

2018 Counseling Annual Program Plan

COUN Counseling

I.A. Program Profile: Purpose

Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College?

Narrative

The Counseling Division at Skyline College operates with a “Student First” philosophy in all of its courses, services and programs. Counseling Faculty play an imperative role in connecting with students to college resources and navigating them through the educational process. Our job is to empower students to think critically about their career options and assist them with maximizing their resources to reach their full potential.

Skyline College Counseling Faculty are an important and integral part of the College Faculty through their role as instructors, involvement in shared (participatory) governance committees, innovative counseling practices, and as actively engaged participants in the cycle of assessment. Areas of expertise include but are not limited to: career, transfer, basic skills, orientation, interpretation of test scores, applying multiple measures in assessment, transcript evaluation, e-counseling, and culturally relevant counseling. Additionally, counseling faculty engage in curriculum development for our division and for the many learning communities in which they work with affinity group student populations. Counseling Faculty are committed to maintaining equity as a framework for development of programs and services and the counseling division takes pride in partnering with students as they seek to transform their lives. With direct access to these services, students achieve educational, career, and personal goals, while also having the opportunity to be empowered to become active learners in our global community.

I.B. Program Planning Team

Annual program planning is intended to be a collaborative process which promotes dialogue and reflection. Please identify all individuals who contributed to or shaped the narrative. Include names and the title or role of each person.

Narrative

The following Counseling Division members contributed to the Annual Program Plan:

Melissa Komadina, Counselor, Division Coordinator

Suzanne Poma, Counselor

Kwame Thomas Counselor

Lorraine DeMello, Counselor

Jacquie Escobar, Counselor

Nate Nevado, Counselor

Luis Escobar, Dean of Counseling and Matriculation

II.A. Analysis: Progress on Prior Program Objectives (Goals) and Activities

Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. New programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities.

Narrative

The Counseling Division has made great progress in several key areas listed on our prior year Annual Plan.

Specifically:

In the 2017-2018 year, the Counseling Division faculty and Dean have been integral to the College Re-design work. Counseling faculty have served as Design Team co-leads and committee members on Design teams. Faculty and the Dean led the “Getting In” and “Getting Through” workgroups and designed the Explorers program as part of the Exploratory/Undecided group. Counseling Faculty have reviewed and designed guided pathways.

The development and purchase of MyMajors software to facilitate the major exploration process took place in Spring 2018 as part of the Explorers Program workgroup and it is being piloted during orientation and the initial counseling appointments at some sites. The explorers program is in full development and will be implemented in Fall 2018.

In Spring 2017, successfully launched and implemented the High School Liaison Program in collaboration with feeder high schools. In Spring 2018, the program has expanded and grown reaching well over 100 more students than the previous year.

In Spring 2017, the Counseling Division in collaboration with the Math and English Department developed and implemented Guided Self Placement and individual metrics based on high school grades. The district is now in process of aligning metrics and codes. In Spring 2018, the Assessment department piloted a pre-assessment process.

The Skyline College Promise Program was developed (original design was referred to as ASAP in our document), funded and launched in Fall 2017, with a Director hired in Spring 2018. Outreach efforts in collaboration with the High School Liaison program aim to expand the program to 500 new students for Fall 2018.

Counselor Training has been a focus of the 2017-2018 year with a 25 hour new counselor training hosted in Fall 2017 and an ongoing training series for Adjunct faculty offered in the Spring 2018 semester.

We offered more sections of Counseling 100 both in person and online. We offered more in person COUN 101 courses (3 sections offered at the high schools as dual enrollment). We offered more CRER 116 courses as part of the Campus Redesign Initiative.

Please see attached 2016-2017 plan and this current year 2017-2018-2018/2019 plan to reference changes and progress made.

Our Faculty's focus on the Re-design work while at the same time implementing new initiatives and systems has resulted in some objectives not met or put on pause. Specifically:

- * Curriculum development of a Counseling degree
- * Completing a Business Analysis in collaboration with the PRIE office
- * Re-vamping the Early Alert program (also on pause pending software purchase)

II.B. Analysis: Program Environment

Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur.

Narrative

On the external level, AB 705 provided a state mandate to look at multiple measures when assessing math placement for students. This legislation impacted the work we do by supporting us to expand our placement practices. This is ongoing work as Math metrics are still under development. There is also work at the district level to align our metrics. Counseling and Math faculty collaboration is essential to the success of our application of new placement methods. Additionally, ESOL metrics are in the development stages. Further legislation that is changing the math course models and creating ways for students to accelerate in math have additional implications to our work.

Internally, our college is going through a re-design process with a focus on the Skyline College Promise and implementation of Meta Majors, Guided pathways and integrating these initiatives into the student's experience of getting in and getting through. Both of the external and internal initiatives combined have pushed our Division to build the bike while we are riding it. The phased implementation of the Meta Majors and guided pathways along with the scaling of the promise program will be implemented in the Fall 2018. Reference the annual plan for 2017-2019 attached for specific anticipated changes. Note that some changes are in development currently, so there is not yet a clear picture of how they will be implemented in the 2018-2019 year.

II.C. Analysis: Student Learning Outcomes (SLOs and PSLOs)

(1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.

(2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable.

Narrative

1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.

Over the course of 2016-2017, the COUN 100 faculty continued to meet in order to refine curriculum, share best practices for engaging students in meaningful ways, and create assignments through an equity lens. Examples include inviting a variety of guest speakers and presenters from diverse backgrounds to engage students in discussions and critical reflections. As we continue to onboard new faculty who teach our COUN courses, conversations regarding the importance of Student Learning outcomes and meaningful assessment will continue to shape and guide the ways in which we engage with students. While the focus of this narrative is COUN 100, we realize that we offer over 10 COUN designated courses and, as a follow up and action item, we would like to engage faculty in those courses regarding SLOs.

2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable. (Analysis: Student Learning Outcomes (SLOs and PSLOs))

No assessment was done because this is an off-cycle year. N/A

III.A. Reflection: Considering Key Findings

Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness.

Narrative

Looking toward the future, we would like to increase and/or improve on our curriculum in the following ways:

- ❖ We realized that we needed additional online COUN 100 offerings and to meet the demand, we added an additional section (from two to three courses being offered every semester). We also increased the class limit in the online COUN 100 class from 30 students with a 15-student waitlist to 45 students with a 15-unit wait list. The online faculty have received additional training from our Instructional Designer and will continue to seek training opportunities in online teaching and pedagogy.
- ❖ With new faculty being hired, we are committed to ongoing trainings and an onboarding process that helps support classroom faculty with professional development. Full-time Counseling Faculty have served as mentors in the classroom for new faculty.

We will continue to advocate for additional classroom space to teach our COUN courses. Our primary COUN classroom, located in building 2, is missing key technology to support our pedagogical approach (hands on learning, engaged learning).

III.B. Reflection: ISLOs

If your program participated in assessment of ISLOs this year:

- (1) What are the findings and/or conclusions drawn?
- (2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do.

Narrative

- 1) What are the findings and/or conclusions drawn?

Coun 100: During the fall 2017 semester, one Counseling 100 section was assessed in terms of how the course's SLOs directly connect to the ISLO-Lifelong Wellness. The specific Life Long Wellness ISLO indicators that the Counseling 100 section focused on were: Personal Development and Self Awareness, Ability to Locate and Access Resources, Resilience (Effort/Persistence/challenges), and Life Long Behaviors. The major assignment/project/presentation assessed in this particular section had a success criterion of: "70% will score Proficiency or higher on each indicator using Skyline College's Lifelong Wellness ISLO rubric". Upon completion of the assignment/project/presentation, the results determined that the criteria benchmark was met. Concluding that the Counseling 100 section was aligned with Skyline College's Lifelong Wellness ISLO.

- 2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do.

No changes are intended to be made based on our findings.

IV.A. Strategy for Program Enhancement: Continuation/Modification

Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.






Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item.

Narrative

Overall, we are continuing the implementation of the last CPR strategy. Some objectives were met and have been removed from our Annual Plan. The work that went into the development of the Promise Program will be transferred over to the Program as they will develop their own Annual Plan. Most notably is that we are adding objectives as they relate to the College Redesign work on Meta Majors, Guided Pathways and Explorers Program Development and the integration of this work into the getting in and getting through work groups. We are also adding an objective surrounding the expansion of our Online Counseling services.

Please reference the CPR, 16-17 Annual Plan and the 17-19 Annual Plan to reference objectives removed and new objectives.

Evidentiary Documents

-  [Annual Plan 2016-2021 Action Plan04_17.pdf](#)
-  [Annual Plan 2017-2019 Action Plan04_18.pdf](#)
-  [CPR 2015-2021 Action Plan03_07_16.pdf](#)
-  [FINAL_CounselingDivisionPlan2016-2017.pdf](#)
-  [Final_Scanned Annual Plan 16_17 COUN DIV.pdf](#)

IV.B. Strategy for Program Enhancement: Action Plan and Resource Requests

Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

(1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.

(2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. Institutional Goals.









Narrative

See attached Annual Plan for years 2017-2019 and attached Program Needs Overview for Budget Considerations

Evidentiary Documents

-  [Annual Plan 2017-2019 Action Plan04_18.pdf](#)
-  [APP Division Needs 17_19.pdf](#)

Associated Objectives

-  [562-Objective A: Continued Implementation of SSSP](#)
-  [563-Objective B: Support College-wide Skyline Promise efforts](#)
-  [564-Objective C: Address COUN curriculum needs of students](#)
-  [565-Objective D: Ensure we are the best equipped counselors and Division Staff to support our students needs](#)
-  [566-Objective E: Better understand our effectiveness, strengths, gaps and student need for counseling](#)
-  [567-Objective F: Continue Partnerships with divisions, programs, services and events](#)
-  [568-Objective G: Provide leadership in College Re-design work](#)
-  [569-Objective H: Expand Online Counseling Services](#)

Objectives of Counseling Department

Planning Year: 2018-2019

Planning Year: 2018-2019

Unit Code	Planning Unit	Unit Manager
2340COUN00	Counseling	Poma, Suzanne

Objective Status: New/In Progress

562	<p>Objective A: Continued Implementation of SSSP</p> <p>Continue to implement and develop multiple measures accessible to students Implement a process to support undeclared students to define their educational goal Through support from the PRIE office, ensure data is accurate Troubleshooting and training for Counselors Re-vamp Early Alert Program Expand HS Liaison Program</p>
563	<p>Objective B: Support College-wide Skyline Promise efforts</p> <p>Align work with college-wide initiative</p>
564	<p>Objective C: Address COUN curriculum needs of students</p> <p>Continue to teach/offer more COUN 100 courses both online and on campus Continue to teach/offer COUN 101 courses Explore expanding curricular offerings and make changes as needed Explore the development of an Associate's Degree in Counseling/or Social Behavioral Sciences Major (left on plan from CPR- tabled for 17/18 and 18/19 years)</p>
565	<p>Objective D: Ensure we are the best equipped counselors and Division Staff to support our students needs</p> <p>Continue Professional Development Coordination and training among front- desk, classified and student support and counseling Continue to increase collaboration with Student Services</p>
566	<p>Objective E: Better understand our effectiveness, strengths, gaps and student need for counseling</p> <p>Develop a team of counselors develop and answer key research questions about our services in collaboration with PRIE office</p>
567	<p>Objective F: Continue Partnerships with divisions, programs, services and events</p> <p>Increase collaboration via partnerships Continue partnerships with programs (respiratory care, CAA, LCs etc.) Cross collaboration on events, including inviting other divisions to contribute to counseling led events (disability awareness, career, transfer, RTSB etc) Assign counselor liaisons to specific divisions as point person Develop flex day workshops to expand knowledge of role of counselors among instructional colleagues and the campus as a whole Explore ways to streamline multiple student service outreach programs to ease the process for requesting outreach services</p>
568	<p>Objective G: Provide leadership in College Re-design work</p> <p>Ensure Counseling perspective and student needs are represented in college re-design work done</p> <p>Integrate new elements of re-design work via the "Getting In" workgroup Develop counseling model via the "Getting Through" workgroup Develop program to support our Exploratory (undecided) students in making early decisions about their major Develop system to address overlap in services</p>

