

# STUDENT SERVICES PROGRAM REVIEW

## Annual Program Review Form: Academic Year 2007-2008

**Date: June 30, 2008**

**Student services unit:** Office of Counseling, Advising and Matriculation

**Student services unit staff:**

Gary Booker, Division Assistant  
Joyce Griswold, Office Assistant II  
Michael Mitchell, Program Services Coordinator, Transfer Services  
Roger Perez-Vaughan, Office Assistant II  
Kay Rabb, Admissions and Records II, Assessment Center Reception  
Chris Rico, Program Services Coordinator, Assessment Services  
Krystal Romero, Program Services Coordinator, Basic Skills and Matriculation  
Jeanne Stalker, Program Services Coordinator, Counseling Support Center Services  
Danita Scott-Taylor, Director of Student Support  
12 full time counseling faculty (including general counseling, EOPS, DSPS, and Multicultural Center)  
8 faculty advisors  
9 adjunct counseling faculty  
1 full time COOP faculty/coordinator

**Program review prepared by: Marsha Ramezane**

The focus of this program review is general counseling services.

**A. Summary description of your unit's program and services (one paragraph):**

The Office of Counseling, Advising and Matriculation provides front line support and management for staff, faculty, and services that include counseling, faculty advising, college placement testing program, matriculation activities, career services, student employment, and the Cooperative Work Experience Education program.

Matriculation services are coordinated through this office and include collaboration with other programs which include, but are not limited to, Admissions and Records, DSPS, EOPS, and Student Activities.

The Office of Counseling, Advising and Matriculation provides support and general supervision for areas managed by Director Danita Scott-Taylor. These areas include EOPS/CARE, Cal WORKS, DSPS, and the Multicultural Center.

**B. Number of students served/types of services provided:**

In GENERAL COUNSELING, a total of 14,341 students were served from Summer 2007 through Spring 2008. The breakdown of service use is as follows.

Summer 2007 (May 29, 2007 through August 21, 2007)	- 2,683 students
Fall 2007 (August 22, 2007 through December 21, 2007)	- 5,311 students
Winter break 2008 (January 2, 2008 through January 18, 2008)	- 608 students
Spring 2008 (January 22, 2008 – June 2, 2008)	- 5,739 students

Other programs have reported data within their reviews. The numbers above reflect the use of general counseling services.

### **C. Significant unit accomplishments in 2007-2008**

1. The 2008 High School Priority Enrollment Program made history and facilitated the matriculation process for over 600 students to enroll in the summer and fall terms.
2. In April 2008, the department sponsored a conference for high school counselors, administrators, and student service personnel to acquaint conference participants with College of San Mateo programs and services. Sixty guests attended.
3. As a result of construction plans, in May 2008 we began a consolidation of programs and services into building 1. Counseling services, transfer services, career services are now housed in building 1. Although space is tight, this move opens the opportunity to build a new culture of integrated services that will define our operation when we move into the new “one stop” student services site in 2011.
4. Expansion of the development of electronic student counseling files. For the past years we have continued to work to develop a counseling experience for students that is defined by continuity of information and service accountability. Counseling faculty use SARS NOTEPAD in the electronic appointment system to maintain information on counseling contacts and counseling session content. Counselors and other offices also use Web Xtender to scan in other student information that includes degree evaluations, CSUGE and IGETC evaluations, SEPs, transcripts and transcript evaluations, probation and dismissal correspondence, and any other information that counselors use with the student that is not recorded on SARS. Counselors have access to an electronic SEP that was designed by Laura Demsetz, Engineering Professor and Faculty Advisor. SARS NOTES, WebXtender, and E-SEP are wonderful tools used to maintain accurate and comprehensive counseling service information in electronic form.
5. The Assessment Center spent the year working with math and ESL faculty to transition to computerized placement testing. This was implemented in late June 2008. As a result, placement testing is equally accessible to all students (ESL students, native speaker students), all testing is computerized, and results are immediately available to students.
6. In Spring 2008, Program Service Coordinator Krystal Romero was moved to a new role to support student success. In this position she has taken on college wide leadership promoting student success and the basic skills initiatives. In addition, Krystal has taken a leadership role facilitating the new electronic early alert system used by instructional faculty. Krystal designed a process to support students who receive early alert notices and may need student service support.
7. Elaine Burns, as part of her POST retirement assignment, coordinated class presentations to over 25 classes. As a result she reached hundreds of students and provided them with information about the counseling function and how it could help them achieve their goals. These targeted presentations were very successful and informed both students and faculty of the importance of counseling and other student services.

**D. Where appropriate, delineate the relationship of significant unit accomplishments in 2007-2008 to current 2006 – 2007 Student Services Planning Document:**

Our accomplishments and program planning are congruent with Student Services Planning Document Goal 1 – College of San Mateo will match its programs and services, and the manner in which they are delivered, to evolving needs and expectations of our students and the community.

**E. Summarize the results of the Annual Student Survey for your unit AND identify the implications for the future delivery of your unit's services:**

- 63 student responded to the survey updated for 2007-2008 use.
- 32 students responded that they attempt to schedule with a specific counselor that they meet with on a regular basis. 30 students indicated they select appointments depending upon their schedules.
- 49 of the 63 respondents indicated that they found it easy to schedule an appointment. Some expressed some frustration noting that there are not many counselors and less appointment flexibility than they would like. A student who indicated he/she waited till the last minute to schedule appointments expressed frustration at the lack of counselor appointment and reflected on his/her role in this problem. Several students commented very positively on the staff, "The counseling office staff is quite helpful at making appointments and very informative as well." Another comment, "those who help schedule appointments are very friendly."
- 38 of the 63 respondents indicated that, as a result of counseling services, they were able to clarify a primary educational goal.

Counseling services needs constant attention and marketing. Students need easy access to services and they need to understand how counseling services supports them as they work to achieve their goals. Also, students need to have a positive experience with the services (from setting the appointment through the counseling session) AND recommend them to their friends. In 2008/2009 we will make a new effort to inform students and instructional faculty of the importance of counseling services. And, we will attempt to solicit more feedback from students regarding the services.

**G. Summarize your unit's strategies and accomplishments that have fostered a climate in which diversity is recognized and valued:**

Department faculty, staff, and student hires represent the diverse ethnic backgrounds and language groups of our student clients. With the implementation of the ESL computerized placement testing, this group now has equitable assessment services.

**H. Anticipated goals for 2008-2009 based on the findings of your 2007-2008 Program Review:**

1. Focus on retrieving meaningful feedback from students about how they experience counseling and matriculation services at College of San Mateo and how the delivery can

be of greatest assistance to students.

2. Provide a more comprehensive and accessible college orientation program as part of the matriculation process.
3. Develop the Counseling Support Center to provide matriculation, transfer, career, and student success assistance to students.
4. Expand our use of SARS and develop E-SARS for use in counseling and assessment.
5. Create opportunities for counseling faculty to partner with instructional faculty.
6. Hire counseling faculty to support transfer and general counseling services.

### **I. Identify your unit's needs and recommendations for 2008-2009:**

Since 2004, when I came to CSM, we have had three full time counseling faculty retire, Martha Gutierrez, Elaine Burns and Dean Chowenhill. Other faculty retirements are expected in June 2009. In addition, the Transfer Center Coordinator/Counselor moved out of that role and into EOPS/MCC and was not replaced in transfer services. Prior to 2004 there were other counselor retirements that have not been replaced. Due to unknown matriculation funding I have been reluctant to grow our adjunct counseling pool without a promise of a work load. We are looking at a new need for counseling faculty to partner with instructional faculty to support student success in learning communities and in basic skills classes and future basic skills initiatives.

Currently, looking at the next year (2008/2009) we have only 5 full time counseling faculty in general counseling that share the department's instructional and general counseling responsibilities.

As we look at our students' needs and our college focus on student enrollment, retention, and success, counseling services must become a hiring priority.

### **J. Notable individual accomplishments and Professional Development Activities**

In alphabetical order:

Sylvia Aguirre-Alberto, Danita Scott-Taylor, Krystal Romero took a leadership in the basic skills initiative and serve on the Basic Skills Committee. This committee has produced a work plan that provided needed focus and program and service development needs.

Elaine Burns organized a series of classroom presentations through Learning Communities and other interested faculty, that provided comprehensive information about counseling services, student educational plans, college planning, and other service information. Hundreds of students received this information as well as dozens of instructional faculty.

Dean Chowenhill collaborated with Admissions and Records and DSPS personnel to develop meaningful and comprehensive student services for veterans.

Judith Lumbreras, Dean Chowenhill and Shelley Horan developed and implemented a successful conference to acquaint high school counselors, administrators, and student services personnel with College of San Mateo programs and services.

Chris Rico, Gary Booker, Roger Perez-Vaughan, Martin Bednarek, Dean Chowenhill, Laura Demsetz , and Steve Morehouse organized and implemented the most successful High School Priority Enrollment Program in CSM's history.

Krystal Romero worked with faculty and other service providers to develop services and follow up to support the basic skills and other student success initiatives and to reach out and support student success and retention.

**K. Provide a brief two or three sentence description of your unit's key accomplishments for use in the "2007-2008 Student Services Key Accomplishments" publication.**

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