

**DEPARTMENT OR PROGRAM: Office of Counseling, Advising, and Matriculation  
Counseling Services Focus**

**1. BRIEF DESCRIPTION OF PROGRAM:**

The Office of Counseling, Advising and Matriculation includes general counseling, EOPS, DSPS, Multicultural Center (MCC), Assessment, Transfer Services, Career Services, Instructional Programs for CRER and DSKL, and articulation. For the purpose of this report, general counseling is addressed.

Counseling Services at College of San Mateo provide students with access to faculty and staff who specialize in counseling, student development, and academic, transfer, and career planning. Counseling faculty meet with students via individual or group appointments. They meet with students in class environments, and they participate in instructional and student service collaborations to support student success and retention.

Counseling faculty work with students to assess and evaluate academic readiness, interests, goals, motivations, skills, abilities, and provide information and guidance related to educational opportunities, educational and career ladders, goals, academic and life planning and decision making. In addition, counseling faculty and staff work with students to enhance academic and personal success, and to resolve personal concerns that interfere with the ability to succeed in college.

Counseling faculty provide services to students at assigned times and locations, maintain detailed counseling records, teach Career and Life Planning curricula, and maintain expertise that includes, but is not limited to, student development, student success, requirements related to the completion of a broad range of educational and career goals, and district and state regulations related to enrollment and goal completion. Faculty and staff participate in the development, implementation and evaluation of matriculation processes and services and other student success initiatives such as basic skills project, transfer success, learning communities, veteran's services, early alert, and financial aid program services.

Counseling Services facilitates matriculation requirements. We provide admissions letters and matriculation directions to new and returning students, maintain matriculation and enrollment information on the website and in schedules and the college catalog, facilitate heavy public contact via phone, email, and in-person office contact. We develop, implement and evaluate the Priority Enrollment Program for "early birds" interested in priority registration for summer and fall terms. We provide College Orientation and Course Selection Workshops regularly for new and returning students; implement follow up activities for students; provide a student success program for students out of academic good standing; manage transcript evaluations; monitor course repetition issues; and other issues related to student enrollment. The office, as of September 2009, manages the articulation function for College of San Mateo. The articulation function requires ongoing attention to curricula matters. Attendance at COI meetings, review of

curriculum paperwork, regular submissions to CSU and UC to maintain and expand articulation, and ongoing requests for articulation consideration is part of this college function.

**STAFFING (Certificated and Classified) Description**

**CERTIFICATED STAFFING**

FACULTY	05/06	06/07	07/08	08/09	09/10	10/11
Sylvia Aguirre-Alberto	50% EOPS Co 50% MCC	50% EOPS Co 50% MCC	50% EOPS Co 50% MCC	50% EOPS Co 50% MCC	50% EOPS Co 50% MCC	50% EOPS Co 50% MCC
Martin Bednarek	Jerry Frazzetti held the FT position	Full time International Students	Full time International Students	50% International 50 % General CO	Full time General Counseling 30 hours	Full time General Counseling 30 hours
Kitty Brown	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	50% EOPS Co 50% MCC	50% EOPS Co 50% MCC	Retired
Elaine Burns	Full time General Co 30 hrs	Full time General Co 30 hrs	Retired POST	Retired POST	Retired POST	Retired
Arnett Caviel	50% General Co 50% EOPS Co	50% General Co 50% EOPS Co	50% General Co 50% EOPS Co	50% General Co 50% EOPS Co	50% General Co 50% EOPS Co	50% General Co 50% MCC
Dean Chowenhill	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Retired POST	Retired POST	Retired
Jacqueline Gamelin	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs
Martha Gutierrez	Full time General Co 30 hrs	Full time General Co 30 hrs	Retired	Retired	Retired	Retired
Modesta Garcia	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs
Eileen O'Brien	Full time Career Co 30 hrs	Full time Career Co 30 hrs	Full time Career Co 30 hrs	Full time Career Co 30 hrs	Full time Career Co 30 hrs	Full time Career Co 30 hrs
Carolyn Ramsey	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Retired	Retired
Kevin Sinarle	Joan Hare held FT position	Full time DSPS Co 30 hrs	Full time DSPS Co 30 hrs	Full time DSPS Co 30 hrs	Full time DSPS Co 30 hrs	Full time DSPS Co 30 hrs
Ruth Turner	Full time EOPS CO 30 hours	Full time EOPS CO 30 hours	Full time EOPS CO 30 hours	Full time EOPS CO 30 hours	Full time EOPS CO 30 hours	Full time EOPS CO 30 hours
Aisha Upshaw	50% EOPS 50% MCC	50% EOPS 50% MCC	50% EOPS 50% MCC	Full time General Co 30 hrs	Full time General Co 30 hrs	Retired
Mary Valenti	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs	Full time General Co 30 hrs
	15 full time faculty					9 full time faculty but only 5 faculty in general counseling

**CLASSIFIED STAFFING**

Classified	05/06	06/07	07/08	08/09	09/10	10/11
<b>Counseling Transfer Career</b>	2 OAlls 1 Division Assistant 3 PT OA IIs 3 Program Service Coordinators	2 OAlls 1 Division Assistant 3 PT OA IIs 3 Program Service Coordinators	2 OAlls 1 Division Assistant 3 PT OA IIs 3 Program Service Coordinators	2 OAlls 1 Division Assistant 2 Program Service Coordinators	2 OAlls 1 Division Assistant 2 Program Service Coordinators	2 OAlls 1 Division Assistant 2 Program Service Coordinators
<b>Assessment</b>	1 Program Service Coordinator 1 OA II	1 Program Service Coordinator 1 OA II	1 Program Service Coordinator 1 OA II	1 Program Service Coordinator	1 Program Service Coordinator	1 Program Service Coordinator
	11 staff	11 staff	11 staff	6 staff	6 staff	6 staff

One measure of program activity is counseling appointment numbers as noted below. The Counseling Services appointment scheduling system, SARS, provides the number of scheduled student appointments with counseling faculty. Building 5 provided adequate space so that services could be provided both by appointment and by drop in. Our location in Bldg 1 does not provide for waiting space for students so drop in services are not advertised and limited drop in service is provided. Services, in Bldg 1, are primarily by appointment. Due to reduced staff and increased demand for services, we launched group counseling efforts in 09/10. When we move into Bldg 10, we will have adequate space and will expand our services to include regular drop in, counseling appointments, E-counseling, E-advising, and Counseling Services weekly live chat time.

Term	05/06 (Bldg 5)	06/07 (Bldg 5)	07/08 (Bldg 1)	08/09 (Bldg 1)	09/10 (Bldg 1)	10/11 (Bldg 1)
<b>FALL SEMESTER August – December</b>	5666	5565	5404	6235	5018	5130
<b>WINTER BREAK January</b>	509	374	608	634	383	238
<b>SPRING SEMESTER January – May/June</b>	6319	5883	5813	6290	6157	In Progress Jan18–Mar 25 2121
<b>SUMMER BREAK June – August</b>	2409	2683	2539	2273	2981	
<b>Total appointments for each school year</b>	14,803	14,505	14,364	15,432	14,539	

- Based on the elements in your *Core Program and Student Success Indicators* (provided by PRIE for each program) and the goals stated in your most recent Program Review, please identify any key successes and challenges.

**Key successes:**

- **Improved efficiencies. High demand/high need for services with fewer faculty and staff to provide services.**
    - **Mandatory in-person College Orientation and Course Selection Workshop for new and returning students. The workshop combines orientation and advising matriculation services. Using a university model for this program that supports enrollment and student success.**
    - **Continued development of “self service” worksheets and use of degree audit on Web SMART**
    - **Student NO SHOW policy for students who schedule counseling appointments and do not attend the meeting.**
2. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reasons.

**Updated GOALS**

1. **Develop strategies and methods that support student engagement in their educational processes and informed educational and career planning.**
  2. **Continue to focus on collaborations for the purpose of providing students with essential information about educational goals and student success strategies and tools.**
    - **Instructional faculty/counseling faculty partnerships**  
**Target key classes to develop partnerships (basic skills, transfer GE, CTE)**
    - **District collaborations – distance learning information and support**
    - **College-to-college sessions to learn about how to view the student through “district” lenses.**
    - **Work with colleges and IT to launch DEGREE WORKS**
  3. **Continue to develop, implement and evaluate service delivery and track service on SARS. As resources decline, develop new methods to provide students with information and guidance. Use group counseling, workshop formats, self-service vehicles, online information, and such.**
  4. **Improve continuity of services and processes district wide or, at the least, become familiar with how services are provided and processes conducted at Canada and Skyline to assist students to use curriculum district wide as needed to meet education and career goals.**
4. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.).

**As we move to the new location in Bldg 10, we will have a rare opportunity to review, evaluate, update, modify and improve our services and service delivery. In a central location and we can develop a collaborative work environment where counselors can work together to support student success and develop student success initiatives. A**

**centralized location will create more efficiency, allow us to improve the distribution of work, expand and develop counselor expertise, and more.**

5. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

**Students arrive at our doors with critical needs for classes AND for services to support success in those classes. Research shows that more students are underprepared in multiple ways for the college experience. More students are likely to seek out the community college system given CSU and UC budget cuts and current employment statistics. Our challenge is to provide needed services to more students with less money and fewer faculty and staff. Aware of this challenge, we continue to review services and delivery methods in an effort to serve anticipated needs.**

6. **STUDENT LEARNING OUTCOMES (SLOs) AND ASSESSMENT FOCUS FOR THIS YEAR:**

**SLO: As a result of using counseling services, students can identify a principle educational goal.**

**Assessment: Counselor interview students to determine if a student has made an informed declaration of an educational goal.**

**Assessment: Student surveys.**

7. **SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS**

*(Data resources: Educational Master Plan, 2008, Institutional Priorities, 2008-2011, College Index, 2009-2010, GE-SLOs, SLOs; department records; Core Program and Student Success Indicators; previous Program Review and Planning reports)*

- a. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.\* Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted.

*\*Note: Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.*

Full-Time Faculty Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Counselor: Transfer and Student Success	Support the TRANSFER as an educational goal for students. Target underrepresented and underprepared groups for transfer information and support.	Student identify transfer as an primary educational goal. The transfer horizon has become more and more complex with budget cuts that affect the CSU and UC systems, and with the

	<p>Develop targeted programs to support transfer initiatives</p> <p>Develop partnerships with faculty to support transfer.</p> <p>Develop partnerships with universities to support transfer.</p> <p>Monitor transfer admission contracts.</p> <p>Participate in articulation process to support transfer success.</p> <p>Lead faculty to train others related to transfer information and policy.</p> <p>Provide matriculation services.</p>	<p>SM 1440 legislation. College of San Mateo needs more support to achieve successful transfer.</p>
<p><b>Counselor: Student Success and Basic Skills</b></p>	<p>Target basic skills students and provide support.</p> <p>Provide leadership for programs and services targeted to underrepresented and underprepared students.</p> <p>Partner with basic skills faculty to provide support for success and retention.</p> <p>Target students receiving financial aid for sound educational decision making and planning.</p> <p>Provide counseling support to the Multicultural Center.</p> <p>Provide follow up on students out of academic good standing.</p> <p>Provide matriculation services.</p>	<p>A majority of students need basic skills development to achieve their educational goals. Students in developmental classes need ongoing student service support to focus on developing and achieving an educational goal.</p>

Classified Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Office Assistant II	Support Assessment Center coverage and coverage for evening services	Our front line staff are key to students connecting with services that will assist them to identify and achieve an educational goal
Program Services Coordinator: Matriculation and Student Success	Coordinate and provide matriculation activities – orientations workshops, focus groups, early alert assistance, Reinstatement Workshops and assistance to students out of academic good standing, provide additional support to the transfer function	Our front line staff are key to students connecting with services that will assist them to identify and achieve an educational goal
Career Resources Counseling Aide	Support Career Services function and provide clerical support for articulation (50/50)	<p>Students who are undecided, not clear about a college major or educational goal, need assistance to evaluate interests, motivations, skills, abilities, and to understand educational options and decision making. Career Services provides this special assistance and has no staff support.</p> <p>Articulation is a college function and requires staff support.</p>

- b. For instructional resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used for instruction (such as computers, furniture for labs and centers) and all materials designed for use by students and instructors as a learning resource (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your division dean. Please list by priority.

Resources Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
<b>Item:</b> Input text here. <b>Number:</b> Input text here.	Input text here.	Input text here.

<b>Vendor:</b> Input text here. <b>Unit price:</b> Input text here. <b>Total Cost:</b> Input text here. <b>Status*:</b> Input text here.		
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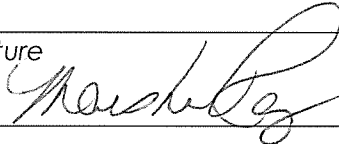


\*Status = New, Upgrade, Replacement, Maintenance or Repair.

### 8. PROGRAM REVIEW PARTICIPANTS AND SIGNATURES

Date of this Annual Update for Program Review and Planning evaluation: March 25, 2011

Please list the department's Annual Update for Program Review and Planning report team as appropriate:

Primary program contact person: Marsha Ramezane  
 Phone and email address: [Ramezane@smccd.edu](mailto:Ramezane@smccd.edu) 650-574-6440  
 Full-time faculty: Arnett Caviel  
 Part-time faculty:  
 Administrators:  
 Classified staff:  
 Students:

Primary Program Contact Person's Signature Marsha Ramezane		Date 3/25/2011
Full-time Faculty's Signature Arnett Caviel		Date 3/25/2011
Part-time Faculty's Signature	(as appropriate)	Date
Administrator's Signature	(as appropriate)	Date
Classified Staff Person's Signature Gary Booker	 (as appropriate)	Date 3/25/2011
Student's Signature	(as appropriate)	Date
Dean's Signature		Date





**Annual Program Review  
RESOURCES FOR SUPPORTING DOCUMENTATION**

**This section contains a listing of sources for data and key documents referred to in this *Annual Update* along with other resources. Contact information for relevant people is also included.**

**Academic Senate**

<http://www.collegeofsanmateo.edu/academicsenate/>

Contact: [csmacademicsenate@smccd.edu](mailto:csmacademicsenate@smccd.edu)

Diana Bennett, President, [bennettd@smccd.edu](mailto:bennettd@smccd.edu), (650) 358-6769

**College Catalogs and College Class Schedules are archived online:**

<http://collegeofsanmateo.edu/schedule/archive.asp>

**Course Outlines are found at:**

<http://collegeofsanmateo.edu/articulation/outlines.asp>

**Committee on Instruction**

<http://www.smccd.net/accounts/csmcoi>

Contact: Laura Demsetz, Chair, [demsetz@smccd.edu](mailto:demsetz@smccd.edu), (650) 574-6617.

**Program Review Resources** (includes forms, data, and completed program reviews for both instructional and student services program review)

*Core Program and Student Success Indicators* (see links for "Quantitative Data for Instructional Programs")

*Distance Education Program Review Data*

*Glossary of Terms for Program Review*

*Listing of Programs Receiving Program Review Data from PRIE*

*Rotation Schedule for Instructional Program Review, 2008-2014*

[http://collegeofsanmateo.edu/prie/program\\_review/program\\_review.php](http://collegeofsanmateo.edu/prie/program_review/program_review.php)

**Office of Planning, Research, and Institutional Effectiveness (PRIE)**

<http://collegeofsanmateo.edu/prie/>

Contact: John Sewart, Dean, [sewart@smccd.edu](mailto:sewart@smccd.edu), (650) 574-6196

Contact: Milla McConnell-Tuite, Coordinator, [mccconnell@smccd.edu](mailto:mccconnell@smccd.edu), (650) 574-6699

**At PRIE Website:**

*College Index, 2009-2010*, [http://collegeofsanmateo.edu/prie/institutional\\_documents.php](http://collegeofsanmateo.edu/prie/institutional_documents.php)

*Comprehensive Listing of Indicators and Measures, 2009-2010*

[http://collegeofsanmateo.edu/prie/institutional\\_documents.php](http://collegeofsanmateo.edu/prie/institutional_documents.php)

*Division/Department Workplans, Spring 2009 (only)*

[http://collegeofsanmateo.edu/prie/institutional\\_documents.php](http://collegeofsanmateo.edu/prie/institutional_documents.php)

*Educational Master Plan, 2008*, <http://collegeofsanmateo.edu/prie/emp.php>

*Institutional Priorities, 2008-2011*

[http://collegeofsanmateo.edu/prie/institutional\\_documents.php](http://collegeofsanmateo.edu/prie/institutional_documents.php)

**Student Learning Outcomes (SLOs) website:**

<http://www.collegeofsanmateo.edu/sloac/>

Contact: Frederick Gaines, Interim SLO Coordinator, [gainesf@smccd.edu](mailto:gainesf@smccd.edu), (650) 574-6183