

2010-11
Annual Program Review Update

PROGRAM NAME:

Counseling Department

Name of person or persons that filled out this form:

Vicky Moreno

SSLO ASSESSMENT and PROGRAM ENHANCEMENT PLANS

For which SSLO statements did your area complete an assessment cycle (SSLOAC) in 2010-11?
Write in the SSLO statement(s) or the ID# (e.g. APE SSLO #1)

(1) As a result of an advising session, students will be able to identify courses that will support their academic, career, and personal goals. (3) As a result of interaction with the Counseling Center staff, students will identify appropriate resources and services on and off campus.

How many faculty, staff, and administrators participated in the SSLOAC process in 2010-11?

25 Faculty and Staff personnel from the counseling Center participated in the SSLOAC process.

Briefly summarize each of your 2010-11 **SSLOAC** results

The Assessment instrument used for #1 and #3 was a student survey conducted over a two week period of time during Winter 2011. The random survey was completed by 156 students who saw a Counselor/Advisor on "Walk-In" or "Appointment". On a scale of 1 to 5 (5 strongly agree to 1 disagree) students rated their experience in their advising/counseling session, the higher the number the more satisfied the student was with the information and resources recieved from the session. Of the students surveyed, 94% of students reported they strongly or somewhat agreed they recieved useful information from their counseling/advising session, 96 % of students reported they were able to identify courses required to achieve their stated goal, and 0% reported they were dissatisfied with with the information they recieved. Overall (96%, 150 out of 156), the results indicate the Counseling Center is meeting the needs of students seeking assistance for academic, career, and personal goals.

What program enhancements are you planning to implement as a result of the 2010-11 **SSLOAC** process?

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We will maintain the same quality of service to students as we have in the last few years. At the current time, we have identified 10 full-time Counselors, 7 of which have achieved Tenure, and 3 Academic Advisors who face elimination of their positions at the end of 2011-2012. At the same time, we are seeing students who face serious hardships such as homelessness, unemployment, and being underprepared for college level work. Our service men and women are returning from duty and require indepth counseling and advising. These students require comprehensive counseling services, that often time require referral to on and off campus and community services.

What are your **SSLOAC** plans for 2011-12? Write in the SSLO statement(s) or the ID# (e.g. APE SSLO #1) that you plan to assess in 2011-12.

The Counseling Center will evaluate the findings of the assessment of SSLO #1 and #3. We will re-examine SSLO #2, make some changes to the wording and develop an assessment instrument. We will also look at SSLO #4, for the most appropriate assessment tool, which could possibly be an "exit interview". We are in the process of developing another assessment tool for Fall 2011, that will examine how the Counseling Center can better align our services with the De Anza College Institutional Core Competencies.