

1. Assessment Plan - Three Column



PIE - Student Services: Counseling Department Unit

2. Where We Are Now: Year at a Glance

2020-21

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Summary of Notable Achievements: Mt. SAC and the Counseling Department continued the "Stay at Home" ordinance through the 2020-2021 academic year providing all services and courses online/remote due to the pandemic. The Mt. SAC Counseling Department was able to meet and exceed the demands issued by the State, California Community College Chancellor's Office, and District by serving and supporting - the Student Equity & Achievement Program (SEAP) which integrates SSSP (orientation, educational plans, follow up), Student Equity, and Basic Skills. The Counseling Department continued to play a critical role in AB705 (English, AMLA, and math assessment), Guided Pathways (i.e. Career Readiness and Development), Promise Program, Completion efforts, Dual Enrollment, and address the New Student Centered Funding Formula. Below are the notable achievements the Counseling Department contributed to Mt. SAC in 2020-2021:

--In 2020-2021 overall, the Counseling Department completed 15,955 Online New Student Orientations (NSO). We also integrated a new Online NSO with Advantage Design in January of 2021. The pandemic had a major impact on First Time Freshmen (FTF) because we decreased from the previous year (2019-2020) by 3,215 orientations (Heasley, 2021).

--In 2020-2021 the Counseling Department redeveloped and formatted the MAP Workshops Online serving 2,754 students, hosting 72 MAP Workshops, and having approximately 600 Connect4 students complete the MAP Workshop. In 2019-2020, no MAP Workshop was conducted due to the pandemic. MAP Workshops are critical due to the fact that its the second part of NSO where students develop their 1st Semester Educational Plan and learn critical information about degrees, Guided Pathways, and Mt. SAC services and programs (Stacy Lee, 2020-2021 Data).

--In 2020-2021 the Counseling Department was able to serve 25,691 students via Counseling Services via a modality of interaction utilizing phone or face-to-face:

- 2,438 students were served via Cranium Café (July - December 2020)
- 1,262 students were served via Drop-In
- 19,449 students were served via ESARS Appointments (i.e. Phone, Zoom)
- 1,498 students were served via VIDEO (i.e. Express Zoom Counseling)
- 1,044 students were served via Other Services (i.e. Phone, Cranium, Zoom) (Heasley, 2021)

--In 2020-2021, the Counseling Department was also able to serve 3,871 students via Email which allows for email interaction between students and counselors (Heasley, 2021).

--In 2020-2021, the Counseling Department had 22,896 (duplicated) students complete an Educational Plan on our DegreeWorks Audit System. 6,282 Abbreviated Education Plans were developed and 6,459 Comprehensive Educational Plan were completed (Heasley, 2021). During the pandemic these numbers are reflective of our decrease in

enrollment, adjunct counseling and retirees, and modality (i.e. Phone) making it challenging to duplicate previous years Educational Plan outcomes such as 2018-2019 (25,750) and 2019-2020 (29,082).

--In 2020-2021, the Probation Intervention was not active no student was placed on dismissal, probation, or continued probation.

--Counseling courses had a fill-rate over 87% in 2020-2021 a decrease from the previous year by 7%. In addition, 19 classes were cancelled in 2020-2021.

--The Counseling Department intake and front desk process was severely impacted during the pandemic. We modified and improved our front counter services to address the remote service environment and meet the online and remote demand of students. Counseling was able to accomplish three major processes: (1) Increase the personnel answering front counter phones and emails; (2) Modify the schedules of Faculty Counselors during registration and start of school to meet the demand of students during those rush periods; and (3) Ensure our delivery of Counseling Services is multi-faceted to meet the needs of all students (via phone, email, online face-to-face).

--The Counseling Department decreased the Summer Transition Enrichment Program (STEP) to 600 students in the Summer of 2020 due to the pandemic. High School Outreach and Promise +Plus leadership informed the Counseling Department that limited participation was occurring from High School students in different HSO Mt. SAC events, workshops, and activities. HSO in addition, requested not to provide a 3rd session in STEP impacting numbers further. The STEP program integrated Guided Pathways and the Promise Program, the Counseling Department decreased the amount of Counseling 1 sections from 27 courses in the Summer of 2019 to 21 courses in the Summer of 2020. The STEP program as a main point of entry to Mt. SAC for hundreds students and a link to the Promise +Plus Program. Unfortunately, due to the pandemic and other factors the program decreased by 200 students from 2019 to 2020.

--Human Resources: The Counseling Department in 2020-2021 hired (2) two members:

--(1) Tenure Track Faculty Counselor - Traci Ebue

--(1) Student Services Program Specialist II - Completion Center - Kaylynn Lare

--Facilities: The Counseling Department was approved to receive new facilities (West Counseling) to help support our Completion Center, extra offices for Adjunct Faculty, and MAP Workshops.

--Technological Support:

-Advantage Design - the Counseling Department contracted a new vendor that developed the Online New Student Orientation (NSO).

-EAB/Navigate - the Counseling Department has been working on the Planner component to align to Guided Pathways and format courses in the sequence developed by instructional faculty and counselors to follow the MAP's developed.

-The Counseling Department due to COVID-19 provided training to all Counseling Faculty on Cranium Café and mid-year changed to Zoom as the platform to provide face-to-face Counseling. The transition encompassed Counselors from across the campus including, ACCESS, General Counseling, Special Programs (Arise, Bridge, Cal-WORKs, EOPS) and School of Continuing Education. In total, over 100 Counseling Faculty full-time and part-time transitioned from Cranium Café to Zoom.

-Power BI - Auto-Awarding system allows the Completion Center to target students directly based on major, degree/certificate, and/or ethnicity. This system will allow us to target specific audiences closest to completion with an Equity and Guided Pathways lens.

--Adjunct Counselor Training: Provide monthly training during primary terms and annual evaluations to more than 40 adjunct faculty across campus including ACCESS, General Counseling, Special Programs (Arise, Bridge, Cal-WORKs, EOPS), and School of Continuing Education. This is a decrease from the previous year of 60 Adjunct Counselors.

--High School: Dual Enrollment expansion and Early College Academy High School have increased our cooperation and collaboration with our local high schools and districts. The Counseling Department continues to offer more COUN 51 - Career Exploration and Planning. In addition, Counseling Faculty member, Bernie Somers served in his 1st Year as an Academic Senate appointee on ensuring course offerings to local high schools are appropriate with a Guided Pathways lens. Mt. SAC Early College Academy

(MECA) continues to expand and recruit students successfully with Counseling support.

--The Counseling Department continued to provide counselor presence in Athletics, Aspire, Arise, ACES, DREAM, Dual Enrollment, Equity Center, EOPS, Honors, International Students, PRIDE, REACH, STEM Center, TERC Lab, and other instruction departments to meet the needs of students seeking support in Special Programs and Departments.

Program Planning for Retention and Success: --In 2020-2021 the Counseling Department redeveloped and formatted the MAP Workshops Online serving 2,754 students, hosting 72 MAP Workshops, and having approximately 600 Connect4 students complete the MAP Workshop. In 2019-2020, no MAP Workshop was conducted due to the pandemic. MAP Workshops are critical due to the fact that its the second part of NSO where students develop their 1st Semester Educational Plan and learn critical information about degrees, Guided Pathways, and Mt. SAC services and programs (Stacy Lee, 2020-2021 Data).

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External and Internal Conditions Analysis: --The Counseling Department decreased the Summer Transition Enrichment Program (STEP) to 600 students in the Summer of 2020 due to the pandemic. High School Outreach and Promise +Plus leadership informed the Counseling Department that limited participation was occurring from High School students in different HSO Mt. SAC events, workshops, and activities. HSO in addition, requested not to provide a 3rd session in STEP impacting numbers further. The STEP program integrated Guided Pathways and the Promise Program, the Counseling Department decreased the amount of Counseling 1 sections from 27 courses in the Summer of 2019 to 21 courses in the Summer of 2020. The STEP program as a main point of entry to Mt. SAC for hundreds students and a link to the Promise +Plus Program. Unfortunately, due to the pandemic and other factors the program decreased by 200 students from 2019 to 2020.

Critical Decisions Made by Unit: --The Counseling Department intake and front desk process was severely impacted during the pandemic. We modified and improved our front counter services to address the remote service environment and meet the online and remote demand of students. Counseling was able to accomplish three major processes: (1) Increase the personnel answering front counter phones and emails; (2) Modify the schedules of Faculty Counselors during registration and start of school to meet the demand of students during those rush periods; and (3) Ensure our delivery of Counseling Services is multi-faceted to meet the needs of all students (via phone, email, online face-to-face).

--Facilities: The Counseling Department was approved to receive new facilities (West Counseling) to help support our Completion Center, extra offices for Adjunct Faculty, and MAP Workshops.

Contributors to the Report: Francisco Dorame; Lina Soto; Angel Lujan; Beverly Heasley; Stacy Lee; Caron Gomes

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>Meet Student Demand - Meet the student demand for counseling appointments, quick questions, workshops, and services while maintaining quality comprehensive in-person and online counseling services and maintaining quality comprehensive customer service.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17, 2017-18,</p>	<p>Request - Full Funding Requested - Full-time Tenured Track Faculty Counselor (General)</p> <p>Describe Plans & Activities Supported (Justification of Need): Academic, career, and personal counseling to the general student population. To address new initiatives and retirements.</p> <p>Lead: Francisco Dorame</p> <p>What would success look like and</p>	

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<p>2018-19, 2019-20, 2020-21 Goal Entered: 09/01/2019</p>	<p>how would you measure it?: Fill the vacant positions we lost due to retirements (3). Increase student completion in certificates, associates, and transfer. The measurement would be impact on numbers increased in all three areas indicated.</p> <p>Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.</p> <p>Planning Unit Priority: High</p> <p>On-Going Funding Requested (if applicable): 150000</p> <p>Total Funding Requested: 150000</p> <p>Request - Full Funding Requested - Administrative Specialist II - Articulation</p> <p>Describe Plans & Activities Supported (Justification of Need): Articulation continues to expand and get more complex as state mandates and regulations are authorized via legislation. The integration of GE Ethnic Studies Area F for CSU has increased the workload of our Articulation Officer substantially and we continue to grow programs exponentially.</p> <p>Lead: Francisco Dorame; Jamaika Fowler</p> <p>What would success look like and how would you measure it?: Provide substantial support to our Articulation Officer who is need of Administrative support to help develop reports, notes, and data. In addition, help with communication both internally and externally.</p> <p>Type of Request: STAFFING: Requests for permanent employee positions or</p>	
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temporary/hourly employees.
Planning Unit Priority: Urgent
On-Going Funding Requested (if applicable): 75000
Total Funding Requested: 75000

<p>Student Education Plan - Continue to address all issues related to SEAP and Guided Pathways specifically related to the abbreviated and comprehensive educational plans (i.e. target students who do not have a comprehensive ed plan; utilize MAP to create templates institutionalized pathways). Expand to Guided Pathways MAP's to EAB Navigate for student usage and schedule/registration implementation. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 Goal Entered: 09/01/2021</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2020-21 % Completed: 100 Abbreviated 6,282 and Comprehensive 6,459; overall 22,896 were developed as duplicated students who returned to develop additional guidance and modifications to their Educational Plans. (10/01/2021)</p>
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<p>New Student Orientations/MAP Workshops - Continue to address the demands and process related to SEA Program specifically related to New Student Orientations-via online (i.e. Veteran, International, and Connect 4) and MAP Workshops. Make annual edits and modifications to both Online NSO and MAP Workshops. Status: Active Goal Year(s): 2016-17, 2017-18, 2019-20, 2020-21, 2021-22 Goal Entered: 09/30/2021</p>	<p>Request - Full Funding Requested - Contract with Advantage Design to create a more user friendly New Student Orientation. Lead: Francisco Dorame Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD. Planning Unit Priority: High</p>	
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<p>Marketing/Communication -</p>	<p>Request - Full Funding Requested -</p>	
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Promote Counseling Department services and courses to the campus and community audience via social media, billboards, news, brochures, and multimedia means (i.e. electronic monitors, Mt. SAC portal). Establish student campaigns to promote Counseling Services such as, 15 to Finish Campaign, Re-enroll Campaign, and It's Time to Graduate Campaign.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23
Goal Entered: 09/01/2021

Promotional funds to market the Completion Center
Describe Plans & Activities
Supported (Justification of Need): Completion Center - create student testimonials, brochures, marketing fliers with completion tag lines, and fliers for services and activities (i.e. Recognition Ceremonies)
Lead: Francisco Dorame
What would success look like and how would you measure it?: Students know and learn about the Completion Center and see an increase of students attend events and activities hosted by the staff and faculty.
Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.
Planning Unit Priority: Medium
On-Going Funding Requested (if applicable): 15000



Student Learning
Outcomes/Program Learning
Outcomes - Continue to address Student Learning Outcomes for courses and services. Integrate Program Learning Outcomes (PLO's) into our services, workshops, and activities offered by the Counseling Department.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23
Goal Entered: 09/01/2021



<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
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Professional Development - Increase the opportunities and develop for professional development activities for all department staff and faculty (i.e. front counter training, transfer CSU/UC admissions, career planning and assessment).
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22
Goal Entered: 09/01/2021

<p>Guided Pathways - The Counseling Department will make critical decisions on how we implement the Guided Pathways Model. Decisions will be made on Mapping of majors and alignment of all academic and career pathways with transfer and employment opportunities with equity mindedness. Continue to provide training and integration of Counseling Faculty with Meta-Majors/Career Clusters. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 Goal Entered: 09/01/2019</p>	<p>Request - Full Funding Requested - Full-time (tenure track) Faculty Counselor (Pathways) Describe Plans & Activities Supported (Justification of Need): Pathways Faculty Counselor - serve as the main point of contact with Guided Pathways personnel, trends, and initiatives. Establish, maintain, and monitor Guided Pathway models and serve as liaison to Instruction. Lead: Francisco Dorame/Thomas Mauch What would success look like and how would you measure it?: Expand and keep up to date Guided Pathways Models and have them be an active participant with committees and initiatives regarding Pathways. Planning Unit Priority: Medium</p>	
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MAP Workshops - To present career guided pathways and education plans within the first semester for all first time students to support guided pathways efforts and meet SEA Program and Student Centered

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Funding Formula.
Status: Active
Goal Year(s): 2019-20, 2020-21, 2021-22, 2022-23
Goal Entered: 06/10/2021

Student Equity/DEI - Continue to review services and curriculum on a regular basis to ensure counseling is providing equitable services and curriculum for all students. Expand knowledge on diversity, equity, and inclusion for all Counseling Faculty. Ensure integration of emerging practices in the Counseling discipline continue to be at the forefront of training and development.
Status: Active
Goal Year(s): 2019-20, 2020-21, 2021-22, 2022-23
Goal Entered: 06/10/2021

Request - Full Funding Requested - Funding to attend the Student Equity Institute Training's
Describe Plans & Activities Supported (Justification of Need): Provide Faculty Counselors the Equity based training necessary to support and assist in the development of services, curriculum, and activities within general and special programs.
Lead: Dr. Francisco Dorame
What would success look like and how would you measure it?: Make significant changes in the delivery of service and programming, making significant difference with Student Equity populations and close the achievement gap.
Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.
Planning Unit Priority: High
On-Going Funding Requested (if applicable): 10000