Counseling
Student Services

Vision/Narrative

The Counseling department supports and fosters all areas of student development and self-reliance. Professional, confidential counseling services are available at the main campus and off-sites. Counselors guide students with their academic, career, vocational, transfer, and personal issues. Crisis counseling, group interventions, orientations, workshops, and staff consultation are additional services rendered by counselors. Counselors also teach courses related to college adjustment, self-assessment, and career development.

Gavilan College Counseling department leads by implementing innovative and holistic approaches to student-centered counseling services.

Feedback from Supervisor / Dean

The Counseling division is in year 3 of SSSP requirements and has just now finished the hiring outlined in the first report. We anticipate that as data is evaluated, and if enrollment increases, additional counselors will be required. In addition, the new focus on data and technology to support these efforts will continue to be a budget need.

Program Objective 1: Increase the number of new students who complete Kick Start sessions and First year College Student Seminar courses prior to the completion of first term courses.

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #4: Evaluate student support services to identify successful strategies and remediate gaps that may hinder student success in accordance with instructional improvement goals.

IEC Program Review:

No: The Student Success Act of 2012 mandates the core service.

Progress:

Closed: Multiple sessions of Kick Start were offered online and in-person during the last academic year. Ten sections of Guidance 210 courses were offered in Spring and 22 sections in the Fall. Institutional data, when available and accurate, is providing a benchmark. Institutional Researcher will provide enrollment, success rates, and persistence data. Improvement measures are being investigated.
RESUBMITTED: See Academic Year 2017-18 Program Plan

Activity 1: Offer 22 sections of Guidance 210 Course which could serve 600 new students during fall terms; and 10 sections for spring terms serving about 300 students.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Faculty	5	30%	$ 30000.00	General Fund / On-Going

Non-Personnel Request - *none*

Activity 2: Prepare the online Kick Start curriculum to convert to a new platform (Moodle to Canvas).

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Faculty	1	20%	$ 5000.00	Categorical / One-Time

Non-Personnel Request - *none*

Activity 3: Develop on-going data collection system to automatically identify and notify students who may need to complete KickStart and/or First Year seminar.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 4: Provide on-going coordination of peer mentors who assist with Kick Start sessions and maintain the Welcome Center. Peer Mentors help students understand the matriculation process.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Other: *student workers*	3	10%	$ 10000.00	Categorical / On-Going

Non-Personnel Request - *none*

Activity 5: Replace classroom carpet (PB 19) - currently a safety hazard.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
replace carpet	$ 3000.00	General Fund / One-Time
Total Requested	*$ 3000.00*	

Activity 6: Hire additional adjunct general counseling faculty to deliver KickStart sessions and teach Guidance 210/6 courses.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Faculty	3	65%	$ 60000.00	SSSP / On-Going

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	Continuing to identify students who do not complete the SSSP enrollment steps within their first semester, and following up with them is a high priority. Assessing effectiveness of SSSP services and student persistence and completion is also a high priority.	12
Budget Committee		
President's Council		

Program Objective 2: **Students who complete the Kick Start sessions and First Year Student Seminar (GUID 210) will demonstrate greater understanding of the college process, their rights and responsibilities as students, complete an abbreviated and comprehensive educational plan upon completion of both Kick Start and GUID 210.The increase in understanding will be evidenced on pre/post surveys and the number of completed abbreviated and comprehensive plans.**

Strategy and Goal(s):

Strategy #1: Optimize enrollment, course offerings, and services to reflect community needs and growth.
Goal #1: Create an institutional approach to offer and integrate student outreach activities, recruitment, assessment, orientation, counseling, retention and follow-up efforts, with particular attention to educationally under-represented student populations.

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #1: Increase the student success, completion, and transfer rates using reasonable benchmarks specified by the College.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Closed: The Counseling department developed two part Orientation program consisting of a Kick Start session and First Year Student Seminar. Both have online and in-person delivery options. The curriculum for the two part Orientation is current and all who deliver the orientation components are expected to adhere to the established curriculum. The Counseling Department will focus their work on enhancing the online delivery options so that the college can continue to serve distance education, non-traditional, first-time students. Furthermore, systems to collect data regarding completion of plans are currently in place. Data will be collected at the end of each academic year. The new Student Success Act of 2012 mandates establish these actions as core service.
RESUBMITTED: See Academic Year 2017-18 Program Plan

Activity 1: Use new technology to improve and upgrade the online orientation so it is dynamic and interactive.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Faculty	1	20%	$ 8000.00	SSSP / One-Time

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
upgraded software	$ 5000.00	SSSP / One-Time
Total Requested	*$ 5000.00*	

Activity 2: Allocate funding to provide on-going Kick Start sessions at high school, off-sites, and on campus.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Faculty	3	25%	$ 30000.00	SSSP / On-Going

Non-Personnel Request - *none*

Activity 3: Additional adjunct counseling faculty to complete comprehensive educational plans and to provide Kick Start sessions at the off-sites, evenings, and high schools.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Faculty	1	65%	$ 30000.00	SSSP / On-Going

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	Same comments as #1,	12
Budget Committee		
President's Council		

Program Objective 3: Increase counselor-to-student ratio by hiring additional counseling faculty to serve the needs of a growing student population at all Gavilan sites to ensure the Student Success Act of 2012 mandates are implemented.

Strategy and Goal(s):

Strategy #1: Optimize enrollment, course offerings, and services to reflect community needs and growth.
Goal #1: Create an institutional approach to offer and integrate student outreach activities, recruitment, assessment, orientation, counseling, retention and follow-up efforts, with particular attention to educationally under-represented student populations.

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #1: Increase the student success, completion, and transfer rates using reasonable benchmarks specified by the College.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Closed: There has been progress: Every term the department seeks funding for adjunct counseling services at the off-sites during the regular term. Counseling faculty have a regular presence at the off-sites. The number of students served at each site has remained constant as counseling hours have not increased. The hiring of full time counseling faculty has allowed for counseling stability for students- two new hires (Spring 16) are assigned one day a week at each site. Services during the summer session remain on a first-come-first-served basis with an emphasis on assisting students with registration services only. Limited individual appointments for the creation of educational plans are available throughout the summer and winter. Inadequate number of counseling offices impacts scheduling of services. RESUBMITTED: See Academic Year 2017-18 Program Plan

Activity 1: Secure funding source to hire one 67% adjunct counseling faculty to provide counseling services at the Hollister and Gavilan site.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Faculty	1	65%	$ 30000.00	SSSP / On-Going

Non-Personnel Request - *none*

Activity 2: Allocate funding to provide counseling appointments throughout the winter and summer sessions.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Faculty	5	65%	$ 65000.00	SSSP / On-Going

Non-Personnel Request - *none*

Activity 3: Continue to hire adjunct counselors to provide services on a walk-in basis and evenings.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Faculty	3	65%	$ 80000.00	SSSP / On-Going

Non-Personnel Request - *none*

Activity 4: Adequate, private and confidential counseling offices are a requisite to providing students services

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
replace two old counseling office desks - needed upon return to SC building	$ 1200.00	General Fund / One-Time
replace directional signs within counseling hallway	$ 1200.00	SSSP / One-Time
replace two old office chairs for counselors	$ 1000.00	General Fund / One-Time
split large office into two spaces OR reinstate counseling office that was borrowed by FA within Counseling hallway	$ 3000.00	General Fund / One-Time
Total Requested	*$ 6400.00*	

Rankings:

Ranker	Comments	Rank

Dean		
Vice-President	Counseling has lost all but one PT counselor to FT hires and the work continues to build, especially in the area of offering more sections of GUID courses throughout the semester as well as providing counseling services. As we increase enrollments at the sites and Coyote Valley, there will be a greater demand for SSSP and follow up Counseling services.	12
Budget Committee		
President's Council		

Program Objective 4: With counselor assistance and the use of Degree Works, 80% of new students will select a General Education pattern, identify a major, a degree objective, and develop and educational plan by the end of the first term of enrollment.

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #1: Increase the student success, completion, and transfer rates using reasonable benchmarks specified by the College.

Strategy #4: Recruit and develop staff to foster success for our diverse students in their attainment of educational and/or career goals.
Goal #1: Create a staffing plan to better meet student needs after assessing staffing gaps in all departments.

IEC Program Review:

No: Degree Works is a degree audit and educational plan software system that will provide students with valuable information and help them focus on their goals. Degree Works (DW) will assist in data collection for reporting.

Progress:

Closed: 7 hrs of counseling faculty support to provide DW training, updates, problem-solving, coordination of new procedures for the use of DW, etc.has been provided since the onset of DW. The Student Success Act allows funding for this continual support.
RESUBMITTED: See Academic Year 2017-18 Program Plan

Activity 1: Provide on-going Degree Works maintenance to retain recency of information, maintain software functionality, extract data and use reporting software functions.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Faculty	2	30%	$ 40000.00	SSSP / On-Going

Non-Personnel Request - *none*

Activity 2: Maintain DW with current catalog information.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 3: Hire programmer to develop efficient systems to extract and manipulate student information data from INB and DW. This includes creating a Change of Major form and "To Do List" for students that can be accessed via MyGav.

Personnel Request

Job Classification	Quantity	FTE	Amount ($)	Fund Source / Type
Classified	1	50%	$ 40000.00	SSSP / On-Going

Non-Personnel Request - *none*

Activity 4: HIre programmer to develop internal change of major forms and change of ge patterns for counselor use.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
Project basis	$ 25000.00	SSSP / On-Going
Total Requested	*$ 25000.00*	

Activity 5: Target undecided/undeclared students with services (workshops, courses, counseling services) to ensure students can declare a major before completing 15 units.

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 6: Use software technology to expand counseling services to non-traditional, online students who have difficulties accessing in-person services.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested ($)	Fund Source / Type
software - cranium cafe	$ 6000.00	SSSP / On-Going
Total Requested	*$ 6000.00*	

Rankings:

Ranker	Comments	Rank
Dean		

Vice-President	All these activities are required to meet and expand on SSSP mandates.	11
Budget Committee		
President's Council		

Program Objective 5: Follow-Up Services will be provided to at-risk populations (Dismissal, Probation, Undeclared) and students who have not met 3SP mandates. Targeted interventions will improve standings by 5% from the number of students within these categories using AY 15/16 baseline.

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #3: Develop professional development activities for faculty to improve quality of teaching and curriculum for basic skills, career technical, and transfer courses.

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #1: Increase the student success, completion, and transfer rates using reasonable benchmarks specified by the College.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Closed: A Retention Specialist was hired Spring 16. The task of establishing data collection protocols remains a challenge.
RESUBMITTED: See Academic Year 2017-18 Program Plan

Activity 1: Retention specialist will identify target group and ensure students obtain services

> **Personnel Request -** *none*
> **Non-Personnel Request -** *none*

Activity 2: Retention specialist will track data to determine improvement levels.

> **Personnel Request -** *none*
> **Non-Personnel Request -** *none*

Activity 3: Retention specialist will track improvement data.

> **Personnel Request -** *none*
> **Non-Personnel Request -** *none*

Activity 4: Retention Specialist will notify students of their academic standings and required steps for

re-admissions.

      Personnel Request - *none*
      Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	The retention specialist was hired in June and is now undertaking this work. Results will be evaluated at the end of the academic year.	11
Budget Committee		
President's Council		