

1: Measure Review Title **Survey** Associated objectives (O:1, 2) Status

(Final) 

Description Current students will be surveyed twice a year to determine their awareness of services available to assist them with identifying their educational, personal and career goals. [\[Preview Formatting\]](#)

Measure Type Code and Description

Source of Evidence: Other Admin. - Administrative measure - other

Associated Documents Activate Cycle

Established in Cycle: 2010-2011

Active Through

Active Through: Keep Active

Data Entry Complete

Entry Status: Final

approval date / by approval comments Last update

Last Updated By: Robert Harris on 6/4/2012

Created By

Established By: Aaron Voelcker on 3/8/2010

Edit button Measure Approval Associated Objectives

Achievement Targets and Findings:

1: OO1

Target Performance

▼ **Achievement Target (Final)** [\[Preview Formatting\]](#) 

70% of students surveyed will have accessed or identified services that can help them achieve their educational, personal and career goals.

Established in Cycle: Spring 2012

Active Through: Keep Active

Last Updated by De'Nean Coleman-Carew on 10/1/2013

Established by Robert Harris on 6/4/2012

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Findings

Findings:

2014-2015 ▼ **Assessment Summary / Findings**

Achievement Target: **Met**

91% of students utilized counseling services to complete a Student Educational Plan (Question 1). 91% of students surveyed knew what classes to enroll in after completing a Student Education Plan (Question 4). 94% of students reported enrolling in one or more classes reflected on their Student Education Plan (Question 5). 77% of students reported that the Career/Transfer Center assisted them in making educational decisions (Question 6). 74% of students reported that a counselor helped them identify or resolve personal issues that may interfere with academic performance (Question 7). 86% of students reported a counselor supported their efforts to achieve a goal. (Question 8). 89% of students reported a counselor interpreted their assessment results, enabling them to select the appropriate writing, reading and math courses (Question 9). 82% of students reported that Express Counseling helped answer their questions and/or concerns (Question 3). 83% of students taking the ESL placement test reported a counselor assisted them in selecting the appropriate ESL courses to enroll in (Question 10). [\[Preview Formatting\]](#)

Established by De'Neen Coleman-Carew on 6/16/2015

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2013-2014 ▼ Assessment Summary / Findings

Achievement Target: **Met**

98% of students utilized counseling services to complete a Student Educational Plan (Question 1). 99% of students surveyed knew what classes to enroll in after completing a Student Education Plan (Question 2). 93% of students reported enrolling in one or more classes reflected on their Student Education Plan (Question 3). 97% of students reported that the Career/Transfer Center assisted them in making educational decisions (Question 4). 96% of students reported that a counselor helped them identify or resolve personal issues that may interfere with academic performance (Question 5). 98% of students reported a counselor supported their efforts to achieve a goal. (Question 6). 98% of students reported a counselor interpreted their assessment results, enabling them to select the appropriate writing, reading and math courses (Question 7). 93% of students reported that Express Counseling helped answer their questions and/or concerns (Question 8). 79% of students taking the ESL placement test reported a counselor assisted them in selecting the appropriate ESL courses to enroll in (Question 9). [\[Preview Formatting\]](#)

Established by De'Neen Coleman-Carew on 6/26/2014

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Spring 2013 ▼ Assessment Summary / Findings

Achievement Target: **Met**

93% of students surveyed knew what classes to enroll in after completing a Student Education Plan (Question 1). 79% of students reported enrolling in one or more classes reflected on their Student Education Plan (Question 2). 96% of students reported that the Career/Transfer Center assisted them in making educational decisions (Question 4). 95% of students reported that a counselor helped them identify or resolve personal issues that may interfere with academic performance (Question 5). 96% of students reported a counselor supported their efforts to achieve a goal. (Question 6). 94% of students reported a counselor interpreted their assessment results, enabling them to select the appropriate writing, reading and math courses (Question 7). 88% of students reported that Express Counseling helped answer their questions and/or concerns (Question 8). 79% of students taking the ESL placement test reported a counselor assisted them in selecting the appropriate ESL courses to enroll in (Question 9). [\[Preview Formatting\]](#)

Last Updated by De'Neen Coleman-Carew on 10/15/2013 Established by De'Neen Coleman-Carew on 10/1/2013

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Fall 2012 ▼ Assessment Summary / Findings

Achievement Target: **Met**

More than 80 percent of students, on average, were able to identify services useful in identifying their educational, personal and career goals. [\[Preview Formatting\]](#)

Established by Aeron Zentner on 12/18/2012

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Spring 2012 ▼ Assessment Summary / Findings

Achievement Target: **Met**

More than 80 percent of students, on average, were able to identify services useful in identifying their educational, personal and career goals. [\[Preview Formatting\]](#)

Established by Robert Harris on 6/4/2012

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Action Plans

Related Action Plan(s)

[Create Survey Schedule Spring 2012](#)

Description: There was a very low response rate to the survey this cycle as a result of a delay establishing the time schedule for its release. Further, the staff previously responsible for releasing the survey has left employment here. Therefore the Counseling Faculty will consult with the Dean of Counseling, Matriculation and Enrollment Management to identify the responsible person for releasing the survey next cycle and establishing an appropriate schedule for its implementation to achieve maximum participation by students. (Final) [Preview Formatting]

Implementation Status: Planned

Priority: High

Projected Completion Date: 9/27/2012

Responsible Party: Dr. Robert Harris

[Create Survey Schedule Fall 2012](#)

Description: Create Survey Schedule (Final) [Preview Formatting]

Implementation Status: Planned

Priority: High

[Minor update to Achievement Target Spring 2013](#)

Description: Made a minor update to achievement target. All achievement targets were met. Established that student surveys will be collected from week 4 to week 8 of each semester (handed out by counselors at the conclusion of counseling sessions) and counselors will meet on the second week of each semester to discuss data findings and action plans for the previous term. Revised student survey. (Final) [Preview Formatting]

Implementation Status: Finished

Priority: High

Implementation Description: Updated Achievement Target

Projected Completion Date: 10/1/2013

Responsible Party: De'Neen Coleman-Carew

[OO1 Action Plan 2013-2014](#)

Description: Faculty decided we need to change how we are measuring student access to counseling services. The survey data is not capturing access because we are only surveying students we are seeing. How many students need an appointment that weren't able to schedule one? How many students needed career advising, but weren't able to receive it because the career coordinator position has been vacant. The counseling center technical analyst reported that 8,836 appointments were made for students during the 13-14 academic year. That is roughly three-quarters of enrolled students. We have the number of appointments made, but aren't sure how many SEPs actually completed. We are also impeding access by duplicating our work because we are evaluating the same courses repeatedly. Once a course is evaluated from another school and an AVC equivalent is determined, when that course comes in to AVC from another campus, the equivalency should automatically be identified and apparent for the counselor.

Transcripts from other schools are not input into Banner at AVC until the student is graduating versus when the student is applying. Sometimes students are told that they need additional classes when they think they are ready to graduate because of this process, therefore students don't have access to a degree audit with their transfer courses listed until they apply to graduate! (Final) [Preview Formatting]

Implementation Status: Planned

Priority: High

Implementation Description: Need to modify measurement instrument to include SARS data, MIS data, and other hard statistics. Need centralized SEP for all students and faculty to access 24/7. Need transcripts included in degree audit at beginning of tenure at AVC instead of the end. Need more career counseling available. Need more academic counseling available.

Responsible Party: All counseling faculty and Technical Analyst.

Additional Resources: Technical Analyst. Means of Providing 1 centralized SEP, including classes required for transfer. Means of importing transcripts from other schools into Banner and Degree Works. Career Coordinator and expanded career counseling. Enough counselors to support requirements of Student Success Act: abbreviated education plans, orientation, assessment and career counseling at entry and tracked/updated from that point on.

Budget Requested: \$750000 (recurring)

[Group to Review Student Comments on Counseling Survey 2014-2015](#)

Description: The last student survey that was distributed through survey monkey produced a multitude of student comments. The faculty posed the question of how do we address student concerns regarding counseling operations. The student comments gathered from the survey will be brought to a Counseling Division meeting for the faculty and staff to discuss in detail. (Final) [Preview Formatting]

Implementation Status: Planned

Priority: High

Implementation Description: Distribute student comments to all Counseling faculty and schedule meeting to discuss student concerns.

Projected Completion Date: 11/27/2015

Responsible Party: Luis Echeverria

[Offer Group Student Education Plan sessions for PRIDE 2014-2015](#)

Description: There are a large number of students who are not able to make counseling appointments due to a lack of availability. We would like to start providing educational counseling in a group setting. The session will cover the range of requirements depending on the student's educational goal. Sessions will be offered in Lancaster (30 students per session) and Palmdale (20 students per session) to provide better access opportunities for PRIDE students. (Final) [Preview Formatting]

Implementation Status: Planned

Priority: High

Implementation Description: Scheduling of sessions, scheduling of prep time so that all students who have scheduled to attend will have an individual CSEP developed prior to the session.

Projected Completion Date: 12/4/2015

Responsible Party: Maria Eaton and Audrey Moore

Additional Resources: Rooms with projectors, dry erase boards, and dry erase markers.

[Survey Question 2: Explore why students don't utilize Counseling 2014-2015](#)

Description: Counseling has made a number of changes to support student access to Counseling services and wants to continue in this vein. The Plan consists of: a. Gauge the results of the next survey. b. Target students by enrollment dates from Fall 2015 and forward to be surveyed. c. Explore on-line, virtual counseling services. d. Target students by function or cohort groups. e. Separate surveys by function or cohort group: i.e. General Counseling, Career, Transfer, OSD.... (Final) [Preview Formatting]

Implementation Status: Planned

Priority: High

Implementation Description: A. Technical Analyst will determine a way to target potential students to take the survey. B. Areas with specialized functions or cohorts than General Counseling will develop and implement their own surveys. C. General Counseling will adjust current survey and continue to use it.

Projected Completion Date: 2/29/2016

Responsible Party: Career Center Coordinator, Transfer Center Coordinator/Articulation Officer, PRIDE Counseling Faculty

[Transcript Evaluation for Accurate Student Education Planning 2014-2015](#)

Description: Transfer course evaluation as presently structured is inefficient, ineffective and does not provide counselors and students the necessary tools for proper educational planning. Our current process calls for official transfer course evaluation to take place upon the request of a student who is anticipating graduation, near the end of their academic career at AVC. This is after the fact and too late to properly integrate curriculum taken elsewhere in their education plans. In order for the counselors/education advisors in the Counseling department to properly guide students to their educational goal, they must have all the appropriate transcripts evaluated in advance of their appointment with any one student. Transcript evaluation needs to be performed at the front-end of the process, that is, when the student enters AVC. Once this process is completed counselors/education advisors will know how the courses taken elsewhere can be used and appropriately entered onto the student's education plan. This process will provide resources for timely counseling and advisement upon a student's entrance to AVC; consistency and accuracy in educational planning; and also provide an accurate database of properly evaluated courses from other institutions for which all counselors/education advisors can access. Such a database can be used to enhance such technologies as "Degree Works", which to properly function requires a database of properly evaluated courses from other institutions of higher education for all students enrolled at AVC upon entrance. This new process will also ensure that students who bring transcripts from other schools will not waste time, money, and valuable resources taking courses that are not required or failing to take courses that are required because the official transcript evaluation was not done until the student neared graduation. What is needed is to establish, recruit, hire, and train two classified individuals to perform transcript evaluations for students entering AVC for the first time. (Final) [Preview Formatting]

Implementation Status: Planned

Priority: High

Implementation Description: Receive appropriate approval from administration, the Budget Committee, and the Strategic Planning Committee. Perform a classification study for position placement, deliberate where the position is to be located and under which department, secure funding for the position. Create a selection committee and advertise the position. Hire the appropriate candidates.

Responsible Party: The Dean of Counseling/Matriculation

Additional Resources: An office or carel, two desks, two telephones, two computers, and two printers. Financial resources will depend on how the position is classified.

Budget Requested: \$90000 (recurring)

[Update General Counseling Survey 2014-2015](#)

Description: To improve the flow of our counseling survey and show a more logical sequence , survey question 11 needs to be moved. It should directly follow the newly designed question about the Career Center. (Final) [Preview Formatting]

Implementation Status: In-Progress

Priority: Medium

Implementation Description: Update survey.

Projected Completion Date: 2/29/2016

Responsible Party: Susan Knapp