

Cypress College
Student Support Services Quality Review Report

Department: **Counseling**

Manager: **Paul de Dios**

Names of those participating in the report: **Paul de Dios and Deidre Porter**

Date: **November 17, 2008**

Date of previous quality review: **February 11, 2005**

Student Satisfaction with Support Services Provided:

Please indicate the proportions (%) of students who rated each aspect as “excellent” or “good” (separately and combined). The Cypress College standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

Student satisfaction with:	Percent Responding		Percent Responding Good / Excellent (Combined %)	College Standard
	“Excellent”	“Good”		
Hours of operation	33.1	41.9	75.0	75%
Timeliness of response	32.6	70.4	70.4	75%
Clarity of procedures	34.7	35.4	70.1	75%
Quality of materials	36.0	39.0	75.0	75%
Staff helpfulness	43.3	30.7	74.1	75%
Staff knowledge	41.9	33.0	74.8	75%
Overall quality of service	37.7	36.2	73.9	75%
<i>Department-specific indicators (if applicable):</i>				
N/A				

Change since last quality review

Briefly summarize the extent to which satisfaction has improved or declined since the last quality review cycle.

In fall 2004, 1200 students were surveyed and 757 responses were received. In fall 2008, 404 students were surveyed and 274 students used the services provided by the Counseling Department. Responses from students who did not use the services were not included in the data analysis. In 2004, many of the ratings were based on student experiences in a centralized Counseling Center located in the Business building. Centralized counseling services continued during the summer 2008 but in a new Counseling Center located on the second floor of the Student Center.

Overall Quality of Service provided by the Counseling Department did not meet the college standard of 75%. In fact, 73.9% indicated the quality of service was “excellent” and “good” rankings which is a decline of 0.4% from 2004.

Narrative

Reflect on standards met and any standards not met.

Standards Met – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

Among the seven areas surveyed, Hours of Operation (75%) and Quality of Materials (75%) met the college standard of 75%.

Hours of Operation:

Counseling services are available to all students in the Student Center twelve months out of the year. The Center is open Monday through Thursday, from 8:00am – 7:00pm and Friday, from 8:00am – 5:00pm. The Counseling Center is the initial point of contact for new students on campus as well as providing other departments with the ability to direct students to a central location. Counselors are available in the Center to answer questions related to courses, degree requirements, and general college information. All counseling services in the Center are provided on a walk-in basis.

During the fall and spring semesters, counselors are located in their respective academic offices. They are specialist in the academic and/or vocational areas to which they are assigned. Appointments are available Monday through Friday 8:30am – 4:00pm and on Friday, from 8:30am – 12noon.

Quality of Materials:

The Counseling department takes great pride in assuring that documents are accurate, up-to-date, and readily available to distribute to students. We are a clearinghouse for informational brochures, student handbooks, and flyers for various academic and student support programs on campus and district-wide. We disseminate information when requested by students and during outreach events conducted by our counselors. Finally, the support staff replenishes documents regularly in each counseling office to ensure counselors have an adequate supply in order to best serve our students during their counseling session.

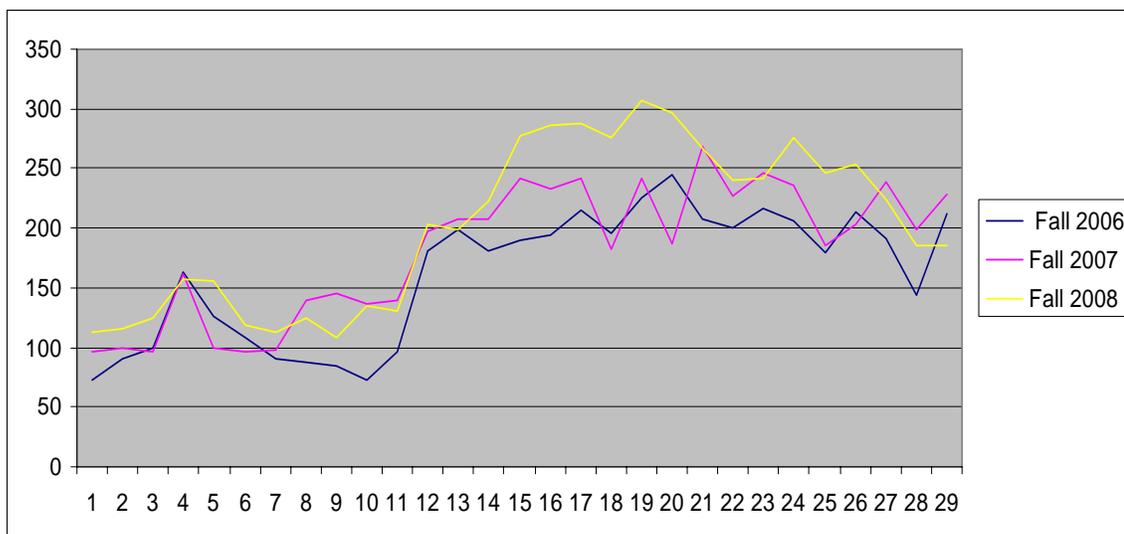
Standards Not Met – Please provide any insight into significant challenges or obstacles that may have contributed to low student satisfaction. Identify the types of changes necessary for improvement.

Compared to the 2004 survey, six of seven areas showed a decline in ratings: Timeliness of Response (73.2% to 70.4%), Clarity of Procedures (71.2% to 70.1%), Staff Helpfulness (75.3% to 74.1%), Staff Knowledge (79.4% to 74.8%), and Overall Quality of Services (74.3% to 73.9%).

Timeliness of Response:

Summer 2008 was our first summer operating in the Student Center. I can attribute the decline of Timeliness of the Response to the increase number of students seeking counseling services. The Counseling Department Coordinator, at the time and I planned for the specific number of counseling shifts based on data from the previous two summers. The following graph shows the increase in the number of students needing to see a counselor during the Summer 2008 compared to Summer 2006 and 2007.

Fall 2006	Fall 2007	Fall 2008
72	97	113
90	100	115
100	96	124
163	162	157
126	100	156
108	96	118
90	98	112
87	140	125
85	145	109
73	136	135
96	140	130
181	197	203
198	208	199
181	208	222
190	242	277
194	233	286
215	241	287
196	183	276
225	241	307
245	187	297
207	268	267
200	227	240
217	246	241
206	236	276
180	186	246
214	203	253
191	239	224
144	198	185
212	229	186
4686	5282	5866



On the first day of registration, we had students waiting 2-3 hours to see a counselor. We added two counselors per shift for the remainder of the summer registration period to accommodate the need for counseling. At times, students became impatient and began calling the general telephone extension of the Counseling Department. Several students began to email our online counselor instead of waiting to see a counselor as well.

A few years ago, the department decided to discontinue the practice of “lead counselor” during every counseling shift throughout the Summer Registration period. The duties of the lead counselor were to answer questions from students calling the general counseling telephone line, conduct English and Math clearances, and assist with answering quick questions. The lead counselor role will be reinstated for Summer 2009.

Clarity of Procedures:

A mandatory orientation (pilot program) consisting of recent high school graduates was implemented in Summer 2008. Approximately 115 students are being tracked. Procedures are described in detail during the orientation and educational planning process to include several students success courses ie. COUN 60, 140, and 150. Since attending orientation is not mandatory, students who bypass this critical step in the Matriculation process are unaware of college policies and procedures. We will continue to provide information to students during counseling appointments, courses, and campus-wide presentations/workshops.

Staff Helpfulness:

We strive to provide the best possible service to our students. The Counseling Center was relocated three times in four years. When the Student Center opened, it immediately became a major hub of the campus for students. During the summer, students needing assistance with applications, transcript information, and clearances were being directed to Counseling. The staff assisted students regardless of the request. When it became too overwhelming, we asked for assistance from the Registrar to send Admissions and Records staff to assist students in the Transfer and Career Centers. For several weeks, computers in A&R were not available for student use. Students were directed to complete their online application in the Transfer and Career Centers. The Counseling Center staff was impacted due to the high volume of students seeking counseling and application assistance. In addition, students continued to call the main counseling line as

well as emailing the counseling receptionists for assistance. We will continue to meet with "front line" staff during the academic year in order to prepare for Summer 2009 registration.

Staff Knowledge:

We have hired five adjunct counselors during the last year to assist during registration. The new Counseling Department Coordinator has re-structured training new staff and meets with them throughout the year. We plan to implement a mentor program with new adjunct faculty by assigning them to tenured counselors. In addition, the Counseling Department Coordinator facilitates mandatory adjunct orientations.

For full-time counselors, the Counseling Department Coordinator conducts monthly in-service workshops. Topics include: Registration Debrief, Counselor Handbook Revisions, Articulation Changes, Prerequisite Updates, Student Learning Outcome Report Writing Procedures, and Changes in Admissions & Records Policies/Procedures.

Finally, the Counseling Department Coordinator was added to the Counseling and Student Development Leadership Team consisting of directors, managers, and coordinators in the division to discuss and resolve current issues division-wide. Information and decisions are disseminated by the Counseling Department Coordinator to the rest of the counseling faculty and staff for input.

Overall Quality of Services:

The Counseling Department did not meet the 75% threshold in this area. Counseling services are delivered to students through a centralized and decentralized process. Decentralized counseling provides students with counseling faculty that are located in each instructional building on campus. The spirit of this process is to facilitate stronger collaboration between counseling and instructional faculty in their respective divisions. Centralized services are delivered in the Counseling Center in the Student Center throughout the year.

The relocation of the Counseling Center and the inability to anticipate the numbers of students seeking counseling services during the summer registration period negatively affected students' satisfaction. We were not prepared for the tidal wave of students. A plan for adequate staffing has been developed by the Dean of Counseling and the Counseling Department Coordinator.

Long-range Plan and Objectives

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form).

- I. Goal: **Improve counseling services in order to increase student retention, persistence and success.**

Supports Strategic Direction (if applicable): Direction 2

1. Objective: **Include faculty and Associated Students' participation in the implementation of "mandatory orientation"**
 - 1.1. Person(s) responsible: Paul de Dios
 - 1.2. Timeframe: Fall 2009
 - 1.3. Fiscal resources needed (if not applicable, indicate "NA"): N/A

2. Objective: **Develop summer College Readiness Program**
 - 2.1. Person(s) responsible: Paul de Dios
 - 2.2. Timeframe: Summer 2009
 - 2.3. Fiscal resources needed (if not applicable, indicate "NA"): N/A

3. Objective: **Continue to review staffing needs throughout the division**
 - 3.1. Person(s) responsible: Paul de Dios
 - 3.2. Timeframe: Fall 2009
 - 3.3. Fiscal resources needed (if not applicable, indicate "NA"): N/A

4. Objective: **Continue to conduct in-service workshops throughout the academic year for counseling staff/faculty**
 - 4.1. Person(s) responsible: Paul de Dios/Deidre Porter
 - 4.2. Timeframe: on-going
 - 4.3. Fiscal resources needed (if not applicable, indicate "NA"): N/A

5. Objective: Continue to conduct leadership team meetings throughout the academic year for counseling staff/faculty
 - 5.1. Person(s) responsible: Paul de Dios
 - 5.2. Timeframe: on-going
 - 5.3. Fiscal resources needed (if not applicable, indicate "NA"): N/A

6. Objective: Continue to conduct follow up with New Student Cohort at the beginning of every term (summer excluded)
 - 6.1. Person(s) responsible: Paul de Dios
 - 6.2. Timeframe: on-going
 - 6.3. Fiscal resources needed (if not applicable, indicate "NA"): N/A

7. Objective: Re-instate lead counselor role during registration periods
 - 7.1. Person(s) responsible: Paul de Dios
 - 7.2. Timeframe: on-going
 - 7.3. Fiscal resources needed (if not applicable, indicate "NA"): N/A

8. Objective: Continue to participate in the research and selection of on-line student educational plans
 - 8.1. Person(s) responsible: Counseling Faculty and Paul de Dios
 - 8.2. Timeframe: on-going
 - 8.3. Fiscal resources needed (if not applicable, indicate "NA"): N/A