

Assessment: Assessment Unit Four Column

Student Services - Counseling Services

Mission Statement: Moreno Valley College is responsive to the needs of our region. we offer academic programs and student support services that include baccalaureate transfer, professional, pre-professional, and pre-collegiate curricula for all who can benefit from them. Lifelong learning opportunities are provided, especially in health and public service preparation.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>SAO:Increase student success in the classroom - Counseling will offer one hour workshops on student success topics. Marketing will be targeted directly toward students who are struggling in the classroom and the general student population</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2016 - 2017</p> <p>Start Date: 07/01/2015</p> <p>Inactive Date: 06/30/2017</p> <p>Activity_v4: -Access and Success- Provide Counseling Services: Develop effective pathways for student success by encouraging students to use student services and promote the completion of a comprehensive Student Educational Plan.</p> <p>-Access and Success-Improve Orientation Process: Develop an interactive online orientation that is accessible 24 hours for new, continuing and perspective students with unlimited access.</p> <p>-Success and Access- Offer guidance courses for First Year Experience</p>	<p>Directly related to Outcome</p>	<p>Semester Assessed: 2015 - 2016 (Spring 2016)</p> <p>Expected Goal Met: Yes</p> <p>All students who were referred to Counseling by faculty through the Early Alert program received an electronic message, e-mail, and hard copy letter with a flyer informing them of the availability of Student Success Workshops (15) presented by Counseling Faculty in the topic areas of Time Management, Note Taking, Study Skills, and Navigating Disability Support Services. (06/03/2016)</p> <p>Notes/Reflections: See in Document Repository: Study Skills Workshop Schedule, Early Alert Letter to Students, Early Alert Electronic Message to Students, Student Participation Counts in Study Skills Workshops (forthcoming in Summer 2016), Student Evaluations from Study Skills Workshops (forthcoming in Summer 2016). Although the workshops were offered and communicated to students, faculty did not consider this a successful intervention because student turnout was very low, as students received notifications just a few days before the workshops.</p> <p>Related Documents:</p> <p>Early Alert Workshop Schedule.xlsx</p> <p>Early Alert letter 16SPR.docx</p> <p>EA Notification Verbiage 16SPR.docx</p> <p>Early Alert Workshop Survey Spring 2015.docx</p>	<p>Action Plan: Revisit in 2016-2017 planning process additional ways to improve student participation. (08/31/2016)</p> <p>Action Plan Number: 2</p> <p>Follow-Up: Michael Paul Wong, Counseling Administrative Staff, and Counseling Faculty. Attach 2016-2017 Program Review Calendar (06/03/2016)</p> <hr/> <p>Action Plan: In Counseling faculty planning retreat Spring 2016 faculty requested administration could send letters to students sooner to allow them time to plan to attend a workshop, market workshops to the general student population throughout the semester, offer study skills workshops earlier in the semester, market study skills workshops that are offered by Counseling faculty in other Student Services programs (Administrative Staff). (06/03/2016)</p> <p>Action Plan Number: 1</p> <p>Follow-Up: Michael Paul Wong</p>

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<p>(FYE) program.: A) Offer summer Guidance 45 Introduction to College courses to incoming freshmen. B) Provide Guidance 48 College Success Strategies, Guidance 47 Career Exploration and Life Planning and Guidance 46 Ensure Transfer Success for students in the FYE program.</p> <p>-Access-Provide Online Counseling: A) Provide one-on-one online counseling for the development of comprehensive Student Educational Plans. B) Provide online student success workshops/webinars. -Career and Transfer Services: A) Provide Guidance 46 to increase transfer awareness B) Provide Guidance 47 to increase career exploration and planning C) Provide career readiness workshops D) Provide at least one transfer fair during the fall and spring semesters. -Follow up activities: Provide in person and online workshops to students on academic probation and dismissal. Provide one hour student success workshops to students who have been identified as "Early Alert" students by their faculty members that include study skills, time management, note taking skills, and career decision making skills.</p>	<p>Directly related to Outcome</p> <p>Direct: Institutional Research or Other Data - All students identified by faculty through the "Early Alert" program as needing additional assistance to be successful in the classroom will receive a letter identifying "Early Alert" workshops that they can attend to learn the skills needed to be successful in the classroom. Rosters will be collected from workshops to identify attendees. Faculty will develop pre-test, post-test for workshops, content of workshops. Collection of data from pre-test and post-test.</p> <p>Performance Target (Required)*: 100% of students identified by faculty for Early Alert will receive an electronic message, a hard copy letter, and a flyer for the workshops. Workshop content will be developed. Pre-test and post-test will be developed. 10% of students receiving an Early Alert will attend a study skills workshop or met with a counselor during the term of referral.</p>	<p>Semester Assessed: 2015 - 2016 (Spring 2016) Expected Goal Met: No All students identified by faculty through Early Alert received an electronic message, a letter, and a flyer informing them about the Study Skills workshops. Rosters were collected at workshops to identify attendees. Workshop content was developed by faculty. Pre-test, post-test for workshops was not developed. (06/03/2016) Notes/Reflections: During the Spring Counseling Faculty Planning Retreat (Spring 2016) faculty planned to develop joint workshop designs and share them with all faculty presenting workshops. Related Documents: EA Notification Verbiage 16SPR.docx Early Alert letter 16SPR.docx Early Alert Workshop Schedule.xlsx</p>	<p>and Counseling Administrative Staff (08/30/2016)</p> <p>Action Plan: Develop joint workshop designs for all study skills workshops, develop pre and post tests to evaluate impact of workshop on students. (06/03/2016) Action Plan Number: 3</p>
<p>SAO: Decrease the number of students on academic probation and dismissal. - Decrease the number of</p>	<p>Directly related to Outcome</p>	<p>Semester Assessed: 2015 - 2016 (Spring 2016) Expected Goal Met: No On-line probation and dismissal workshop is still in place,</p>	<p>Action Plan: Develop workshops for Academic Probation students and plan to accommodate</p>

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<p>students on academic dismissal and probation by offering online and in person probation and dismissal workshops throughout the winter and summer terms.</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017</p> <p>Start Date: 08/01/2014</p> <p>Inactive Date: 06/13/2015</p> <p>Activity_v4: -Follow up activities: Provide in person and online workshops to students on academic probation and dismissal. Provide one hour student success workshops to students who have been identified as "Early Alert" students by their faculty members that include study skills, time management, note taking skills, and career decision making skills.</p>	<p>Directly related to Outcome</p> <hr/> <p>Direct: Institutional Research or Other Data - Student surveys completed at the conclusion of the workshops.</p> <p>Performance Target (Required)*: The number of students on academic dismissal will decrease by 10% a year.</p> <p>Notes: Update online probation and dismissal workshops and create new in person workshops.</p>	<p>but no change made to the workshops. SSSP At-risk Work Group met throughout Spring 2016 and developed a set of recommendations to require (through registration hold) students on academic probation in 2016-2017 to attend 2 workshops and meet with a counselor. These recommendations will be incorporated into the 2016-2017 SSSP Plan (06/03/2016)</p> <p>Notes/Reflections: Add Fall 2015 (forthcoming) and Spring 2016 Academic Standing documents (forthcoming in Summer 2016)</p> <p>Related Documents: 2015-2016 Recommendations from SSSP Workgroup for at Risk Students 5-25-16.docx</p> <hr/> <p>Semester Assessed: 2015 - 2016 (Spring 2016)</p> <p>Expected Goal Met: No</p> <p>Workshops were not updated. In-person workshops were not held. Comevo vendor relationship was established in Spring 2016 so there is now a new on-line platform to house updates of on-line probation and dismissal workshops. (06/03/2016)</p> <p>Notes/Reflections: Performance target needs to be rewritten to reflect goals that Counseling has the power to directly affect. Workshops can be updated and held, but it's unrealistic to expect to decrease number of students on academic dismissal by 10% solely based on this project.</p>	<p>additional appointments and workshops for probationary students (SSSP At-risk Work Group) (06/03/2016)</p> <p>Action Plan Number: 4</p> <hr/> <p>Action Plan: Schedule and plan in person probation and dismissal workshops in winter and summer 2017. Plan update of online probation and dismissal workshops. (SSSP At-Risk Work Group) (06/03/2016)</p> <p>Action Plan Number: 5</p>
<p>SLO: Study Skills - Students attending a Study Skills Early Alert workshop will increase their knowledge of study skills to be used in the classroom.</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017</p> <p>Start Date: 02/17/2015</p> <p>Inactive Date: 06/30/2017</p>	<p>Direct: Presentation/Performance - Students will gain knowledge and practice study skills to increase their success in the classroom. Conduct pre-test and post-test</p> <p>Performance Target (Required)*: 80% of all students attending the study skills workshop will gain knowledge to help them in being successful in the classroom.</p>		
<p>SLO: Time Management Skills - Students attending a Time Management Skills Early Alert workshop will increase their</p>	<p>Direct: Presentation/Performance - Students attending the time management workshop will develop time management skills that will be</p>		

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<p>knowledge about time management. Goal Status: Active Program Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017 Start Date: 02/17/2015 Inactive Date: 06/13/2015</p>	<p>useful for academic and personal life. Pre-test and post-test Performance Target (Required)*: 80% of all students attending the Time Manegment workshop will gain knowledge to help them in being successful in the classroom.</p>		
<p>SLO: Note-taking Skills - Students attending a Note-Taking Skills Early Alert workshop will increase knowledge about different note-taking systems. Information gained in the workshop will also help them in the classroom setting. Goal Status: Active Program Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017 Start Date: 02/17/2015 Inactive Date: 06/30/2017 Activity_v4: -Follow up activities: Provide in person and online workshops to students on academic probation and dismissal. Provide one hour student success workshops to students who have been identified as "Early Alert" students by their faculty members that include study skills, time management, note taking skills, and career decision making skills.</p>	<p>Direct: Presentation/Performance - Students will learn about the different note taking systems and using the one they feel will work best for them practice using that system. Performance Target (Required)*: 90% of all students taking the note-taking workshop will gain knowledge of the skills and begin to develop the skills needed to become a good note-taker.</p>		
<p>SLO Comprehensive Student Educational Plans - Develop comprehensive student educational plans with students. Increase rate of students achieving comprehensive educational plans by third semester. Long term goal is to increase rate to 100% Goal Status: Active Program Assessment Cycle: 2014 -</p>	<p>Direct: Institutional Research or Other Data - Quantitative data derived from Colleague and MIS regarding completed comprehensive student educational plans. Performance Target (Required)*: Counseling personnel will encourage all first-year incoming students to make an appointment in efforts to meet a minimum of 80% completed</p>		

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2015, 2015 - 2016, 2016 - 2017 Start Date: 07/01/2014 Inactive Date: 06/30/2017	comprehensive student educational plans		
Early Alert Student Success Workshops - Students will attend one-hour workshops Goal Status: Inactive Program Assessment Cycle: 2015 - 2016 Start Date: 07/01/2015 Inactive Date: 06/30/2016	Direct: Statistical Data (Institutional Research) - SARS workshop rosters and appointments cross listed with Early Alert referral information Performance Target (Required)*: 30% of students will attend a workshop		
Student Counseling Appointment No-shows - Increase Counseling efficiency by reducing student appointment no-shows by 20% from the previous year Goal Status: Inactive Program Assessment Cycle: 2016 - 2017 Start Date: 07/01/2016 Inactive Date: 06/30/2017	Direct: Statistical Data (Institutional Research) - Count student no-shows logged in SARS Performance Target (Required)*: Reduce no-shows by 20% from previous year Direct: Institutional Research or Other Data - Track reminder phone calls made by Front Desk personnel to students 1-2 days prior to appointment Performance Target (Required)*: 100% of students get a phone call with direct conversation, message left on voicemail, or document that the student has a wrong number/no answer Notes: Counseling began this practice in Spring 2016		
	Direct: Statistical Data (Institutional Research) - Include question in student survey: "did you receive a reminder phone call about this appointment?" Performance Target (Required)*: 100% students surveyed answer "yes" to this question		

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<p>Improve On-line Orientation - In collaboration with SSSP Committee, rewrite on-line orientation and add multi-media and interactive content</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2015 - 2016, 2016 - 2017</p> <p>Start Date: 07/01/2015</p> <p>Inactive Date: 06/30/2017</p>	<p>Directly related to Outcome</p>	<p>Semester Assessed: 2015 - 2016 (Spring 2016)</p> <p>Expected Goal Met: No</p> <p>Web hosting vendor identified, resources, found, and contract signed. IT engaged to connect the vendor to the District orientation system. Orientation document updated and edited. Audio multimedia tracks partially recorded. (05/10/2016)</p> <p>Notes/Reflections: Some progress made, but multimedia and interactive content could not be created without the system in place to host it.</p>	
<p>SAO: Improve overall Counseling Student Services efficiency and effectiveness - Improve ability for Counseling to achieve maximum student contacts with existing resources (efficiency) and service more students while showing maximal positive outcomes for student success</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2016 - 2017</p> <p>Start Date: 08/29/2016</p> <p>Inactive Date: 06/08/2017</p>	<p>Directly related to Outcome</p>	<p>Semester Assessed: 2016-2017</p> <p>Expected Goal Met: No</p> <p>Counseling faculty have a low job stability for categorically funded faculty: out of 7 categorically funded positions filled 2014-2017, 3 positions were vacated before one year had passed. (11/21/2016)</p>	
	<p>Direct: Statistical Data (Institutional Research) - Decrease student no-show rate at Counseling appointments</p> <p>Performance Target (Required)*: 20% no show (reduction from 30% overall assessed 2/16/16-3/25/16)</p>	<p>Semester Assessed: 2015-2016</p> <p>Expected Goal Met: No</p> <p>After new no show policy instituted by Student Success and Equity Counseling Work Group and Counseling staff, no show rates for student appointments 2/16 - 5/13 went down from 30% to 21%. (05/13/2016)</p> <p>Notes/Reflections: Current objective is 20% and initial assessment of no show rate was 21%. It is expected that continuing the policy will reduce the no show rate to 20% goal. Counseling staff began calling students every day to remind students of the next day's appointments. Staff also identified students who had more than 2 no shows and either reached out to them directly to inform them of the no show policy or referred them to Dean of Student Services for student conduct.</p> <p>Related Documents:</p> <p>Counseling Appointments No Show Data Report.pptx</p>	<p>Action Plan: Continue to implement no show practices with students who no show appointments. Reassess every semester. (08/29/2016)</p> <p>Action Plan Number: 1</p>
	<p>Direct: Statistical Data (Institutional Research) - Use department resources efficiently by replacing student services counseling time lost to instruction and faculty reassignment time</p> <p>Performance Target (Required)*:</p>	<p>Semester Assessed: 2016-2017</p> <p>Expected Goal Met: No</p> <p>Counseling "seat" time is currently 6 FTE for 10 counselors funded with a combination of general and categorical funds. (11/21/2016)</p> <p>Related Documents:</p> <p>Counseling Faculty Seat FTE FAL 16 for program review.xlsx</p>	<p>Action Plan: Hire additional Counseling faculty with existing resources in order to ensure that funded faculty time reaches students through student services (11/21/2016)</p> <p>Action Plan Number: 2</p>

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	<p>50% of reassigned faculty time returned to Counseling that is delivered to students</p> <p>Related Documents: Counseling Faculty Seat FTE FAL 16 for program review.xlsx</p> <p>Direct: Statistical Data (Institutional Research) - Measure Counseling faculty job stability Performance Target (Required)*: 80%</p>	<p>Semester Assessed: 2016-2017 Expected Goal Met: No Out of 7 Counselors hired 2014-2017, 3 left their positions before one year had elapsed (11/21/2016)</p> <p>Related Documents: MVC Categorically Funded Counseling Faculty Hired 2014-2017.docx</p>	<p>Action Plan: Seek ability to replace categorically funded one year temporary positions with tenure track categorically funded positions (11/21/2016) Action Plan Number: 3</p>