

SAN DIEGO MIRAMAR COLLEGE Student Services Annual Program Review & Student Learning Outcomes <i>STUDENT SERVICES MISSION STATEMENT</i> <i>We, the Student Services Division, believe that students are the reason for our existence. We are dedicated to offering equitable and courteous services to our Miramar College community. We are committed to the development and empowerment of our students to their full potential.</i>		
Program: Counseling/Mental Health	Year in Review: 2010-2011	
Program Coordinator/Supervisor: David M. Navarro/Alice Nelson	Date Submitted: 10/14/11	
Program Goal/Mission Statement: The goal of the San Diego Miramar College Counseling Department is to provide comprehensive programs and services that empower students to identify and achieve educational, career and personal goals to meet life's opportunities and challenges.		
APPROVALS		
TITLE	SIGNATURE	DATE SIGNED
Program Coordinator/Supervisor		
Department Chair		
Dean, Student Affairs or Dean, Student Development & Matriculation		
Vice President, Student Services		
PR/SLO Taskforce Co-Chair:		

SAN DIEGO MIRAMAR COLLEGE Student Services Annual Program Review & Student Learning Outcomes DRAFT - Revised 6/30/09			
Program: Counseling/Mental Health		Year in Review: 2010-2011	
STEP ONE: PROGRAM REVIEW ANALYSIS OF COMPONENT AREAS			
AREA	STRENGTHS/ ACCOMPLISHMENTS	RECOMMENDED AREAS OF IMPROVEMENT (planning must be linked to budget when appropriate)	OBJECTIVES/ PLAN OF ACTION (to be utilized in generating College Wide Goals & Objectives)

<p style="text-align: center;">Faculty/Staff</p>	<p>General Counseling staff consists of eight, tenured track faculty on eleven month contracts, one mental health counselor on a eleven month contract, .20% adjunct at MCAS, .40% eleven month contract, .38% general counseling adjunct, .20% Personal Growth adjunct, one Pro-rata counselor, one supervisor, one full time support staff and one .60 percent support staff.</p> <p>All counseling faculty are subject matter experts who meet minimum qualifications in their faculty service area.</p> <p>Counseling faculty participate in the Campus Governance process.</p> <p>The Department participates and follows the timeline for faculty and staff evaluations and provides students the ability to evaluate faculty each semester.</p> <p>Counseling faculty act as liaisons to CTE programs.</p> <p>Counseling faculty act as liaisons to the athletic department.</p> <p>Counseling faculty participated as mentors in the San Diego & Imperial Counties Community College Association (SDICCCA) Institute.</p> <p>The Counseling department continues to support the Mental Health Program.</p> <p>The Counseling Department continues to provide counseling services to Marine Corp Air Station; in addition it has continued to do classroom visits to basic skills classrooms for English and math. It also support the District wide Freshmen Year Experience program as well as the campus Jet Jump Start Orientation. The department also provides counseling at NTC for the fire science program.</p>	<p>Move the Mental Health Program away from general counseling services and attach it to Health Services to meet HIPPA requirements. In addition the Mental Health Counselor contract should be facilitated by the Health Services budget.</p> <p>With the completion of the New Student Services Center in 2013 and as we grow to our projected target of 25,000 students we will need to fill our current vacant position and hire additional office technical and contract counseling faculty.</p> <p>Due to budget cuts, all adjunct general counseling faculties have been released from the department. This has impacted the services to students by creating longer wait times and less available hours of operation.</p> <p>Due to the state budget deficit, hiring on the campus has been suspended, creating additional challenges in order to meet the increased need of our growing student population.</p>	<p>Work in collaboration with the Vice President of Student Service to move the Mental Health Program to Student Health Services.</p> <p>With the increase in student population and the addition of the new Student Services building it will be important for the District to coordinate and/or modify the allocation model to hire counseling support staff and faculty to accommodate growth at San Diego Miramar College.</p> <p>Establish a Mental Health budget to support the Mental Health programs fulltime faculty, staff, supplies and mental health activates.</p>
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<p style="text-align: center;">Marketing & Outreach</p>	<p>Counseling collaborates with the campus outreach taskforce committee.</p> <p>The Counseling department uses the District Website to market Counseling services both on and off campus.</p> <p>Counseling collaborates and supports the Outreach coordinators work to provide outreach to the District wide Freshmen Year Experience program as well as the campus Jet Jump Start Orientation.</p> <p>The department participates as a member of the Technology Committee to create and provide new and innovative ideas to market the department programs and services on the Worldwide Web.</p> <p>The department continues to evaluate and improve the newly launched campus website.</p>	<p>Due to the state budget deficit, many of our outreach programs as well as our partnerships with our community and local feeder high schools have been suspended.</p> <p>Funding to provide continued outreach activities need to be allocated in order to better serve our community and feeder high schools.</p>	<p>Counseling will continue to support the military “Vets to Jets” program.</p> <p>Counseling will continue to collaborate with the campus Outreach Taskforce Committee and the campus Outreach Coordinator to provide feeder high schools with information about our Freshman Year Experience program and our annual Jets Jump Start Orientation.</p>
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Budget	<p>In collaboration with the Department Chair of Counseling and the Vice President of Student Service budgets are reviewed and allocated in order to meet program needs.</p>	<p>Due to the state budget deficit our previous budget allocation for adjunct counseling has been removed. We no longer have funds available to hire adjunct Counselors.</p> <p>As the college grows there should be a mechanism in place that allows counseling faculty and staff to grow proportionately.</p> <p>When the budget crisis ends and growth begins again we request the following:</p> <p>3.0 FTE General Counselor</p> <p>1.0 FTE Online General Counselor</p> <p>1.0 FTE Personal Growth Instructor</p> <p>Convert eleven month flex tenure track faculty contract to twelve month contracts.</p>	<p>Work to maintain quality student services during challenging state and local budget crisis and cutbacks.</p> <p>Continue to complete program review and student learning outcomes assessment cycle to evaluate the program's success and recommendations for improvement.</p> <p>A staffing allocation formula needs to be established by the college, taking into account prospective students as well as headcount.</p> <p>With the completion of the new student union building in 2013, and as we grow to our projected target of 25,000 students (based on district estimates), we will need to hire additional full-time classified and certificated staff. As we reach our projected base of 25,000 students our staffing needs to grow incrementally in line with our current ratio of 1 counselor to 1000 students and 1 staff member to every 2500 students.</p> <p>Seek alternative resources for funding opportunities including state and federal grants.</p> <p>Work in collaboration with the Vice President of Student Services to move the Mental Health Program to Student Health Services.</p> <p>Continue to work with the Vice President of Student Services in order to allocate limited funds to best serve program needs.</p>
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Facilities	<p>The Counseling Department is scheduled to move into our new Student Services Building in Fall 2013.</p>	<p>Prior to Fall 2013 additional counseling offices are necessary to serve students as enrollment continues to grow. Currently, we are short one office for adjunct counseling.</p> <p>Our current facilities provide 9 offices for 9 contract counselors. No additional space is available.</p> <p>Completion of the campuses new Student Services building will house offices to accommodate 18 full time tenured track counseling faculty and work stations to accommodate additional classified staff needed to meet the growth of our increasing student population.</p> <p>In addition the new student services building will house classroom space dedicated to Personal Growth classes.</p>	<p>Continue to work with project architect and campus facilities committee to provide a seamless and smooth transition into the new student union building.</p> <p>Initiate planning for facilities, fixtures and equipment (FFE) stage for new student union building.</p>
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<p style="text-align: center;">Operational Effectiveness</p>	<p>Counseling services are highly rated by students taking the district point of service survey.</p> <p>The Counseling Department holds department meetings once a week to inform and update staff regarding changes in policies and procedure of local transfer institutions.</p> <p>The Counseling Department Chair continues to utilize Web Advisor to monitor program budgets.</p> <p>Counseling staff continually monitors student appointments, walk-in traffic and adjunct hours to meet student needs.</p> <p>Counseling faculty participate in college and district level shared governance.</p> <p>Counselors and classified staff continue to participate in college-wide hiring committees. Presently, due to the budget deficit all campus hiring has been suspended.</p> <p>The classified supervisor now has access to the telephone messaging system in order to alter and change office informational messages to the general public.</p>	<p>During the months of June and July Student Services was closed on Fridays. We have continued to close at 6pm which has provided a hardship for our evening students seeking counseling services.</p> <p>Recommend budget and resources are provided to allow the Counseling department to extend hours during the week on Monday thru Friday.</p> <p>As our student population increases from our present 11,000 students to 25,000 students it will be important to hire classified staff to facilitate the increase volume of telephone calls from the general public.</p>	<p>Maintain both quality and currency in delivery of student services. Embrace and utilize emerging technology in delivery of student services.</p> <p>Counseling staff continually monitors student appointments and walk-in traffic and adjusts counselor hours to meet student needs.</p> <p>Counseling faculty participate broadly in college- and district-level shared governance.</p> <p>Counselors and classified staff continue to participate in college-wide hiring committees.</p> <p>A staffing allocation formula needs to be established by the college, taking into account prospective students as well as headcount.</p>
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Professional/Staff Development	<p>The Counseling Chair participated in the San Diego Miramar College Chairs' Academy.</p> <p>The Mental Health Counselor in collaboration with the office of the Vice President of Student Service facilitates a campus wide Crisis Intervention Team (CIT) which provides training to team members, the counseling office and to management.</p> <p>The Mental Health Counselor attended Mental Health workshops at the annual Health Services Association Conference.</p> <p>.</p>	<p>When the budget crisis ends and growth begins again we request that both contract and support staff continue to attend conferences and workshops in order to better serve our student population.</p> <p>Due to the state budget deficit, Conference and Travel budgets were at their minimum. In some cases we were not able to send Counselors to important Conference such as the UC and CSU Conference.</p> <p>Continue to fund department planning retreat. UC, CSU and ETS (Ensuring Transfer Success) Conferences in addition to a yearly district-wide counselor conference.</p> <p>Staff development opportunities are needed for office technical staff. Possible topics might be conflict resolution, dealing with difficult students, customer service basics, etc.</p> <p>Campus wide support and funding needs to be provided for continued growth of the Mental Health Program.</p>	<p>Continue training to maintain currency on rules, regulations, and new local, state, and federal programs, transfer requirements, changes in admissions criteria, financial aid changes, and state and federal impact on categorical programs.</p> <p>Continue to work with Vice President of Student Services in order to allocate funds for travel and conference to facilitate staff professional development.</p> <p>The Department participates and follows the timeline for faculty and staff evaluations.</p>
Equipment/Supplies	<p>Contract Counselors offices were equipped with a desktop quick cam and Logitech headphones to support our on-line counseling program.</p>	<p>Continue ongoing training workshops held by consultant in order to facilitate counselor's mastery of on-line counseling requirements.</p> <p>Advocate for an additional contract counseling position for full time on-line counseling.</p>	<p>As technology is an important part of our students life and as class offerings on-line increase, and the ability to complete Associate degree requirements on-line increase, there will be a greater need to support on-line counseling.</p>

<p style="text-align: center;">Community Partnerships</p>	<p>The Counseling Department partners with the Douglas Young Mental Health clinic: Outpatient clinic in support of our Mental Health Program.</p> <p>The Counseling Department participates in MOU's with local feeder high schools.</p> <p>The Counseling Department participates in mentoring students affiliated with the San Diego & Imperial Counties Community College Association (SDICCCA) Intern Institute.</p> <p>The Counseling Department provides onsite counseling services to Marine Corps Air Station (MCAS).</p> <p>The Counseling Department participates in Career Day activities at local middle schools.</p>	<p>Due to the state budget deficit, and limited college funds, many of our partnerships with local feeder high schools have been suspended.</p>	<p>Maintain current partnerships and continue to seek alternative resources for collaboration and funding opportunities including state and federal grants.</p> <p>Continue to work with the Vice President of Student Services in order to allocate limited funds to maintain and facilitate important partnerships with our community.</p>
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<p>Enrollment Growth & Management</p>	<p>The Department Chair of Counseling meets with the Vice President of Instruction and the instructional Deans to establish course scheduling blocks that would enable students to enroll in back-to-back classes.</p> <p>Prior to the beginning of each semester, the Department Chair of Counseling reviews upcoming semester course time-blocks to ensure students can enroll in back-to-back classes.</p> <p>The BSI Counseling lead, working with the campus BSI coordinator, collaborates with instruction toward efforts in retaining and increasing success of basic skills students.</p>	<p>Continued support of Student Services from campus leadership is a must in order to facilitate retention and completion rates of students.</p>	<p>Meet with Vice President of Instruction and instructional deans to establish scheduling blocks that would enable students to enroll in back-to-back classes.</p> <p>Prior to beginning of semester, counselor representative reviews upcoming semester time-blocks to ensure students can enroll in back-to-back classes.</p> <p>Participate in Basic Skills meetings to work collaboratively with instruction toward efforts of retaining and increasing student success of basic skills students.</p>
<p>Additional information relevant to department: Each counselor's schedule is maintained on SARS Grid which breaks down counselor activities into 30 minute intervals. 10 month counselors work the academic year and 11 month counselors submit a 194 day schedule in March for the following academic year. Because counselors are called to be on so many committees and special projects our 194 day calendars change constantly. Historically, the department has been very flexible in accommodating changes. This practice serves the students and the institution well.</p>			

SAN DIEGO MIRAMAR COLLEGE Student Services Annual Program Review & Student Learning Outcomes DRAFT - Revised 6/30/09					
Program: Counseling/Mental Health			Year in Review: 2010-2011		
STEP TWO: STUDENT LEARNING OUTCOMES					
Student Learning Outcome <i>What do we want our students to learn?</i>	Measureable Outcome <i>How do we know that they've learned it?</i>	Measurement Tool <i>How do we capture information?</i>	Assessment Date/Timeline <i>When do we capture information?</i>	Data Collected <i>Number of students assessed</i>	Analysis <i>Did it work?</i>
#1 As a result of attending a counseling session, students will be able to identify, address, and articulate their own needs and goals.	At the end of a one hour counseling appointment, students are administered a post-session survey addressing whether their needs were met	Post-session survey	Data collected each semester during the appointment window and analyzed each academic year	Data collection began 2010-2011 with 230 students participating in post-session surveys.	73% of the students "strongly agree" that they are better able to identify, address and/or articulate their needs after completing a counseling session.
#2 As a result of attending a counseling session, students are able to review, adjust, and modify their academic, career, and personal decisions.	At the end of a one hour counseling appointment, students are administered a post-session survey addressing whether their needs were met	Post-session survey	Data collected each semester during the appointment window and analyzed each academic year	Data collection began 2010-2011 with 230 students participating in post-session surveys.	79% of the students "strongly agree" that, as a result of attending a counseling session, that they are able to review, adjust and modify their academic, career, and personal decisions.

<p>#3 As a result of attending a counseling session, students will be exposed to, made aware of, and demonstrate sensitivity to cultural, diversity, and global issues.</p>	<p>At the end of a one hour counseling appointment, students are administered a post-session survey addressing whether their needs were met</p>	<p>Post-session survey</p>	<p>Data collected each semester during the appointment window and analyzed each academic year</p>	<p>Data collection began 2010-2011 with 230 students participating in post-session surveys.</p>	<p>36 % of students attending a counseling session "strongly agree" that they had been exposed to and/or made aware of and demonstrated sensitivity to cultural, diversity, and global issues. 34% "agreed" to this statement.</p>
<p>#4 As a result of attending a counseling session, students will be able to utilize a catalog, recognize degree requirements towards their academic objective, and utilize technological applications as deemed appropriate.</p>	<p>At the end of a one hour counseling appointment, students are administered a post-session survey addressing whether their needs were met</p>	<p>Post-session survey</p>	<p>Data collected each semester during the appointment window and analyzed each academic year</p>	<p>Data collection began 2010-2011 with 230 students participating in post-session surveys.</p>	<p>61 % of students "strongly agreed" that, as a result of attending a counseling session, they will be able to utilize a catalog, recognize degree requirements towards their academic objective, and utilize technological applications as deemed appropriate.</p>
<p>#5 As a result of attending a counseling session, students will be able to take personal responsibility for their own actions and understand course selection towards completion of their academic, career, and personal goals.</p>	<p>At the end of a one hour counseling appointment, students are administered a post-session survey addressing whether their needs were met</p>	<p>Post-session survey</p>	<p>Data collected each semester during the appointment window and analyzed each academic year</p>	<p>Data collection began 2010-2011 with 230 students participating in post-session surveys.</p>	<p>As a result of attending a counseling session, 65% of students "strongly agreed" that they would be able to take personal responsibility for their own actions and understand course selection towards completion of their academic, career, and personal goals.</p>

Recommendations for programmatic improvement (must be reflected in program review objectives/plan of action):

- The department will continue to research ways to promote higher completion rates of SLO surveys among students by utilizing Survey Monkey and additional resources.
- The department will implement for 2012-2013 assessment cycle a pre and post session survey
- The department will collaborate with the on-campus provided district researcher to evaluate the survey instrument.

SAN DIEGO MIRAMAR COLLEGE Student Services Annual Program Review & Student Learning Outcomes DRAFT - Revised 6/30/09	
Program: Counseling/Mental Health	Year in Review: 2010-2011
STEP THREE: SUMMARIES	
A. Summary of program annual objectives: <i>List your program objectives/goals: what did you hope to accomplish?</i> The Counseling Department's goal is to provide comprehensive programs and services that empower students to identify and achieve educational, career and personal goals to meet life's opportunities and challenges.	
B. Summary of program outcomes: <i>List your program outcomes: what did you achieve?</i> <ul style="list-style-type: none"> -Reviewed and implemented change to SOCMAR process and educational plans. -Continued to have discussion to move Mental Health Program from general counseling to Health Services. -Continued to provided professional development opportunities for faculty and staff. -Continued to provide on-line orientations prior to students taking English and math assessment. -Implemented group orientation sessions attached to the Assessment process. -The counseling department continued to support the following special programs Mental Health Services, International Student Advising, Student Athletes, Marine Corp Air Station (MCAS), Basic Skills Initiative, Police Academy, Fire Technology, Child Development and the Auto/Diesel program. -Even with a decreased budget the department showed an increase of 6.8% in the number of student contacts in 2009-10 from 28,535 to 30,466 in 2010-11 -The counseling department has continued to support successful community relationships with local feeder high schools 	
C. Summary of program recommendations: <i>List recommendations that should be considered for the next review period: what could have been done differently?</i> <ul style="list-style-type: none"> -Increase marketing strategies to better promote online counseling services -Expand the duration of the group counseling orientations for new students -Increase current .60 SSA position to 1.0 FTE and hire additional .60 SSA to accommodate growth -Staffing allocation formula needs to be developed. Additional staff is needed to effectively serve a growing student population and serve the unique enrollment needs of special populations. 	
D. Summary of Student Learning Outcome progress to date: <i>List any updates, changes, or data collected.</i> Currently collecting data to analyze and make appropriate programmatic changes.	

SAN DIEGO MIRAMAR COLLEGE Student Services Annual Program Review & Student Learning Outcomes <small>(revised 5/13/09)</small>	
Program: Counseling/Mental Health	Year in Review: 2010-2011
STEP FOUR: EVALUATION	
Administrator/Committee Comments/Feedback:	