

**Annual Program-Level Assessment Report**

**Counseling**

2011-2012

**Division and Program-Level SLOs and anticipated measures/evidence**

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<th>Academic Year (AY)</th>
<th>Division Wide Student Learning Outcome</th>
<th>Program Level Student Learning Outcomes</th>
<th>Measures/Evidence</th>
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<td>2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>PLSLO: 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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**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 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.