Program Review Report

Yuba Community College District

YC - Counseling Program Recommendations

Program Description: The description of the Counseling Department included in the Yuba College Catalog reads:

Community colleges are distinguished by the personal attention given to students and the quality of guidance and counseling services provided to students. Counseling is a part of Yuba College, designed to complement and facilitate the instructional program and to aid students in academic, career, and personal planning.

Counselors provide services for helping each student:

-analyze aptitudes and interests and learn decision-making processes related to academic and career planning;

-determine the best educational program for achieving a chosen career;

-select courses and college activities to maximize the students opportunities and potential;

-develop a student educational plan that encompasses both the course work and supplemental needs of the student;

-plan a transfer program which leads to acceptance with junior standing at an upper division college or university, if such is the choice;

-resolve personal problems which are of such a nature that a college counselor can be of professional assistance.

Individual Counseling

-Every student is strongly encouraged to see a counselor at least twice each semester to confer on matters pertaining to satisfactory adjustment to college life and progress toward educational/career goals.

-Since accurate information about program requirements and course prerequisites is essential for planning courses of study, counselors serve as valuable resource people in helping select appropriate courses.

-Pre-transfer students are urged to consult with counselors and with the catalogs of the institutions they wish to attend in order to be certain they fulfill all lower division general requirements and specific major requirements of the upper division colleges of their choice.

-Counseling also offers a variety of services and resources designed to aid students in choosing, changing, or confirming career goals and taking appropriate steps to reach those goals.

-Students are advised to make their vocational plans or to select the school to which they wish to transfer as early as possible in their college career. Frequent changes of program or changes in vocational objectives may delay graduation or interfere with successful transfer to other collegiate institutions.

-Yuba College has counselors available at Yuba College in Marysville, Beale AFB Center, and Clear Lake. Beginning in the fall of 2012, counseling services will be available at the new Sutter County Educational Center.

-Students are encouraged to use the counselors expertise as they progress through their programs.

Group Counseling/Orientation

-Yuba College provides several types of orientation programs: registration briefing sessions, self-paced orientation courses, career and college planning courses (Counseling 10, 15A, 15B,15C,15D, 25, 35, and 45).

-Yuba College counselors provide essential information concerning college graduation and transfer requirements, rules and regulations, and registration procedures for Yuba College programs.

Year of Review: 2012-2013

Type of Review: Annual Update

Executive Summary: The intent of the Counseling Department is to provide counseling services to all students. Yuba College used to have a larger counseling staff. As counselors have retired, they have not been replaced, having a devastating effect on the services available to students. In the last five years due to retirements, the Counseling Department has lost four counselors. The last retirements included two General Counselors, the English as a Second Language Counselor, plus the Athletics Counselor. The loss has drastically affected students. The Counseling Department has agreed to process a request for the replacement of the last three retirees (Brown, Sager and Nicholson). These faculty requests will include three (3) General Counselor positions. Having full-time General Counselors will allow the flexibility to assign them appropriately.

Future Goals and Program Direction: The Counseling Department has a long list of goals to improve the efficiency of the services provided to students and to take the Department into a direction that will support the Mission of the College. These goals that need to be prioritized include:

-articulate the need for Counseling Department lead person, such as a Department Chair;

-review the role and services provided by the Yuba College counseling faculty and compare to the services described in the student catalog; assess their effectiveness and thoroughness in providing counseling services to students having lost four positions in the last 5+ years;

- Implement the status of the Electronic Educational Plan process and work towards implementation, setting specific deadlines;

-redevelop the Peer Advisor Program;

-streamline processes for Student Petitions, Prerequisite Challenges, by developing one on-line petition form.

-review and update the Counseling Department website, identifying and appointing one person to maintain updates;

-develop a New Student Counseling Handbook with step-by-step petition filing process;

-develop a step-by-step Counseling Resource Handbook outlining different processes and identifying student responsibilities to initiate and follow-up on these processes;

-Request a counsleing position for staffing of the Sutter counseling center.

-improve the High School Quick Registration/Orientation.

-develop a Counseling Intern Program

-Request for a Counselor position for the Transfer Center.

-strengthen student counseling access and improve processes through an efficiency assessment of:

-phone appointment system;
-student counseling walk-in process;
-educational plan appointment process;
-on-line counseling appointment process;

Curriculum & SLO Assessment Summary : Based upon the data provided, briefly explain the current status of the program.
The department continues to provide core counseling services with 3.6 counselors. Even though there are 4 full-time counselors, one counselor has 20% release time to serve as Coordinator of the Career Center and in addition, part of her load includes teaching a Career Exploration course.

During the period from 7/1/11 to 6/30/12 counseling handled 5,192 scheduled appointments, 4,162 walk in /quick question sessions, and 3,341 online orientations and follow up interactions with students completing online orientations.

The level of counseling staff has translated into a substantial reduction in access to counseling services due to the challenge of meeting student demands for pre-admission advising; educational plan development, including Veterans, dismissed students seeking readmission; orientation and advising of new students; ongoing career, personal and academic counseling throughout the year, plus a large number of Financial Aid students on probation. During the formal program review last year, a campus wide survey of students revealed that the biggest concern students had regarding counseling services was access to counseling. Additionally, the Counseling Department is without a Dean of Student Development, which negatively impacts the administrative assistant and student access to resolution of petitions and challenges. The duties of the former Dean of Student Development were assigned mostly to the Dean of Student Support Services who now oversees, Financial Aid, EOPS-CARE, CalWORKs, DSPS and the TRIO programs. The Student Success Center was reassigned to the Director of Research along with the Assessment Center. The Student Petition process was divided among the Dean of Student Development, the Director of Admissions and Enrollment Management and the DSPS Director. Ultimately this distribution has led to a disjointed as well as ineffective service, plus reduced access for students. The distribution of the Student Petition process has created a severe burden on the Administrative Secretary.

Explain significant changes in the program since the last program review or annual update.

The most significant changes in the program are the non-replacement of the Dean of Student Development and the last three retired counselors. The department is operating at a severely reduced staffing load. In reality, the Counseling Department is actually down four counselors from the original eight counseling positions.

The majority of incoming students are choosing the online orientation which has been completely updated.

In June of 2011, Yuba College hired a new Career/Transfer/Veteran Services Technician whose position is 60% Veteran Services and 40% Career/Transfer Center. Bound by the recent changes to the Veteran Administration procedures, the Career/Transfer Center responsibilities have improved, but, there is still a coordinated effort with all Student Services personnel, such as the annual College Information Day, Career Exploration events, and as the budget permits, college field trips. The new technician assists students with major exploration and works with students to ensure that they are prepared when they meet with a counselor to establish and educational plan.

Co-located with the Veteran Service Office, the Career/Transfer Center has the added benefit of VA work study students to assist Yuba College students with application, orientation and other registration assistance. This provision improves the important first steps of making a good impression for new students, and eases the stress that is associated with the peak registration periods. The work-study students are supervised by the Career/Transfer/Veterans Services Technician.

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
YC - Counseling Program Recommendations - Dean of Student	**Plan of Action:** Request that this management position is		

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Development - Replacement - It is strongly recommended that the Dean of Student Development is replaced. **Year(s) Requested:** 2011-2012 2012-2013 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** The majority of the responsibilities of the Dean of Student Development have been reassigned to the Dean of Financial Aid and Student Support Services, the Director of Research and to the Director of DSPS. The Administrative Secretaries who reported to the Dean have been affected because they have undertaken responsibilities that are not part of their job descriptions.	replaced by going through the proper channels. Not having replaced this management position resulted in the loss of expertise and focused attention to the different areas for which the Dean had responsibilty. The Dean of Financial Aid and Student Support Services attempts to cover all the areas reassigned to her, however, this person is stretched out too thin, at the expense of the previous areas for which she is responsible. **Type:** Staffing - Other **Budgetary Impact:** Salary and Fringe benefits.		
YC - Counseling Program Recommendations - Counseling Position Replacement = 3 - Replace the three counseling positions that were lost due to retirements during the last two years: Nicholson, Brown and Sager. There is a high need to replace these positions to adequately serve the needs of the students as documented in this review. **Year(s) Requested:** 2011-2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** The last study conducted by the statewide Academic Senate, Standards of Practice for California Community Colleges Counseling Faculty and Programs, which was revised and last adopted in the Fall of 2008, recommends a counselor/student ratio of 1:370. Our current staffing level is 3.6	**Plan of Action:** Process Requests for Faculty positions. **Type:** Staffing - Faculty **Budgetary Impact:** Salary and fringe benefits.		

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Counselors, due to the retirement of three counselors: Sager, Brown, Nicholson. Prior to the three counselor retirements, the staffing level was 5.2, yielding a counseling staff ratio of 1:1453. This year, the scenario has worsened. Last spring the two approved counseling positions for academic year 2011-2012 were first reduced to one and then cancelled in the middle of the hiring process. The current combined headcount for Marysville, the Beale Center, plus the Sutter Educational Center is 10,370 and, as mentioned, the staffing level is 3.6 counselors. This combination yields a counselor/ student ratio of 1:2880. This ratio is detrimental to effective, professional counseling services. The number of counseling faculty should be sufficient to provide students with suitable access to professional counseling services to support access, retention and transfer.			
YC - Counseling Program Recommendations - Peer Advisor Program - Redevelop the Peer Advisor Program. **Year(s) Requested:** 2011-2012 2012-2013 **Request Date:** 07/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** The Peer Advisor Program was an effective manner to provide additional services to students. In terms of general counseling, the Counseling Department handles a heavy load of orientations and counseling/advising appointments throughout the year, including	**Plan of Action:** Put together a Peer Advisor Plan. **Type:** Staffing - Other **Budgetary Impact:** Calculate the budgetary impact, which would include work-study student salaries.		

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summer. For example, as recorded in the Counseling Reservation System (SARS), during the period from 7/1/10 to 6/30/11, counselors handled 4,031 scheduled appointments, 3,332 walk in/quick question sessions, 866 group orientations followed by break out advising sessions, 4,600 online orientations, and follow up interactions with students completing online orientations. An increase of students has been recorded in between 07/01/11 to 06/30/12. During the period from 7/1/11 to 6/30/12 counseling handled 5,192 scheduled appointments, 4,162 walk in /quick question sessions, and 3,341 online orientations and follow up interactions with students completing online orientations.			
YC - Counseling Program Recommendations - Electronic Educational Plan - Develop and implement the use of Electronic Educational Plans. **Year(s) Requested:** 2011-2012 2012-2013 **Request Date:** 07/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Yuba College has entered into a consulting agreement with Datatel for a consultant to begin the Degree Audit process which will allow Counselors to generate electronic educational plans.	**Plan of Action:** Work with IT on utilizing/accessing the electronic educational plan that is in Datatel. **Type:** Equipment/Technology **Location:** Yuba College - All		
YC - Counseling Program Recommendations - Student Petition Processes - The recommendation to streamline the Student Petition process	**Plan of Action:** Work with the Director of DSPS who is already addressing the project. **Type:**		

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
needs to be addressed to make it more efficient and to lighten the burden that was created with the retirement of the Dean of Student Development, affecting primarily the Counseling Administrative Secretary. **Year(s) Requested:** 2011-2012 2012-2013 **Request Date:** 07/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Number of appeals received during 2011-2012:	Curriculum/SLO **Budgetary Impact:** None		
YC - Counseling Program Recommendations - Counseling Department Website - Review and update the Counseling Department website, identifying and appointing one person to maintain updates. **Year(s) Requested:** 2011-2012 2012-2013 **Request Date:** 07/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Weak website	**Plan of Action:** Assess the website, review other websites, identify need, make recommendations. **Type:** Equipment/Technology **Budgetary Impact:** Minimum		
YC - Counseling Program Recommendations - Student Counseling Handbook - Develop a new Student Counseling Handbook with step-by-step petition filing process **Year(s) Requested:** 2011-2012 2012-2013 **Request Date:**	**Plan of Action:** Working together as a team identify the components of a Counseling Handbook, develop, and implement **Type:** Staffing - Faculty **Budgetary Impact:** Minimum duplicating cost, since it would be posted on the Counseling website.		

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07/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Large number of petitions are processed. This process needs to be streamlined.			
YC - Counseling Program Recommendations - Counseling Resource Handbook - It is recommended that a Counseling Resource Handbook be developed in academic year 2012-2013. **Year(s) Requested:** 2011-2012 2012-2013 **Request Date:** 07/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Develop a Counseling Resource Handbook to improve the efficiency of the Counselig Department.	**Plan of Action:** Begin working on this Resource Handbook in the spring of 2013. **Type:** Staffing - Faculty **Budgetary Impact:** Minimum duplicating cost, since it would posted on the web.		
YC - Counseling Program Recommendations - Counselor for Sutter Center - Hire a Sutter County Educational Center Counselor. **Year(s) Requested:** 2011-2012 2012-2013 **Request Date:** 07/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** The Counseling Department handles a heavy load of orientations and counseling/advising appointments	**Plan of Action:** As the Sutter County Educational Center establishes itself and experiences student growth, a postion request will be processed. **Type:** Staffing - Faculty **Budgetary Impact:** Salary and fringe benefits.		

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throughout the year, including summer. For example, as recorded in the Counseling Reservation System (SARS), during the period from 7/1/10 to 6/30/11, counselors handled 4,031 scheduled appointments, 3,332 walk in/quick question sessions, 866 group orientations followed by break out advising sessions, 4,600 online orientations, and follow up interactions with students completing online orientations. Assigning a Counselor to the Sutter County Educational Center takes services away from the Marysville site.			
YC - Counseling Program Recommendations - High School Quick Registration / Orientation - Improve the High School Quick Reg - Orientation process. **Year(s) Requested:** 2011-2012 2012-2013 **Request Date:** 07/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Through a collaborative team approach, the Student Services Departments coordinated a one-day Quick-Reg Event to assist all high school seniors from the surrounding local high schools. It was a long day for every staff and faculty member who participated, but the goal was achieved. All high school students who participated were able to register. ____ students participated.	**Plan of Action:** Work together as a team to assess prior year event and identify changes. **Type:** Staffing - Other **Budgetary Impact:** Classified staff overtime or CTO if scheduled on a Saturday.		
YC - Counseling Program Recommendations - Counseling Intern Program - Develop a Counseling Intern Program.	**Plan of Action:** Inquire how the existing Faculty Intern Program works. Develop and recommend the implementation of a Counseling Intern		

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Year(s) Requested: 2011-2012 2012-2013 **Request Date:** 07/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Yuba College has already introduced a faculty Intern Program.	Program. **Type:** Staffing - Faculty **Budgetary Impact:** Will depend on the type of stipend offered.		
YC - Counseling Program Recommendations - Transfer Center Counselor - Hire a Transfer Center Counselor. **Year(s) Requested:** 2011-2012 2012-2013 **Request Date:** 07/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Replacement of three counseling positions within the last two years: Sager, Brown and Nicholson.	**Plan of Action:** Identify the need in comparison to other needs in General Counseling. **Type:** Staffing - Faculty **Budgetary Impact:** Salary and fringe benefits.		