Program Review Annual Update

1. **Department:** Assessment, Counseling, Student Success (Matriculation) and Transfer

2. **Reporting year:** 2013-2014

3. **Names of the individuals participating in the review:** Alison Somerville, Counselor; Tom Rogers, Counselor; Barbara Baston, Counselor; Cecelia Frohrib, Assessment Technician; Cathy Harrison, Administrative Assistant; KC Mesloh, Transfer Center Assistant, and Karen Spence, Counselor

4. **Progress Report: Review previous IPR or NIPR and/or annual update. Describe progress made on any recommendations and any changes made within the program.**

   1. Hire a Lead Counselor ($8500.00) *Completed*
      - Lead counselor was hired Spring 2014

   2. Hire another counselor to be assigned to the incarcerated population and other counseling needs ($86,245.00) *In-progress*
      - SSMP prioritized the position as number two in the budget priority cycle

   3. Eliminate the gap between two counselor offices to improve privacy and confidentiality. ($1,000.00) *Not started*

   3. Install centralized heating and air to the Counseling Department. (amount to be determined) *In-progress*
      - FMP prioritized this as a strategy to be completed

   4. Supply adjunct counseling office with phone, and desktop computer. ($1100.00) *In-progress*
      - Installed a computer in fall 2013

   6. Two new student computers. ($1,500.00) *Not started*

   7. Purchase seven student computer chairs. ($500.00) *Not started*

   8. Install centralized air conditioning in the Assessment Office. (Amount to be determined) *In-progress*
      - FMP prioritized this as a strategy to be completed

   9. Purchase one new staff desk – Assessment ($500.00) *Not started*

   10. Purchase one new staff chair- Assessment ($150.00) *Not started*

   11. Support online application, registration process, and education plan *In-progress*
       - Degree audit will begin implantation in spring 2014

   12. Implement common assessment tests when established *In-progress*
       - Waiting on the state

   13. Monitor courses submitted to C-ID and work with faculty to get appropriate courses C- ID submitted, re-submitted (if necessary), and approved. *Completed/On-going*

- State requirement been doing since 2011

14. Continue to maintain the annual general education submissions to CSU and UC, revising curriculum to meet the general education area requirements for additional courses approved. *Completed/On-going*

15. Continue to collaborate with staff, administration, and Curriculum Committee to submit courses required to propose transfer degrees to the Chancellor's Office. *Completed/On-going*

16. Develop a LCC Transfer Center Advisory Committee to meet Title V mandates. *Not started*

17. Develop a Transfer Center Plan. *In-progress*
- During the 2013-2014 investigation of the transfer plan will begin

18. The counseling department will report on our 2013-14 SLO goal, establish a target for the 2013-14 Student Learning Outcome and provide the results in WEAVE, and evaluate Student Learning Outcome each year and develop a new one, if necessary. *Terminated*

19. Assign a counselor a percentage of time to be involved with an athletic team to meet the requirements of the Student Success and Support Program (formally matriculation). *Completed*
- 100% of athletes had educational plans in the 2013-2014 year

20. Work with newly hired Director Institutional Effectiveness to determine program effectiveness. *Completed*
- In 2013-2014 the AUOs were updated, student services survey was developed and Annual NIPR was completed

21. In coordination with administration, the Director of IT and counselors will have CCC Apply and an online educational plan system in place by the end of fall 2013. *In-progress*
- CCCApply was implemented in fall 2013
- Degree audit will be implement in spring 2014

22. Increase number of part time counseling staff. *In-progress*
- Recruiting candidates in spring 2014

23. Reasonably assign counseling duties as a result of increased state mandates and decrease in staff. *Completed/On-going*

24. Continue to provide funds to travel to appropriate conferences and meetings for articulation personnel. *Completed*

25. Veteran's Counselor needs to attend conferences/trainings regarding program mandates and new regulations. *In-progress*
- During the 2013-2014 year discussions have occurred at monthly departmental meetings

26. Maintain budget to reflect the increases in test supply costs due to the increase in the number of off campus testing. *Completed/ On-going*

27. Newly hired Outreach Coordinator to provide face to face orientations. *Completed*

28. Develop online interactive orientation to include career exploration. *In-progress*
- Researching external consultants for orientation

29. Online and face-to-face orientations will be revised to include a career component to better prepare students when completing an educational plan. *Not started*

30. Explore additional career exploration services. *In-progress*
- During the 2013-2014 year discussions have occurred at monthly departmental meetings

31. Develop a correspondence orientation for the incarcerated population. *In-progress*
    - Under review for modification

32. Increase the use email to inform students of transfer center activities, deadlines, and available resources. *Completed/On-going*

33. Continue outreach to local high schools. *Complete/ On-going*
    - The outreach coordinator has been meeting with regional high schools since fall 2013

34. Explore ways to increase university participation for College Day *Complete/ On-going*
    - In 2013-2014 the department has been participating in regional transfer meetings

35. Assign certain populations to specific counselor (i.e. International students, Reg-to-Go students, athletes, DSPS students, etc.) to see if assignment of counselor benefits the students.

36. Continue to attend Closing the Achievement Gap meetings. *Complete/ On-going*
    - Participated in spring 2013

37. Annually evaluate if the department needs to include a Student Learning Outcome specifically addressing articulation. *Complete/ On-going*

38. Track the number of students served from each high school each year *In-progress*
    - Requesting data for high school participant data in spring 2014

39. Request high schools to complete an evaluation of Lassen College services and suggest services they would like us to provide *In-progress*
    - Participating in a Counselor Luncheon in spring 2014

40. Work with MAA Coordinator to establish support for students with long term issues *In-progress*
    - Met with MAA coordinator in 2013

41. Continue to support the Transitions Program *Complete/ On-going*
    - Information was presented at the spring 2014 convocation to 1200 high school students

42. Explore using College Week Live for students to gather information about universities. *Not started*

43. Annually evaluate if Transfer Center staffing needs are adequate and meeting compliance issues *Not started*
    - Waiting on Institutional Staffing Plan

5. **Outcome Assessment (SLOs/PSLOs/AUOs):**

The assessment of 2012-2013 showed the achievement target of AUO1 was not met as there was not a 5% increase in student registration on Web Advisor. Similarly, AUO2 was partially met as in 2011-12, 30 students completed an Associate of Science degree, 122 completed an Associate of Arts degree, and 105 earned a Certificate of Achievement. In 2012-13, 40 students earned an Associate of Science, 140 earned an Associate of Arts degree, and 103 earned a Certificate of Achievement. We partially attained our goal in that there was an increase in degrees issues, but a small decrease in the number of Certificate of Achievements issued.

In 2012-2013, no assessments were conducted for transfer of the assessment centers. However, AUOs will be assessed in spring 2014.

6. **Curriculum:** Not applicable

7. **Program Emerging Needs Assessment: Describe needs that have developed since the previous review. Consider emerging needs in staffing, equipment, training, facilities, or funding, Include data sources in the previous item that support emerging program needs.**

- Increase travel budget and professional development for training and conference ($2,000.00)
- Mental health counselor ($86,425) (Safety)
- Develop an interactive orientation ($5,000) (Student Success Initiative)
- Assessment computer refresh ($5,000.00)

8. **Progress and Reprioritization of Recommendations:**

a. **Review the prioritized recommendations in the previous program review.**
b. **Record outcomes of items in the planning agendas for each section.**
c. **Specify any changes in priority as well as any additions or deletions.**
d. **Provide updated planning agenda forms for each planning committee.**

Table 1. 2013-2014 Assessment, Counseling, Student Success (Matriculation) and Transfer Prioritized Recommendations Requiring Institutional Action for Inclusion in Educational Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Time Frame	Estimated Cost	Expected Outcome

Table 2. 2013-2014 Assessment, Counseling, Student Success (Matriculation) and Transfer Prioritized Recommendations Requiring Institutional Action for Inclusion in Human Resource/Professional Development Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
4	Mental health counselor	2014-2015	86,245.00	Hire F/T mental health counselor increase safety
2	Travel and professional development increase	2014-2015	2,000.00	Attend more conference and trainings

Table 3. 2013-2014 Assessment, Counseling, Student Success (Matriculation) and Transfer Prioritized Recommendations Requiring Institutional Action for Inclusion in Facilities Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
3	7 student computer chairs	2014-2015	500.00	Safety
3	Eliminate gap between counselors offices	2014-2015	1,000.00	Increase privacy
3	Desk	2014-2015	500.00	Workspace utilization
3	Chair	2014-2015	150.00	Safety

Table 4. 2013-2014 Assessment, Counseling, Student Success (Matriculation) and Transfer Prioritized
Recommendations Requiring Institutional Action for Inclusion in Institutional Technology Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
3	Interactive orientation	2014-2015	5,000.00	Online interactive orientation that will increase participation
3	Two new student computers	2014-2015	1,500.00	Increase productivity

Table 5. 2013-2014 Assessment, Counseling, Student Success (Matriculation) and Transfer Prioritized
Recommendations Requiring Institutional Action for Inclusion in Student Services Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

9. **Additional Information: Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes.**

- Website updates will be occurring in spring 2013-2014
- New online orientation will be investigated