

## **Counseling Program Review 2010-2011 Executive Summary**

**Program Review Evaluation Team: Cathy Nyznyk, Christine Vincent**

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The Counseling Department offer academic counseling, career counseling, and personal counseling in support of student access, retention, progress and overall student success. An "Online Advisor" service is available and is designed to accommodate all students, including distance learners and online students. Counseling faculty assists students with interpretation of college policies and procedures, interpretation of career assessments and career guidance. The counseling faculty conduct new student orientations, teach personal development classes, and serving as resources to instructional faculty by providing student follow-up services through the Early Alert process. Counselors provide feedback they receive from students that can be shared with instructional faculty in support of student success. The results of this dialogue help to identify shared interest around student learning, student scheduling, and overall student success.

### **Strengths**

- Goals are very specific and thorough and include activities, timelines, and staff responsibility.
- Provide intrusive counseling services to students with basic skills needs.
- Improved efficiency and collaboration with other student services programs since moving into the new Student Services Building.
- Reassigning a full-time counselor to provide Career Services
- Increased the number of PERS 50 sections to eight (8) in 2008-09 up from two (2) sections in 2005-06.

### **Areas to Address**

- The printing of class schedules has been discontinued, resulting in more student confusion
- The institution changed to a new student records system (SIS) requiring counselor training
- Changing financial aid eligibility requirements have resulted in increased number of counseling visits devoted to filling out financial aid forms
- The Marina Education Center needs to provide services, reducing the number of hours counselors are available on the main campus
- Increased numbers of students transferring to MPC from other campuses due to discontinued programs, lack of summer programs

### **Trends**

- The largest percentage growth in students was among Latinos.
- Requirement for all new students to develop an educational plan.
- An increase in the number of high school students who are opting for community college before transferring to four-year institutions.
- An increase in the number of displaced workers who will need retraining.
- An increased demand for PERS courses to satisfy the Student Task Force's recommendations.
- An increased number of inquiries made by students at the front desk, by telephone, and e-mailed the program's Online Advisor

### **Goals**

- Increase the availability of counseling services for students
- Offer career counseling services and courses to assist students with early goal-identification and to ensure that they progress academically in a timely manner
- Assure that students achieve the program's student learning outcomes
- Offer a selection of Personal Development (PERS) courses to enhance students' learning experiences

**Summary**

Overall, the Program Review was very well organized and thorough. In light of the goals presented, including the new requirements for Education Plans and orientation (additional PERS courses) , it would be beneficial to increase the department budget to accommodate additional counseling staff to accommodate the additional workload, as well as technology to accommodate these demands.

The Counseling Department used a new version of the Program Review Evaluation Form; some areas from the earlier template were not addressed in this report.

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