Assessment: Assessment Unit Planning

Program Review 2014-15

YC - Counseling Instructional Program Review

Year Under Review : 2014-15
Type of Review:
Program Description : Do students have access to curriculum-specific and/or program-specific support services? If so, describe this service(s). If not, explain why.

Students have access to online orientations, in-person orientation, assessment, and individualized online, in-person, and counseling via telephone with an emphasis on career, personal, and academic needs.

This department provides counseling services to students Monday through Friday 8- 6. Counselors provide educational, vocational and personal counseling to all students with additional services provided to veterans. The full time counselors are also heavily involved in outreach and recruitment. The Generalist is in charge of all Matriculation (in person orientation and materials) needs in addition to supervising student peer advisers and serving as the Transfer Director. The Generalist is also in charge of veteran services and hiring and supervising a Veteran student worker. In-person and online orientations are available for new students here at the center.

In addition to counseling services, several counseling classes (Counseling 10 – College Success, Counseling 15 – Orientation to College, Counseling 25 – Career Planning and Development, Counseling 44 – Assertive Communication, Counseling 52 – Pre-Employment Skills Training and Counseling 56 – Effective Parenting) are offered in various semesters. Students also have access to the new Career and Transfer Center to learn more about college and major selections and career exploration and job preparation through guest speaker presentations and internet search using the computer lab in this room.

If services are available, how do they demonstrate an increase in student success?

Students who utilize counseling services are more informed regarding their rights and responsibilities and have a better understanding of college processes. Further, students who meet with counselors and have a developed educational plan are more likely to complete their goals.

Our goal is to provide the most accurate information to our students in a supportive and caring manner. Students are encouraged to see their counselor at least twice a semester to make sure they are on track to graduate.

During the 2014-15 school year we served over 12,00 students.

How is current and previous program review data used to refine and improve program or department practices?
Through the review of data from student satisfaction surveys, anecdotal feedback and departmental discussions, departmental practices have been adjusted to improve services to students.

A Program Review Annual Update was completed at the Lake Campus for the 2011-12 school year. Since that review, we have completed and moved into our new Administration Building built with Measure J funding. All Student Services are now under one roof, with the addition of the new Career & Transfer Center which is shared with Financial Aid, Admissions and Records and EOP&S. This room is used for in-person orientations as well as workshops and assistance on completing financial aid/scholarships applications, transfer applications, career exploration, college and major searches and job search and preparation as well as placement testing. Students also use this room to apply to Yuba, register for classes and complete their homework using the lab's computers.

Our first Counseling Department Program Survey was administered in the spring semester of 2013. (The EOP& S department administers their own survey separately).
Approximately 150 students were surveyed and rated their satisfaction in the following areas: Online orientation; academic, career and personal counseling; developing/revising a student educational plan; advising related to transferring to a university; assistance with a student petition; graduation and certificate requirement review; customer service at the front counter and with the counselors; meeting with a university representative; scheduling an appointment and walk-in quick question. Students rated the above areas as: Very Satisfied, Satisfied, Somewhat dissatisfied; Very dissatisfied and Have Not Used the Service. Satisfaction rates were high with the majority of responses falling into the "Very Satisfied" to "Satisfied" categories.
Several additional questions were asked at the end of the survey. That information determined that 34% of those surveyed are working toward a college degree or certificate and 38% wish to transfer to a four year university with a degree. 66% of those surveyed attend both day and evening classes with 86% attending both online and regular classes.
Executive Summary (Include a list of team members): 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.
01IP. Department Goals (Click '?' for Prompt): based on the findings of the Student Success Task-force and the adoption of SSSP, we have reallocated and reprioritized to meet the state mandate for student success.
The Counseling Department held a Counseling 10 workshop to discuss a philosophy, share instructional resources, and to strategize and adjust instructional practices for a more standardize approach to instructional delivery.
The Counseling Department will continue to develop, distribute, and assess surveys to ensure continuous quality of our Counseling Department services.
based on very pointed feedback from high school counselors, the Counseling Department reassessed our existing outreach program and made responsive, and very positive adjustments to our high school visitation program.
02IP. Access to Support Services (Click '?' for Prompt): -Counseling Services
03IP. Follow up to question 02IP (Click '?' for Prompt): Yes, every student has equitable access to support services, in particular to what we listed above(counseling services) . The Counseling Department strives to make every effort possible for counseling services to be accessible to all student , rather we communicate via phone, email, or in person with our students.
04IP. Degrees/Certificates (Click '?' for Prompt): N/A
05IP. Improve Completion (Click '?' for Prompt): N/A
06IP. Course Outlines (Click '?' for Prompt): N/A
07IP. Collaboration (Click '?' for Prompt): The Counseling department is a important component in student services, but we do collaborate on a daily basis with the other student services department s. The Counseling Department also makes referrals for students based on their need that we observe during our appointment with them, such as EOP&S/CARE, DSPS, CalWORKs, assessment, admissions, and financial aid.
08IP. Catalog Currency (Click '?' for Prompt): N/A No changes needed.
09IP. For CTE Programs Only (Click '?' for Prompt): NA
10IP. DE Students (Click '?' for Prompt): We need to better serve DE students. Counseling services are limited and better technology needs to be purchase to serve DE students. Additional support has been requested from IT.
11IP.Disproportionate Impact(Click '?' for Prompt): N/A
12IP. Mapping (Click '?' for Prompt): Yes
13IP. Course SLOs (Click '?' for Prompt): N/A
14IP. Program SLOs (Click '?' for Prompt): orientation assessments that had been previously developed for our department were not adjusted or amnended when the orientation was updated to meet SSSP mandates. A strategy is being developed to assess what changes need to be made to our pre-test/post-test orientation assessment based on changes to the orientation.
Based on the overwhelming positive results of our last survey, the department will change the questions in order to determine if students know what they should be receiving.
15IP. Professional Development (Click '?' for Prompt): CSU/UC Conference; Umoja Confrence; OnCourse training; CTE Collaborative meeting with area HS Counselors, SSSP Confrence, Equity Confrence
16IP. Reflection (Click '?' for Prompt): There is a need to embed an analysis of program review findings in our daily operation within the Counseling Department. We proactively meet to review our objectives, update our SLO, review our findings, analyze data, and use the data to improve our program practices and services.
Are you ready to submit your final program review?: Yes

YC - Counseling Instructional Program Review

Program Recommendation: Dean of Student Development - Replacement

It is strongly recommended that the Dean of Student Development is replaced.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014
Request Date: 10/31/2013
Supporting Evidence : 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.
Evaluation Plan: ...

Plan of Action

Staffing - Technical/Clerical - Request that this management position is 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. (Active)

Budgetary Impact: Salary and Fringe benefits.
Timeline/Responsible Party: Fall of 2013. All Student Services staff, Dean and Directors Group, Vice President of Academic and Student Affairs.

Status

Reporting Year: 2015-2016 12/01/2015
Recommendation Progress: Recommendation Inactivated/Discontinued
A Director of Counseling will be hired Spring 2015.

Reporting Year: 2015-2016 12/01/2015
Recommendation Progress: Recommendation Inactivated/Discontinued
Directtor of Counseling will be hired Spring 2016

Program Recommendation: Counseling Position Replacement = 4

Replace the three counseling positions that were lost due to retirements during the last three years: Nicholson, Brown, Sager and Morgan. There is a high need to replace these positions to adequately serve the needs of the students as documented in this review especially pertaining to the new SSSP.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2013-2014
Request Date: 10/31/2013
Supporting Evidence : 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. By the end of this Fall 2013 semester our current staffing level is 2.6 Counselors, due to the retirement of four counselors: Sager, Brown, Nicholson and Morgan. Prior to the four counselor retirements, the staffing level was 6.2, yielding a counseling staff ratio of 1:1453. This year, the scenario has worsened. Last years ago 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.
Evaluation Plan: ...

YC - Counseling Instructional Program Review

Staffing - Faculty - Process Requests for Faculty positions. (Active)
Budgetary Impact: Salary and fringe benefits.
Timeline/Responsible Party: Counseling faculty, Dean of Financial Aid and Student Support Services, Vice President of Academic Affairs and Students Services, YCFA.

Program Recommendation: Peer Advisor Program

Redevelop the Peer Advisor Program.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014
Request Date: 07/01/2012
Inactive Date: 10/07/2015
Supporting Evidence : 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 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.
Evaluation Plan: ...

Plan of Action

Staffing - Technical/Clerical - Put together a Peer Advisor Plan. (Active)
Budgetary Impact: Calculate the budgetary impact, which would include work-study student salaries.
Timeline/Responsible Party: Counseling faculty

Program Recommendation: Counseling Department Website

Review and update the Counseling Department website, identifying and appointing one person to maintain updates.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014, 2015-2016
Request Date: 10/31/2013
Supporting Evidence : Weak website - Additional work needed
Evaluation Plan: ...

Plan of Action

Equipment - Assess the website, review other websites, identify need, make recommendations. (Active)
Budgetary Impact: Minimum
Timeline/Responsible Party: Academic year 2012-2013 Counseling staff, YC Webmaster for guidance, IT for support.

Program Recommendation: Student Counseling Handbook

Develop a new Student Counseling Handbook with step-by-step petition filing process

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014
Request Date: 10/31/2013
Supporting Evidence : Large number of petitions are processed. This process needs to be streamlined.
Evaluation Plan: ...

Plan of Action

Staffing - Faculty - Working together as a team identify the components of a Counseling Handbook, develop, and implement (Active)
Budgetary Impact: Minimum duplicating cost, since it would be posted on the Counseling website.
Timeline/Responsible Party: Fall of 2013 - Counseling faculty.

Program Recommendation: Counseling Resource Handbook

It is recommended that a Counseling Resource Handbook be developed in academic year 2012-2013.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013
Request Date: 07/01/2012
Supporting Evidence : Develop a Counseling Resource Handbook to improve the efficiency of the Counselig Department.

Plan of Action

Staffing - Faculty - Begin working on this Resource Handbook in the spring of 2013. (Active)
Budgetary Impact: Minimum duplicating cost, since it would posted on the web.
Timeline/Responsible Party: Counseling faculty with support from Administrative Secretary.

Program Recommendation: Counselor for Sutter Center

Hire a Sutter County Educational Center Counselor.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014
Request Date: 10/31/2013
Inactive Date: 10/07/2015
Supporting Evidence : The Counseling Department handles a heavy load of orientations and counseling/advising appointments throughout the year, including summer. For example, as recorded in the Counseling Reservation System (SARS), during the period from 7/1/13 to 6/30/14, 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.
Evaluation Plan: ....

Plan of Action

Staffing - Faculty - As the Sutter County Educational Center establishes itself and experiences student growth, a postion request will be processed. (Active)
Budgetary Impact: Salary and fringe benefits.
Timeline/Responsible Party: Counseling Faculty, Administation fron Yuba College and the Sutter Center.

Program Recommendation: High School Quick Registration / Orientation

Improve the High School Quick Reg - Orientation process.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014
Request Date: 10/31/2013
Inactive Date: 10/07/2015
Supporting Evidence : 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.
Evaluation Plan: ...

Staffing - Technical/Clerical - Work together as a team to assess prior year event and identify changes. (Active)
Budgetary Impact: Classified staff overtime or CTO if scheduled on a Saturday.
Timeline/Responsible Party: Spring of 2013. Student Services Team.

Program Recommendation: Counseling Intern Program

Develop a Counseling Intern Program.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014
Request Date: 10/31/2013
Supporting Evidence : Yuba College has already introduced a faculty Intern Program.
Evaluation Plan: ...

Plan of Action

Staffing - Faculty - Inquire how the existing Faculty Intern Program works. Develop and recommend the implementation of a Counseling Intern Program. (Active)
Budgetary Impact: Will depend on the type of stipend offered.
Timeline/Responsible Party: Counseling Faculty.

Program Recommendation: Technology

To what degree does your program or department have adequate and appropriate technology to support effective instruction (e.g., software, computers, and information technology)?

MARYSVILLE: The Counseling department is at an important juncture with regard to the counseling process. We fully recognize the need for innovative approaches for twenty-first century counseling. We need to transition to more availability of electronic counseling services for all students. Counselors need access to more scanners to get Student Educational Plans (SEP) into the ImageNow program as they are developed, and counselors need more access to ImageNow through additional licenses so that transcripts and SEP can be accessed from their offices.

Additionally, the Counseling Department needs resources to complete the process of integrating the Degree Audit program or another electronic educational plan program.

-Each counselor needs access to their own printer with scanning capabilities.
-Additional Scanners need to be purchased for high-school transcripts, educational plans and student notes.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014, 2015-2016
Request Date: 10/31/2013
Supporting Evidence : Not implementing software implementation for electronic ed plans.
Evaluation Plan: ...

Plan of Action

Equipment - Continue participation in above and any new activities that may arise to enhance our professionalism. (Active)

Budgetary Impact: ...
Timeline/Responsible Party: ...

Program Recommendation: Facilities

To what degree does your program or department have adequate facilities to support effective instruction? Please explain.

MARYSVILLE: In Building 100B: Painted. Bathrooms is needed and they also need to be cleaned and updated.

YC - Counseling Instructional Program Review

Because Counseling is not an instructional department or division, rooms for counseling courses tend to be assigned on a “space available” basis which means that these assigned rooms are not always conducive to both individualized and group learning processes. Ideally, counseling classes should be taught in a classroom that allows for both individualized learning and small group interaction, with move able tables and chairs. It would be ideal to have an appropriate, dedicated space in which the counseling courses could be taught every semester.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014, 2014-2015
Request Date: 10/31/2013
Supporting Evidence : ...See facilities
Evaluation Plan: ...N?A

Plan of Action

Facilities - Make a formal request to Presidents office. (Active)
Budgetary Impact: unknown
Perkins Eligible: No
DE Related: No
HSI Related: No
YC - Location: Marysville Campus

Program Recommendation: FACULTY

Does this program or department have adequate full-time faculty to support a high quality program? Please explain.

MARYSVILLE: 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 and soon to be retired, Morgan). These faculty requests will include two (2) General Counselor positions. Having full-time General Counselors will allow the flexibility to assign them appropriately.

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 40% release time to serve as Senate Vice President.

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 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.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2011-2012, 2012-2013, 2013-2014, 2015-2016
Request Date: 10/31/2013
Supporting Evidence : ...See above...
Evaluation Plan: ...

Plan of Action

Staffing - Faculty - Continue participation in above and any new activities that may arise to enhance our professionalism. (Active)
Budgetary Impact: ...
Timeline/Responsible Party: ...
DE Related: Yes

Program Recommendation: STAFFING

Does this program have adequate technical/clerical staff to support a high quality program?

MARYSVILLE: No. Additional technical/clerical staff is needed to support the continuous updates of our website and orientation. Staffing is also needed at the front desk to screen phone calls and return messages. Additionally, the career and transfer center only have one staff member who can dedicate a maximum of 40% of his time to these duties. That is only 20% career center and 20% transfer center.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2012-2013, 2013-2014
Request Date: 10/31/2013
Supporting Evidence : Transfer and career services are minimal....
Evaluation Plan: ...

Plan of Action

Staffing - Technical/Clerical - Continue participation in above and any new activities that may arise to enhance our professionalism. (Active)
Budgetary Impact: ...
Timeline/Responsible Party: ...
DE Related: Yes

Program Recommendation: FACULTY AND STAFF PERSONNEL DEVELOPMENT

In the last year, in what professional development activities or networking has faculty and/or staff participated?
MARYSVILLE: Yuba College has participated in the following professional development activities:
Crisis Intervention Workshop
Suicide Prevention Workshop
Professional Networking Conference
CSU Conference
UC Conference
Transfer Model Curriculum Conference
Student Success Initiative Conference

YC - Counseling Instructional Program Review

Classroom Presentations
Nursing Department Liaison / Checklist
Rad Tech Department Liaison / Checklist
Annual Counseling In-service
Annual Counseling Retreat
Student Instructional Aid Symposium
Student Success Symposium
Degree Audit Task Force
Catalog Task Force
AAT/AST Task Force with Admission & Records
ATP - Nursing School Liaison
ECE Advisory Committee
Departmental Liaisons
CTE/ROP Regional Consortium
High School Counselor Consortium on campus
Inter District Student Success Initiative Task Force

Recommendation Priority: 3. High Priority
Year(s) Requested: 2013-2014
Request Date: 10/31/2013
Supporting Evidence : ...
Evaluation Plan: ...

Plan of Action

Professional Development/Training - Continue participation in above and any new activities that may arise to enhance our professionalism. (Active)

Budgetary Impact: minimal.

DE Related: Yes

Related Goals

College - Yuba College Program Review
YC Goal 2 - Prioritize and allocate resources based on existing and emerging community and student needs over those of individual projects or programs.
YC Goal 3 - Steward our institutional resources with increasing effectiveness and efficiency.
YC Goal 4 - Research and utilize effective modes of delivery for our courses and services.
YC Goal 5 - Design our programs in such a way as to allow students to complete their educational goals in a timely manner.
YC Goal 6 - Evaluate our programs, services and processes to ensure continuous quality improvement.
YC Goal 7 - Improve the quality of the student experience at all our campuses and centers.
YC Goal 8 - Develop partnerships to enhance educational resources and student opportunities.
YC Goal 9 - Exemplify educational excellence, fiscal responsibility, cultural awareness, and civic engagement for our communities and region.

YC - Counseling Instructional Program Review

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Critical Thinking - Analyze data/information in addressing and evaluating problems and issues in making decisions.
Global Awareness - Articulate similarities and differences among cultures, times, and environments, demonstrating an understanding of cultural pluralism and knowledge of global issues.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Personal and Social Responsibility - Interact with others by demonstrating respect for opinions, feelings, and values.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YCCD Board of Trustees Vision Statement
YCCD VS 1 - Providing an innovative, world-class learning environment;

YC - Counseling Instructional Program Review

YC - Counseling Instructional Program Review
Expand additional resources to students.
Assess and revise and/or develop processes that impact student counseling, access, and retention.
Assess, develop, and implement technology to support the counseling mission and goals.

YC Goal 1 - How do program or department goals align with stated Yuba College goals?

The Counseling Department has made a concerted effort to develop both individual counseling course SLO and departmental SLO to assist in the enhancement and assessment of student success.

Although staffing within the department is severely reduced, all available resources have been allocated to maintain a dedicated counseling presence at all sites within the college. An effort is made to anticipate peak periods when the need for additional counselors is greatest and schedule the adjunct counseling staff accordingly for maximum effectiveness and efficiency.

Counseling staff continues to attend workshops, trainings, conferences, and to participate on project teams in an effort to maintain currency with counseling service delivery systems (such as the electronic educational plan.)

Counseling staff works closely with the academic divisions throughout the college to enhance communication between instructional and student services staff, as well as to provide advice regarding student academic needs in an effort to ensure that students can complete their academic programs and graduate or transfer in a timely manner.

The department reviews student satisfaction survey results as an evaluative tool to ensure continuous quality improvement of our program and services. Additionally, student workers have participated in an enhanced training program in an effort to improve our overall services and the quality of the student experience.

The Counseling Department continues to work closely with community agencies to maintain strong relationships for necessary student referrals as well as to promote civic engagement. We have a dedicated relationship with area high school counselors and representatives from universities in our region to enhance educational resources and student opportunities.

YC Goal 1 - How does the program support the YCCD District Vision Statement? Specifically, how does the program meets the needs of our students and communities?

The Counseling Department has a responsibility to welcome students and function as the face of Yuba College, as it is the first department with which most new students come in contact. This first contact comes either by the students visiting our sites or through our outreach efforts within our community. It is imperative that counselors reflect to students the availability of impactful, meaningful educational opportunities at the college and that counselors assist students to understand their options as well as their academic and personal responsibilities. Counselors do this by building and maintaining a trusting relationship with students as counselors guide the students toward their academic programs and resources.