

IEC STATUS UPDATES

Status Update: General Counseling

Recommendation 1: Develop plan for counseling resources to fall under the leadership of VPSS.

Progress: Minimal progress in this area. Special funded programs or grants are driving the hiring of categorical/grant-funded (FT and PT) counselors all reporting to various supervisors who have different expectations. Grants writers are including counseling positions without including the Counseling Department in the planning process.

Recommendation 2: Collect data and assess for effectiveness of new initiatives

Progress: Systems are being established to collect data. Surveys, pre/post assessments, and other data gathering systems are being created to automatically collected data. Retention Specialist was hired to collect data on an-going basis. Automated data collection systems (portlets) are still be designed.

Recommendation 3: Work with VPSS and grant-funded part time counselors to minimize fragmenting

Progress: Minimal progress in this area. Program-specific goals drive and maintain the fragmentation and silo approach to the delivery of counseling services. VPSS has attempted to slow down the hiring of FT program –specific counselors. PT counselors continue to be invited to all department meetings and trainings – not all attend for varying reasons. The trend of hiring very inexperienced counselors has resulted in an increase demand on the General Counselors to serve more students (students can tell when a counselor is inexperienced) and to train the counselors who lack experience working in the community college system.

Recommendation 4: Continue intrusive intervention for students at risk

Progress: Great strides in identifying and tracking cohorts for notification of academic standings. Notification system now falls under Counseling and Retention offices which have improved the timeliness of notifications and follow-up for students. Probation2 students have a formal Improvement Plan designed to facilitate the students' return to good standing.

Recommendation 5: Develop more strategies for online delivery of services

Progress: Counseling is in the planning phases of implementing Cranium Café software that will modernize and expand online counseling services. Counseling created an online form and system that allows students to submit transcripts for pre-requisite verifications.