

Las Positas College

Program Review Summary for Student Services (rev) 2/21/14

(Counseling, PSCN, Puente, Transfer, Tutorial Center, Articulation)

The role of the Student Services Division is to facilitate and support student success. There are many diverse programs in Student Services which all serve to provide students with the tools they need to apply to Las Positas and enroll in classes; the programs and services they need to be successful while they are getting their education; and the assistance and support needed to achieve their goals and move on.

Currently, there are 3 Administrators: a Vice President of Student Services, 1 Interim Dean of Student Services, and a Dean of Enrollment Services. In addition, faculty and classified staff are part of every program in the division. Each program reports to one of the administrators. Every program in the Division completed an annual Program Review in fall 2013.

The following is a summary of the program reviews that report to the Interim Dean of Student Services. They are organized according to the "Program Review Summary Worksheet."

II.A. Curriculum

Counseling: N/A

Psychology Counseling (PSCN): Possible 4 revisions if the AS-T or the AA-T transfer degree in Social Work is approved. One new course in College Success is being developed to meet 3SP Mandates.

Puente: No Revisions. 1 new course proposal for a 3 unit College Success course will be developed to meet requirements for the Puente Program.

Transfer: 1 curriculum change will be a re-write of PSCN 18 for a DE format.

Tutorial: will be revising TUTR 17 and will be creating one new course.

II.B. New Initiatives

Counseling. The new Student Success Act (3SP) mandates many new initiatives requiring addition of new services and revision of current services. The mandates in reporting these services impacts counseling.

PSCN. When the AA-T or AS-T in Social Work is approved, new curriculum needs to be written for the degree. The current Health and Human Services Certificate will need to be revised and updated.

Puente. This is a new initiative starting in fall 2012. The discussion needs to continue addressing how to provide support in order to meet the requirements of the Puente MOU from the State. These requirements include counseling, coordination of mentor component, and other mandated activities.

Transfer. Needs one classified staff in order to implement 3 new initiatives: Virtual Outreach project, transfer night, and provide support for transfer to instructional faculty.

Tutorial. None

II.C. SLOs/SAOs

Counseling. 2 program SLOs (one has been assessed) and 1 SAO. SLOs and SAOs will be revised to reflect new Student Success Act.

PSCN. 2 Program level SLOs and all 15 courses have been assessed. Data from SLOs was used to improve DE mode of instruction.

Puente. None. Puente did not exist in 2011-2012.

Transfer. 1 SAO and 1 SLO are regularly assessed.

Tutorial. 2 SLO's and 1 SAO are continually assessed.

II.D. Student Data

Counseling. Student surveys indicated 27% of students who used counseling services were not satisfied. Data also showed a dramatic increase in persistence for students who receive orientation vs., students who do not.

PSCN. Data shows some inconsistencies which are attributed to the counting of PSCN (EXPO) into the general data.

Puente. No data available in 2011-2012.

Transfer. Data showed a drop in LPC students transferring to CSU and UC. Data supports expanding transfer services to assist students in the transfer process.

Tutorial. TUT 17 and 29 consist of continuing students (92% in 2011) who intend to transfer (73%) and attend LPC on a full time basis (85%). 22% of LPC students have used the Tutorial Services and 89% of those are "very satisfied" or "satisfied" with services offered. Data will be used to improve the program by computerizing the

Tutorial Center tracking system in order expand the number of students who can be served.

II.D.2 Enrollment Management

Counseling. N/A

PSCN. Trend showed decrease in PSCN 40. The PSCN department has not recovered from FTEF cutbacks. Only 17% of courses staffed by full time FTEF. Need to add 2 F/T faculty and increase sections. Mandates for Puente require addition of College Success Courses which will decrease PSCN FTEF.

Puente. College Success course mandated by Puente MOU

Transfer. N/A

Tutorial. At least one additional tutor training class for experienced tutors is needed. Tutors need training in order to help them achieve highest success with their students as possible.

II. E Human Resources

Counseling. At least 2 additional full time general counselors are needed not only to restore department to pre 2009 staffing levels, but to serve increasing numbers of students and meet additional 3SP mandates.

PSCN. Still short 2 Counselors. Need training on CID descriptors and training for part-time Counselors/Instructors.

Puente. The Puente Program MOU requires 1 part time classified (10 hours/wk) and a Counselor/Coordinator who is solely responsible for the Program and not assigned another major program. The current Puente Counselor was reassigned shortly after she was hired.

Transfer. Requests more reassigned time and reinstatement of the classified position. Also asks for additional transfer conferences.

Tutorial. Due to dramatic increase in numbers of students, additional hours needed for Instructional Assistant. Additional CAH for Tutor Training.

II. F. Technological Resources.

Counseling. New lap tops to work with students on SEP's

PSCN. None at this time.

Puente. None

Transfer. A subscription to College Source; Adobe Connect and Skype; document transmission software

Tutorial. 5 computers for training students for on-line classes. Tutor Trac

II.G. Facilities Equipment and Supplies

Counseling. None

PSCN. None

Puente. None

Transfer. Basic office supplies to support transfer center.

Tutorial. A "smart room" so workshops and classes can use projectors. 5 computers needed to Room B to assist tutoring students with on line/hybrid classes.

II.H. Financial Resources

Counseling. Financial support will be needed for 3SP implementation.

PSCN. None

Puente. Financial resources will be needed from the College to support a Puente Program at LPC in the future. The 2014-15 academic year is the final year for funding from the UC Office of the President Puente Project (\$35,000). The program needs 1 part time classified and .5 FTEF Counselor who is not assigned to another special program.

Transfer. Support for additional staff.

Tutorial. Funds to support Tutorial Center. More tutors are needed for increasing demand.

II.I. Other Pertinent Information

Counseling. Need for a permanent Dean and consistent leadership

Puente. College level discussion needed about funding Puente Program after grant funds are depleted.

NOTE : Articulation. This is a very important component of Counseling and critical to students ability to transfer. It is not really a program by itself. One Counselor is 50% Counseling and 50% Articulation Officer. Currently, the Counselor we hired for this position was immediately reassigned 50% Puente. We did not have a program review for Articulation.

Conclusions and recommendations

While each program in Student Services has unique characteristics and needs, there were several common themes that emerged from the program reviews and some themes that were program specific. Almost all student data sources indicate the increasing numbers of students, the increasing need for more services, and now the new mandates of the Student Success Act on all student services.

Lack of staff and resources to support programs. Counseling is still staffed below 2009 levels. The classified staff in general counseling have also experienced the same amount of increase in the number of students seen but we have not restored the hours lost due to a retirement 4 years ago. Transfer has lost the classified staff who supported the Transfer Center and assisted with activities and services for students. No replacement. The College applied for and received a Puente Grant but did not staff it with an additional .5 Counselor as provided for in the grant. Rather, the hours and the funds were taken from general counseling resulting in another shortage of general counseling hours. The Tutorial Center has seen a dramatic increase in students asking for tutoring. At the same time, no additional hours or money from the general fund has been allocated and committed for tutoring.

A major impact effecting Student Services is the Student Success Act (3sp). The initial mandates most critically involve student services: admissions, orientation, assessment, Counseling, Student Educational Plans, career pathways, major choice, and completion rates, to highlight a few. More resources will be needed to fully implement the mandated services.

What a difference a building makes. The new Student Services Building has finally provided us with the facilities and technology resources that were identified as critical needs in our past program reviews.

Recommendations:

1. Human Resources

- Hire 2 new general Counselors as approved in the FHPC.
- Hire a permanent Dean of Student Services.
- Increase the classified hours to support programs

2. Student Success Act

- provide additional funding to assist student services in the implementation of the mandates

3. Puente Program

- This the last year for the grant funds. A college-wide funding source and commitment needs to be developed by the end of next year in order to continue the program.

4. Additional FTEF in order to support all disciplines and allow for growth: Learning skills (LRNS), PSCN, General Studies (GNST) Student Government, Tutoring (TUTR). We have not had an increase in FTEF in several years and need to add more courses to support student success.