



Program Review Annual Update

1. **Department:** Assessment, Counseling, Student Success and Transfer
2. **Reporting year:** 2015-2016
3. **Names of the individuals participating in the review:** Tom Rogers, Counselor; Alison Somerville, Counselor; Barbara Baston, Counselor; Adam Runyan, Counselor; Karen Spence, Counselor; KC Mesloh, Transfer Center Assistant; Cathy Harrison, Administrative Assistant; Sandy Jonas, Assessment Technician
4. **Progress Report: Review previous IPR or NIPR and/or annual update. Describe progress made on any recommendations and any changes made within the program.**
 - a. Hire another counselor to be assigned to the incarcerated population and other counseling needs (\$84,245.00) –*Completed 7/1/2014*
 - b. Eliminated the gap between two counselors offices to improve privacy and confidentiality (\$1,000)- *Completed 5/2013*
 - c. Install centralized heating and air to the Counseling Department. (amount to be determined)- *In Progress*
 - i. FMP prioritized this as an item to be completed
 - d. Supply adjunct counseling office with phone, and desktop computer. (\$1,100) - *Completed 8/2015*
 - e. Two new Student Computers (\$1,500)- *Not completed*
 - f. Purchase seven student computer chairs- Assessment (\$500.00) –*Not completed*
 - g. Install centralized air conditioning in the Assessment Office (amount to be determined) – *In Progress*
 - i. FMP prioritized this as an item to be completed
 - h. Purchase one new staff desk- Assessment (\$500.00) – *Not completed*
 - i. Purchase one new staff chair- Assessment (\$150.00) – *Not completed*
 - j. Support online application, registration process, and education plan- *Completed Fall 2014*
 - i. Degree audit was implemented as well – *Completed Fall 2014*
 - k. Implement common assessment test when established- *In Progress*
 - i. *Waiting on release of the program*
 - l. Continue to collaborate with staff, administration and Curriculum Committee to submit courses required to propose transfer degrees to the Chancellor’s Office- *Completed*

- i. Three new degrees (Biology, Economics, and Kinesiology)- *Completed, but an ongoing activity*
- m. Develop a LCC Transfer Center Advisory Committee to meet Title V mandates. - *In Progress*
 - i. Transfer Center issues will be discussed in the Student Services Planning Committee. There have been discussions of having a CSU Chico representative attend by phone.
- n. Develop a Transfer Center Plan. - *In Progress- researched other plans*
- o. Increase the number of part time counseling staff. - *In Progress*
 - i. Continue to ask people to apply for part time position
- p. Veteran Counselor needs to attend conferences/trainings regarding program mandates and new regulations. - *Not Started*
- q. Develop online interactive orientation to include career exploration. - *In Progress*
 - i. Orientation should be completed Nov 2015-*Completed Feb 2016*
 - ii. AB 86 re-instating the CARS 2 Career Exploration Course- *Completed Nov. 2015*
- r. Online and face to face orientations will be revised to include a career component to better prepare students when completing an education plan. - *Orientation completed Feb 2016, career/degree exploration met with AB 86 certificates Jan 2016*
- s. Develop a correspondence orientation for the incarcerated population. - *Completed March 2015*
- t. Assign certain populations to specific counselors (i.e. International students, Reg-to-Go students, athletes, DSPS students, etc.) to see if assignment of counselor benefits the students. - *Completed Fall 2014*
- u. Track the number of students served from each high school each year -*Completed for Reg-to-Go Spring 2015. On Going and non-Reg-to-Go students are tracked by the Outreach Coordinator*
- v. Request high schools to complete an evaluation of Lassen College services and suggest services they would like us to provide. - *Completed/On Going*
 - i. Counselor Luncheon in Spring 2015
- w. Work with MAA Coordinator to establish support for students with long term issues. - *N/A Program not currently active*
- x. Explore using College Week Live for students to gather information about universities. *Completed by Outreach Coordinator*

5. Outcome Assessment (SLOs/PSLOs/AUOs):

The department feels that it is necessary to make a comment about the data appearing lower than expected. Last spring our Datatel reporting system reflected that 370 students completed our orientation. It is difficult to understand that when cross referenced with the number of students who completed an abbreviated and/or comprehensive ed plan that the data reflects that we only had a total of 62 students who completed both requirements. At Reg-to-Go alone we had approximately 60 students who met both components. Further investigation into the data will be investigated (i.e. data entry, extraction of data, etc.).

As a result of our AUO reporting the department has seen a couple areas of need:

- a. The department's goal is to increase the number of new students who complete the face to face or online orientation. We had a completion rate of 56.5% (Spring 2015). The department would like to make the orientation mandatory after a student completes an application in hopes of capturing more students.
- b. The department's goal is to increase the number of students completing ed plans. This year we are providing an incentive to students who complete an ed plan in hopes of seeing an increase in completion. We have also identified the need to increase our counselor to student ratio in hopes of increasing ed plan completion (in addition to Early Alert or Transitions Counselor activities)
- c. Reporting for the Transfer Center is difficult as a one person department. Our goal is to increase staff in the Transfer Center to keep up with activities and reporting.

| First Time Students - Spring 2015 | Ed Plan Type on File | | | | | |
|--|-----------------------------|----------------------|-------------|---------------------------|----------------|-----------------------|
| | Abbreviated | Comprehensive | Both | No Ed Plan on File | Unknown | Total Students |
| <i>Student directed to have an ed-plan</i> | 59 | 21 | 10 | 1,333 | - | 1,423 |
| <i>Students that don't need an ed-plan</i> | - | - | - | 13 | - | 13 |
| <i>Unknown</i> | - | - | - | - | 24 | 24 |
| % of first time students with an Ed Plan who need one | | | | | | 6.3% |

| First Time Students - Summer 2015 | Ed Plan Type on File | | | | | |
|--|-----------------------------|----------------------|-------------|---------------------------|----------------|-----------------------|
| | Abbreviated | Comprehensive | Both | No Ed Plan on File | Unknown | Total Students |
| <i>Student directed to have an ed-plan</i> | 8 | 1 | - | 299 | - | 308 |
| <i>Students that don't need an ed-plan</i> | - | 1 | - | 2 | - | 3 |
| <i>Unknown</i> | - | - | - | - | 208 | 208 |
| % of first time students with an Ed Plan who need one | | | | | | 2.9% |

| First Time Students Who Completed Orientation - Spring 2015 | Ed Plan Type on File | | | | | Total Students | |
|--|----------------------|---------------|------|--------------------|---------|----------------|----|
| | Abbreviated | Comprehensive | Both | No Ed Plan on File | Unknown | | |
| <i>Student directed to have an ed-plan</i> | 31 | 4 | 3 | 4 | 2 | - | 62 |
| % of first time students with an Ed Plan who need one | | | | | | 56.5% | |

6. Curriculum:

Not Applicable

7. Program Emerging Needs Assessment: Describe needs that have developed since the previous review. Consider emerging needs in staffing, equipment, training, facilities, or funding, Include data sources in the previous item that support emerging program needs.

- a. Increase travel budget and professional development for training and conference (\$2,000)- *rollover from 2013-14 Annual Update*
- b. Behavioral Health/Transitional Counselor (\$86,500 and 1500 office equipment) (Safety)- *Counselor rolled over from 2013-14 Annual Update*
- c. Assessment Computer Refresh (\$5,000)- *Completed Nov 2015*
- d. Refresh for the Assessment Technician Computer (\$700) –*rollover from 2013-14 Annual Update*
- e. Text message program to notify students of appointments, Transfer Center activities, etc. (\$7,500) – *completed in IT plan*
- f. Counselor and office equipment (\$86,500 position and \$1500 office equipment, Early Alert)
- g. One additional Transfer Center staff (\$47,000 position and \$1500 office equipment)

8. Progress and Reprioritization of Recommendations:

- a. **Review the prioritized recommendations in the previous program review.**
- b. **Record outcomes of items in the planning agendas for each section.**
- c. **Specify any changes in priority as well as any additions or deletions.**
- d. **Provide updated planning agenda forms for each planning committee.**

List Year and Program (i.e. 2012 Administration of Justice Annual Update)
 Prioritized Recommendations Requiring Institutional Action for Inclusion in Educational Master Plan

| Strategic Goal | Planning Agenda Item | Implementation Time Frame | Estimated Cost | Expected Outcome |
|-----------------------|-----------------------------|----------------------------------|-----------------------|-------------------------|
| N/A | N/A | N/A | N/A | N/A |

List Year and Program (i.e. 2012 Administration of Justice Annual Update)
 Prioritized Recommendations Requiring Institutional Action for Inclusion in Human Resource/Professional Development Master Plan

| Strategic Goal | Planning Agenda Item | Implementation Time Frame | Estimated Cost | Expected Outcome |
|-----------------------|--|----------------------------------|---|--|
| 4 | Academic Counselor (Early Alert) | 2016-2017 | \$86,500 | Hire 1 Academic Counselor |
| 4 | Transfer Center staff | 2016-2017 | \$47,000 | Hire 1 additional Transfer Center staff |
| 2 | Travel and Professional Dev. | 2016-2017 | \$2,000 | Attend more conferences/trainings |
| 4 | Behavioral Health/Transitional Counselor (AB 86) | 2016-2017 | \$86,500 | Hire FT Behavioral Health/ Transitional Counselor to be paid by AB 86 (AEBG) |
| 4 | Academic Counselor (Inmate Education Grant) | 2016-2017 | \$50/hr. 20 hours per month for 20 months | Hire 1 adjunct Academic Counselor to serve Inmate Education Grant |

List Year and Program (i.e. 2012 Administration of Justice Annual Update)
 Prioritized Recommendations Requiring Institutional Action for Inclusion in Facilities Master Plan

| Strategic Goal | Planning Agenda Item | Implementation Time Frame | Estimated Cost | Expected Outcome |
|-----------------------|---|----------------------------------|-----------------------|-------------------------|
| 3 | Office equipment for Counselor- computer, phone, chairs, etc. (Early Alert) | 2016-2017 | \$1,500 | Work space utilization |
| 3 | Office equipment for Counselor- computer, phone, chairs, etc.(AB86) | 2016-2017 | \$1,500 | Work space utilization |
| 3 | Office equipment for Transfer Center staff | 2016-2017 | \$1,500 | Work space utilization |
| 3 | Desk-Assessment | 2015-2016 | \$800 | Work space utilization |
| 3 | Chair-Assessment | 2015-2016 | \$300 | Safety |
| 3 | 7 Computer Chairs-Assessment | 2015-2016 | \$1,500 | Safety |

List Year and Program (i.e. 2012 Administration of Justice Annual Update)
 Prioritized Recommendations Requiring Institutional Action for Inclusion in Institutional Technology
 Master Plan

| Strategic Goal | Planning Agenda Item | Implementation Time Frame | Estimated Cost | Expected Outcome |
|----------------|---------------------------|---------------------------|----------------|--|
| 3 | Two new student computers | 2015-2016 | \$1,500 | Complete applications and log into portal when in the office |

9. Additional Information: Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes.

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Table 3.1: Implementation Strategies to Create Pathways, Systems Alignment and Articulation among Consortium Participants

| Transition to be Addressed | Strategy/ Approach to be Employed | Resources Needed | Estimate Cost | Responsible Parties | Methods of Assessment | Timeline |
|--|--|----------------------------------|---------------|--|--|-----------|
| Articulated Pathways and System Alignments | Cooperative Program Planning between High School and College | Instructors Administrators | 50,000 | LCC LUHSD MJUSD SVJU SD LVCS D | Educational Plans in place for students, tracking student's continuing education | Fall 2015 |
| Student Success | Outreach and Recruitment by Counselors and staff | Counselors Staff Materials | 100,000 | LCC | Educational retention data | Fall 2015 |

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Table 4.1: Implementation Strategies to Address Identified Gaps

| Description of the Gap | Strategies to Address the Gap | Resources Needed | Estimate Cost | Responsible Parties | Methods of Assessment | Timeline |
|---|--|---|----------------------|---|--|-----------------|
| Counselors needed for adult re-entry students Counselors for college and adult schools | Specific counselors hired for adult transitioning students at the high school, adult school, and college | More counselors and staff for counseling adult students | 250,000 | Lassen College And all 5 high schools in Lassen and Modoc County | Ongoing assessment, Student outcomes, Diploma/GED completion, Course completions | Fall 2015 |