our special services would have been more exact.
- The results of statement #13 in regards to “finding transfer information and resources at the Transfer Center” indicated a need for follow up in providing a separate assessment for this service and perhaps should not be included with this survey.
- Although the assessment tool was translated in Spanish and given to ESL students who had limited English ability, none of the surveys were returned. A follow up will be necessary to understand why this occurred and how the department can best address this concern.
If applicable, discuss program modifications changes and timeline for implementation of changes.

The Development and implementation of the revised survey for fall 2012:
(a) Revise the survey to reflect the above concerns and give to students beginning Fall Semester 2012.
(b) The revision of the survey will be translated in Spanish and given to ESL students who have limited English ability using information in the information collected in the follow up interviews with students and counselors who work with limited English speaking students.
(c) Revised survey will continue to indicate students at (1) Kentfield campus and (2) IVC campus.
(d) The revised survey will include a “follow-up component “for those students who are identified as “at risk” (basic skills, on probation, disqualified).

What resources are needed to improve your program?

- Upgrade 17 computers with adobe reader software licensing that allows all counselors to print from PDF files for students
- Maintain our subscription to use Eureka Career Information, College Source TES, and SARS scheduling program.
- Have an ongoing office supply budget to replace ink cartridges and pay for copier use.
- Have an annual budget for Transfer Day and services.
- Have funds for 2 student hourly (non-work study) to help with reception and office work.
- Upgrade Transfer Center Technician’s job to 12 months instead of presently at 11 months.
- Upgrade Office Clerk to level 16 to reflect actual responsibilities.
- Hire 3 full-time counselors to provide Career and Personal Counseling Services.

Counseling program review is in line with instructional faculty.
Counseling Services SLO Survey

The Counseling Services' staff would appreciate your feedback on our services so we can better understand what is working well and what could be improved. This survey is anonymous (nonidentity) so please do not put your name on this survey.

Please rate the following statements using the scale from strongly disagree to strongly agree. If the statement is not applicable to you, please mark "NA"—do not know or not applicable.

1. I was able to schedule an counseling appointment easily.

Response Definition: SD=Strongly Disagree D=Disagree A=Agree SA=Strongly Agree NA=Do not know/Not applicable

SD D A SA NA

2. The front desk or phone staff was efficient and courteous.

SD D A SA NA

3. As a result of my counseling session, my counselor helped me learn about myself.

SD D A SA NA

4. As a result of my counseling session, as a first time student at College of Marin, my counselor helped me identify what classes I need to take the first semester. (If you are not a first time student at College of Marin, please mark "NA").

SD D A SA NA

5. As a result of my counseling session, I was able to further define my academic and/or career goals.

SD D A SA NA

6. As a result of my counseling session, I was able to understand unclear information.

SD D A SA NA

7. As a result of my counseling session, I learned about support services and resources at College of Marin.

SD D A SA NA

8. As a result of my counseling session, my counselor helped me learn skills that I can develop to maximize my potential for academic success.

SD D A SA NA

9. As a result of my counseling session, my counselor helped me learn skills that I can develop to maximize my potential for personal success.

SD D A SA NA

10. As a result of my counseling session, my counselor helped me learn skills that I can develop to maximize my potential for career success.

SD D A SA NA

11. As a result of my counseling session, I was able to develop a semester by semester educational plan that included program and course requirements.

SD D A SA NA

12. As a result of my counseling session, I am more confident that I can succeed in my studies.

SD D A SA NA

13. As a result of my counseling session, I was able to find transfer information and
14. One or two things Counseling Services staff did that I found particularly helpful.
15. One or two things that Counseling Services staff could do to provide me better support.
16. I am: (Ethnicity) (optional)
   - White, Non Hispanic
   - Asian, Pacific Islander
   - Hispanic
   - African-American/Black, Non Hispanic
   - American Indian, Alaskan, Native, Indian
   - Multi-race
   - Other
17. I am: (gender)
   - Female
   - Male
18. My age:
   - <18 of age
   - 18 or 19 of age
   - 20-25 years of age
   - 26-30 years of age
   - 31-35 years of age
   - 36-40 years of age
   - 41-45 years of age
   - 46-50 years of age
   - 51-55 years of age
   - 56-60 years of age
   - Above 60 years of age
19. I am:
   - First time student in college
   - First time student at College of Marin
   - Returning student at College of Marin
20. If you are a Returning student at College of Marin, do you have a college degree?
   - Yes
   - No
21. Reason for visit: (Mark all that apply.)
   - Personal concerns
   - Educational concerns
   - Career concerns
   - Transfer concerns
   - Other
22. What type of counseling session? (check one)
   - Drop-in
   - Appointment (30 minutes)
   - Appointment (60 minutes)
23. If you had a drop-in appointment, how long did you have to wait? (Answer this question only if you mark "Drop-in" in question #22. If you did not mark "Drop-in" in question #22, please skip this question and go to next question.)
   - <10 minutes
   - 10-20 minutes
   - 20-30 minutes
   - More than 30 minutes and less than 1 hour
   - More than 1 hour
24. Anything else you would like to share with us.
## Counseling SLOs Results

**Creation Date:** 1/20/2012  
**Time Interval:** 11/2/2011 to 12/13/2011  
**Total Respondents:** 144

1. I was able to schedule an counseling appointment easily.
   - Strongly Disagree 21%  
   - Disagree 11%  
   - Agree 30%  
   - Strongly Agree 108 76%  
   - Do not know/Not applicable 11%  
   - Total Responses: 142  
   - Mean: 3.73  
   - Standard Deviation: 0.55

2. The front desk or phone staff was efficient and courteous.
   - Strongly Disagree 43%  
   - Disagree 0%  
   - Agree 33%  
   - Strongly Agree 98 70%  
   - Do not know/Not applicable 5 4%  
   - Total Responses: 140  
   - Mean: 3.67  
   - Standard Deviation: 0.63

3. As a result of my counseling session, my counselor helped me learn about myself.
   - Strongly Disagree 21%  
   - Disagree 0%  
   - Agree 48%  
   - Strongly Agree 79 56%  
   - Do not know/Not applicable 11 8%  
   - Total Responses: 140  
   - Mean: 3.58  
   - Standard Deviation: 0.58

4. As a result of my counseling session, as a first time student at College of Marin, my counselor helped me identify what classes I need to take the first semester. (If you are not a first time student at College of Marin, please mark "NA").
   - Strongly Disagree 21%  
   - Disagree 2%  
   - Agree 16 11%  
   - Strongly Agree 53 37%  
   - Do not know/Not applicable 70 49%  
   - Total Responses: 142  
   - Mean: 3.68  
   - Standard Deviation: 0.60

5. As a result of my counseling session, I was able to further define my academic and/or career goals.
   - Strongly Disagree 21%  
   - Disagree 2%  
   - Agree 34%  
   - Strongly Agree 96 69%  
   - Do not know/Not applicable 5 4%  
   - Total Responses: 139  
   - Mean: 3.67  
   - Standard Deviation: 0.59

6. As a result of my counseling session, I was able to understand unclear information.
   - Strongly Disagree 21%  
   - Disagree 0%  
   - Agree 35 25%  
   - Strongly Agree 99 71%  
   - Do not know/Not applicable 3 2%  
   - Total Responses: 139  
   - Mean: 3.70  
   - Standard Deviation: 0.55

7. As a result of my counseling session, I learned about support services and resources at College of Marin.
   - Strongly Disagree 11%  
   - Disagree 6 4%  
   - Agree 46 32%  
   - Strongly Agree 66 46%
5. Do not know/Not applicable 23 16%
Total Responses: 142
Mean: 3.49 Standard Deviation: 0.64

8. As a result of my counseling session, my counselor helped me learn skills that I can develop to maximize my potential for academic success.
   1. Strongly Disagree 1 1%
   2. Disagree 7 5%
   3. Agree 45 32%
   4. Strongly Agree 65 46%
   5. Do not know/Not applicable 24 17%
Total Responses: 142
Mean: 3.47 Standard Deviation: 0.65

9. As a result of my counseling session, my counselor helped me learn skills that I can develop to maximize my potential for personal success.
   1. Strongly Disagree 1 1%
   2. Disagree 6 4%
   3. Agree 48 34%
   4. Strongly Agree 60 43%
   5. Do not know/Not applicable 26 18%
Total Responses: 141
Mean: 3.45 Standard Deviation: 0.64

10. As a result of my counseling session, my counselor helped me learn skills that I can develop to maximize my potential for career success.
   1. Strongly Disagree 1 1%
   2. Disagree 4 3%
   3. Agree 37 26%
   4. Strongly Agree 68 48%
   5. Do not know/Not applicable 31 22%
Total Responses: 141
Mean: 3.56 Standard Deviation: 0.61

11. As a result of my counseling session, I was able to develop a semester by semester educational plan that included program and course requirements.
   1. Strongly Disagree 1 1%
   2. Disagree 4 3%
   3. Agree 40 28%
   4. Strongly Agree 76 54%
   5. Do not know/Not applicable 21 15%
Total Responses: 142
Mean: 3.58 Standard Deviation: 0.60

12. As a result of my counseling session, I am more confident that I can succeed in my studies.
   1. Strongly Disagree 1 1%
   2. Disagree 2 1%
   3. Agree 47 34%
   4. Strongly Agree 84 60%
   5. Do not know/Not applicable 6 4%
Total Responses: 140
Mean: 3.60 Standard Deviation: 0.56

13. As a result of my counseling session, I was able to find transfer information and resources at the Transfer Center.
   1. Strongly Disagree 1 1%
   2. Disagree 3 2%
   3. Agree 34 25%
   4. Strongly Agree 68 50%
   5. Do not know/Not applicable 29 21%
Total Responses: 135
Mean: 3.59 Standard Deviation: 0.60

16. I am: (Ethnicity) (optional)
   1. White, Non Hispanic 59 49%
   2. Asian, Pacific Islander 13 11%
   3. Hispanic 27 22%
   4. African-American/Black, Non Hispanic 3 2%
   5. American Indian, Alaskan, Native, Indian 0 0%
   6. Multi-ethnic 12 10%
7. Other 7.6%  
Total Responses: 121

17. I am: (gender)  
1. Female 85.70%  
2. Male 36.30%  
Total Responses: 121

18. My age:  
1. <18 of age 9.7%  
2. 18 or 19 of age 22.18%  
3. 20-25 years of age 35.28%  
4. 26-30 years of age 17.14%  
5. 31-35 years of age 10.8%  
6. 36-40 years of age 5.4%  
7. 41-45 years of age 10.8%  
8. 46-50 years of age 4.3%  
9. 51-55 years of age 4.3%  
10. 56-60 years of age 7.6%  
11. Above 60 years of age 0.0%  
Total Responses: 123

19. I am:  
1. First time student in college 21.17%  
2. First time student at College of Marin 31.25%  
3. Returning student at College of Marin 71.58%  
Total Responses: 123

20. If you are a Returning student at College of Marin, do you have a college degree?  
1. Yes 12.13%  
2. No 77.87%  
Total Responses: 89  
Mean: 1.87 Standard Deviation: 0.34

21. Reason for visit: (Mark all that apply.)  
1. Personal concerns 8.6%  
2. Educational concerns 74.60%  
3. Career concerns 21.17%  
4. Transfer concerns 64.52%  
5. Other_________________ 4.3%  
Total Responses: 124

22. What type of counseling session? (check one)  
1. Drop-in 5.4%  
2. Appointment (30 minutes) 86.69%  
3. Appointment (60 minutes) 34.27%  
Total Responses: 125

23. If you had a drop-in appointment, how long did you have to wait? (Answer this question only if you mark "Drop-in" in question #22. If you did not mark "Drop-in" in question #22, please skip this question and go to the next question.)  
100  
1. <10 minutes 28.85%  
2. 10-20 minutes 3.9%  
3. 20-30 minutes 1.3%  
4. More than 30 minutes and less than 1 hour 1.3%  
5. More than 1 hour 0.0%  
Total Responses: 33

24. Are you currently participating in the following program(s): (Mark all that apply)  
1. EOPS 1.1%  
2. DSPS 0.0%  
3. Vets 1.1%  
4. Puente 4.4%  
5. Other 0.0%  
Total Responses: 102

25. What is your educational goal?  
1. Associate degree 2.18%  
2. Transfer to 4-year university with an associate ... 5.45%  
3. Transfer to 4-year univeristy without an associ... 1.9%  
4. Transfer to 4-year university 1.9%  

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5. CTE 19%
6. Basic skills/ESL 19%
7. Other 0%
Total Responses: 11

27. How many units are you current enrolled in this semester?
1. Less than 3 units 0%
2. 3 units or more but less than 6 units 14%
3. 6 units or more but less than 9 units 14%
4. 9 units or more but less than 12 units 43%
5. More than 12 units 14%
6. Other 14%
Total Responses: 7

28. How many total units have you completed from accredited colleges (including College of Marin)?
1. 0-12 units (about full time 1 semester) 33%
2. 13-24 units (about full time 2 semester) 0%
3. 25-36 units (about full time 3 semester) 33%
4. 37-48 units (about full time 4 semester) 11%
5. 49-60 units (about full time 5 semester) 11%
6. more than 60 units 11%

Report Comments

14. One or two things Counseling Services staff did that I found particularly helpful.
I love Bessie!
14. One or two things Counseling Services staff did that I found particularly helpful.
gave me resources that were helpful
14. One or two things Counseling Services staff did that I found particularly helpful.
She took the time to really explain what I needed to do to graduate and went through all the information with me.
14. One or two things Counseling Services staff did that I found particularly helpful.
Discuss transfer requirements
14. One or two things Counseling Services staff did that I found particularly helpful.
Brett was great!
14. One or two things Counseling Services staff did that I found particularly helpful.
made sure to have slots for SAME DAY appts
14. One or two things Counseling Services staff did that I found particularly helpful.
help choose classes
14. One or two things Counseling Services staff did that I found particularly helpful.
very encouraging, good listening
14. One or two things Counseling Services staff did that I found particularly helpful.
website research
14. One or two things Counseling Services staff did that I found particularly helpful.
heldd me call the school - went to the website
14. One or two things Counseling Services staff did that I found particularly helpful.
Bessie gave me plentiful links that directed me to useful information about transferring
14. One or two things Counseling Services staff did that I found particularly helpful.
clarifying my current standing, confirming that my goals are attainable
14. One or two things Counseling Services staff did that I found particularly helpful.
They were courteous in telling me that it would take a moment because the counselor were running late
14. One or two things Counseling Services staff did that I found particularly helpful.
printout of information that I needed for prerequisites
14. One or two things Counseling Services staff did that I found particularly helpful.
Find classes, introduced me to schools that might interest me.
14. One or two things Counseling Services staff did that I found particularly helpful.
ponted out which courses specifically I needed to take for my program
14. One or two things Counseling Services staff did that I found particularly helpful.
Provided more insight into AA vs transfer information
14. One or two things Counseling Services staff did that I found particularly helpful.
Help me meet with a really helpful counselor

14. One or two things Counseling Services staff did that I found particularly helpful. They were attentive/helpful.

14. One or two things Counseling Services staff did that I found particularly helpful. let me know what requirements I still needed to fulfill before transferring

14. One or two things Counseling Services staff did that I found particularly helpful. thorough information to take away

14. One or two things Counseling Services staff did that I found particularly helpful. gave me options

14. One or two things Counseling Services staff did that I found particularly helpful. csu & uc workshop

14. One or two things Counseling Services staff did that I found particularly helpful. very personal very comfortable

14. One or two things Counseling Services staff did that I found particularly helpful. layout the classes I need to take

14. One or two things Counseling Services staff did that I found particularly helpful. She talk to me and listen. was really nice

14. One or two things Counseling Services staff did that I found particularly helpful. She talked to me calmly and explain things step by step. She help a lot.

14. One or two things Counseling Services staff did that I found particularly helpful. Helped to sort out transcripts & classes from previous schools & how to choose an appropriate major.

14. One or two things Counseling Services staff did that I found particularly helpful. told me about the study skills class

14. One or two things Counseling Services staff did that I found particularly helpful. the staff making an appointment around my schedule was helpful. the counselor called AJ to verify information

14. One or two things Counseling Services staff did that I found particularly helpful. personal statement

14. One or two things Counseling Services staff did that I found particularly helpful. My original counseling session was horrible and had my schedule very off track. Upon my session with Theo, she not only helped me get back on track, but was able to cut 1 year off of my plan! I loved Theo!

14. One or two things Counseling Services staff did that I found particularly helpful. very courteous, friendly and well informed.

14. One or two things Counseling Services staff did that I found particularly helpful. She helped me to find the form for RN in the school website

14. One or two things Counseling Services staff did that I found particularly helpful. I felt a great connection w/counselor, very personable, very comfortable

14. One or two things Counseling Services staff did that I found particularly helpful. setting up appointments

14. One or two things Counseling Services staff did that I found particularly helpful. talking to me about transfer day & letting me know about pre-reqs.

14. One or two things Counseling Services staff did that I found particularly helpful. made me feel at ease about my educational goals. Very insightful about personal and educational conflicts.

14. One or two things Counseling Services staff did that I found particularly helpful. I didn't even realize how lost I was before I came to the counselor. Explained to me what I need exactly to transfer.

14. One or two things Counseling Services staff did that I found particularly helpful. very helpful clarifying unclear information

14. One or two things Counseling Services staff did that I found particularly helpful. Outlined the classes I need to take. Gave me confidence.

14. One or two things Counseling Services staff did that I found particularly helpful. Gave me tips on the application

14. One or two things Counseling Services staff did that I found particularly helpful. clarification on admission requirements

14. One or two things Counseling Services staff did that I found particularly helpful. Question answered regarding "line out" coursework

14. One or two things Counseling Services staff did that I found particularly helpful. Bessie not only guided me through the web of transferring, but she also directed me to various programs outside COM that have changed my life!
14. One or two things Counseling Services staff did that I found particularly helpful. Very nice and helpful
14. One or two things Counseling Services staff did that I found particularly helpful. Bessie finally helped me convert credits from my other colleges after other counselors did not help.
14. One or two things Counseling Services staff did that I found particularly helpful. helped me understand transfer options and set goals
14. One or two things Counseling Services staff did that I found particularly helpful. helped me sort through portal for first time
14. One or two things Counseling Services staff did that I found particularly helpful. the educational plan
14. One or two things Counseling Services staff did that I found particularly helpful. Changing my appointment to today saving me a long trip and great service
14. One or two things Counseling Services staff did that I found particularly helpful. Letta was extremely interested in helping me to understand personal and professional success. she offered everyday practical tools and emotional comfort.
14. One or two things Counseling Services staff did that I found particularly helpful. she gave me advice about how to improve my english
14. One or two things Counseling Services staff did that I found particularly helpful. Letta offered information that was suited to me about another program that i was not aware of.
14. One or two things Counseling Services staff did that I found particularly helpful. directed me to some online sites to helpme in my transfer goals.
14. One or two things Counseling Services staff did that I found particularly helpful. explains questions i had, she gave me a book to help choosing classes
14. One or two things Counseling Services staff did that I found particularly helpful. was very helpful in describing what the classes consisted of
14. One or two things Counseling Services staff did that I found particularly helpful. talked about career goals for after graduation
14. One or two things Counseling Services staff did that I found particularly helpful. helped with the application for graduation process
14. One or two things Counseling Services staff did that I found particularly helpful. i am new to the campus & Pamela helped me find my way through the website. in which guided me to Cecil Banks who was equally helpful with what i needed
14. One or two things Counseling Services staff did that I found particularly helpful. they helped me with paper work to figure out exactly what i needed
14. One or two things Counseling Services staff did that I found particularly helpful. addressed all my questions, helped with transfer info
14. One or two things Counseling Services staff did that I found particularly helpful. the counselor Pamela Mize was very helpful and courteous, she provided great info to further my academic career
14. One or two things Counseling Services staff did that I found particularly helpful. helped me set up my petition for substitutions packet, w/o them i would have been lost
14. One or two things Counseling Services staff did that I found particularly helpful. course articulation for transfer
14. One or two things Counseling Services staff did that I found particularly helpful. gave me vital info about my school
14. One or two things Counseling Services staff did that I found particularly helpful. is going to email me info that wasnt readily available
14. One or two things Counseling Services staff did that I found particularly helpful. patient and supportive
14. One or two things Counseling Services staff did that I found particularly helpful. Karen Robinson, she is the best counselor ever!
14. One or two things Counseling Services staff did that I found particularly helpful. Went to the website of the school I want to transfer to. Called someone to answer my questions.
14. One or two things Counseling Services staff did that I found particularly helpful. scheduling, I was given attention.
14. One or two things Counseling Services staff did that I found particularly helpful. Very thorough
14. One or two things Counseling Services staff did that I found particularly helpful. He was straight forward with me, listened to me and suggested classes based on my needs.
14. One or two things Counseling Services staff did that I found particularly helpful.
go over my transcript and helps me review what I need
14. One or two things Counseling Services staff did that I found particularly helpful.
very informative and helpful
14. One or two things Counseling Services staff did that I found particularly helpful.
charted a academic path based on GE units needed to fulfill requirements prior to transfer
14. One or two things Counseling Services staff did that I found particularly helpful.
Answered all questions efficiently
14. One or two things Counseling Services staff did that I found particularly helpful.
Very accommodating in scheduling various appointments!
14. One or two things Counseling Services staff did that I found particularly helpful.
Gave me a clear outline for each semester
14. One or two things Counseling Services staff did that I found particularly helpful.
Getting started to the college system.
14. One or two things Counseling Services staff did that I found particularly helpful.
Contacting officials at UC campuses regarding clarification of transfer requirements.
14. One or two things Counseling Services staff did that I found particularly helpful.
College application & transfer help was amazing and more than I had hoped for. All my questions were answered, plus more.
Really appreciate their guidance.
14. One or two things Counseling Services staff did that I found particularly helpful.
Eager to help, genuine care for students
14. One or two things Counseling Services staff did that I found particularly helpful.
She called and spoke to the auto teacher to get more info/advice on my goal
14. One or two things Counseling Services staff did that I found particularly helpful.
diligent and informative - summarize action plan concisely re: grad requirements
14. One or two things Counseling Services staff did that I found particularly helpful.
Very knowledgeable and supportive
14. One or two things Counseling Services staff did that I found particularly helpful.
Found right course and helped explain everything
14. One or two things Counseling Services staff did that I found particularly helpful.
My counselor connected me with an individual she believed I would find helpful
14. One or two things Counseling Services staff did that I found particularly helpful.
Handed out disclosures, emphasized new grad requirements concisely
14. One or two things Counseling Services staff did that I found particularly helpful.
Went into depth about math testing options and put me in touch with the tutoring department
14. One or two things Counseling Services staff did that I found particularly helpful.
Counseling staff from phones to counselors are always fantastic
14. One or two things Counseling Services staff did that I found particularly helpful.
give real information, give written material to study
14. One or two things Counseling Services staff did that I found particularly helpful.
gave me some helpful packets, explained to me prereq info about classes
14. One or two things Counseling Services staff did that I found particularly helpful.
I have my own time to be heard
14. One or two things Counseling Services staff did that I found particularly helpful.
very helpful with information and supportive
15. One or two things that Counseling Services staff could do to provide me better support.
longer sessions
15. One or two things that Counseling Services staff could do to provide me better support.
My experience was good enough to not give any suggestions.
15. One or two things that Counseling Services staff could do to provide me better support.
Afternoon/Evenings at IVC
15. One or two things that Counseling Services staff could do to provide me better support.
NONE - was GREAT!
15. One or two things that Counseling Services staff could do to provide me better support.
online appointment making
15. One or two things that Counseling Services staff could do to provide me better support.
15. One or two things that Counseling Services staff could do to provide me better support.
... more information

15. One or two things that Counseling Services staff could do to provide me better support.
be on time to the appointment

15. One or two things that Counseling Services staff could do to provide me better support.
phone counselor

15. One or two things that Counseling Services staff could do to provide me better support.
intergrated app with 2 counselors about difficult situations for particular students

15. One or two things that Counseling Services staff could do to provide me better support.
none. you guys are the best!

15. One or two things that Counseling Services staff could do to provide me better support.
My original session with Natalie was a disaster. She had me taking classes I didn't need, did not suggest placement testing and had me in much lower classes than I needed.

15. One or two things that Counseling Services staff could do to provide me better support.
none!

15. One or two things that Counseling Services staff could do to provide me better support.
more availability of drop-in appointments

15. One or two things that Counseling Services staff could do to provide me better support.
Possibly help a little more w/mapping out courses

15. One or two things that Counseling Services staff could do to provide me better support.
The other counselors did not look at my transcripts carefully but should have.

15. One or two things that Counseling Services staff could do to provide me better support.
can't think of anything

15. One or two things that Counseling Services staff could do to provide me better support.
find a way to help students. show interest

15. One or two things that Counseling Services staff could do to provide me better support.
Front desk was impatient beyond reason. There was no line or immediate rush. In fact, the only sense of haste about the front desk was in her passive aggressive behaviour.

15. One or two things that Counseling Services staff could do to provide me better support.
i only wish i had more time w/ my counseling session. seriously, everything was really good and extremely helpful.

15. One or two things that Counseling Services staff could do to provide me better support.
help focus a little more on how to achieve the goals rather than just reffering to websites (more interest in students and i know there is alot of us)

15. One or two things that Counseling Services staff could do to provide me better support.
none, great staff

15. One or two things that Counseling Services staff could do to provide me better support.
more classes on IVC campus

15. One or two things that Counseling Services staff could do to provide me better support.
Earlier hours. or extended hours

15. One or two things that Counseling Services staff could do to provide me better support.
None

15. One or two things that Counseling Services staff could do to provide me better support.
n/a

15. One or two things that Counseling Services staff could do to provide me better support.
clearer information on official transcript review

15. One or two things that Counseling Services staff could do to provide me better support.
More counselors!

15. One or two things that Counseling Services staff could do to provide me better support.
N/A

15. One or two things that Counseling Services staff could do to provide me better support.
Sometimes it feels like 30 minute appointments are not enough time.

15. One or two things that Counseling Services staff could do to provide me better support.
I was never referred to any transfer programs, which I think would've helped. Otherwise I would be completely satisfied.

15. One or two things that Counseling Services staff could do to provide me better support.
Provide more information on majors
15. One or two things that Counseling Services staff could do to provide me better support. 
N/A

15. One or two things that Counseling Services staff could do to provide me better support. 
N/A

15. One or two things that Counseling Services staff could do to provide me better support. 
N/A

26. What is your major? 
Medical Assisting 
Undeclared 
Nursing (RN) 
Psychology 
communications 
Fashion Merchandising 
Nursing 

26. What is your major? 
Nursing 
court reporting 

29. Anything else you would like to share with us. 
Bessie is great 
pleasure to work w/her 
standard appointments "30 minutes" need to be a bit longer or have a "leeway" with time + or - 15 minutes just in case.... 
Yes. College of Marin has a great Counseling Services... 
Bessie is spectacular and extremely thorough! Thank you! 
bruce is fantastic 

29. Anything else you would like to share with us. 
Puente 
BSI 

Luz Moreno, Bruce Furuya 
BSI - Reason for visit - dropping a course w/a "W" 
Theo is a life saver! 
Very helpful! 
Puente 
Puente 

Bessie is a great counselor 
I was pleased to be able to see a counselor right away. The wait for an appointment was reasonable. Bruce was very helpful
in clarifying information and answering my questions.
29. Anything else you would like to share with us.
   Thank you so much for your help!
29. Anything else you would like to share with us.
   Counselors need more knowledge about transfers in from out of state.
29. Anything else you would like to share with us.
   Great service in general.
29. Anything else you would like to share with us.
   Letta was very nice and very helpful
29. Anything else you would like to share with us.
   Overall good experience but felt a little rushed
29. Anything else you would like to share with us.
   Thank you Pamela!
29. Anything else you would like to share with us.
   None, great staff
29. Anything else you would like to share with us.
   Would be nice to schedule appointments online
29. Anything else you would like to share with us.
   They were very helpful
29. Anything else you would like to share with us.
   Bessie is wonderful
29. Anything else you would like to share with us.
   Bessie is an excellent counselor
29. Anything else you would like to share with us.
   Very helpful
29. Anything else you would like to share with us.
   Thank you for your services
29. Anything else you would like to share with us.
   Thank you
29. Anything else you would like to share with us.
   Bruce is really helpful
29. Anything else you would like to share with us.
   Brett was an excellent counselor
29. Anything else you would like to share with us.
   N/A
29. Anything else you would like to share with us.
   Question 25: wants both Associate Degree and Transfer to 4-year university
29. Anything else you would like to share with us.
   Really helpful with answering all my questions & I appreciate all the help and the option/possibility of scheduling appointments at my convenience.
29. Anything else you would like to share with us.
   The counselor was great! She really knew what we were looking for and accommodated the schedule to my needs.
29. Anything else you would like to share with us.
   I am very satisfied with my experience at the counseling office at IVC
29. Anything else you would like to share with us.
   Counselor was very informative and professional, appreciated her flexibility
29. Anything else you would like to share with us.
   Counselor was responsive, concise and went over and above by dialing the tutoring department during our session
29. Anything else you would like to share with us.
   Counselor was very polite, knowledgeable and helpful feel very confident of transferring
29. Anything else you would like to share with us.
   I've seen many counselors through my college career, none like this counselor. She was extremely knowledgeable and helpful.