



2020-2021 Program Review Report

Division/Area Name: Counseling	For Years: 2020-2021
Name of person leading this review: Dean Elize, Mr. Luis Echeverria, Mrs. Tanya McGinnis	
Names of all participants in this review: All counseling staff and faculty	

Part 1. Program Overview:

1.1. Briefly describe how the program contributes to the district <u>mission</u>
<p>The counseling division faculty and staff support prospective and current students in pursuing and achieving their academic, career and personal goals. Human Development courses teach students the tools to succeed in college. Counseling supports student success from high school through graduation and transfer via services such as Educational Plans for students to follow, workshops, probation/dismissal, articulation, transcript evaluations, career, online counseling, webinars, and bridge counseling.</p> <p>Local, district and statewide collaboration: Counselors actively participate, and often lead, in shared governance, special programs, and other student success initiatives such as, but not limited, to the following:</p> <p>Committees: AP&P, Academic Senate, Deans & Chairs, Guided Pathways, Basic Skills, Calendar, Distance Education, Faculty Professional Development, Student Equity, Student Discipline/Grievance Panel, Strategic Planning, Veterans Advisory, Financial Aid Second Level Appeals</p> <p>Special Programs: EOP&S, OSD, CalWorks, STAR, Honors, Veterans, Puente Program, Nursing, Academic PRIDE, Transfer Center, Career Center, AVC2CSU, Law Scholars, UMOJA, AMFT, E.S.L., ISP/AVC Cares (suicide prevention), BIT, AVC Dreamers Center, LGBTQIA, Basic Needs, FYE, AVID for Higher Learning, High School Bridge.</p> <p>Student Club Advising: AVC STEM Club, AVC STEM Club/Pre-Med, H.O.L.A. (Heritage of Latin America), ANYA (American Native Yonutenen Association)</p>
1.2. State briefly program highlights and accomplishments
<p>Palmdale Center Counseling Services: Palmdale Center offers the following counseling services: OSD, CalWorks, EOP/S, Honors, Academic PRIDE, Law Scholars, Umoja, Transfer and General Counseling for students at the south end of the Antelope Valley. Additionally, HD courses are offered on the Palmdale campus. Palmdale students also have access to all services at the Lancaster campus.</p>

SOAR Counseling Services: Students On Academic Rise (SOAR) is essentially a high school based on the Antelope Valley College (AVC) campus. Providing a supportive and academically enriched environment emphasizing Math, Science, Engineering, and Advancement Via Individual Determination (AVID) structures, SOAR high school is designed for underrepresented students evidencing high potential but low performance in a traditional educational system. Four AVC counselors annually share in assisting over 400 students as they navigate their high school/college journey. Counselors offer services including group presentations, transcript evaluation, course advisement, and major prep suggestions tailored to meet their specific transfer university needs. Currently, each counselor dedicates time to SOAR students, integrated with their other responsibilities.

Academic PRIDE Counseling Services: Counseling educates students on what it means to be on academic probation and/or progress probation and academic/progress dismissal, provides interventions to assist students in getting back in good academic standing, individualized academic advisement/counseling to ensure students stay on track academically, a support system by engaging with students through interactions that centers on self-development, motivation, study skills, habits, procrastination, and cycles of change, and connects students with programs, services, and resources that will aid students to return into "good academic standing".

Bridge Counseling Services: The Antelope Valley College Bridge Counseling program is dedicated to assisting students with attending AVC after high school graduation and/or being dually enrolled in high school and AVC. The AVC Bridge Counselors work with students individually and in groups to ensure they have the necessary information to complete the matriculation process at AVC. A lot of our work is focused on the following topics: "Learning more about AVC," "AVC Application," "Financial Aid," "Special Admit," "Selecting Classes" and other group presentations. Additionally, we are able to help market programs and services offered at AVC to our students. There are 17 AVC Bridge Counselors working at the following campuses: Adult Education, Antelope Valley High School, Desert Winds High School, Eastside High School, Highland High School, Knight High School, Lancaster High School, Palmdale Aerospace Academy, and Quartz Hill High School. In the 2020-21 academic year, despite the impacts of COVID-19 and the delivery of services provided using virtual platforms such as Zoom and Google Meets, the AVC Bridge Counselors logged approximately eight thousand contacts with students which includes: individual sessions, group workshops, emails, classroom presentations, AVC collaborative workshops, Google classroom posts, etc) and conducted more than 60+ student workshops.

AFMT Counseling Services: AVC is one of fifteen California Community Colleges that offers a bachelor's program in an area that is not duplicated by a California State University campus. Two counselors have assigned time to assist students in the Airframe Manufacturing Technology (AFMT) Bachelor's of Science program. A full-time education advisor is assigned to assist all Career Technical Education (CTE) in AERO, AFAB in preparing students for the application phase of AFMT. Housed in the CTE department, the education advisor provides continual follow-up on student progress through graduation with direct consultation with the Department Chairperson and Dean, as needed.

Honors Counseling Services: The Honors Transfer Alliance Program (TAP) at AVC offers priority admissions to a number of universities through its association with the Honors Transfer Council of California. For the 2020-2021 academic year, our program served ~440 students. We awarded Honors TAP Certificates of completion and the designation of Honors Scholar to 76 students. Our program has held a consistent 60-70% TAP Certification acceptance rate to UCLA's College of Letters and Sciences for our AVC Honors students (vs 20% not TAP). For Fall 2021 Honors TAP certified students had a 69% acceptance rate, vs non-TAP certified AVC applicants who had an admission rate of 8%. We currently have 5 Counselors serving these Honors TAP students. Our program has undergone recent changes to close equity gaps and provide more opportunities for our students. This is expected to grow our Honors TAP population and will require more service hours from General Counseling.

Puente Program: The Puente Project is a national award-winning program, co-sponsored by the University of California and the California Community College Chancellor's Office. The mission is to increase the number of educationally disadvantaged students who enroll in and complete four-year degrees. Puente's success model is based on three components: academic, counseling, and mentoring. In 2020-21, AVC was chosen as a partner school to implement the Puente Program and 2 counselors were designated to assist with program coordination, counseling, and HD instruction. In late Spring/early Summer 2021, Puente faculty training and student recruitment efforts took place to plan for AVC's inaugural year, including SSK presentations, virtual information sessions, and website development.

Embedded Counseling Services: In 2020-21, selected counselors serve as embedded counselors within the academic divisions. These embedded counselors attend division meetings and inform counseling on division-specific updates. They also reach out to students whose majors are housed within the division to answer questions, update education plans, advise on transfer and graduation requirements. Other counseling services include: audit interventions for students with 30+ units completed.

Career Center Counseling Services: Virtual career center services via telephone and Cranium Cafe were offered during the 2020-2021 academic year. The adjunct counselor has continued to provide support for career appointments and hosts career workshops for our various student populations. The addition of "walk in" chat hours on Cranium Cafe has offered students a means for quick career advising without a scheduled appointment. Over the 2020-2021 academic year, 726 scheduled student meetings were attended and 206 chats occurred in Cranium Cafe. Additionally, 338 students have engaged with the online Kuder Journey career assessment system.

ESL (English as a Second Language) Counseling Services: The ESL classes had approximately 497 students in 2019-20. Due to the pandemic and the lack of resources, like 2 or 3 computers per household, for example, the number dropped significantly from 1,076 the year prior. Although the number of students decreased, the retention and success rates increased to 96% and 69%, respectively. The ESL counselor continues to provide the following counseling services: orientation, guided placement, education plans, translation of materials and video, virtual classroom visits, and follow-up counseling services bridging students from ESL courses to general education courses.

Athletics Counseling Services: In 2020-21, in accordance with county guidelines, AVC was one of the few colleges in California to opt-in and offer a shortened season with restrictions versus cancelling all together. There were 271 student athletes during 2020-21. Counseling services for athletes include: orientation, AVC eligibility, NCAA and NAIA transfer guidelines, and education plans.

Veterans Counseling Services: The data indicates that AVC has a self-identified headcount of 31 active duty, 398 veterans and dependents, with 130 that received actual Veteran Center services in the Fall 2020 term. In order for this population to receive their military benefits, they must meet with a counselor and receive an educational plan. Veterans are provided with priority registration. Two counselors have appointment times designated for veteran students.

Law Scholars Program: The Law Scholars program exposes students to the field of law and prepares them academically for transfer with the purpose of potentially applying to law school. It's intended as an exploratory career program, not a concrete commitment to apply to law school. Students complete a specific curriculum along with degree requirements for an Associate's degree. There are two full-time counselors who work with students to ensure completion of program requirements, degree requirements and transfer components. Students are encouraged to meet with a counselor every semester. A

system to track Law Scholars and attendance at workshops was developed, but management moved from the counseling division to the student development office. It is still being refined. Much of the student contact has been via drop-in appointments and counselor initiated contact. Additional support is needed to carefully track these students. Emphasis is placed on developing critical thinking and analytical skills. These counselors also work with other populations. Students are required to participate in service learning and complete a specific number of hours each semester. Through the pre-law club, they learn about mentors, attend law related activities, and are exposed to varied legal fields through speakers and field trips. They also learn about different law fields and learn basics about the law school admission process. Students attend an orientation at the start of the semester. Those unable to attend receive an abridged orientation during their counseling sessions.

In 2020-2021, a smaller number of students applied to the law scholars program. The biggest reasons were the impact of COVID and faculty retirements. We were unable to advertise the program through the HS orientations, because most were held remotely with basic information. Secondly two of the biggest proponents of the program who had advertised the program to their students retired in 2020. The law scholars database also moved from the counseling division to the student development office. Therefore, only 18 students entered the program in 2020. However, a total of 11 students received their law scholars certificate upon completion of all program requirements.

Transfer Education Center/Articulation & Evaluation: The Transfer Center “TC” has designed and implemented a robust set of Transfer Information Sessions. All sessions are offered online in a Zoom format for easy accessibility. Also, the TC staff submitted proposals for 2021-22 Faculty Professional Development presentations in an effort to share transfer knowledge and collaborate with academic faculty on the importance of course selection and advising. Additionally, the TC’s Transfer Evaluation Team began the long term project of reviewing, editing, and updating the TES database which houses all course equivalencies for counseling.

As for Articulation & Evaluation, vast improvement is still needed. Although approval for the purchase of a transcript reader has been made, it will take time before the present system of officially evaluating transcripts is changed. To accurately advise students with coursework from another institution, AVC must purchase a transcript reader that can holistically interpret courses and show, not only the use of courses for local degrees, but just as importantly, the application of those courses for transfer and ADT’s.

1.3. Check each Institutional Learning Outcome (ILO) supported by the program.

<input checked="" type="checkbox"/> Communication	<input type="checkbox"/> Demonstrates analytical reading and writing skills including research, quantitative and qualitative evaluation and synthesis. <input checked="" type="checkbox"/> Demonstrates listening and speaking skills that result in focused and coherent communications
<input checked="" type="checkbox"/> Creative, Critical, and Analytical Thinking	<input checked="" type="checkbox"/> Uses intellectual curiosity, judgment and analytical decision-making in the acquisition, integration and application of knowledge and skills. <input checked="" type="checkbox"/> Solves problems utilizing technology, quantitative and qualitative information and mathematical concepts.
<input checked="" type="checkbox"/> Community/Global	<input checked="" type="checkbox"/> Understands and applies personal concepts of integrity, ethics, self-esteem, lifelong learning, while contributing to the well-

Consciousness	being of society and the environment. <input checked="" type="checkbox"/> Demonstrates an awareness and respect of the values of diversity, complexity, aesthetics and varied cultural expressions.
<input checked="" type="checkbox"/> Career and Specialized Knowledge	<input checked="" type="checkbox"/> Demonstrates knowledge, skills and abilities related to student educational goals, including career, transfer and personal enrichment.
1.4. Check each Educational Master Plan (EMP)/Strategic Plan Goal supported by the program.	
<input checked="" type="checkbox"/> Goal 1*: Commitment to strengthening institutional effectiveness measures and practices.	
<input checked="" type="checkbox"/> Goal 2*: Increase efficient and effective use of resources: Technology; Facilities; Human Resources; Business Services.	
<input checked="" type="checkbox"/> Goal 3: Focus on utilizing proven instructional strategies that will foster transferable intellectual skills.	
<input checked="" type="checkbox"/> Goal 4*: Advance more students to college-level coursework-Develop and implement effective placement tools.	
<input type="checkbox"/> Goal 5: Align instructional programs to the skills identified by the labor market.	

*Indicates College-Wide Priorities for 2018-2021 as of fall, 2018.

Part 2.A. Please provide the results of any internal and external environmental scan information you have gathered related to the program e.g. surveys, interviews, focus groups, advisory groups, licensure exam scores, job placement, State mandates, etc.:

HD Courses: During the 2020-21 academic year, the number of HD sections decreased from 64 to 63 (modality: 38 traditional, 25 online); the student success rate decreased from 75.4% to 74.0%; the retention rate increased from 90.6% to 90.8%; and student enrollment decreased from 1,819 to 1,455 (1,000 traditional, 455 online). See attached course data report for further detailed information.

Total Counseling Services Provided (Total MIS Data including CAS/ASEP/OSEP/CSEP): Increased to 32,124 in 2020-21 from 28,447 in 2019-20.

Comprehensive Student Educational Plans (Total CSEP MIS Data): The number of new comprehensive educational plans created in 2020-21 decreased slightly to 4,391 (from 4,542 in 2019-20).

Counseling SARS Unduplicated Student Count Served:

Lancaster = 5,979; Palmdale = 929; Academic PRIDE = 1,100; Transfer Center = 1,273

Part 2.B. Analyze the [program review data](#) (please see the program review data retrieval instructions and attach your program review data page with any other supporting documents), the above environmental scan information, and anything else related to your area to identify the program strengths, weaknesses, opportunities, & threats (SWOT):

<p>Strengths</p>	<p>General Counseling Data:</p> <ul style="list-style-type: none"> ● A student survey conducted in Spring 2021 (n. 387) showed that 90% of respondents utilized counseling services to complete a Student Educational Plan (SEP); (95%^). ● Survey showed that after completing an SEP, 92% of respondents knew what classes were needed to achieve their education goal; (96.5%^). ● And 92% enrolled or attempted to enroll in one or more classes reflected on their SEP; (97%^). ● Survey also shows that 85% of respondents were aware that we offer online (virtual) counseling; (up from 47%^). <p>^ Fall 2019 student survey</p>
<p>Weaknesses</p>	<p>General Counseling Data:</p> <ul style="list-style-type: none"> ● The survey showed that of the respondents who utilized Express Counseling, 76% had their questions and concerns answered; (down from 89%^). ● Overall, when asked for their level of satisfaction with the Counseling Department, 62% of respondents selected they were either “satisfied” or “very satisfied”; (down from 80%^). <ul style="list-style-type: none"> ○ “very satisfied” (37%/55%^) ○ “satisfied” (25%/25%^) ● Although 54% of survey respondents stated that current operational times serve them well, 38% indicated that evening hours Monday through Thursday, 5 p.m. to 8 p.m. would permit the best time to have a counseling appointment; (30%^). <p>Transfer Center Data:</p> <ul style="list-style-type: none"> ● Although 70% of respondents acknowledge that they are aware of “Transfer Counseling” services, 64% of respondents said they have never used the Transfer Center’s services; (53%^). ● The survey shows 28% of respondents used the Transfer Center for counseling/advising services, and 11% for Transfer Information Sessions. <p>Career Center Data:</p> <ul style="list-style-type: none"> ● Although 75% of respondents acknowledge that they are aware of Career Counseling services, 55% of respondents said “I have never received Career Center Counseling services”; (38%^). <p>^Fall 2019 student survey</p>
<p>Opportunities</p>	<ul style="list-style-type: none"> ● Offering students the ability to schedule their own counseling appointments will reduce time, energy and resources needed in the current appointment-making process. ● Offering counseling appointments in the late evening hours during the week will increase student access to counseling services. ● Special programs continued use of Canvas and other technology tools to the fullest will increase student’s knowledge and access to relevant up-to-date information.

	<ul style="list-style-type: none"> Expanding the utilization of Canvas for transfer center counseling services, communication, and information will increase student's knowledge of and use of transfer center services. Expanding the number of and availability of transfer information workshops will increase transfer knowledge of students. A careful analysis of counseling data parameters and collection, along with an annual review and update to the survey questions will provide better insight that could lead to continuous improvement of counseling services to meet students' needs.
Threats	Lack of funding for all of the above.

Part 2.C. Review and comment on progress towards SLO/PLO/OO/ILO Action Plans:

<ul style="list-style-type: none"> OO2, ILO1, ILO2, ILO3: HD SLO outcomes continue to support OO's and ILO's. At this time, there are no efforts to revise the SLO's. OO1 & OO2 Identify high peak times to use drop-in Cranium Cafe online counseling – <u>Still Needed</u> - Since COVID-19, all counseling services are now available online including express counseling; however, further data should be collected to discern peak times of need. OO1 Provide transfer campus visits – <u>Still Needed/Temporarily Amended</u>- Due to COVID-19, information regarding virtual campus tours is disseminated through the transfer center canvas page. OO2 Student survey results show that students are utilizing their student education plan to select courses and complete education goals. OO2 Update Recommended Program Sequence Sheets forms to match catalog, Guided Pathways, course/program changes, etc. – <u>Current and Ongoing</u>. OO2 Update Comprehensive Education Plan Templates to include counselor recommended changes and to match catalog, Guided Pathways, course/program changes, etc. – <u>Current and Ongoing</u>. OO1 Text reminder to students the day before a scheduled counseling appointment – <u>Current and Ongoing</u>- text alert activated in SARS to students that includes appointment time, date and counselor name.
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Part 2.D. Review and comment on progress towards past program review goals:

<p>Goal #1 from 2020-21 PR Report:</p> <ul style="list-style-type: none"> To improve student success by offering additional support to our future SOAR community. 	Completed	<p>Our team successfully targeted two specific goals during 2020-21.</p> <ol style="list-style-type: none"> Identify faculty. <ul style="list-style-type: none"> During Fall presentations, counselors emphasized the importance of connecting with a dedicated AVC SOAR counselor to address questions/concerns. Support staff direct students to AVC SOAR counselors exclusively.
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		<ul style="list-style-type: none"> · SOAR student ed. plans are only created/updated solely by program-dedicated counselors. <ol style="list-style-type: none"> 2. Allocate additional counseling hours for specific SOAR services. <ul style="list-style-type: none"> · Two counselors now offer 6 additional hours a week of one to one express online counseling specifically for SOAR students. · Counselors were allotted ten extra hours for transcript eval and education plan updates this semester, an increase of 25%.
Goal #2 from 2020-21 PR Report: <ul style="list-style-type: none"> ● To better prepare students and increase student retention by creating an ESL placement tool to determine student language levels. 	Ongoing	<ol style="list-style-type: none"> 1. The ESL counselor will be available to ESL faculty as they mainstream state established standards. <ol style="list-style-type: none"> a. This goal is continuing, with collaboration efforts geared towards creating a more streamlined assessment tool.
Goal #3 from 2020-21 PR Report: <ul style="list-style-type: none"> ● To increase student access and improve student success by establishing a fully functional Career Center. 	Ongoing	<ol style="list-style-type: none"> 1. Identify a physical location for a dedicated Career Center for students to engage in their career development and research with adequate resources in the new Student Services building. <ol style="list-style-type: none"> a. This goal was not reached for 2020-2021. It will continue to be a goal for 2021-2022 as AVC continues the construction of the new Student Services Building.
Goal #4 from 2020-21 PR Report: <ul style="list-style-type: none"> ● To increase student success by training staff and faculty for upcoming/ongoing Guided Pathways and MyPath initiatives. 	Ongoing	<ol style="list-style-type: none"> 1. The Career Center Coordinator will provide basic career assessment training to general counselors. <ol style="list-style-type: none"> a. This goal was not reached for 2020-2021. It will continue to be a goal for 2021-2022 as AVC adopts meta majors.
Goal #5 from 2020-21 PR Report: <ul style="list-style-type: none"> ● To improve student services each year by formulating an effective counseling services reporting structure. 	Ongoing	<ol style="list-style-type: none"> 1. Formulate what data needs to be collected <ol style="list-style-type: none"> a. Student survey questions were revised to better garner the data that would assist counseling in improving services for students' ever-changing needs. 2. Determine how it should be collected. <ol style="list-style-type: none"> a. Counseling services data is collected from the following sources: SARS, Banner, and Survey Monkey. HD data is collected from Tableau and eLumen.

		<ol style="list-style-type: none"> 3. Create a system to Sync data from the various structures utilized (e.g. Cranium, SARS, Banner, etc.) <ol style="list-style-type: none"> a. There are limitations to sync data extraction from SARS and Banner. At this time, data analysis will have to continue in a multi-sourced, manual manner. <ul style="list-style-type: none"> ● Annual review of the student survey and data collection processes is recommended, as students' needs change, campus technology changes, and resources change.
<p>Goal #6 from 2020-21 PR Report:</p> <ul style="list-style-type: none"> ● To increase student success and retention by streamlining the transcript evaluation process. 	Ongoing	<ol style="list-style-type: none"> 1. Up front evaluations by use of a transcript reader will result in a timely and accurate process. <ol style="list-style-type: none"> a. President Knudsen approved the purchase of a transcript reader. b. The Articulation Officer and Transfer Center team hopes to work closely with Admissions and Records in an effort to select an effective transcript reader. 2. Advertise program application deadlines (e.g. Nursing, CSU, IGETC, AD-T, etc.) <ol style="list-style-type: none"> a. Continue to post deadlines on the Transfer Center website and send announcements through the Transfer Center Canvas page. 3. Restore and add TES online course evaluation for all divisions. <ol style="list-style-type: none"> a. An ongoing project that the Transfer Center "Transfer Evaluation Team" has begun, it will take many months to complete.
<p>Goal #7 from 2020-21 PR Report:</p> <ul style="list-style-type: none"> ● To increase student use of and improve student access to transfer services by gathering accurate student survey data that represents utilization of transfer center services. 	Ongoing	<ol style="list-style-type: none"> 1. Create a specific transfer center student survey to Canvas members 2. Add components to the general counseling student survey that allows for transfer bound students to answer transfer center questions. <ul style="list-style-type: none"> ● The stated goal and corresponding steps were not fulfilled in 2020-21, but will remain a goal for 2021-22.
<p>Goal #8 from 2020-21 PR Report:</p> <ul style="list-style-type: none"> ● To increase student transfer rates by improving application numbers (e.g. UC, CSU, UC-TAG, HBCU, etc.) by 5% 	Ongoing	<ol style="list-style-type: none"> 1. Offer additional transfer specific and application specific workshops. Online offering of workshops. <ol style="list-style-type: none"> a. In an effort to increase transfer rates, in the 2020-21 year, the Transfer Center added the following transfer information sessions and offered them in an online, virtual format:

All About the CSU: The California State University system is a very large, high-quality public university system known for its affordability and flexible class offerings. There are 23 CSU campuses across the state of California. This session will cover various aspects of the CSU focusing on transfer preparation.

CSU Application Session: This session gives the student an opportunity to ask questions regarding the completion of the application. The student must have a copy of all transcripts and, if applicable, external examination scores (i.e. AP) because every detail of a course is required to be entered into the application system.

Financial Aspects of Transfer: The application fee is not the only cost to consider when applying for university admission. Let's talk about some additional fees so that you are aware and can plan appropriately.

Historically Black Colleges and Universities (HBCU): The What, Why, How, and When of Transferring from AVC to a Historically Black College and University (HBCU). The CCC Transfer to an HBCU Guarantee Program will be discussed.

Local Transfer Options: There are several quality university programs in the Antelope Valley and the surrounding area. This session will cover major options and transfer requirements for CSU Bakersfield - Antelope Valley, CSU Long Beach - Antelope Valley, CSU Northridge, and other "local" options.

Transfer is for YOU: Do you have questions and concerns stopping you from considering transfer as an option for you? This workshop is for you! Let's debunk all the myths of why you "can't" transfer or afford college! Explore all the reasons and support services available to help you transfer.

Transfer Pathways: Congratulations! Did you know that as an AVC student you have already taken the first step in your pathway to transfer? Beginning in your first semester, you should follow an education plan that meets specific major course requirements and sequences, minimum GPA's, and general education patterns . This session will cover various transfer pathway options available to you.

Transferring to a Private or Out-of-State Institution: There are many things to consider when transferring, period. Transferring to a private or out-of-state institution adds a different dimension. There are no articulation agreements, there may be non-resident tuition, there are different application deadlines, different applications, etc. If you are considering any of these institutions, attend this session.

		<p>UC Application Session: This session gives the student an opportunity to ask questions regarding the completion of the application. The student must have a copy of all transcripts and, if applicable, external examination scores (i.e. AP) because every detail of a course is required to be entered into the application system.</p> <p>UC Personal Insight Questions (PIQ): If you plan to apply to a University of California (UC) campus, this webinar is for YOU! In addition to entering coursework and grades, the UC application requires that students respond in short-answer format to four personal insight questions (PIQ). Join us in this webinar as we review tips and guidelines for answering the PIQ's for the UC application.</p> <p>UC Transfer Admission Guarantee (UC TAG): Are you preparing to transfer to a University of California (UC) campus? Then this session is for you! Six UC campuses offer the Transfer Admission Guarantee (TAG) program for California community college students who meet specific requirements. This session will cover the UC TAG process including eligibility requirements and application information.</p> <p>What's Next?: Congratulations! You've submitted your application to transfer... Now what? Submitting your application is only the beginning of the next stage in your pursuit of a Bachelor's degree. The steps you need to take after you submit your application are just as important as the application itself. In this session, we will provide a step-by-step guide to imperative timelines, deadlines, and do's and don'ts in the transfer process.</p> <p>Why UC?: The University of California (UC) is a world-class public university system known for its premier academics, selectivity, and research. This session will cover various aspects of transferring to one of the nine UC campuses offering undergraduate education.</p> <p>Undocu-Transfer: This is a great opportunity for prospective transfer undocumented students to explore university options, support services, and general resources. Become informed about "next steps" for financial aid, admissions, and residency to ensure a smooth transfer transition.</p>
<p>Goal #9 from 2020-21 PR Report:</p> <ul style="list-style-type: none"> ● To improve access for students to explore transfer opportunities. 	<p>Ongoing</p>	<ol style="list-style-type: none"> 1. Increase the number of students that meet with university representatives. <ol style="list-style-type: none"> a. The Transfer Center continues to work with university representatives to offer AVC students one-on-one appointments. 2. Increase the number of campus visits and tours. <ol style="list-style-type: none"> a. Due to COVID restrictions, the Transfer Center did not offer in-person campus visits; however, information for virtual campus tours were announced via the Transfer Center Canvas page.

Goal #10 from 2020-21 PR Report: <ul style="list-style-type: none"> To increase student success and improve student access by hiring staff and faculty to fill vacancies, as needed. 	Ongoing	<ol style="list-style-type: none"> Identify vacant positions. Identify the process to replace the vacant position. <ul style="list-style-type: none"> Counseling continues the search for a replacement of a full-time clerical III, vacant from November, 2020.
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Part 3. Based on Part 2 above, please list program/area goals for 2021-2022:

<i>Program/Area Goal #</i>	<i>Goal supports which ILO/PLO/SLO/OO?</i>	<i>Description of Goal</i>	<i>Steps to be taken to achieve goal?</i>
Goal #1: SEA (SSSP) Services Goal #3: Student Accessibility Goal #4: HD Instruction Goal #5: Workspace	OO1 ILO 4	To increase student access and improve student success by establishing a fully functional Career Center.	<ol style="list-style-type: none"> Identify a physical location for a dedicated Career Center for students to engage in their career development and research with adequate resources in the new Student Services building.
Goal #1: SEA (SSSP) Services Goal #2: Transcript Evaluation Goal #3: Student Accessibility Goal #4: HD instruction	OO1 ILO 4	To increase student success by training staff and faculty for upcoming/ongoing Guided Pathways and MyPath initiatives and Meta Majors.	<ol style="list-style-type: none"> The Career Center Coordinator will provide basic career assessment training to general counselors, as related to Meta Majors.
Goal #1: SEA (SSSP) Services	OO1	To increase student use of and improve student access to transfer services by gathering accurate student survey data that represents utilization of transfer center services.	<ol style="list-style-type: none"> Create a specific student survey for Transfer Center Canvas members.

Goal #1: SEA (SSSP) Services Goal #3: Student Accessibility Goal #4: HD Instruction Goal #5: Workspace	OO1	To increase student success and improve student access by hiring staff and faculty to fill vacancies, as needed.	<ol style="list-style-type: none"> 1. Hire replacement for Clerical III position. 2. Hire replacements for 2 adjunct positions. 3. Hire replacement for 1 Education Advisor. 4. Hire replacement for 1 full-time counseling position.
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Part 4. Resource Requests that Support Program Needs (Based on above analyses and listed in priority order):

<i>Type of Resource Request</i>	<i>Summary of Request</i>	<i>New or Repeat Request</i>	<i>Amount of Request, \$</i>	<i>One-Time or Recurring Cost, \$</i>	<i>Contact's Name</i>
Faculty	Replace open counseling positions due to attrition (2 Adjunct Counselors). Replace open full-time counseling position, vacant due to attrition. Hire a full-time Career Counselor Separate the Transfer Center Coordinator/Articulation Officer into two full-time faculty positions: Articulation Officer and Transfer Center Director Hire 10 new full-time counselors for transcript evaluations (4) and embedded counseling (6).	New New Repeat New Repeat	SEA, District, Categorical Programs District SEA & District SEA & District SEA & District	Recurring Recurring One-Time One-Time One-Time	
Classified Staff	Hire replacement of Clerical III for general counseling.	New	SEA & District	One-Time	

	Hire replacement of Education Advisor for Palmdale Center.	New	SEA & District	One-Time	
	Hire seven Educational Advisors to meet the needs of AB 705 and Guided Pathways Placement at Lancaster (5) and Palmdale (2)	Repeat	SEA & District	Recurring	
	Hire support staff to meet the needs of Guided Pathways	Repeat	SEA & District	Recurring	
Technology	Adequate and appropriate technology to administer the division's goals toward student success.	Repeat	SEA & District	One-Time	
	An analytics tool to analyze/graph/report on data from multiple sources in Banner to meet Academic PRIDE needs	Repeat	SEA & District	One-Time	
Physical/Facilities	A Transfer Center in the new student services building	Repeat	Bond	One-Time	
	A Career Center in the new student services building	Repeat	Bond	One-Time	
	Designated staff bathrooms in the new student services building.	Repeat	Bond	One-Time	
	A workshop room in the new student services building	Repeat	Bond	One-Time	
	A computer lab dedicated for counseling in the new student services building	New	SEA & District	Recurring	
		Repeat	SEA & District	Recurring	

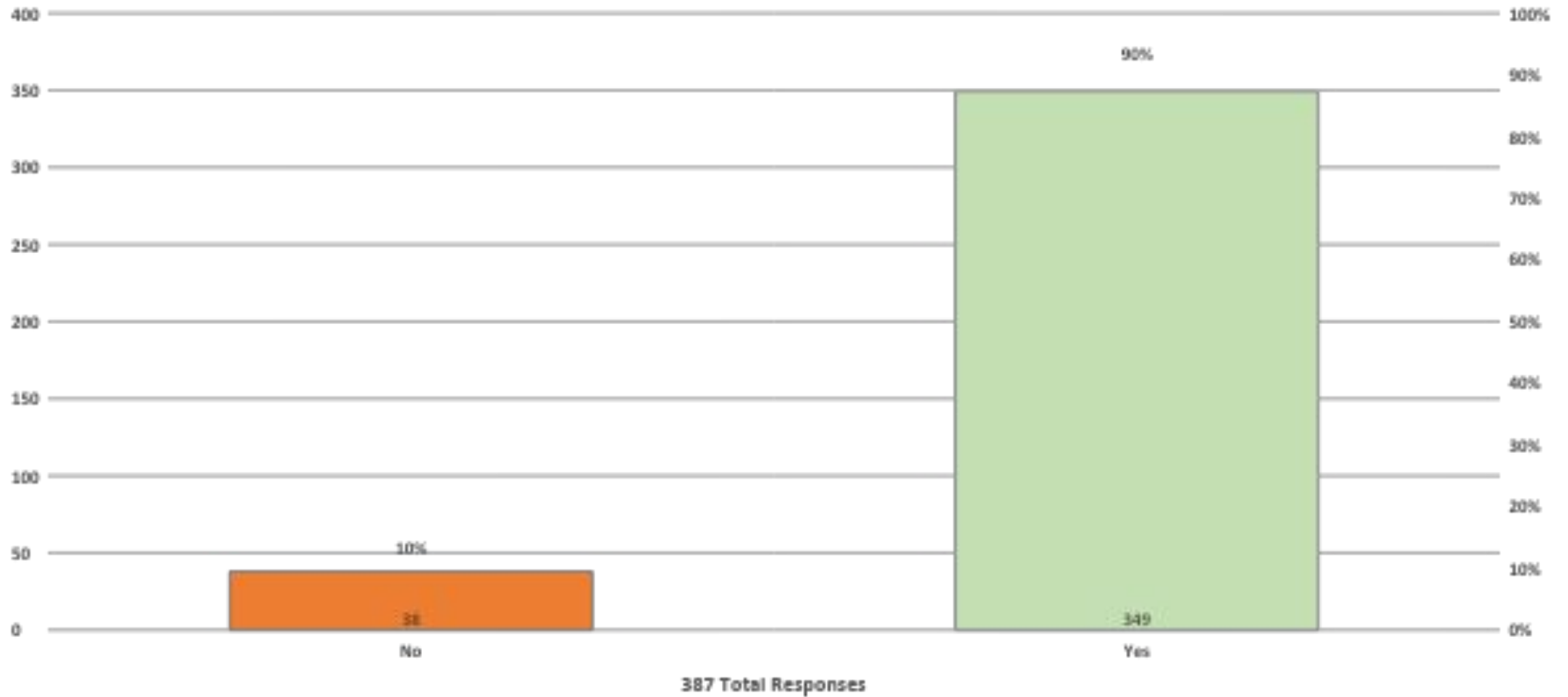
	Adequate and appropriate workspaces to operate counseling services to meet student demand.				
Supplies	Computers for Transfer Center Student Lab (minimum 5)	Repeat	SEA & District	One-Time	
	Vacuum & other cleaning supplies	Repeat	District	Recurring	
Professional Development	Counseling Retreat	Repeat	SEA	Recurring	
	Increase funding for conference attendance such that all counselors/advisors, particularly categorical programs and specialty counselors (i.e. EOPS, OSD, Transfer Center, Veterans, Law Scholars, Nursing, Pre-Med, embedded counselors, etc.) can send all stakeholders to benefit directly from training and stay current in their area of expertise.	Repeat	SEA & District	Recurring	



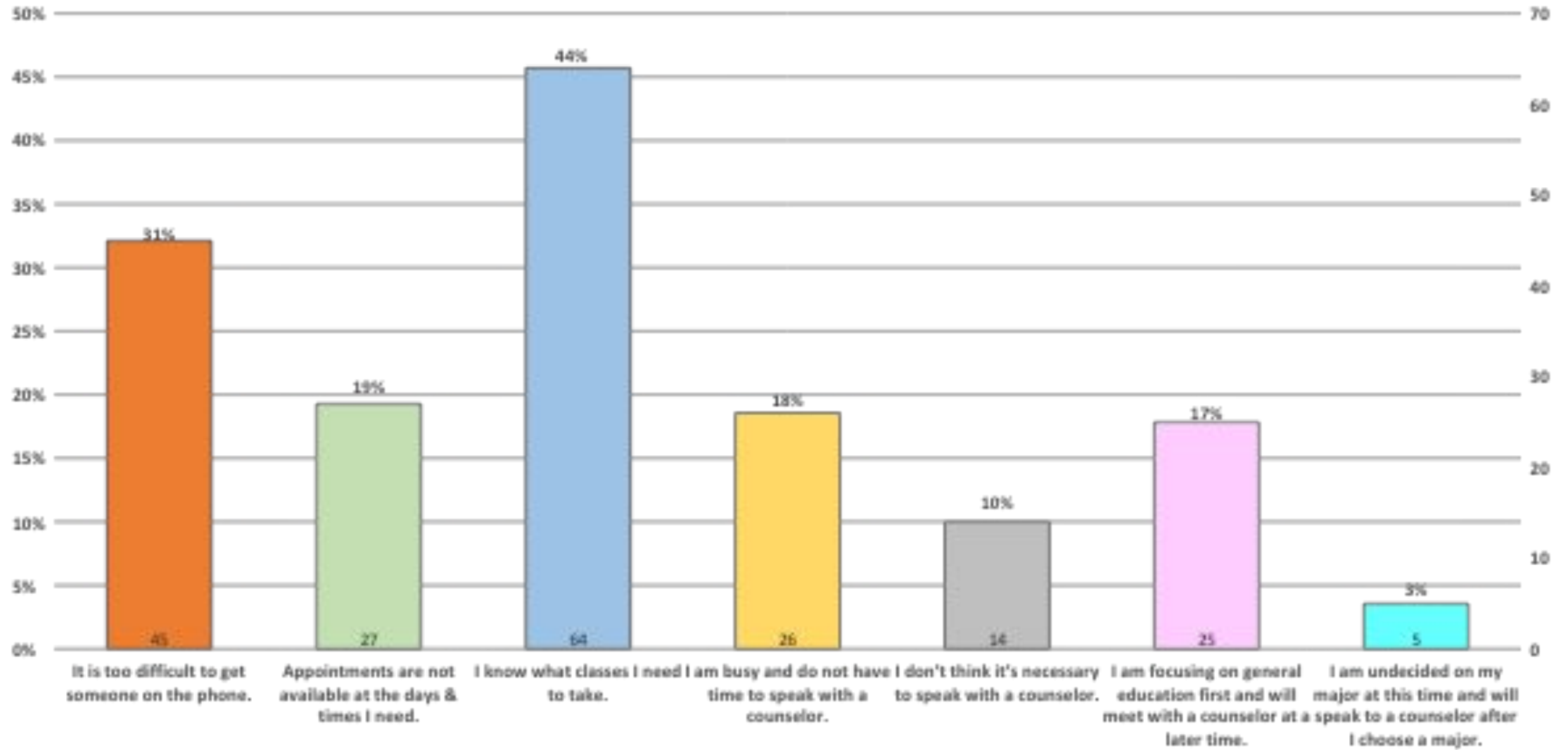
AVC Counseling Survey

Spring 2021

Q1: I have utilized counseling services to complete a Student Educational Plan (SEP).



Q2. I have not utilized counseling services (in the last 12 months) because (select all that apply):



144 Responses

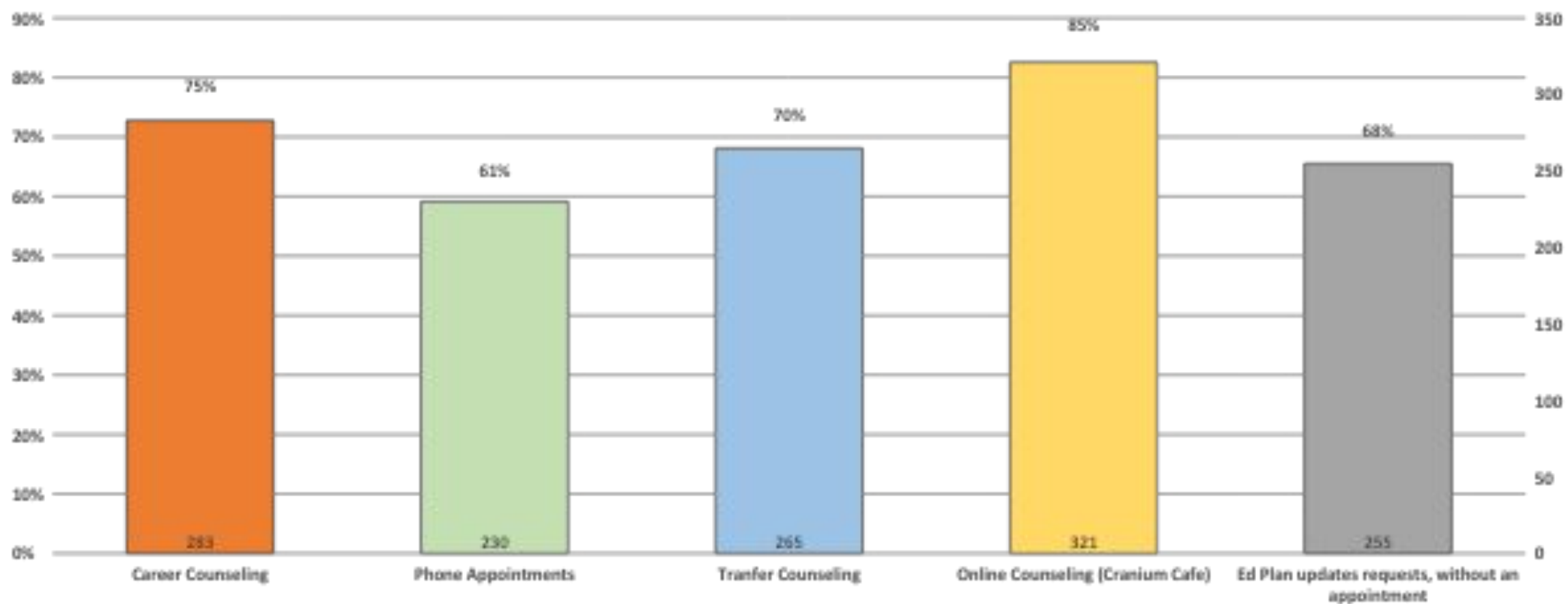
Responses to Question 2:

- I have spoken with a counselor already.
- I know I need it but I don't understand when it's explained to me.
- I haven't used it because I received an email updated planner from someone in the counseling section. I want to speak with some to go over it but just haven't found the time.
- n/a (4)
- I have utilized counseling services
- I already used the counseling services this semester.
- I have used counseling services in past year
- Bad experiences.
- Very Busy and I do not have time specifically
- I have utilized counseling svcs. In the past 12 Months w/satisfactory results. OSD
- But, I have talked to a counselor in the last 12 months.
- I utilize EOP&S Counseling
- I recently graduated with my bachelors and only needed a stats class. Spoke to a counselor last year about nursing and RT programs but due to Covid decided not to enroll
- I'm transferring from a different college and wasn't given a new student Education plan because some of my credits were transferable
- I emailed a counselor but never received a reply. I understand there is a large demand with covid.
- Difficult to make an appointment with someone
- I want to know what required class I should take when I meet with the counselor.
- Met this morning, last meet was Jan. 2020 due to Covid.
- counselors dont be on time to meeting, and lazy when they can help when they have time
- I have used counseling services to complete a SEP.
- It is near impossible to get ahold of a counselor online.They do not communicate back to students
- I filled out the questionnaire for an appointment on 4/8 and I still have not heard back. I desperately need a SEP to appeal my financial aid.
- None
- I have used counseling services in the last year
- No
- I tried to get a meeting with a counselor and never got a response.

CONT.

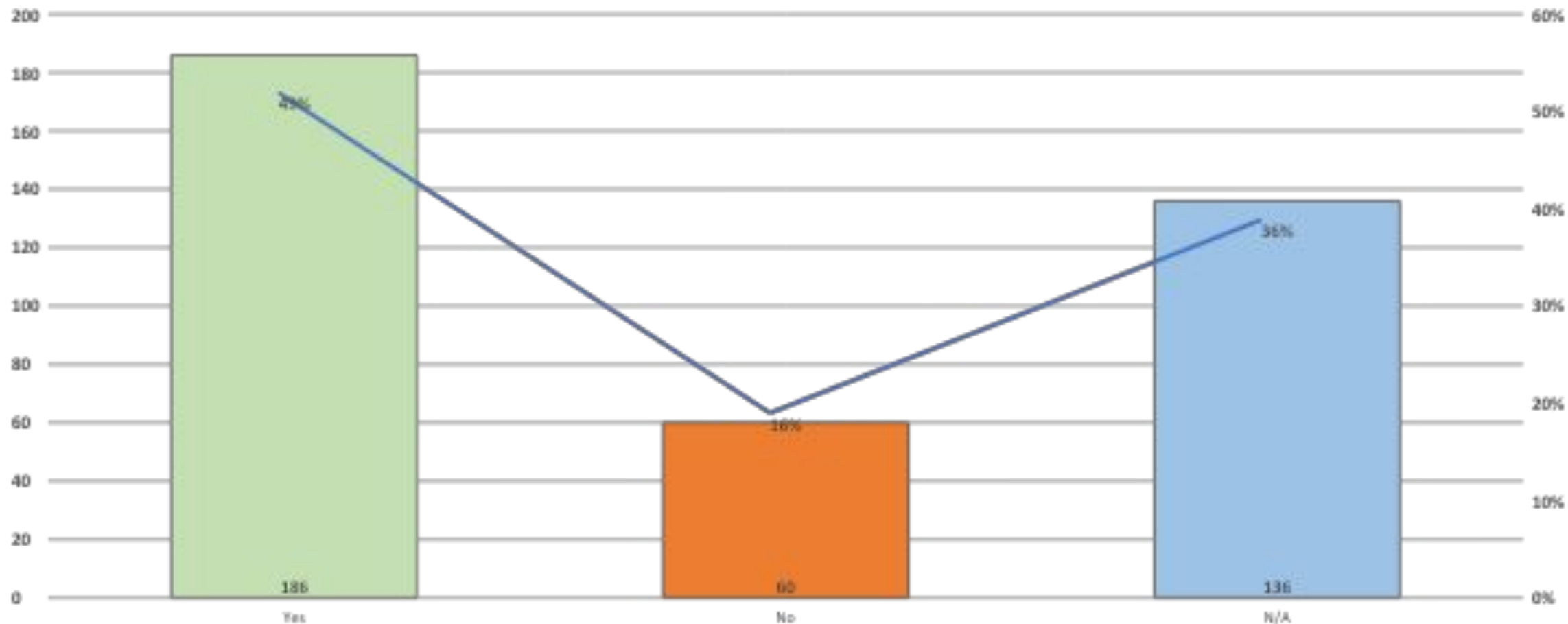
- I have used counseling for my Ed plan but I no longer need the resources because I will be graduating this semester.
- I will soon.
- Too nervous to talk with someone
- I have used counseling services
- Haven't gotten back to my responses
- Too scared
- Veterans office it may not be open complete process
- Chinese Virus and State Mandated Guidelines
- I have been trying to contact the counseling office for months, still yet to hear back.
- Already answered question 1...
- I don't know how to.
- General anxiety about talking to a counselor and being indecisive
- I have been meeting with counselor every semester.
- I feel it is hard to get an answer on what classes I need to take. I feel like I am being misguided or that I don't know what classes I need to take.
- I scheduled a counseling session, but I never received a link. I rescheduled a session, but the counselor had not reviewed my transcripts from my previous schools and asked me to reschedule. I tried to reschedule for the time and date my counselor told me and received a date one week later than he requested. I'm still waiting for that date.
- I have requested appointments and no one has gotten back to me.
- I'm transferring and I've completed my education plan
- And no one is ever available online. Out to lunch or offline!
- I have utilized the counseling services in the last 12 months
- I've done so already
- I have but received results leaving me confused
- I am taking what I know I need to take and will reassess soon.
- I have generalized anxiety disorder and it makes it difficult to talk with anyone
- I do use this service
- I didn't think it was open to see a counselor
- Some of the information given is not accurate to transferring.
- Degree
- I am still in high school and am only taking classes to enrich my internet education

Q3. I am aware of the following services offered by the Counseling department: (Select all that apply)



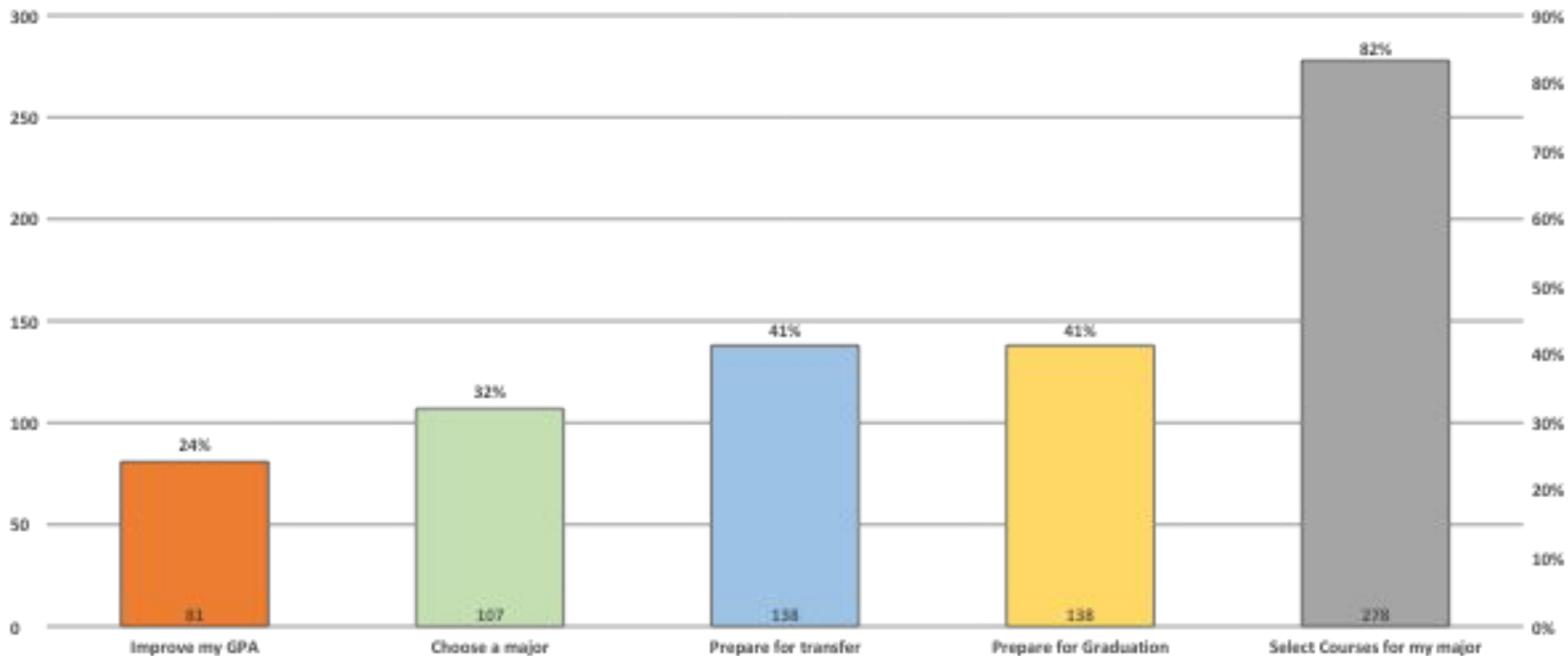
376 Total Responses
13 Skipped
New question for the 202130 Survey

Q4. Express Counseling (Cranium Cafe) helped to answer my concerns and questions



382 Total Responses
7 Skipped
New question for the 202130 Survey

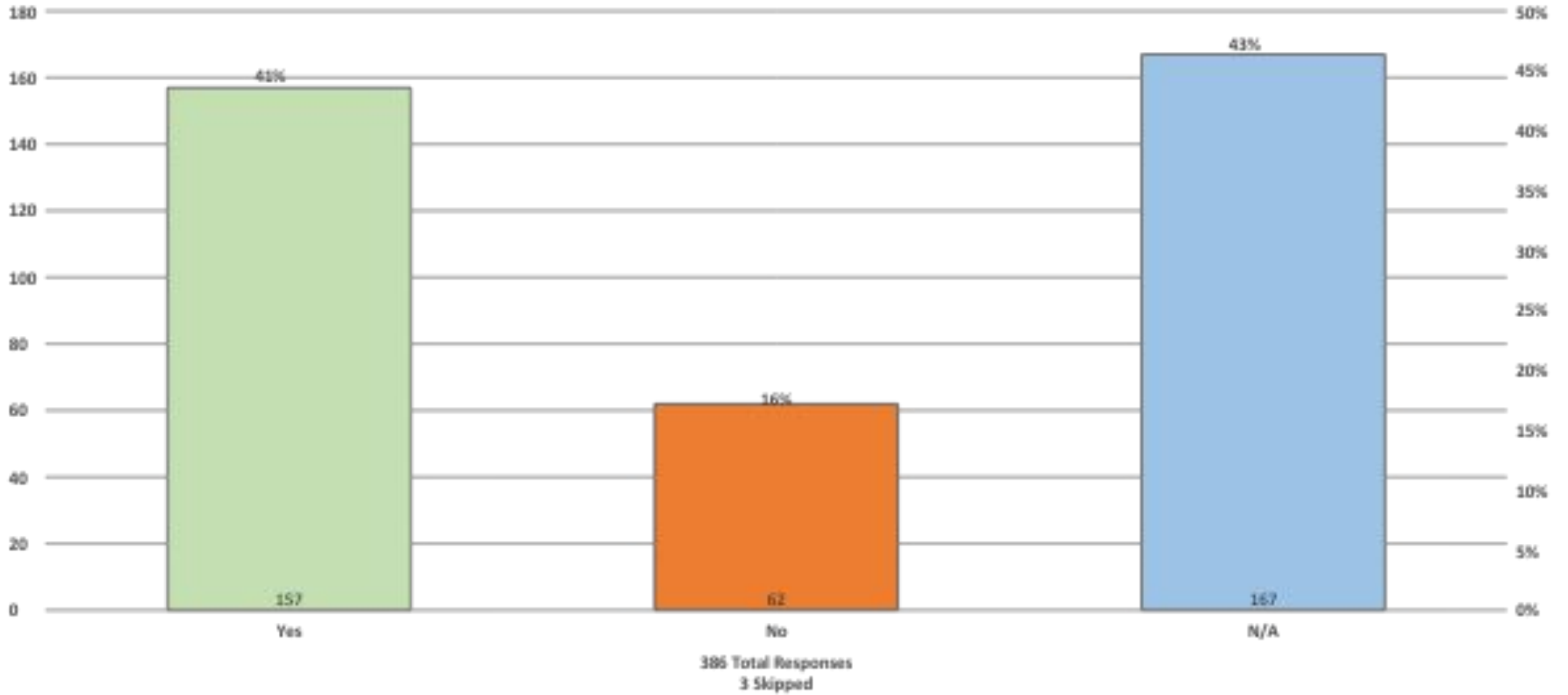
Q5. The counselor supported my efforts to achieve the following goals (select all that apply).



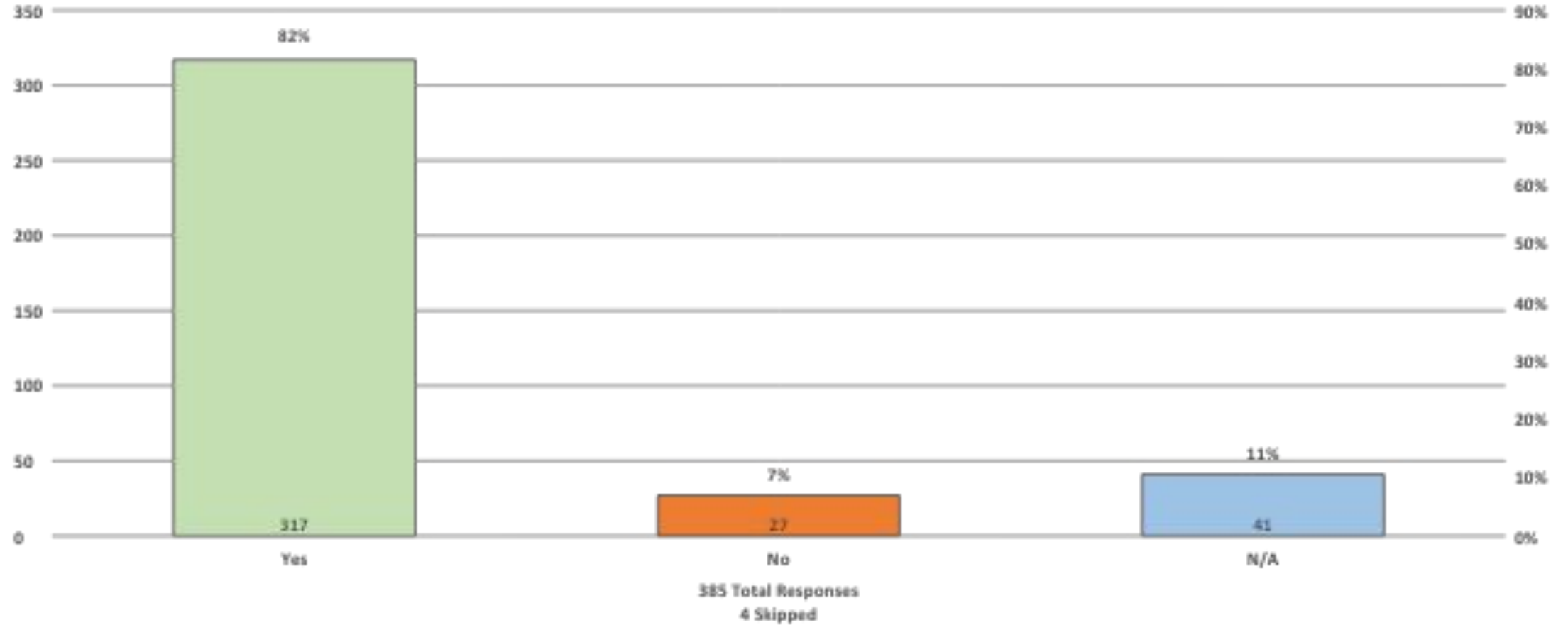
339 Total Responses
50 Skipped

New question for 202130 Survey

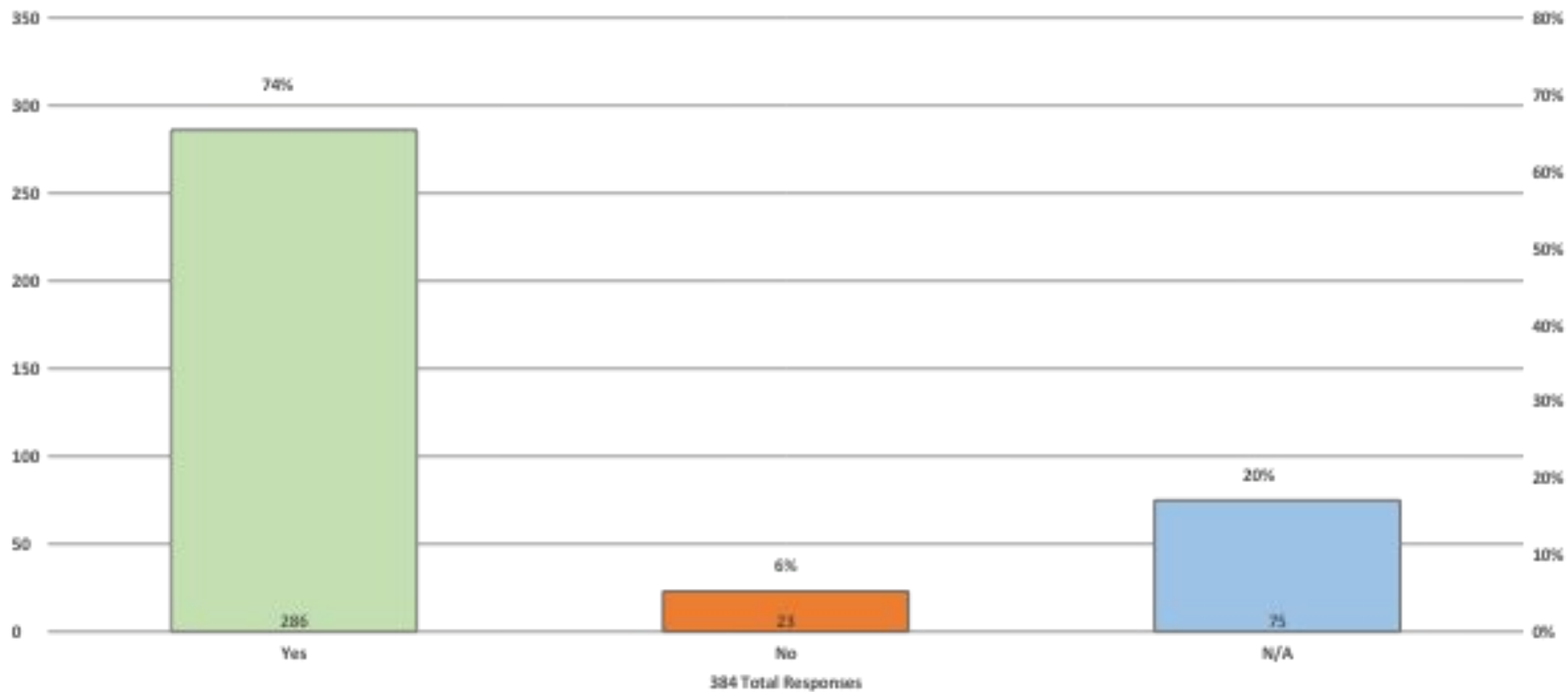
Q6. Speaking with a counselor helped me identify or resolve personal issues that may have interfered with my academic performance.



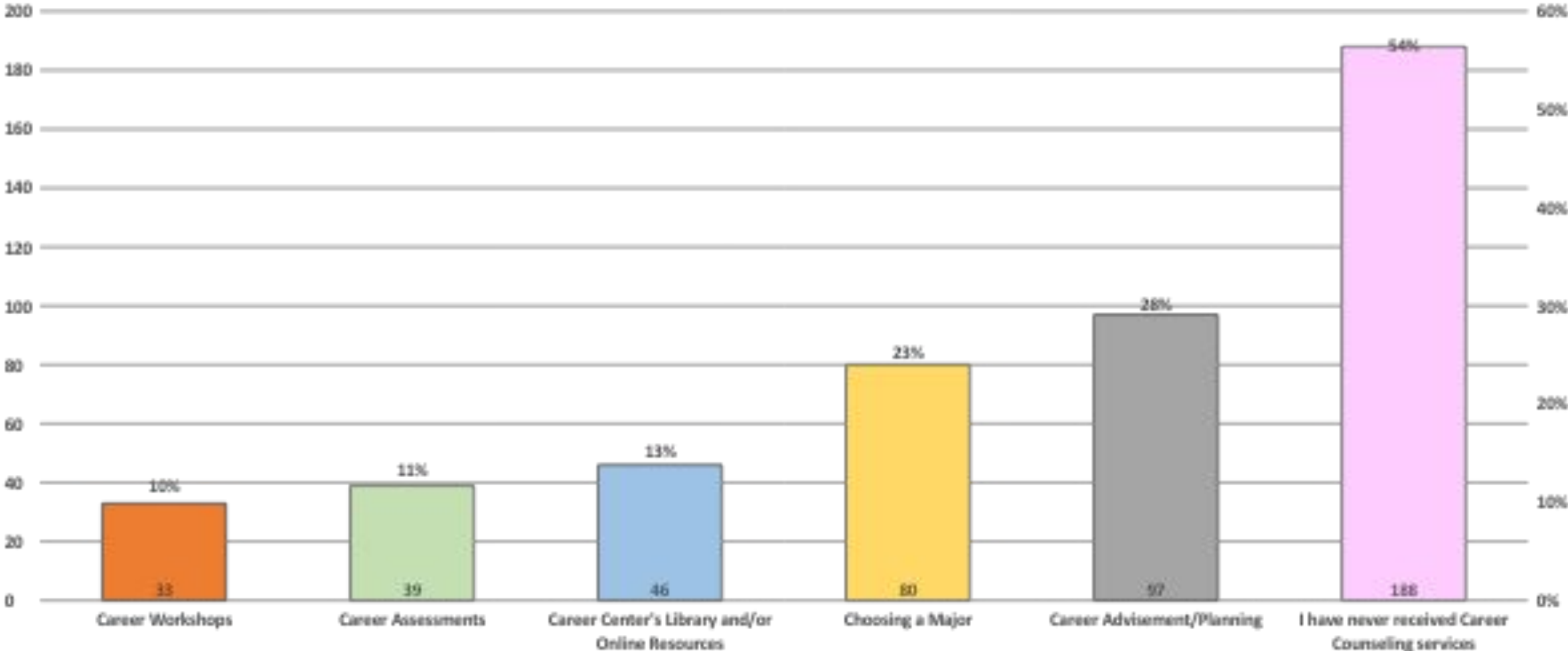
Q7. After completing a Student Educational Plan (SEP), I know what classes are needed to achieve my educational goal.



Q8. After completing a SEP, I enrolled or attempted to enroll in one or more classes reflected on it.

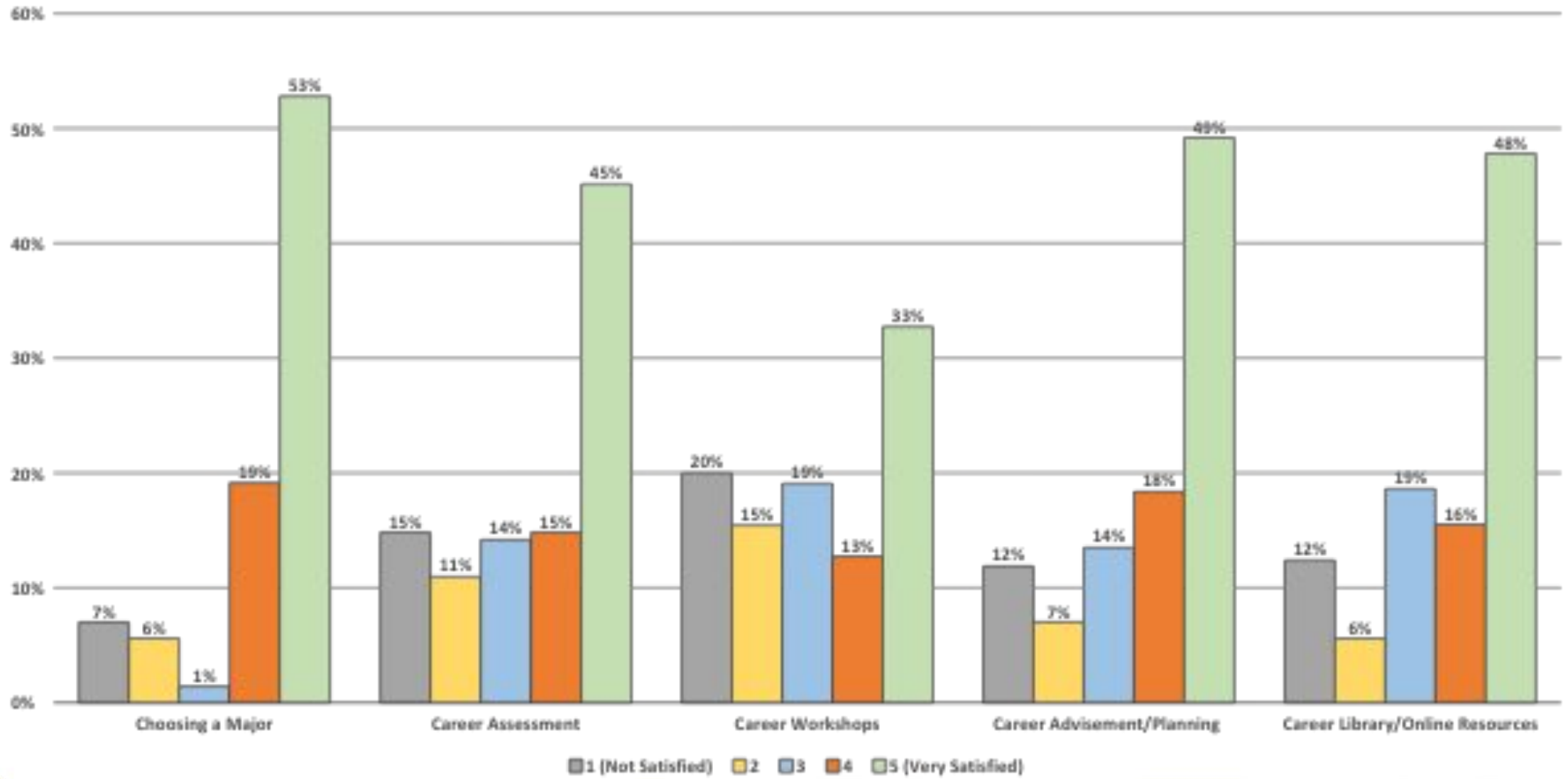


Q9. (Career) Have you ever received any of the following Career Center services? (Select all that apply)

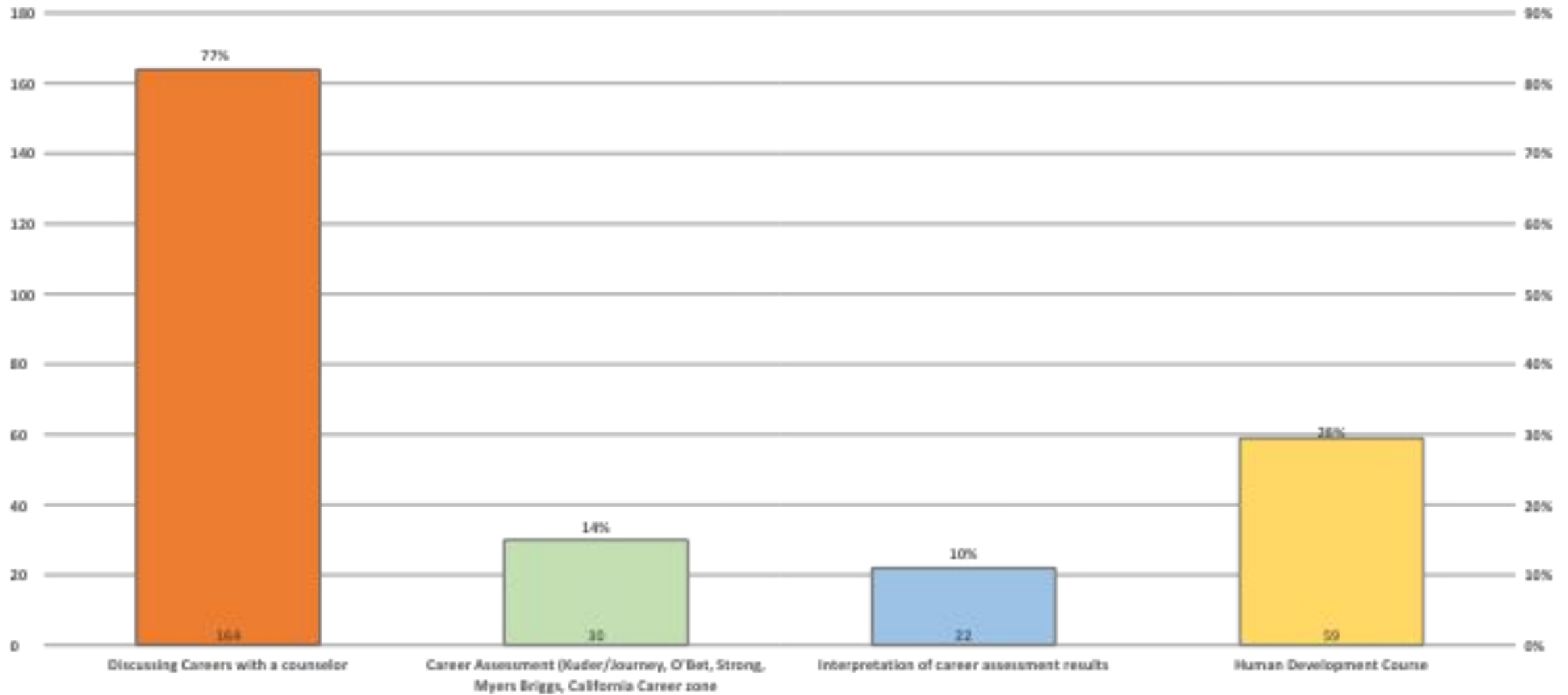


345 Total Respondents

Q9B. (Career) On a scale from 1 (not satisfied) to 5 (very satisfied), how would you rate your experience with Career Counseling Services?



Q11. 9c. (Career) Which of the following services helped you identify your personal or educational goals? (Select all that apply)

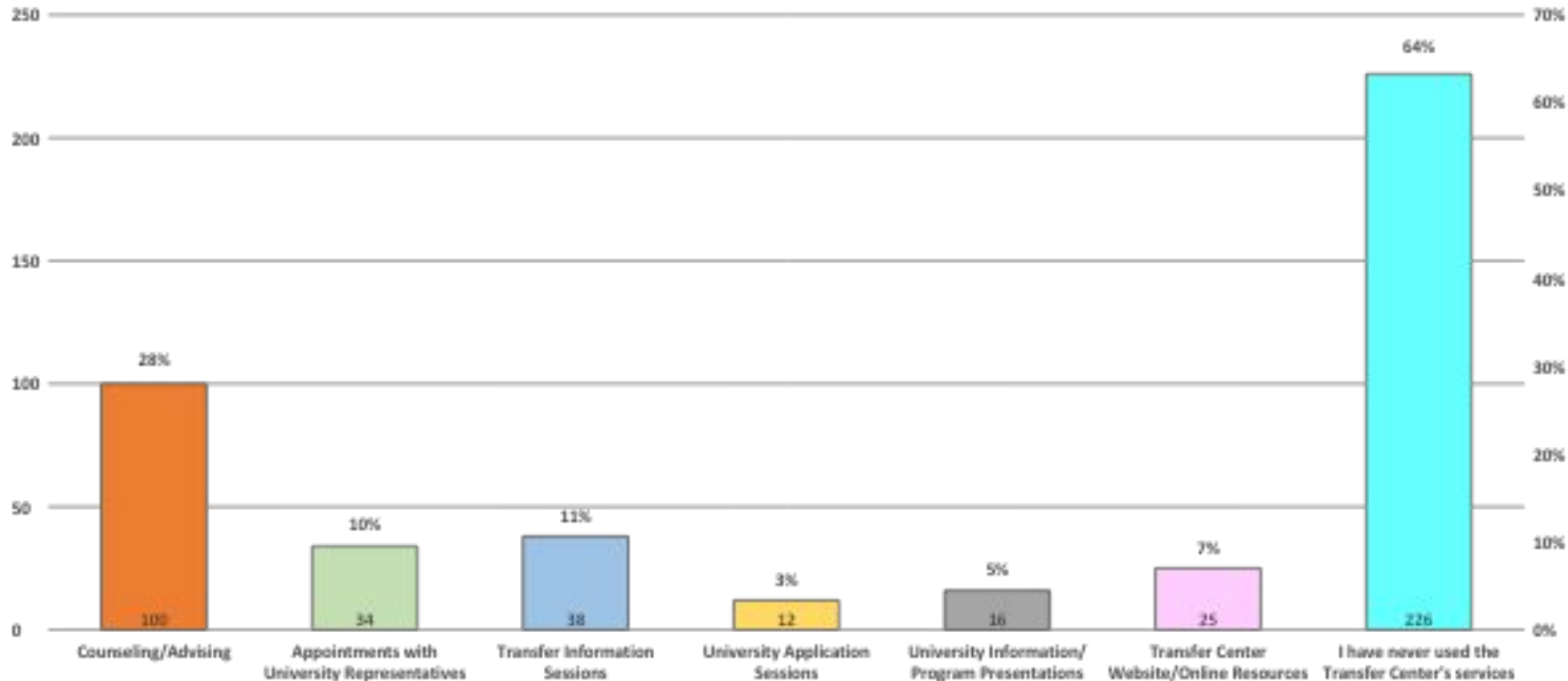


215 Total Respondents

Responses to 9C

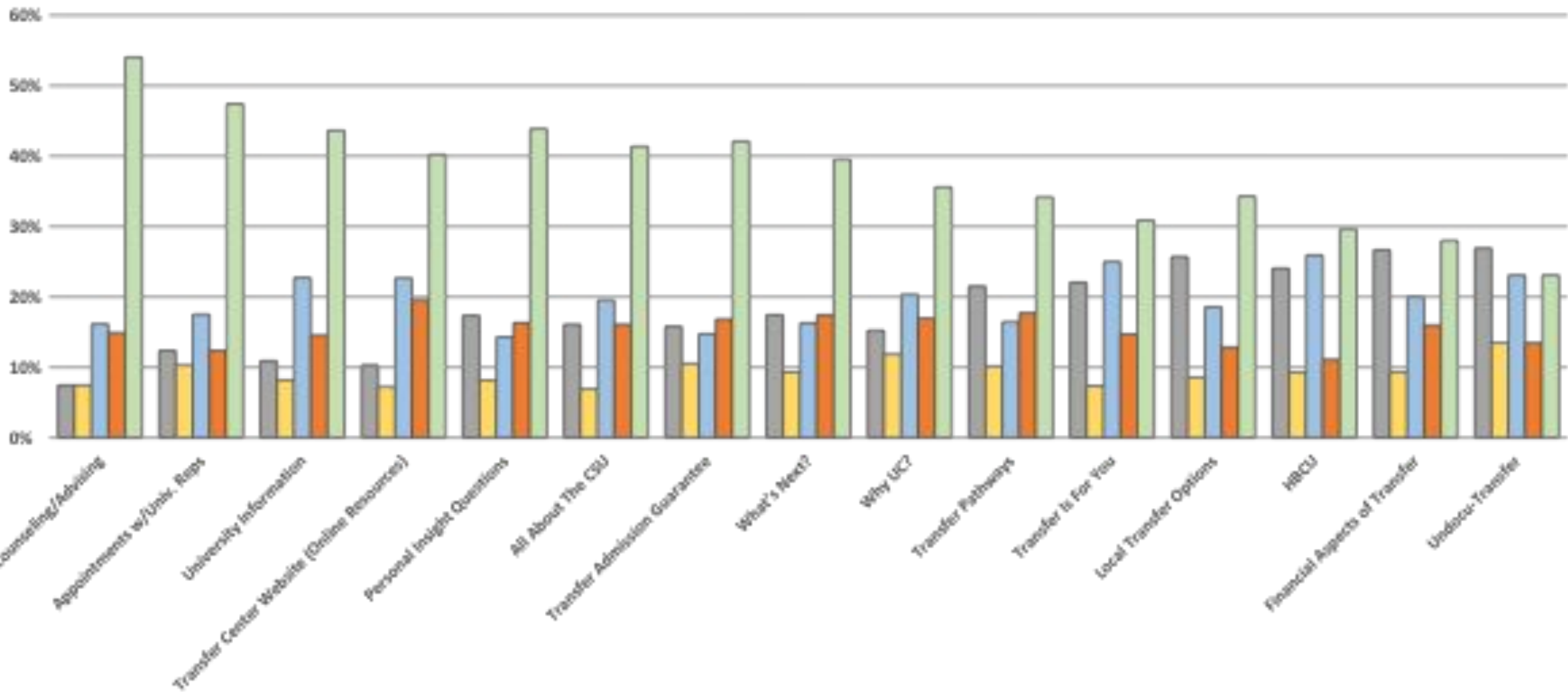
- By myself I decided to study what I thought would benefit me
- I chose a career based on my work experience.
- I already was working on my career option when I transferred to this college
- N/A (13)
- Life experience
- None (5)
- Haven't received career counseling
- Did not discuss career with counselor
- Receiving an error code when attempting to enroll in a course
- Already determined before starting at AVC
- personal research
- for classes needed to take to get AA
- I figured it out in my own
- job search
- I have not yet received the help I need.
- No
- None of your services helped me
- I decided on my own
- No one help me but a fellow classmate
- I knew what career I wanted to pursue upon entering college.
- It is often complicated to get anyone to assist with career goals from the counseling center
- Haven't talked to a counselor in over a year
- counselor
- Self research
- None of these
- Friends and Jobs
- Nada
- A Professor
- I knew the career I was going for
- self chosen
- Just me, myself and I
- Self
- I knew going in what I wanted to do
- Thinking of switching majors
- No now

**Q10A. (Transfer) Have you ever used the Transfer Center for any of the following services?
(Select all that apply)**



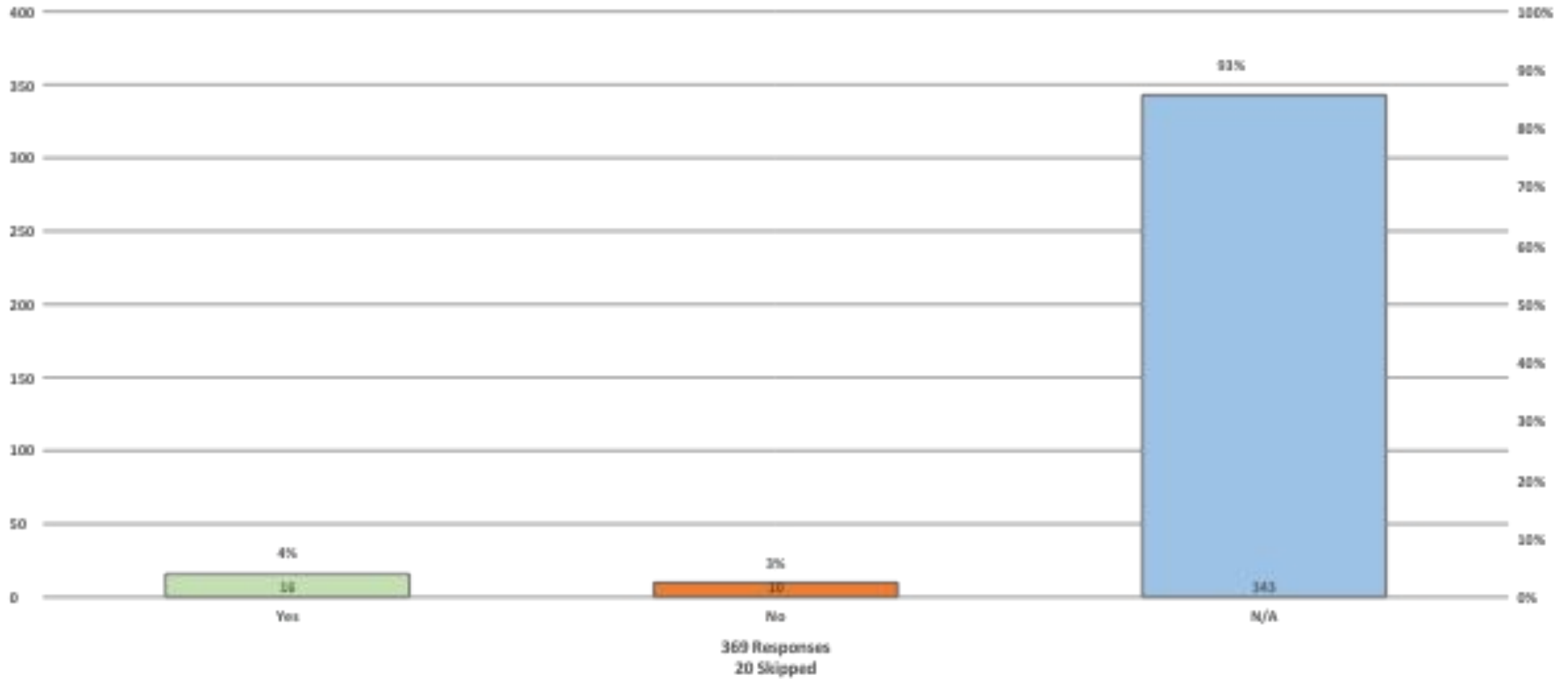
Total Respondents 352

Q10B. (Transfer) On a scale from 1 (not satisfied) to 5 (very satisfied), how would you rate your experience with the following Transfer Center Services?

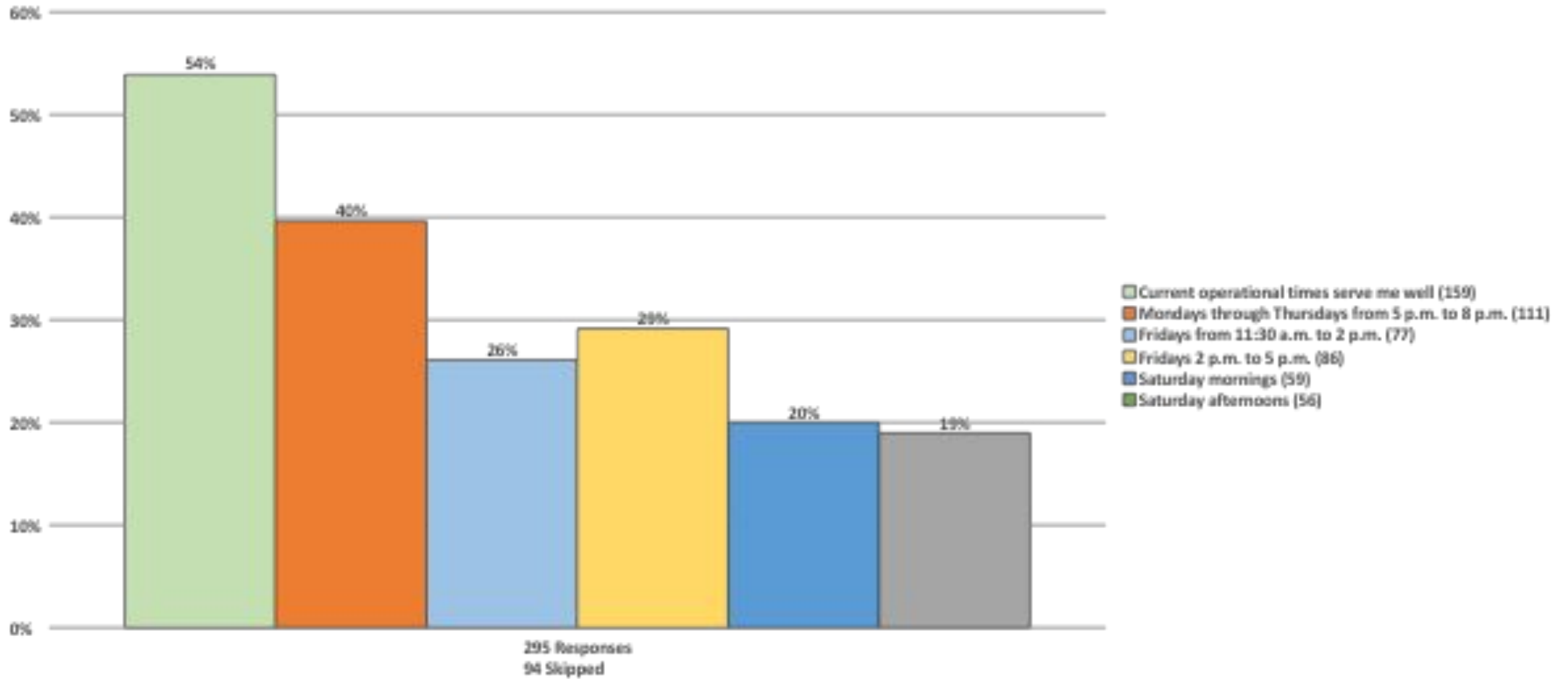


362 Responses
27 Skipped

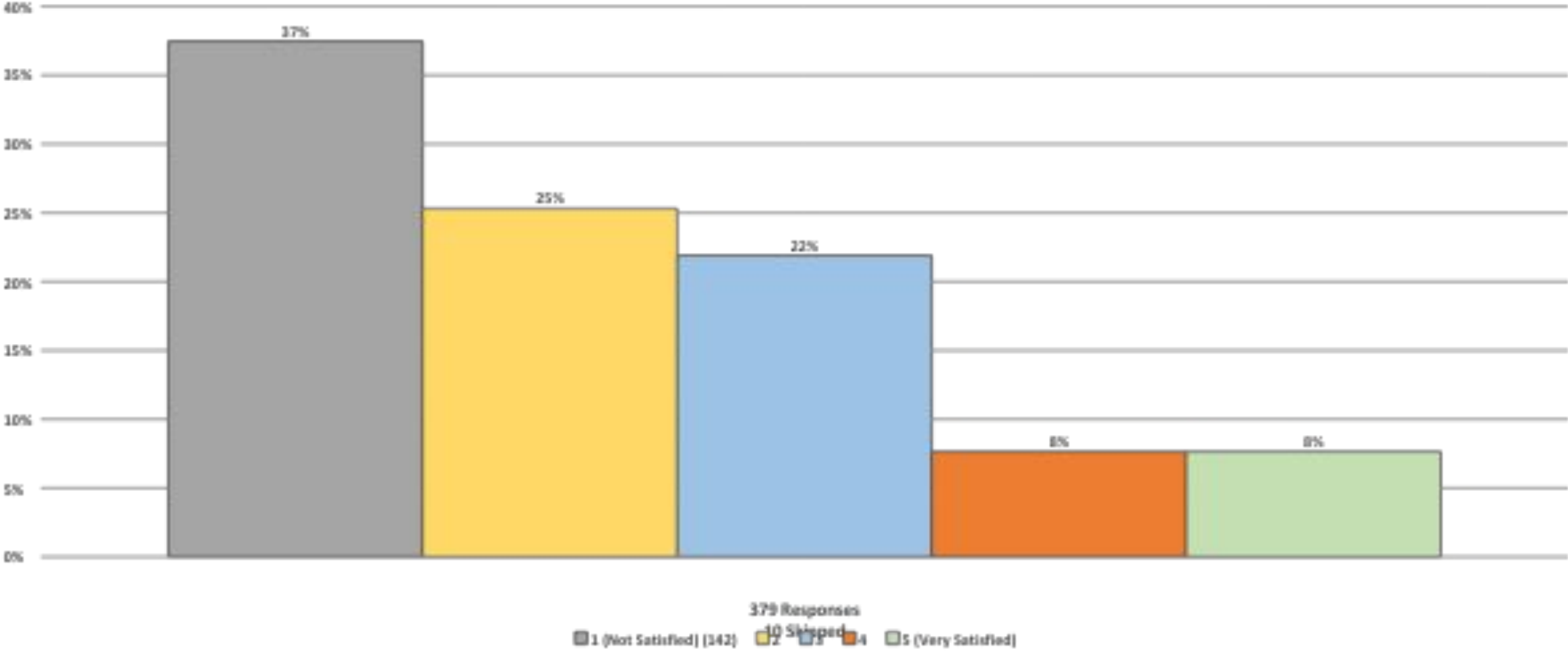
Q11. (ESL) After discussing my English as a Second Language (ESL) needs with a counselor, I was able to select the appropriate ESL courses.



Q12. Which of the following time options best permit you to schedule a counseling appointment (select all that apply):



Q13. Please indicate your level of satisfaction with the Counseling Department.



Q14. Please provide any suggestions regarding your experience with the Counseling Department.

What are we doing well?

- Great job
- Being very encouraging and supporting during difficult times.
- speak clear about the Ed plan and major for the class courses
- AVC has many counselor to choose from
- I felt welcome and at ease with asking questions. I'd avoided the counseling department because of so many bad experiences that my friends had here (like being told that they could graduate and then finding out their counselor never told them about a class they needed). However, I had two great counselors, so I'm glad for that.
- Virtual scheduling is very convenient.
- Excellent advising
- Counselors are very open to questions and don't make it seem like I'm doing something wrong for asking a question! There is a lot of support and they aspire to help in any way they can
- Employing EMPATHETIC Academic Advisors like Peggy Sosa.
- Always available whenever needed. If not available, counselors make sure to put when they may be available. They always answer my questions and answer emails quickly.
- You guys do a great job! I appreciate the resources and guidance.
- Appointment times are plenty. Satisfied with so many ways to speak to someone.
- It took me forever to get someone to assist on the Cranium. The first person did not help at all and second person was very brief.
- You're encouraging people to keep studying.
- nothing
- Telling me important things(minimum gpa to apply to ucla) other counselors missed
- The transfer counselors are the most knowledgeable.
- None
- Someone who knows the Deaf studies department classes
- ease of scheduling, and a caring, competent counselor
- Doing well at: Providing answers to simple specific questions. Identify any future problems students will have.. Then Provide additional information even if question is not asked in order for the student to have successful time saving experience. Follow up with students to ensure questions or problems were resolved.
- Useful advise and other needs that can help me accomplish my goals.
- Advising and giving me an option which university,cal state or private trade school i should go too

What are we doing well? Cont.

- When you log into Cranium Cafe there are 40 counselors and no one is EVER available. I have complained about this numerous times and sent emails. This and only when I do this do I get a response. What is the purpose of having all these counselors if no one works? Try logging in to check for yourself. Morning or after it's the same thing...offline, out, or not available.
- My counselor Cynthia Wishka is an exceptional counselor, very flexible.
- Yes
- Clear and accurate information
- Rosa Fuller is an outstanding counselor.
- Eh Im fine for now
- Giving out information
- N/A (14
- Everything is good
- I personally recieved support in my desicions and helpful information and quick answers to my questions in regards to SEP and major courses
- Have more counselors available to talk to
- Doing a good job
- Customer Service and Educational Planning
- Good that you have course related counselors
- Helping students determine what path to take next.
- Helpful with SEP, and giving information on majors and programs.
- The rapid counseling section is a great idea. The cranium cafe is excellent.
- I know we're in a pandemic but it would be nice if the counselors would get back to the students quicker
- caring staff
- Having cranium up for students to use
- 1 whole year of trying to get in contact with a counselor still never got in contact with them. I had to talk to the counselor at the school I want to transfer to
- Doing a good job
- Just show that you actually care about helping us succeed
- Just very disappointed on how little Deaf studies knowledge
- I polio's filling out a questionnaire for my appointment or anything I need.
- Helping students determine what path to take next

What are we doing well? Cont.

- Indeed yes the counseling department always provides me with assistance to help me more better.
- Very well at responding right away
- Employing diverse sensitive (in my case age) counselors.
- My honors counselor is Tamira Palmetto and she is amazing. She has helped me so much, I couldn't have done it without her. I am very thankful for her.
- make sure counslors are online during school hour no appointmnt need they be late and thats not cool thats a waste of my time when its a no show
- Rosa Fuller is an outstanding counselor.
- The counseling department has been helpful to me.
- Some of the counseling department does well with caring.
- great at advising for major
- Follow up with students would be excellent and improve response times in all areas.
- Providing variety of available advisers
- There good at helping the student's in what they need
- Appointments are quick
- Her service excellent
- Cranium cafe
- It help to can choose better classes to succeed.
- Very inclusive
- I want to pass my classes
- I understand that often the Counselors are very busy however, even getting a response that they will get back to me would be beneficial. I know this is been an ongoing issue as this is the same thing that I had an issue with all years previous to us.
- I never received the information that was needed to sign up for classes. I was told she would get back to me. She did not. Then when she did she still did not have any answer I needed
- Guiding me to what course I should attend for my career.
- The counseling department is doing very well. I got the help I needed for my classes that I needed to take. Also, they helped me verify what major I have as well.
- Providing the classes that are needed
- I really like my experience with some counselors because they have provided me important information I would not have inquired about. I also appreciate the student ed plan given to me.
- Helping others achieve their goals by choosing the best class that fits the degree there aiming for.
- Yes

What are we doing well? Cont.

- The only way I have been able to communicate with counseling department is because I am thankful in the EOPS program.
- Supporting student ideas and providing great feedback when questions or concerns become apparent in the counseling sessions.
- You have good counselors but its hard to meet with them
- The availability and the time to meet with the counselors is very convenient.
- Very accommodating with student's schedule. Helps alot to get guidance when you're unsure of whats next.
- Up to date
- I haven't had the greatest experiences yet. The people I have been able to talk to have been nice, that's a plus.
- I only had one experience with the counseling department but that one meeting informed me on a lot of opportunities, course, and answered all the questions I had. The counseling department is good at advising you with the best options for your major are as well as those who are undeclared.
- selections of appointments can be more helpful
- The counseling department answers my questions quickly and schedule my appointment quickly.
- I think the department is doing well, the counselors I've met with have very helpful and nice.
- I've met with a few counselors but only one ever really helped me, Trisha Klundt. All the other counselors were awful uninterested and sometimes rude
- Providing needed information about specific topics
- Offering easy access through AVC homepage
- Nothing
- ?
- Notifying students about requirements
- Keep doing what you are doing. Doing good!
- It is easy to make appointments for when you need to talk with a counselor and talking to them about your educational and career goals helps to guide you to achieve what you want. The online resources also help give you insight on possible careers fit for you if you are unsure as to what you want your career to be and the counselors discuss each of the options to help you determine your best fit career.
- Answering confusing questions
- When giving instructions, the Counsel was able to share her screen and it was very helpful.
- .
- Having Counselors like Tiffany Castillejo , who in courage and support you and n these trying times is a blessing. She has helped me in my career journey and I will be graduating this spring.
- The google forms is helpful for making counseling appointments.
- Making sure students are taking the right courses

What are we doing well? Cont.

- Doing a good job
- No idea
- I have no doubt that the counseling department does they're job but I have reached out from help, advice, etc. in awhile.
- Helpful and caring staff
- You guys are great
- The counseling is great
- I appreciate having access to online services, even though it was due to the pandemic, yet very helpful.
- The emails I receive help me a lot. I check and read them, so that helps a lot.
- SEPs and answering any questions regarding transfer or classes
- Towana Catley is by far one of the most competent counselors there and I am very grateful for her help in setting up my ed plan.
- Being persistent with the schedule appointments.
- Both counselors who have helped me were wonderful
- The response time is in an acceptable rate.
- Answering emails in a timely manner.
- It's nice that I am remembered by my counselors, then I do not have to re-explain every appointment what goals I am trying to accomplish.
- Scheduling appointments
- I had Wishka as my most recent councilor and she really encouraged me to pursue my current University goals. I had previous councilors that when I mentioned wanting to transfer to a UC made it seem like it wasn't possible with my GPA, so I felt like CSUN was my only option. Wishka not only advised me on what I should be taking in preparation for transfer, but also the different STEM opportunities on campus, like STEM club (since I'm a STEM major).
- Scheduling an appointment with a counselor any time needed
- Customer Service and Educational Planning
- The counseling department always helps me with providing some options with picking the best class courses that benefits me throughout the semester.
- The counseling department always gets back to the students when not available.
- I've only used them once but it was great
- Thank you
- When I speak to a counselor/advisor, I feel that I don't get a clear answer on making an SEP and an outline on the courses I need to take. I am confused about when I need to met with an advisor and how I would go about being able to easily contact someone about my concerns about the Nursing program.
- Having more counselors available
- Not much

What are we doing well? Cont.

- N,Z,,a
- It's helpful when I can speak with someone.
- Not all counselor love what they do like Rodney Schilling, he has no consideration for students struggling and/or trying same as a teacher.
- I think y'all could reach out a little more but I understand it being our responsibility to reach out
- I was surprised and delighted that a counselor left a phone message inviting me to make an appointment. What a caring touch!
- Making students a priority
- Counselors are wonderful at explaining me and students what classes to take for the major
- Absolutely doing nothing well but taking a break!
- I like to keep my counseling as zoom camera because I live in Burbank. AVC have more of the classes I need for my GE and career.
- IDK
- They tend to help you with any confusion.
- You guys are easy to reach.
- I got multiple counseling appointments for each semester. I was told I need classes that the other didn't.
- Everything is well
- the café experience is one of the best when it comes to timing.
- Kristal was amazing and is the best thing since sliced bread.
- You do your jobs well and are very punctual and straight to the point
- Scheduling appointments
- You guys are doing well with availability.
- the class scheduling is very helpful
- I haven't had a lot of experience with the department unfortunately. This is my second semester and I finally now have an Ed plan. It took many e mails to get someone to help me. It was frustrating to say the least.
- I love the commitment the department provides to helping me choose my major
- Some counselors I feel are really good and know the material they are discussing, although not all.
- Availability is pretty good online
- Having available counselors
- Reach out more
- everything is alright
- No suggestions
- Helping
- You have a great team.

Q14. Please provide any suggestions regarding your experience with the Counseling Department.

How can we better serve your needs?

- Great job
- Getting back to students in a timely manner.
- No Veteran priority registration available?
- I have used different counselor and none of them guide me with what to do when for transfer or graduation
- I love the counselors, they are really helpful.
- Incorporate my work experience into college credit, give me alternative classes to take in case the one they chose is full.
- N/A (20)
- Get the school campuses open 100 % for the one on one and face to face services to resume.
- My needs are always met, Thank you!
- Counselors should be better listeners and follow through on what they are supposed to do.
- I was able to get more information about all the services, clubs assistance AVC may have from my professor than a counselor.
- I don't think you have to.
- better communication
- Notifying students about how they can leave community college sooner. Notifying students that they can apply to a UC if they have a 2.4. Helping stem majors get off campus sooner by considering other majors. Letting students know they don't always have to complete their associates to transfer. Maybe considering adding counseling to an annual schedule could help. Maybe giving advice as to which professors to avoid. Maybe letting stem majors know there's a stem specific counselor for them to utilize makes sense. Maybe figuring out why COC's units don't easily transfer to AVC but AVC's courses easily transfer to COC would be nice. Maybe focus on preventing students from spending more than 3 years here if they're studying full time and over the summer would be great. In fact I think that general counselors are okay but maybe area specific counselors should have the last say on advising. Really look at the ways in which students are able to graduate from your institution and use that data to help future students. Maybe send people to local schools and tell them that they can also attend college of the canyons if they don't like AVC, or tell people at AVC this that way the competition and potential embarrassment will keep you counselors ready.
- It would be helpful if the counselors didn't constantly tell people to take the wrong classes.
- If a course Know which classes in the Deaf studies department I would not be behind in my major
- no suggestions, everything was perfect
- Hire empathetic, caring counselors who care about ALL students education.
- Some of the counsellors are rude and have a bad attitude. They don't really seem eager to help students that need help. You'd think that with them working from home that they would ease up a bit but a counsellor in particular was very short and stand offish with me. I didn't get the help I needed and that's the whole point of this role at avc.

How can we better serve your needs? Cont.

- Stop telling students to take courses that don't apply for their transfer degree. Personally I figured out what courses I needed to take by using assist.org and that was more helpful.
- Straight forward information and feeding information on what should i be aware of and what should I expect more
- Get actual people that want to work and not work the system! I wonder how many other students are going through this same thing and not speaking up?
- Better understand the majors offered at the school and work with professors to better guide students in their major
- Nor availability possibly weekends
- Keep up the good work!
- Better explaining of what I need.
- I would like to have a financial aid advisor that can be able to answer my questions and show concern.
- Everything is going well
- Follow Ups with past Ed plans and Career Assessment students
- Review students classes periodically to ensure that course and classes match.
- not all counselors are on the same page. I have talked to 3 counselors who all gave me different directions, when I told them all the same things. It wasn't until I started talking to an honors counselor that I was able to find the path that suited me the best.
- The improvements regarding communications and services has drastically improved, so super awesome for that!
- not sure
- We are supposed to make an appointment online t
- no suggestions
- Everything is going well
- All Counselors should be on the same page. Not one telling you one thing and the other another
- You need more people to be available online. When I first started signing up for classes. There were a bunch of counselors on the cafe and none of them were available. Very sad in my opinion.
- ive requested an updated ed plan and have been told to make appointments, i dont have time between work school and family to makes appointments for something simple that canbe done over email
- Better class choices not just give me any class because they don't want to explain
- More available hours or just texting/emailing a counselor without a problem
- not all counselors are on the same page. I have talked to 3 counselors who all gave me different directions, when I told them all the same things. It wasn't until I started talking to an honors counselor that I was able to find the path that suited me the best.
- Just by helping me with options of which classes are required for me to take for every semester until I graduate.

How can we better serve your needs? Cont.

- Counselors need to actually listen to the student. In my time at AVC, I have spoken to four different counselors, only two actually listened and help me. The other two did what they wanted and did not take into account what I was actually needing or wanting. I left their offices extremely frustrated and irritated.
- My counselor Peggy Sosa, is adjunct. Shouldn't someone have noticed a person with these qualifications should be full time staff? Unless she prefers part time, but does one in a career choose limited benefits?
- no appointments should be necessary because when you have one they dont show
- Allow in-person counseling.
- I'm not sure. So far the counseling department has been helpful.
- Counseling is never available! When a student logs into cranium cafe for a drip in appointment, the counselors are always out. "Not" with a student, because it will state that. I have complained about this before and was told maybe the counselors were out on vacation or off that day. But this is everyday! Try logging into Cranium Cafe and see if you can speak with anyone. I sat and waited for at least an hour one day for a counselor to become available. One did and as soon as I entered the chat, the counselor went cold and said they weren't available. Twenty counselors and you can't get one?
- The time management could be a bit improved in the future of scheduling.
- have councilors reach out/ check in on students
- Follow up with students after a meeting is scheduled.
- I would really like those counselors to explain what classes i need better
- Na
- Nothing at this time
- Nothing
- so I can get help
- No help at all
- My needs are satisfied for the moment.
- Right now the counseling department is doing very good.
- I honestly find the video chat feature of cranium cafe could be improved. In my experience, it was somehow difficult using this feature of cranium cafe in communicating with a counselor. There was a bad delay of both audio and video, so I think the Counselling center can opt for other application or improve what's already used.
- counseling needs more training and to stop giving wrong class segestion
- It's fine
- No adjustments are needed.
- Fix Cranium Cafe and allow more meeting times
- Continue to offer remote counseling via Cranium.

How can we better serve your needs? Cont.

- More available counselor.
- Availability
- It took me until after starting my second semester to get anyone from counseling to get back to me to get an ED plan.
- There is nothing that I would change from my experience with the counseling department.
- Have more patience for students
- reach out to the students
- I don't think there is more to be done to satisfied my needs.
- I haven't used most of the services besides explain counseling so I'm not sure how the other areas of the department are doing and if they need improvements
- Find counselors who if they do not know something instead of just making you feel like there's nothing that can be done having them say things like "I don't know that but let me see what I can find or if I can get you a number to someone who can help"
- Time availability, counselors for SOAR students
- Done
- I often find that I don't get the same information from the counselors, which is confusing. Better communication on information would be nice.
- Counseling dept should work closer with VA
- Keep doing what you are doing. Doing good!
- Have longer office hours
- No suggestions as of yet.
- .
- Thanks for all the support.
- Everything is going
- Respond back
- NA
- Takes a while to hear back about making an appointment
- More efficient scheduling
- Having online services as an option would serve me greatly.
- It might be more convenient for some people to know at least some level of the same information so that students would not need to move from this person to that person (Ex. If you would like some information in this particular topic, I would not know but this person knows. And its a long chain, usually two to three people long before you get to the right person.).

How can we better serve your needs? Cont.

- By retraining Yvette Cruzalegui. She was absolutely atrocious as a counselor. She could not answer any questions to a helpful degree and left me substantially more confused than when I began. This was mostly because she completely set up my ed plan entirely wrong, which Knapp was kind enough to fix. Furthermore, Yvette needs to understand the qualifications to be in the Honor's Program. I had inquired about this when I met with her, but she brushed me off and told me I wouldn't qualify because, "good grades aren't enough". I did not heed that woman's word, and was able to join, much to my success. Hopefully she can learn enough to be remotely competent, because if I was a different person than what I am my experience with her would have entirely turned me away from pursuing higher education, with her level of rudeness lack of competence.
- It's very hard to be able to reach a counselor. I have had an appointment with a counselor and then they never showed up. Another time, I scheduled an appointment with a counselor, the counselor called in sick but thankfully another counselor was there to help me.
- The Cranium Cafe is not user friendly. I made mutiple attempts to use it during the shut down and got frustrated instead. I was never able to figure out. how to log on, and never got the help.
- don't judge it's book by it's cover
- To listen when we ask for a specific counselor instead providing us with a new one.
- I cannot think of any improvements.
- Having more counselors for virtual assistance.
- Keep being awesome!
- Going over in detail what classes I need. I like how many classes a semester I should take that's a good for my pace and estimate when I should graduate.
- Set up a counselling service which can respond to student's preoccupation on phone call; where students can talk to a person.
- Follow Ups with past Ed plans and Career Assessment students
- Basically just with helping me with picking the right class courses for the next semester and asking questions about my major classes and what's best for me to choose.
- ive requested an updated ed plan and have been told to make appointments, i dont have time between work school and family to makes appointments for something simple that canbe done over email
- Answer more promptly
- The counselors could be more understanding. Pretend to care about what I'm trying to do
- Have more counselors, have more availability, have more advice on career choices and jobs
- Ensure the counselors review the student's transcripts before the counseling session instead of during the session. My counselor seemed rushed and we had only ten minutes before he told me to schedule another session. It was a waste of my time.
- Answer requests for appointments.
- Have people that enjoy what they do to better support students.
- stop being passive aggressive, Veterans Affairs sucks with communicating with Transcripts and getting the military credits on transcript. Counselors are rarely prepared when meeting with students.

How can we better serve your needs? Cont.

- Nothing. Everything is good
- Try working and making yourselves available.
- Allow me to continue to use zoom camera for counselor meeting when COVID ends
- Please stop sending so many emails
- Idk
- When it comes to having specific counselors for a major, the counselors should let the students know. They should recommend to go through their Ed plan with the counselor under their specific major. I wasted time in classes that were not necessary because I didn't know there were counselors for my specific major. Therefore, they wasted my time and money. I was not told that there was a nursing counselor and that I should have them recommend classes for me. I took unnecessary classes and could've graduated sooner but the stress put on me, pushed me to change my major instead.
- I know it may not be exactly up to you guys but having set dates, ie. summer school schedule, would be helpful. Other than that you have helped me a lot. Thank you!
- My needs are met
- I honestly cant thing of anything else.
- I feel as though you are all in a hurry to just be done with interacting with a student like myself because of how quickly things are addressed and the demeanor of which most present seems forced or inauthentic. It feels a little impersonal, rushed and makes me feel like you honestly could care less about me as an individual, almost like dealing with a bank teller after waiting in line for a few minutes, only to be met with a pleasantly forced smile and just wants to be done and onto the next person.. It's very business like and not so much as something that feels like someone who takes great pride and loves to help counsel or guide people in the best direction. I get that you're not therapists, but you're in the similar functionality. EOPS however, their counselors are absolutely wonderful, and take the time to show that they genuinely care about the student's success and ability to pull through during the entire semester.
- Follow up students
- More counselors for the students would be greatly appreciated, as there too many students for any one counselor to build a relationship for this very important journey during college if needed or desired.
- Certain things need to explained more in detail.
- I asked two counselors about AP scores from high school and one said they weren't sure and the other never answered, so maybe more knowledge about the AP scores would be better
- Helping the futures students with job experience
- Being more transparent with what the Cranium Cafe is for. I was able to get an ed plan through it once, and then when I tried to update it, was told I needed an appointment for that. It's a roll of the dice who actually knows the answers to my questions.

How can we better serve your needs? Cont.

- I would say to have the counselors make the students feel hopefully about getting admitted to universities. A counselor looked at my GPA and told me my chance of getting into UCLA was a long shot for nursing, I got waitlisted at UCLA for nursing. After that comment I honestly felt defeated like I shouldn't apply to any schools. For that reason alone I would recommend the counselors being supportive instead of automatically dismissing students.
- Im not sure if it's every counselor but I've only met with two and both didn't have answers nor did they know how to guide me and I had to google information myself or seek help from a CSUN rep to help me with my transfer and transcript info etc I was very unhappy with the willingness to want to help someone even emailed me "I don't know the answer but it seems like you do"
- To have them know what classes that need to be taken. I went to multiple different counselors with my time at AVC. They made me take about 15 classes that I didn't have to take. One counselor told me if I take these classes i can graduate the spring of 2018. I finished those classes and submitted my application for graduation. When i get a call from the grad office saying that I don't have all the classes I need to graduate. I ended up taking 6 years just to get my AA. Which should've taking me around 2 years.
- Answer
- Nothing



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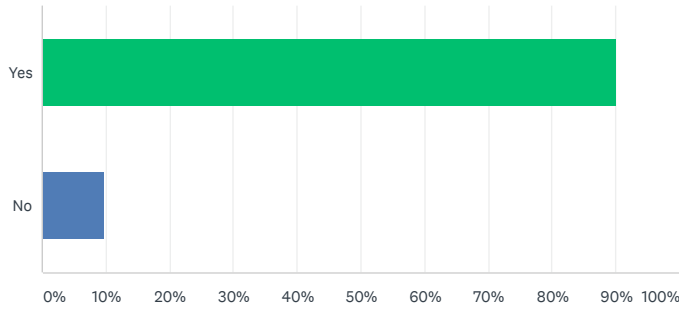


2020-2021 Counseling Survey

Q1

1. I have utilized counseling services to complete a Student Educational Plan (SEP).

Answered: 387 Skipped: 2

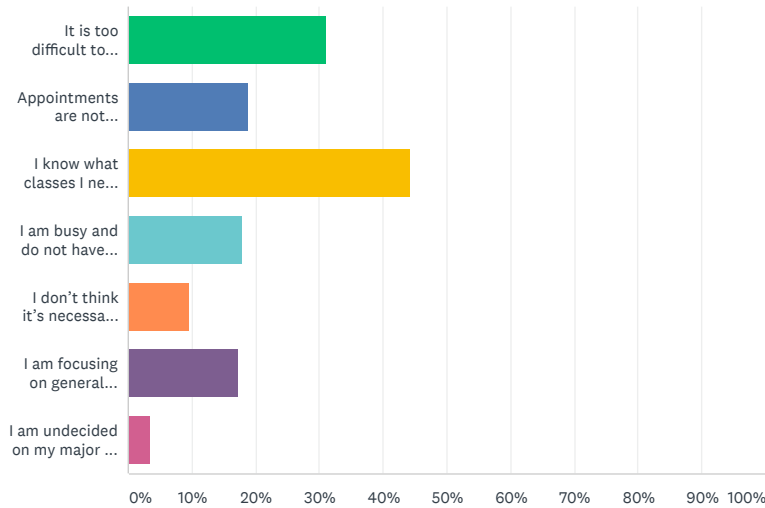


ANSWER CHOICES	RESPONSES	
Yes	90.18%	349
No	9.82%	38
TOTAL		387

Q2

2. I have not utilized counseling services(in the last 12 months) because (select all that apply):

Answered: 144 Skipped: 245



ANSWER CHOICES	RESPONSES	
It is too difficult to get someone on the phone.	31.25%	45
Appointments are not available at the days & times I need	18.75%	27

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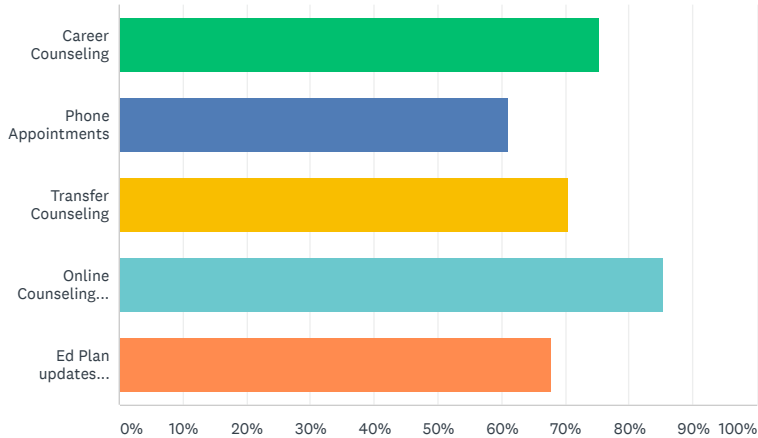


I am focusing on general education first and will meet with a counselor at a later time.	17.36%	25
I am undecided on my major at this time and will speak to a counselor after I choose a major.	3.47%	5
Total Respondents: 144		
Comments (58)		

Q3

3. I am aware of the following services offered by the Counseling department: (Select all that apply)

Answered: 376 Skipped: 13

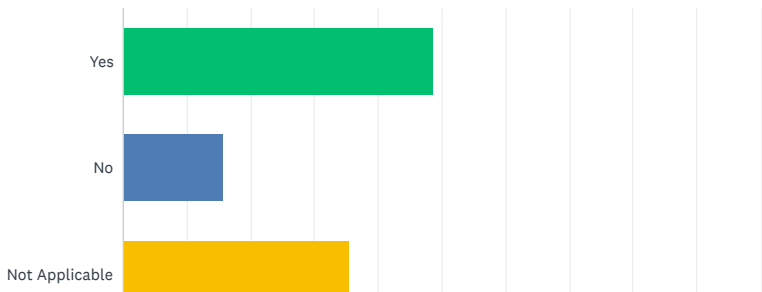


ANSWER CHOICES	RESPONSES	
Career Counseling	75.27%	283
Phone Appointments	61.17%	230
Transfer Counseling	70.48%	265
Online Counseling (Cranium Cafe)	85.37%	321
Ed Plan updates requests, without an appointment	67.82%	255
Total Respondents: 376		

Q4

4. Express Counseling (Cranium Cafe) helped to answer my concerns and questions

Answered: 382 Skipped: 7



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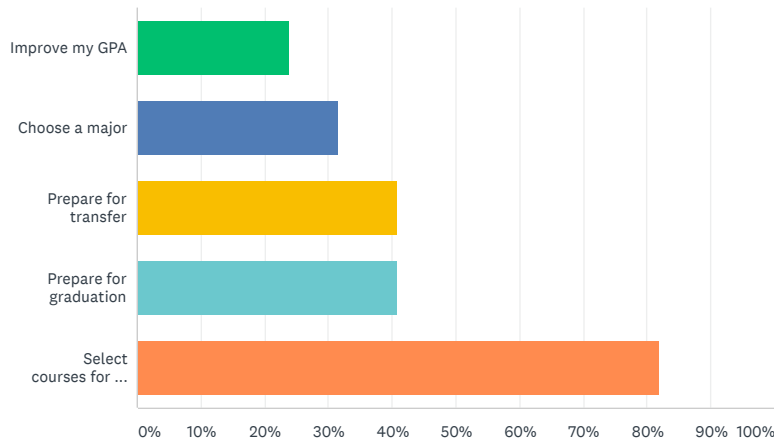


ANSWER CHOICES	RESPONSES	
Yes	48.69%	186
No	15.71%	60
Not Applicable	35.60%	136
TOTAL		382

Q5

5. The counselor supported my efforts to achieve the following goals (select all that apply).

Answered: 339 Skipped: 50

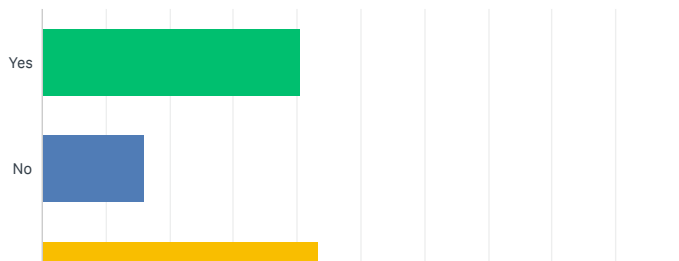


ANSWER CHOICES	RESPONSES	
Improve my GPA	23.89%	81
Choose a major	31.56%	107
Prepare for transfer	40.71%	138
Prepare for graduation	40.71%	138
Select courses for my major	82.01%	278
Total Respondents: 339		

Q6

6. Speaking with a counselor helped me identify or resolve personal issues that may have interfered with my academic performance.

Answered: 386 Skipped: 3



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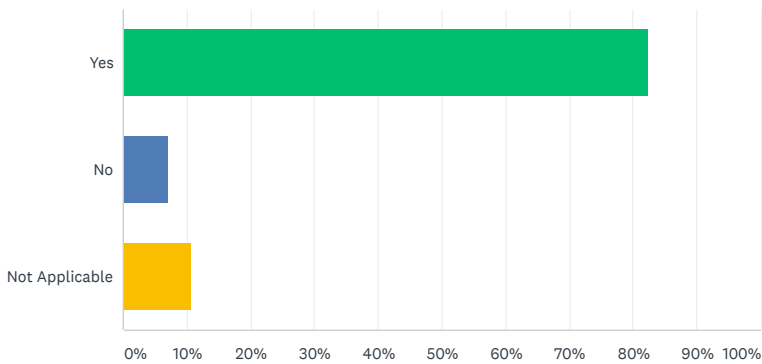
ANSWER CHOICES	RESPONSES	
Yes	40.67%	157
No	16.06%	62
Not Applicable	43.26%	167
TOTAL		386

Q7



7. After completing a Student Educational Plan (SEP), I know what classes are needed to achieve my educational goal.

Answered: 385 Skipped: 4



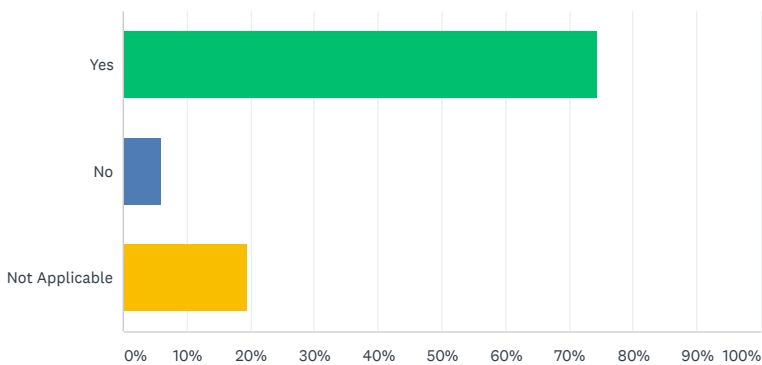
ANSWER CHOICES	RESPONSES	
Yes	82.34%	317
No	7.01%	27
Not Applicable	10.65%	41
TOTAL		385

Q8



8. After completing a SEP, I enrolled or attempted to enroll in one or more classes reflected on it.

Answered: 384 Skipped: 5





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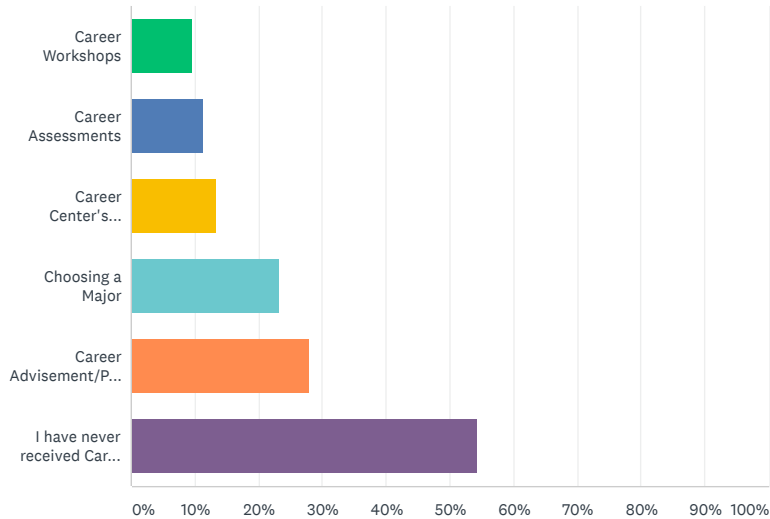


Not Applicable	19.53%	75
TOTAL		384

Q9

9a. (Career) Have you ever received any of the following Career Center services? (Select all that apply)

Answered: 345 Skipped: 44



ANSWER CHOICES	RESPONSES
Career Workshops	9.57% 33
Career Assessments	11.30% 39
Career Center's Library and/or Online Resources	13.33% 46
Choosing a Major	23.19% 80
Career Advisement/Planning	28.12% 97
I have never received Career Counseling services	54.49% 188
Total Respondents: 345	

Q10

9B. (Career) On a scale from 1 (not satisfied) to 5 (very satisfied), how would you rate your experience with Career Counseling Services?

Answered: 382 Skipped: 7



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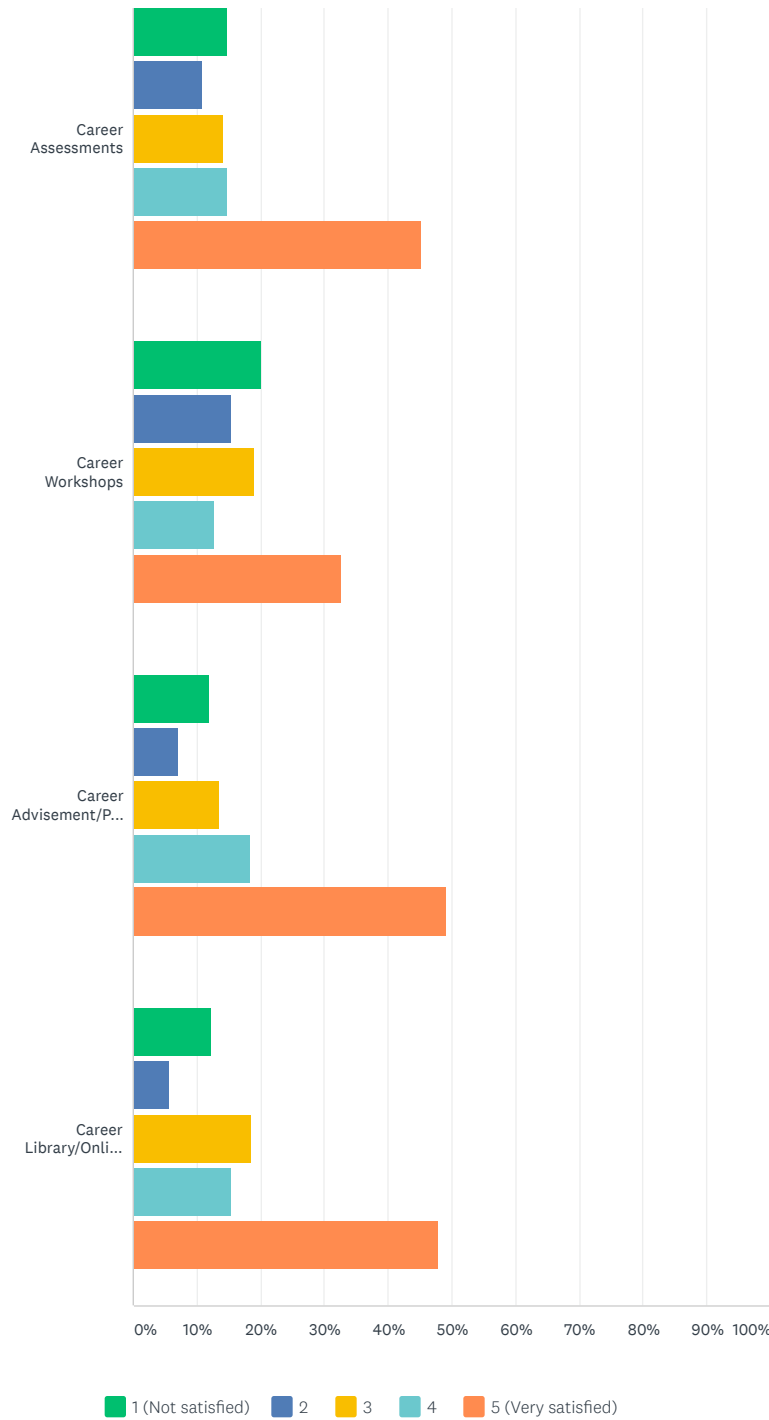
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	1 (NOT SATISFIED)	2	3	4	5 (VERY SATISFIED)	TOTAL	WEIGHTED AVERAGE
Choosing a Major	7.01% 15	5.61% 12	15.42% 33	19.16% 41	52.80% 113	214	4.05
Career Assessments	14.84% 23	10.97% 17	14.19% 22	14.84% 23	45.16% 70	155	3.65
Career Workshops	20.00% 22	15.45% 17	19.09% 21	12.73% 14	32.73% 36	110	3.23
Career Advisement/Planning	11.89% 22	7.03% 13	13.51% 25	18.38% 34	49.19% 91	185	3.86
Career Library/Online Resources	12.42% 20	5.59% 9	18.63% 30	15.53% 25	47.83% 77	161	3.81

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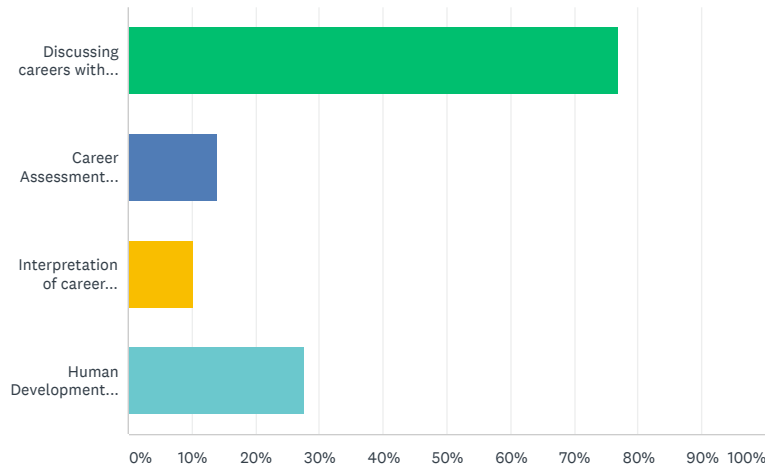


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9c. (Career) Which of the following services helped you identify your personal or educational goals? (Select all that apply)

Answered: 213 Skipped: 176

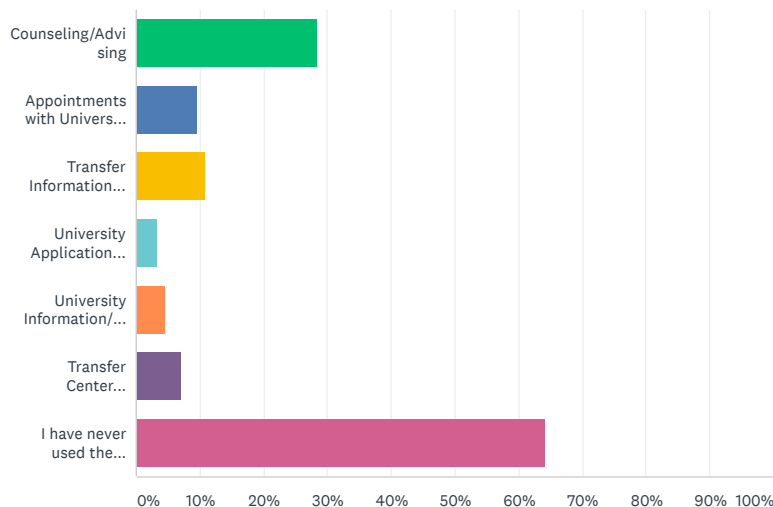


ANSWER CHOICES	RESPONSES
Discussing careers with a counselor	77.00% 164
Career Assessment (Kuder/Journey, O'Net, Strong, Myers Briggs, California Career Zone)	14.08% 30
Interpretation of career assessment results	10.33% 22
Human Development Course	27.70% 59
Total Respondents: 213	
Comments (51)	

Q12

10A. (Transfer) Have you ever used the Transfer Center for any of the following services? (Select all that apply)

Answered: 352 Skipped: 37



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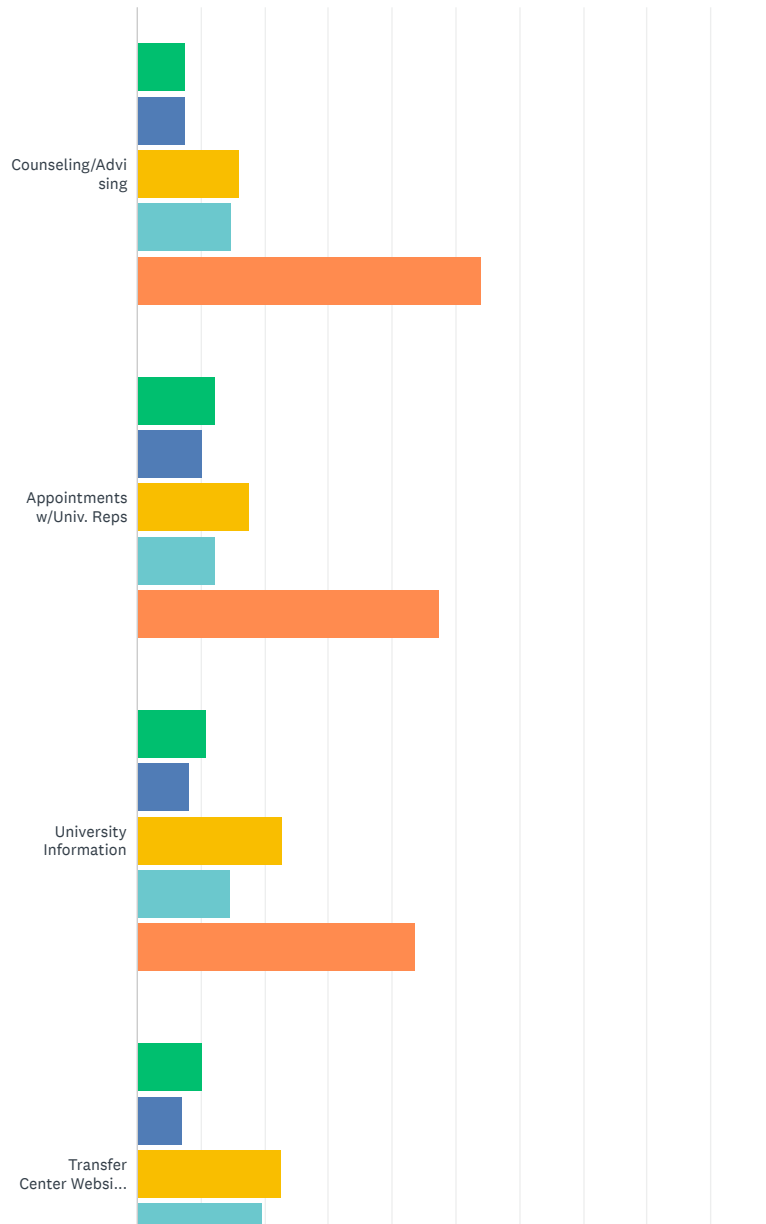
Appointments with University Representatives	9.66%	34
Transfer Information Sessions	10.80%	38
University Application Sessions	3.41%	12
University Information/Program Presentations	4.55%	16
Transfer Center Website/Online Resources	7.10%	25
I have never used the Transfer Center's services	64.20%	226
Total Respondents: 352		

Q13



10B. (Transfer) On a scale from 1 (not satisfied) to 5 (very satisfied), how would you rate your experience with the following Transfer Center Services?

Answered: 362 Skipped: 27



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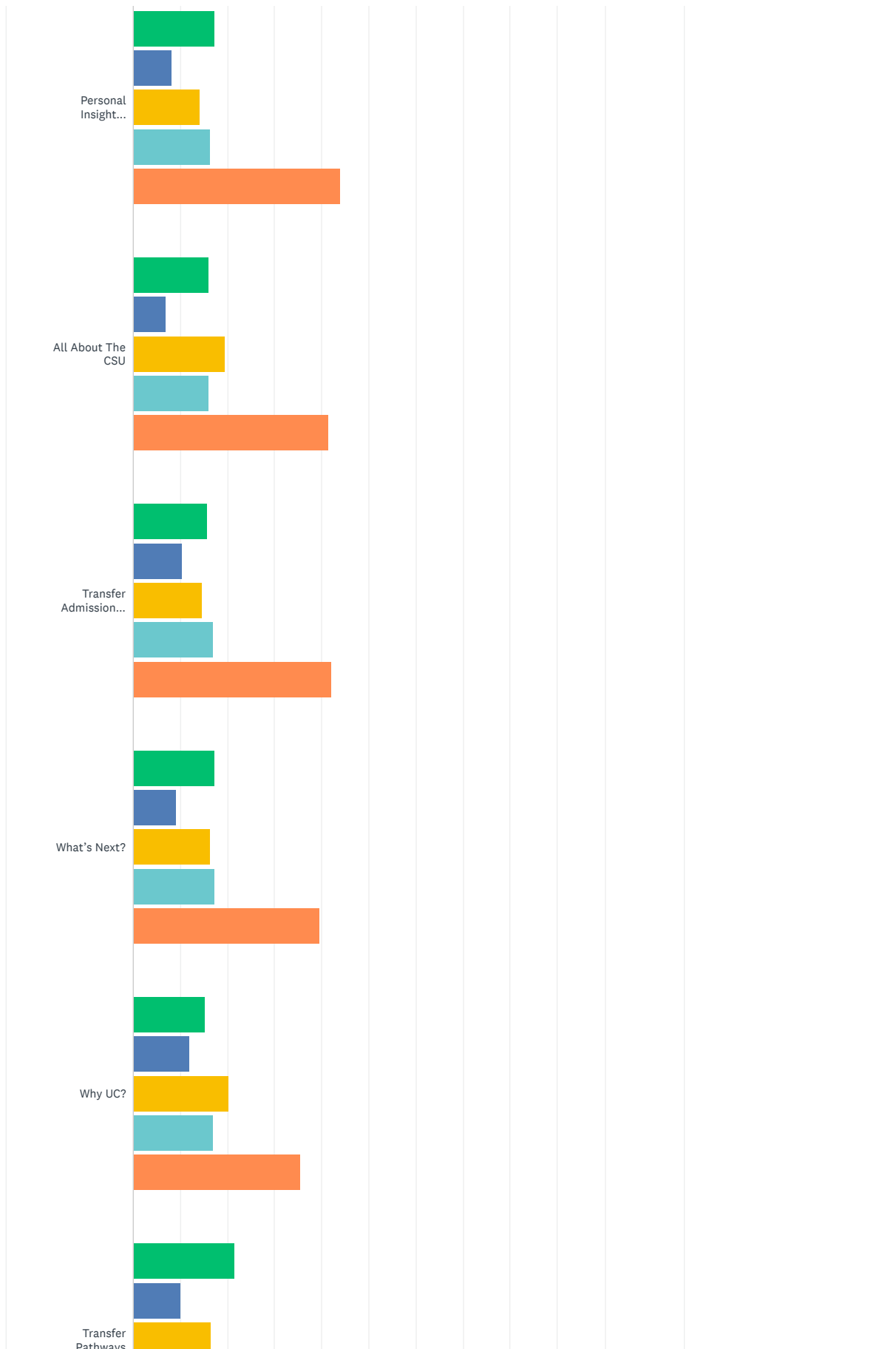
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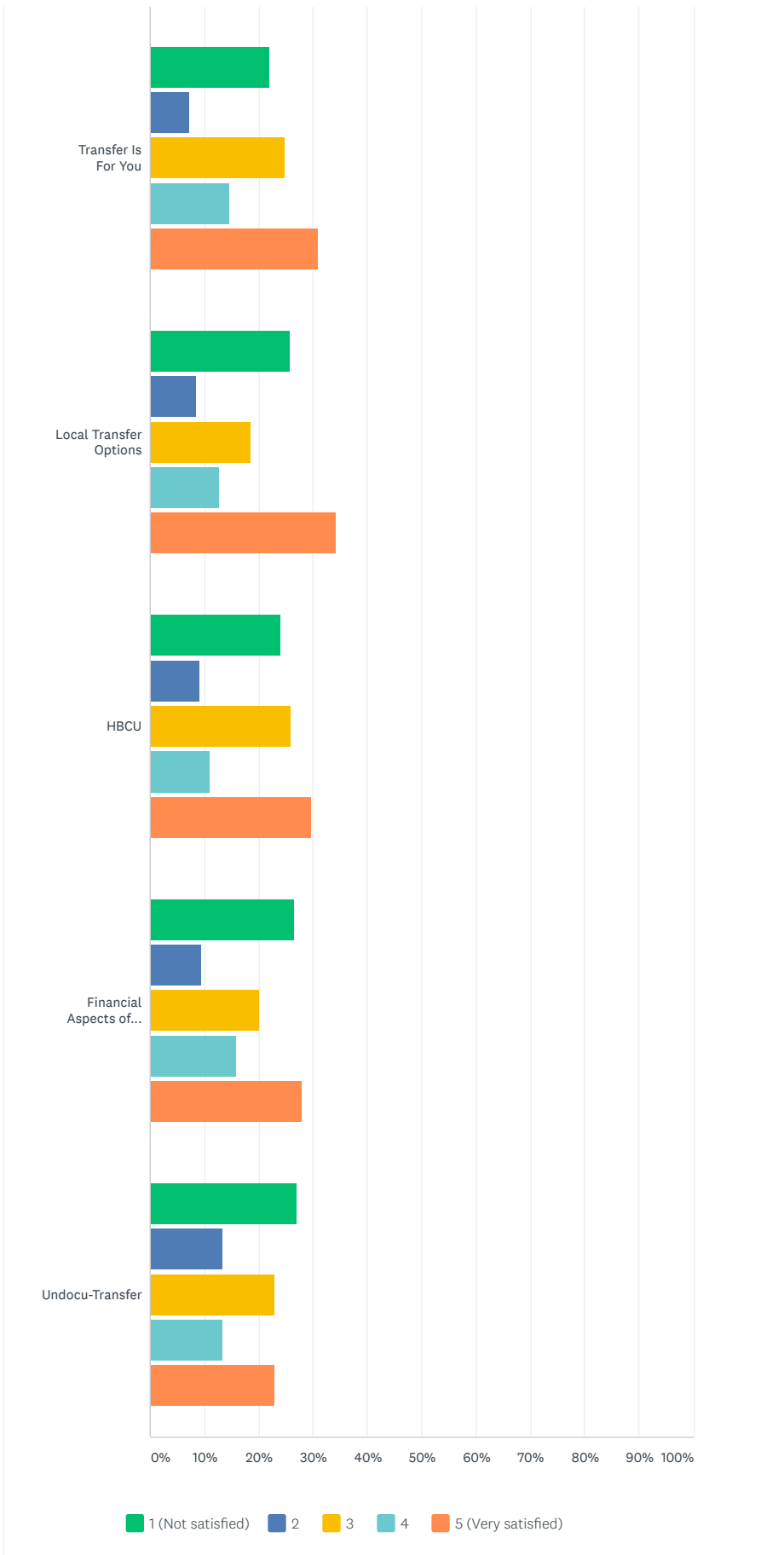
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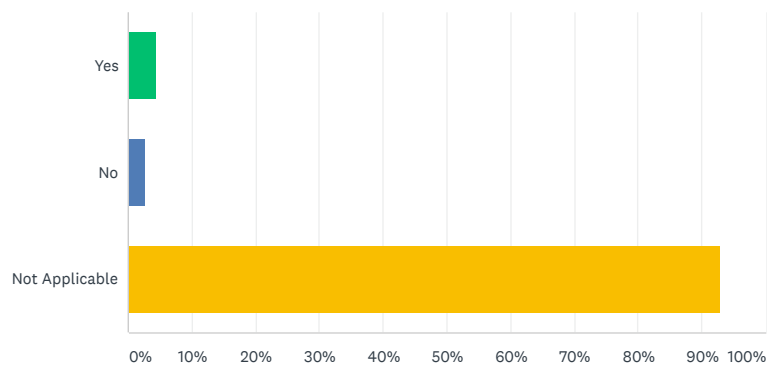
Appointments w/Univ. Reps	12.37% 12	10.31% 10	17.53% 17	12.37% 12	47.42% 46	97	3.72
University Information	10.91% 12	8.18% 9	22.73% 25	14.55% 16	43.64% 48	110	3.72
Transfer Center Website (Online Resources)	10.31% 10	7.22% 7	22.68% 22	19.59% 19	40.21% 39	97	3.72
Personal Insight Questions	17.35% 17	8.16% 8	14.29% 14	16.33% 16	43.88% 43	98	3.61
All About The CSU	16.09% 14	6.90% 6	19.54% 17	16.09% 14	41.38% 36	87	3.60
Transfer Admission Guarantee	15.79% 15	10.53% 10	14.74% 14	16.84% 16	42.11% 40	95	3.59
What's Next?	17.44% 15	9.30% 8	16.28% 14	17.44% 15	39.53% 34	86	3.52
Why UC?	15.25% 9	11.86% 7	20.34% 12	16.95% 10	35.59% 21	59	3.46
Transfer Pathways	21.52% 17	10.13% 8	16.46% 13	17.72% 14	34.18% 27	79	3.33
Transfer Is For You	22.06% 15	7.35% 5	25.00% 17	14.71% 10	30.88% 21	68	3.25
Local Transfer Options	25.71% 18	8.57% 6	18.57% 13	12.86% 9	34.29% 24	70	3.21
HBCU	24.07% 13	9.26% 5	25.93% 14	11.11% 6	29.63% 16	54	3.13
Financial Aspects of Transfer	26.67% 20	9.33% 7	20.00% 15	16.00% 12	28.00% 21	75	3.09
Undocu-Transfer	26.92% 14	13.46% 7	23.08% 12	13.46% 7	23.08% 12	52	2.92

Q14



11. (ESL) After discussing my English as a Second Language (ESL) needs with a counselor, I was able to select the appropriate ESL courses.

Answered: 369 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	4.34%	16
No	2.71%	10
Not Applicable	92.95%	343
TOTAL		369

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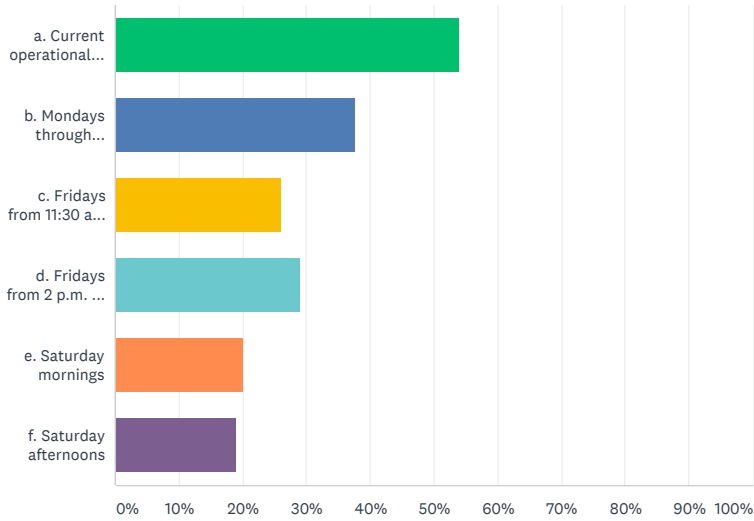


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Schedule a counseling appointment (select all that apply).

Answered: 295 Skipped: 94

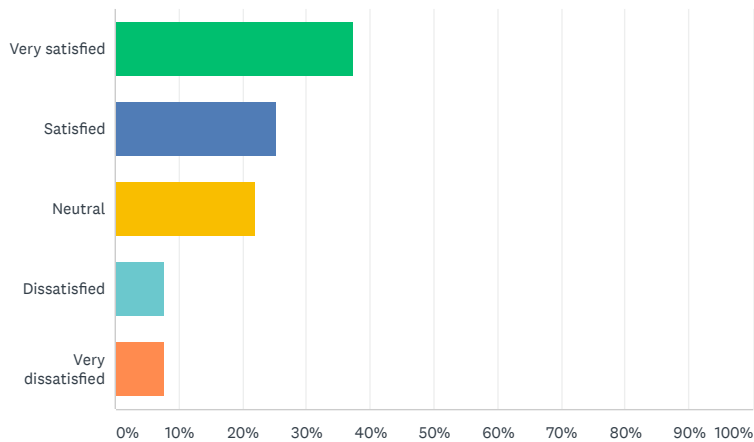


ANSWER CHOICES	RESPONSES
a. Current operational times serve me well	53.90% 159
b. Mondays through Thursdays from 5 p.m. to 8 p.m.	37.63% 111
c. Fridays from 11:30 a.m. to 2 p.m.	26.10% 77
d. Fridays from 2 p.m. to 5 p.m.	29.15% 86
e. Saturday mornings	20.00% 59
f. Saturday afternoons	18.98% 56
Total Respondents: 295	

Q16

13. Please indicate your level of satisfaction with the Counseling Department.

Answered: 379 Skipped: 10



ANSWER CHOICES RESPONSES

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Dissatisfied	7.65%	29
Very dissatisfied	7.65%	29
TOTAL		379

Q17



14. Please provide any suggestions regarding your experience with the Counseling Department.

Answered: 191 Skipped: 198

ANSWER CHOICES	RESPONSES	
What are we doing well?	Responses	88.48% 169
How can we better serve your needs?	Responses	79.58% 152

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Transfer Center

SARS Unduplicated Student Count

Term	Students Served
Fall 2020	471
Spring 2021	478
Summer 2021	324

General Attendance Summary Report SARS Individual

Appointment Type	Fall 2020	Spring 2021	Summer 2021	Totals
Appointments - Attended Individual	458	546	342	1346
Drop Ins	0	0	0	0
Appointments - Unmarked	18	27	11	56
Appointments - Not Attended	144	154	86	384
Appointments - Cancelled	52	54	48	154
Appointment Slots Unfilled	2535	3643	1477	7655

Group

Appointment Type	Fall 2020	Spring 2021	Summer 2021	Totals
Appointments - Attended	173	68	0	241
Drop Ins				0
Appointments - Unmarked	0	0	10	10
Appointments - Not Attended	0	0	0	0
Appointments - Cancelled	0	0	0	0
Appointment Slots Unfilled				0

CAS MIS Transfer

Service Type	Fall 2020	Spring 2021	Summer 2021	Totals
CAS	588	284	287	1159

ED PLANS MIS Transfer

ED PLAN TYPE	Fall 2020	Spring 2021	Summer 2021	Totals
ASEP	4	61	15	80
CSEP	148	104	102	354
OSEP	515	535	341	1391

Counseling Data Cranium Cafe

Cranium Information 2020-2021

Type	Totals
Video Meetings	21,905
Video Meetings Duration/hours	24,128
Chats	25,485

General Counseling Data

SARS Unduplicated Student Count

Term	Lancaster	Athletes	CTE	Total	
Fall 2020		1553	190	322	2065
Spring 2021		1890	100	352	2342
Summer 2021		1306	51	215	1572

SARS Attendance Summary Report -Lancaster

TYPE	Fall 2020	Spring 2021	Summer 2021	Totals
Appointments - Attended	1757	2212	1399	5368
Drop Ins	17	0	0	17
Appointments - Unmarked	107	85	15	207
Appointments - Not Attended	601	714	398	1713
Appointments - Cancelled	170	226	100	496
Appointment Slots Unfilled	7575	6909	3618	18102

ED PLANS MIS Lancaster

CSEP	Fall 2020	Spring 2021	Summer 2021	Totals
ASEP	427	1929	885	3241
CSEP	1354	1178	884	3416
NSEP (Non-Credit ED Plan)	0	0	0	0
OSEP	2458	2873	1706	7037

CAS MIS Lancaster

Service Type	Fall 2020	Spring 2021	Summer 2021	Totals
CAS	4812	4276	2716	11804
NCAS (Non-Credit CAS)	90	140	17	247

General Counseling Data

SARS Unduplicated Student Count

Term	Palmdale
Fall 2020	212
Spring 2021	450
Summer 2021	267

SARS Attendance Summary Report - Palmdale

TYPE	Fall 2020	Spring 2021	Summer 2021	Totals
Appointments - Attended	26	476	274	776
Drop Ins	0	0	0	0
Appointments - Unmarked	45	14	9	68
Appointments - Not Attended	115	180	91	386
Appointments - Cancelled	19	36	17	72
Appointment Slots Unfilled	709	1562	970	3241

ED PLANS MIS Palmdale

CSEP	Fall 2020	Spring 2021	Summer 2021	Totals
ASEP	66	183	19	268
CSEP	153	301	167	621
NSEP (Non-Credit Ed Plan)	0	0	0	0
OSEP	338	573	251	1162
Total				

CAS MIS Palmdale

Service Type	Fall 2020	Spring 2021	Summer 2021	Totals
CAS	589	471	284	1344
Total				

Academic PRIDE

*Advisement: Spring 2020 and Summer 2020 data suffers from interruption due to COVID 19 lockdown.

SARS Unduplicated Student Count

Term	Pride
Fall 2020	361
Spring 2021	411
Summer 2021	328

PROB CREDIT	Fall 2020	Spring 2021	Summer 2020
DSP	43	105	86
PSP	156	544	538

SARS Attendance Summary Report - PRIDE

Type	Fall 2020	Spring 2021	Summer 2021	Totals
Appointments - Attended	369	483	357	1209
Drop Ins	0	0	0	0
Appointments - Unmarked	4	14	4	22
Appointments - Not Attended	91	79	88	258
Appointments - Cancelled	18	18	20	56
Appointment Slots Unfilled	3041	3140	1119	7300

Status	Fall 2020 (04/05/2021)	Spring 2021 (10/13/2021)
Prob1	1087	617
Prob1 > 2.0	13	33
Prob2	185	444
Prob2 > 2.0	5	21
DISM	178	162
DISM > 2.0	3	9
Prior to Good	181	261
PtG < 2.0	1	6
GG_Progress Issues	n/a	n/a
GG < 2.0	51	28

Career Center

Erin Traynor Data

Term	CAS	CIPA
Fall 2020	94	4
Spring 2021	93	10
Summer 2021	99	9

SARS Attendance Summary Report - Sandra Zamudio

Type	Fall 2020	Spring 2021	Summer 2021
Appointments - Attended	182	220	177
Drop Ins	0	0	0
Appointments - Unmarked	0	0	0
Appointments - Not Attended	82	81	39
Appointments - Cancelled	13	29	9
Appointment Slots Unfilled	164	206	242

Law Scholars

SARS Attendance Summary Report - Law Scholars

TYPE	Individual
Appointments - Attended	17
Drop-ins	17
Appointments - Unmarked	0
Appointments - Not Attended	5
Appointments - Cancelled	1
Appointment Slots Unfilled	110