**Bakersfield College**

**Program Review – Annual Update**

**I. Program Information:**

Program Name: Counseling Department

Program Type: [ ]  Instructional [x]  Student Affairs [ ]  Administrative Service

***Bakersfield College Mission****:* Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission:

Our department supports the college mission by establishing strong connections with our diverse student population. We promote student success through assisting them with the development of career and educational goals, transferring those goals to a comprehensive educational plan and intervening when they get off their developed path. By means of individual appointments, classroom settings, outreach efforts, partnerships with community organizations (such as KHSD, Foster Youth Initiatives, Homeless Center Initiatives, etc.), we help identify where students are, providing them with the resources to learn how to think critically and foster connections to thrive in a rigorous and competitive academic setting. Additionally, we promote the successful completion of certificates, degrees and transfer of all Bakersfield College students through individual appointments, extended learning – both in the classroom and in workshop presentations.

Program Mission Statement:

Academic counseling and advising at Bakersfield College is an on-going, intentional and educational partnership between Bakersfield College and its students that is dedicated to student academic success. Bakersfield College is committed to an academic counseling and advising system that helps students:

• Discover and pursue life goals

• Support diverse and equitable educational experiences

• Advance students’ intellectual and cultural development

• Teach students to become engaged, self-directed learners, and critical thinkers

The Counseling Department is committed to promoting student success by assisting students with educational planning, career and education counseling and developing strategies for navigating higher education.

**II. Progress on Program Goals:**

1. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section.

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| **Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Progress on goal achievement****(choose one)** | **Comments** |
| 1. Create a Counselor/Advisor Training Guide. Use this guide as a quick reference tool.  | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [x]  5: Leadership and Engagement  | [ ] Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)[x] Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | No action taken 2015-2016 year. Is ongoing, and included in New/Replacement Goal 1, 2016-2017.  |
| 2. Provide online/evening services to students for matriculation completion (SEP, workshops, etc.). | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)[x] Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | Workshops such as: CSEP, Career Planning, Transfer Planning, and Counselor participation in Outreach and School Relations evening orientations occurred. Students have received online counseling. Counseling in process of Online Counselor new hire. Is ongoing, and included in New/Replacement Goal 4, 2016-2017. |
| 3. Create annual calendar of matriculation activities | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [x]  Completed: 1/15/2016\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)[ ] Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | General Counseling workshops, Career, and Transfer coordinated and created a comprehensive calendar of workshop and events for student engagement.  |
| **Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Progress on goal achievement****(choose one)** | **Comments** |
| 4. Replicate the access to workshops for the Delano site. | [x]  1: Student Learning [x]  2: Student Progression and Completion [x]  3: Facilities [x]  4: Oversight and Accountability [x]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)[x] Ongoing: \_\_\_\_\_\_\_\_ (Date) | Transfer, Career, and Probation events, such as TAG, CSEP, Probation/DQ workshops hosted on the Delano campus site. Is ongoing, and included in New/Replacement Goal 4, 2016-2017. |
| 5. Develop a counseling website to be utilized as an interactive tool between counselor/advisor and student. For example: instruction videos, virtual counseling and surveys | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)[x] Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | All workshops held in Counseling department are posted on the website for student rsvp. Counseling in process of Online Counselor new hire.Counseling in process of creating and posting DegreeWorks tutorial video. Is ongoing, and included in New/Replacement Goal 2, 2016-2017. |
| 6. Strengthen campus community involvement between Counseling and student organizations/clubs/SGA/outreach programs.  | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [x]  5: Leadership and Engagement  | [ ]  Completed: \_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)[x] Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | General counseling, Career, Probation, and Transfer attended SGA meetings and continued correspondence to update and inform student population of events/workshops, etc.Is ongoing, and included in New/Replacement Goal 4, 2016-2017. |

1. List new or revised goals (if applicable)

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| **New/Replacement Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
| 1. Create a Counselor/Advisor Training Guide. Use this guide as a quick reference tool- from Admission to Graduation.  | [ ]  1: Student Learning [ ]  2: Student Progression and Completion [ ]  3: Facilities [x]  4: Oversight and Accountability [x]  5: Leadership and Engagement  | Provide ongoing training to all Counselors and Advisors to ensure we are all up to speed with proper and up-to-date information.  |
| 2. Create an instructional guide and video for staff, faculty, and students on creating a CSEP via DegreeWorks.  | [x]  1: Student Learning [ ]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [x]  5: Leadership and Engagement  | Students, staff, and faculty will know how to create and/or edit a CSEP via DegreeWorks.  |
| 3. Upload and update DegreeWorks Templates. | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | The DegreeWorks Templates will be uploaded and updated on a recurring basis to ensure that the most up-to-date information  |
| 4. Provide online/evening services to students for matriculation completion (SEP, workshops, etc.). | [x]  1: Student Learning [x]  2: Student Progression and Completion [ ]  3: Facilities [ ]  4: Oversight and Accountability [ ]  5: Leadership and Engagement  | Workshops such as: CSEP, Career Planning, Transfer Planning, and Counselor participation in Outreach and School Relations evening orientations occurred. Students have received online counseling. Counseling in process of Online Counselor new hire. Delano site is included in master plan. |

**III. Trend Data Analysis:**

Highlight ***any significant changes*** in the following metrics and discuss what such changes mean to your program.

1. Changes in student demographics (gender, age and ethnicity).
* Gender- the number of female students has decreased by 1% and the number of male students increased by 1%.
* Age – age statistics are broken down by: 19 and younger, 20-29, 30-39, and 40 and older. From 2014/2015 to 2015/2016 the first group of age 19 and younger has decreased by 5% from 59% to 54%. The number of students in the age range of 20-29 has increased by 2% from 34% to 36%. There has been a 2% increase in the 30-39 age range from 5% to 7%. Lastly, there has been a 1% increase in the 40 and older range from 2% to 3%. This shows that older students are returning, possibly due to the economy, to get trained, retrained and further their education. We may need to look certificate programs and shorter forms of trainings since this demographic likes to get done as quickly as possible as most are currently working.
* Ethnicity – from 2014/2015 to 2015/2016 there has been little changes in campus ethnicity. The largest group of students remains with Latino student who make up 73% with the next drop being White at 17%. Our lowest groups remain to be Native American and unknown. We need to focus on our outreach and in reach activities to bring lower represented populations on campus. This can and should be done by having more activities that focus on specified populations
1. Changes in enrollment (headcount, sections, course enrollment and productivity).
* Headcount from 2014/2015 to 2015/2016, there has been a slight increase in the number of sections of student development courses offered. The number has increase from 102 sections to 158 sections. As of the Census date in 2014/2015 there were 2964 students enrolled in a Student Development course, and in 2015/2016 there were 4264 students enrolled in a Student Development course showing a significant increase. We also had an increase in the number of full time counselors for 2015/2016, however, this number has decreased as of the 2016/2017 school year. With the growing number of students and sections of student development offered we have to focus on getting more full time counselors to help alleviate the burden on our current fulltime and adjunct faculty
* In the past 5 years we have had an increase in the number of first time students that are fully matriculated. We had a slight decrease in the number of students completing educational plans in Student Development classes, however, have increased the number of educational plans completed campus wide. In 2014/2015 57% of our students completed an education plan. This has increased to 72% in the 2015/16 school year, reflecting an overall increase of 15%. Our department increased the number of students meeting with a counselor from 25,700 in 2014/2015 to 34,639 in 2015/2016. The number of students fully matriculated has increased due to Bakersfield College hiring and implementing an Outreach Office who has coordinated the number of contacts counselors and advisors are making with potential first time students at our local high schools. Through those outreach efforts we increased the number of high school visits in the Spring semester 2016 to reach more students to provide student educational planning.
1. Success and retention for face-to-face, as well as online/distance courses.
* The Counseling and Advising Department has continued to become more efficient in providing counseling services to online students. The department offered 5 online sections in 2014/15, but offered 28 sections for 2015/16.
1. Other program-specific data that reflects significant changes *(please specify or attach).* All Student Affairs and Administrative Services should respond.
* We have also hired a Probation Program Manager and 19-hr Department Assistant II in order to increase support services to students that have been disqualified or are on probation. We have modified our probation rubric to maximize student success. Our department has implemented and utilized an “Early Alert” system to identify students that may be struggling in their courses in order to intervene and provide support as quickly as possible.
* Statewide college to counselor ratio is 1:722 but Bakersfield College has a much higher student to counselor ratio, even with the increase of the number of counselors. We have specific counselors assigned to students in several departments, such as; EOPS, DSPS, SSSP, Equity, STEM, BSIA and have Counselors located in Delano. Counselors in the Counseling Center located on the main campus see all students. It is not unusual for a student to have an appointment with a counselor in the center after they have met with a counselor in another area.
* In June 2016, the college president accepted an award in Sacramento sponsored by the Campaign for College Opportunities and the California Business Roundtable. Bakersfield was among Thirteen (13) California Community Colleges recognized for increasing the number of students that transferred to a 4 year school. The campus saw a 900% increase from 2014/15 to 2015/16.

**IV. Program Assessment (focus on most recent year):**

Use attached **Assessment Report Form AU Tab**

1. Describe *any significant changes* in your program’s strengths since last year.
* Since last year we have more than doubled the number of course sections we offer to address the mandate of SB 1456 legislation (SSSP).
1. Describe *any significant changes* in your program’s weaknesses since last year.
* The numerous administrative leadership changes over the past several years and the shortage of counseling and advising staff adversely impacted our department. As an educational institution of roughly 29,000 students, our counseling services weren’t up to par with what is required of an institution of our size.
1. If applicable, describe any unplanned events that affected your program.

**V. Assess Your Program’s Resource Need:** To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

1. Human Resources and Professional Development:
2. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled.
* Classified: Our support staff come into contact with nearly every student on campus, therefore it is vital we have strong continual full-time support staff presence at our front counter to support student success. We strive to provide excellent customer service to our students which is difficult to maintain with limited staff. Helping students is of upmost importance for our front support staff but that is not the only function of their job duties, there is still other administrative work that needs to be completed.
	1. We are requesting again this year that our 11 month Department Assistant III position be increased to 12 months.
	2. We are also requesting to increase our 19-hour Department Assistant II, 12 month position, to a full-time (40-hour DA II 12 month).
* To increase and continue fulfilling the efforts of SSSP, we are requesting six full-time counseling positions. Three positions are to replace to following positions: two retirements and one resignation. Of the remaining three positions, we request that one be designated for Delano/Inmate Education and the two General Counselors. California’s average of college counselor to student ratio is 1:722. As reported on the CCC Student Success Scorecard for 2014-2015, BC had a 1:1,044 ratio. As of September 2016, Bakersfield College headcount (unduplicated students) increased by 49 (0%), enrollments increased by 294 (1%), FTES increased by 20.4 (4%). Unfortunately, with increased enrollment it is not unusual for students to still wait 3-4 hours to see a counselor or advisor during peak times (i.e. registration period and beginning of semester), showing a greater need for more counseling faculty.
1. Professional Development:
2. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success.
* The Counseling Department believes in staying current on best practices and strategies for ensuring student success through attending and presenting at conferences, such as:
	1. Get Focused, Stay Focused – covered counseling concerns and how to implement campaigns for completing comprehensive student educational plans per SSSP mandate.
	2. Central Motherlode Region – information on aligning majors offered at community colleges with employment needs in the central valley.
	3. CSU/UC conferences – staying current on up to date information regarding transfer and yearly application processes as it relates to ensuing student’s success in transferring to a 4-year institution.
	4. Academic Academy Institute – faculty collaboration for improving student services, increased student equity, and more effective educational pathways.
	5. BC/HS Counselor Conference – best practices as it relates to student success in completing the different steps of matriculation.
1. What professional development opportunities and contributions can your program make to the college in the future?
* The Counseling Department will continue to attend and present at conferences, such as Achieving the Dream and Academic Senate Academic Academy. We will also look at providing professional development opportunities for dual enrollment.
1. Facilities:
2. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success?
3. How will your Facilities Request for next year contribute to student success?
* Higher partition walls between educational advisors desks: The educational advisors are not in offices but rather cubicles however the walls separating their desks are very short. Privacy when working with students is essential in student success. Students are less likely to open up, in an open space where others are in earshot, prohibiting adequate advising from occurring.
* Redesign of the Counseling Center: The counseling center is one of the first places on campus that most students visit and it is extremely outdated and unwelcoming. Besides the torn and duct taped carpet we have stained marked walls and broken mix matched chairs in our lobby. We would like to see the center mirror the “welcome center” design (furniture, flooring, painted walls, updated computer commons carousel, etc.) to emulate the student success efforts on campus.
* We do not need tables in our waiting area therefore removal of existing tables would allow for more chairs. During high peak times, due to not only our limit space but limited furniture, frequently students have to stand or sit on the floor. We would like to reposition permanent structures such as the front counter (to allow for a self-check in computer and other needs such as the addition of partition walls, much like EOPS, in our front area to allow for more staff privacy when triaging student concerns. We project that moving the front counter out a couple of feet will allow for better workflow decreasing student wait time to be checked in. It will also allow for multiple lines for better efficiency.
* We need a dedicated Career Center and Transfer Center. The backbone of student success is students knowing their major/career and understanding their transfer options. Hence, we need a Career Center and Transfer Center to best ensure student success. Through these efforts we would like two table skirts and tents for use in outreach. Oftentimes, two or more teams are sent out for outreach, New Student Workshops or completing an Abbreviated Student Education Plan (ASEP). The Counseling Department would also like to have a “Counseling Center” flag similar to the one at the Veterans Center. We can use that flag during our outreach activities to make our table look more inviting and professional. Lastly we want ten sandwich boards and two easels to put around campus to announce workshops and important dates/events. We are ramping up services in the Counseling Department and need to be able to advertise what we are doing. Lastly, we’d like to request two 15 foot banners for Counseling/Transfer/Career Center activities.

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success?
* Most of the computers that the Counseling Department uses are between 5 and 7 years old. Their capabilities vary. We need to know that the computers we use are all compatible with the programs required in the classroom. As we move forward to more advanced software for student success, we need more capabilities and consistency.
1. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success?
* We would like privacy screens for our computers in order to maintain students’ confidentiality. We also request higher free-standing wall dividers for educational advisors to maintain privacy for students.
* The addition of a computer for check in within the center lobby, much like EOPS, Financial Aid, Academic Support Services, etc., will increase productivity and lower check in lines in a more efficient manner.
* Five laptops dedicated to counseling faculty will enable us to provide better service during our outreach collaborations and workshops to meet the mandate of SSSP.
* Having wireless capability while walking around the classroom or high school site, while on outreach, will help us during our presentations, which is why we’d like three wireless PowerPoint clickers with laser pointers.
* The Counseling staff three Wi-Fi Hotspots to share for participating in outreach off campus and performing workshops utilizing BC and transfer websites therefore Wi-Fi is critical to these efforts.
* In order to better support our students and increase student retention, the purchase of Starfish is essential. Starfish, a web-based solution focusing on illuminating student success trends, strategies, and coordination for campus professionals, would replace our current early alert system. This is a more effective program to help ensure student success and BC’s retention rate.
* The Counseling staff need laptops to share for classroom projects and performing workshops especially during registration time for educational planning. These would also be utilized for transfer and career workshops (assisting students with transfer application processes and performing strong interest inventory for career building/major selection).
* Finally, to communicate more effectively with our student population, the Counseling Department requests an exterior electronic marquee and a Plotter printer, enabling us to better inform our students regarding upcoming events.
1. Discuss the effectiveness of technology used in your area to meet college strategic goals.
* To meet BC’s strategic directions the counseling department need to the above technologies. Through these requests we will have the opportunities to meet student needs and better prepare them for their pathway to completion.

D. Budget: Explain how your budget justifications will contribute to increased student success for your program.

* Having more monies allocated for staffing and professional development in the Counseling Department will allow us to hire more employees, helping us to reach a 100% CSEP student completion rate.

**VI. Conclusions and Findings:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs.

Our department continues to strongly align with the Institutional Learning Outcomes through our interactions with students in pre- and post-admissions workshops, individual counseling sessions, and the courses we teach. In each of these modes, we promote critical thinking, communication skills, acquisition of competence and skills, and engagement with the community and larger world.

We realize that to achieve SLOs and other objectives of the department (particularly the mandates of the SB 1456 legislation), we would have to hire new staff. Over the past year, we hired three (3) new full-time counselors which have made significant differences in how we are able to service our students, however we have now been faced with two (2) retires and one (1) resignation. Prior to the retires and resignation we were able to see a larger volume of students and cut down on wait times, especially during peak periods such as registration and the first weeks of the semester. We were also able to participate in more outreach efforts, such as visiting Kern County High School District schools.

Through those efforts, although we did see an increase in matriculation, we have found that BC is still not in-line with the statewide counseling ratio. The statewide counselor-to-student ratio is 1:722, while, last year, BC had a 1:1044 counseling ratio. Bakersfield College has a much higher counselor-to-student ratio, even with the increase in the number of counselors. Although we have specific counselors assigned to special student populations, such as EOPS, DSPS and have Counselors located in Delano, counselors in the main Counseling Center see *all* Bakersfield College students. Thus, it is not unusual for a student to have an appointment with a general counselor after meeting with a specialized counselor.

To fulfill the requirements of SSSP, BSI and Equity, we are requesting six (6) full-time counseling positions to help align BC with the statewide counselor-to-student ratio and to better service our students. As of September 2016, our student population has grown to over 20,000 students. Please note that more staff will also allow us to reach 100% CSEP student completion, a SSSP mandate.

We have listed several needs in our facilities and technology plan, which, if fulfilled, would assist us in promoting student success at BC. Besides the basic need of revitalized esthetics (carpet, chairs, etc.), the backbone of student success is students knowing their major/career goals and understanding their transfer options. In order to better support our students and increase student retention, the creation of a dedicated Career Center and Transfer Center and the purchase of a new Early Alert System are imperative. Starfish, a web-based solution focusing on illuminating student success trends, strategies, and coordination for campus professionals, is essential and would replace our current early alert system.