



Welcome to Program Review

Merritt College - 2019

COUN - Service Area with Instruction

Annual Program Update

Program Overview

Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College mission.

There is not an AA degree or Certificate program in Counseling, therefore the mission statement for the Counseling program at Merritt College is focused on its Student Services role:

"The mission of the Merritt College Counseling Department is to provide students comprehensive academic, career, and personal Counseling and to help them develop effective decision-making skills. We also strive to support a diverse student population as they identify and accomplish their educational goal(s). To do so, we work collaboratively with instructional programs and all campus personnel to create an environment in which a student's positive academic and personal development can take place."

Program Total Faculty and/or Staff

Full Time

De Vito, Stefani
Khoo, Angela
Pantell, Steve
Perez, Rosa
Ross, Derrick
Salceda, Jose
Scurry, Lesley
Zielke, Marty
Silver Daniels (classified)

Part Time

approx. 10-12 faculty (varies each semester)

* The staffing in counseling is mainly for the purpose of providing non-instructional support services.

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

COUNSELING COURSES PROGRAM GOALS

The counseling department does not have a Counseling instructional program (there is not an AA/AS or certificate in Counseling). It does have several goals in its student support services role which are listed in the Student Services section of this report, under Question 3: Essential functions/alignment with college mission.

Status

Select Status...

If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?

College Goal

Select College Goal....

District Goal

Select District Goal....

Describe your current utilization of facilities, including labs and other space

PERSONNEL:

Note: Personnel and space for counselors is mainly for use in their Student Services role. Eight full-time counselors and approximately ten part-time counselors are responsible for addressing the counseling and guidance needs of a student population of between 7K -8K attending Merritt College. Three of the counselors are still moving through their 4th year of the Tenure Review process.

Full Time: With the exception of Merritt's Sankofa counselor, who only has counseling duties, every full-time counselor has a student support program coordination (Puente, FYE, Veterans, Transfer, etc.) or other grant/contract responsibilities (Articulation, Guided Pathways Initiative) that reduces their direct student contact hours. Time needed for program coordination, campus leadership and community network building are main responsibilities that occupy counselors' time and, as a consequence, they justify the need to hire part-time counselors who interact directly with student on a daily basis to address their academic, personal and career needs.

Part time: Our department hires an average of 10-12 part time counselors that provide approximately an additional 150 hours per week of services to students.

Staff: One full-time staff is assigned to Counseling; unfortunately the rate of absenteeism of that position nears 50%. Last year there was an attempt to hire another staff, but the person was unable to remain in the position, leaving the department and the VPSS office assistant scrambling for substitutes at the last minute to cover for our front desk duties with little to no training. The counseling front desk performs several duties, one of the most important functions is to organize the daily flow of students into counselors' offices (checking-in appointments and drop-in students as well as scheduling appointments). The charts under the section of "Usage Data" show that nearly 13 thousand students were serviced last academic year by the general counseling office. All of them processed at the Counseling front desk

FACILITIES:

8 offices for contract counselors*

6 offices for adjunct counselors

Each office contains a desk, file cabinet, computer and telephone; it also has at least 2 chairs (1 for the counselor, 1 for the student)

*Note: The Counseling department serves a dual role. Almost all full-time and only 4 part-time counselors teach a counseling class for which we only use the classroom space that we are assigned to teach in. The office space we currently use is mainly needed to offer direct services to students in the department's Student Services role.

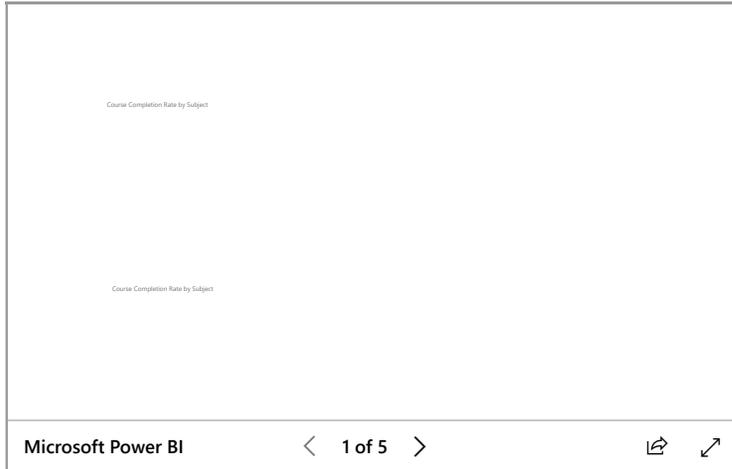
Comment: The counseling department has designated offices for all full-time counselors in general counseling. There are also six shared adjunct offices; four offices located in R-109 and two in R105. Adjunct faculty are scheduled in a way that maximizes the utilization of the currently available space but we need more office space, especially during peak enrollment each semester when the department provides services to thousands of students in a 3-4 week span: 2141 students serviced in offices in August 2018; 1776 in January and 1518 in May/June 2019.

When there are not enough shared adjunct offices, department Co-chairs seek volunteers among full-time counseling faculty who do not plan on using their assigned offices for a few hours in order to perform their duties elsewhere on campus, e.g. teaching a class, attending a meeting in another building, etc. Those offices are then utilized by adjunct counseling faculty to conduct their professional business.

Program Update

Semester End Enrollment/Usage Pattern

Review your Semester End Enrollment by setting the filter to your college and subject



Using the dashboard, review and reflect upon the data for your program. Describe any significant changes and discuss what the changes mean to your program. Consider whether performance gaps exist for disproportionality impacted students. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points from the dashboard to support your answer.

Overall completion and retention rate :

Coun Merritt	Coun Compl. Rate	Coun Ret. Rate	Merritt Compl.	Merritt Ret.
2016 - 2017	79	88	69	83
2017 - 2018	79	88	70	82
2018 - 2019	73	86	70	82

Semester End Enrollment/Usage Patterns: COMPLETION AND RETENTION.

Merritt College courses completion vs "Coun" courses completion: For the last 3 years the overall completion rate of Merritt College increased from 69% to 70%. While still above the overall average completion rate of the campus, the "Coun" courses completion rate decreased 6 points, from 79% to 73%. The explanation to this decrease is still unclear until we can obtain access to the BI Tool breakdown by section. Typically one or two sections with low completion rates bring down the whole department's effort to offer Coun classes. NEED BI TOOL BREAKDOWN BY SECTION. (Dean Holloway is attempting to obtain this information for us through a Help Desk ticket)

College retention vs "Coun" retention: Over the last 3 years the college retention decreased slightly from 83% to 82%. While still much above the overall campus completion rate, the "Coun" courses retention rate also decreased by two points: 88% to 86%. The explanation to this decrease will remain unclear until we can obtain access to the BI Tool breakdown by section to understand what specific sections had low retention so that we can take preventive measures with students who enroll in them. NEED BI TOOL BREAKDOWN BY SECTION. (Dean Holloway is attempting to obtain this information for us through a Help Desk ticket)

Gender: There was a significant higher enrollment of females (487) in the 2018-2019 academic year, which was double than the enrollment of males (242). While showing a significant difference, the numbers reflect the national and local higher enrollment of females in higher education. The lowest completion (50%) was among students with "unknown" or un-reported gender, and a similar completion rate for both traditional binary sexes (75% fem vs 72% males), a small 5% higher retention rate was observed in males (85%) when compared to females (80%).

Age: The data showed a significant higher enrollment of young students ages 16 to 24 (600 students), in Counseling courses that almost quadrupled the enrollment of students between the ages of 35 to over 65 (140 students). Interestingly the highest completion rates were found among the older students, not the younger ones. Although the retention rates were also higher among older students, the younger ones (16-29) had very high retention rates also, all above 80%.

Ethnicity: Of the total 2018-2019 enrollment in Coun classes (741 students), by far the highest enrollment was from Hispanic/Latino students (430 = 58%), followed by African American (165 = 23%) and Asian (73 = 10%). The enrollment distribution by ethnicity is greatly a reflection of the outreach efforts to local feeder high schools that are part of OUSD where the Hispanic/Latino student body doubled the African American and quadrupled the Asian. OUSD's 2017-2018 enrollment was reported at 52,628 with 46% Latino, 24% African American and a 12% Asian American students.

Describe the department's progress on Student Learning Outcomes (SLOs) and/or Administrative Unit Outcomes (AUOs) since the last Program Review/APU. If your discipline offers a degree or certificate, please describe the department progress on Program Learning Outcomes (PLOs).

Student Learning Outcomes for Counseling courses

Coun 24:

SLO #1: Study Skills. Describe and apply essential study skills and strategies to succeed in college. Last assessed Fall 2018.

SLO #2: Goals and educational plan. Clearly state academic and/or career goals and record them in a Student Educational Plan. Last assessed Fall 2018

Coun 30:

SLO #1: Coping Strategies. Demonstrate ability to self-monitor behaviors, acquire insight, and willingness to change a problem behavior. Last assessed Fall 2018

SLO #2: Cooperation and Interaction. Function as a productive member of a college class by cooperating in interactive learning. Last assessed Fall 2018

SLO #3: Lifespan changes and challenges. Explain lifespan changes and challenges. Last assessed Fall 2018

Coun 57:

- SLO #1: Career related self- analysis and decision making. Conduct a self-analysis of interests, skills, values and preferences and apply this analysis to career choices, including selection of a college major. Last assessed Fall 2017.
- SLO #2: Career action plan. Analysis and overview of the process we have covered and synthesis of the information in order to produce a written realistic career plan to pursue. Last assessed Fall 2018.
- SLO #3: Career research. Research and report on potential careers and note how they may impact one's life. Last assessed Fall 2017.

Coun 200A:

- SLO #1: College policies and procedures. Identify and locate documents containing college policies and procedures related to student life. Last assessed Su 2018.
- SLO #2: Resources. Identify the resources available to students on campus including individuals, programs, services, as well as electronic or other formats. Last assessed Fall 2018.

Coun 200B:

- SLO #1: Study skills. Identify and describe essential study skills needed to succeed in college. Last assessed Spring 2017.
- SLO #2: Student educational plan. Describe the components and process of developing an SEP. Last assessed Spring 2017.

Coun 203:

- SLO #1: Clearly communicate one's needs in a way that others will understand how to facilitate student success. Last assessed Fall 2018.
- SLO #2: Assess and re-evaluate needs in conjunction with available resources in order to improve the approach to education and increase likelihood of success. Last assessed Fall 2018.
- SLO #3: Effectively utilize technology to aid in student success. Last assessed Fall 2018.
- SLO #4: Demonstrate a broad understanding of the capacities and achievements of those with disabilities by describing the importance of contributing to society and applauding those who have paved the way before you. Last assessed Fall 2018.

Coun 207A:

- SLO #1: College major. Choose at least a tentative college major based on the results of career exploration assessments and other career exploration tools used in class. Last assessed Summer 2017.

Coun 207C:

- SLO #1: Resume. Create a resume independently that can be continually updated. Last assessed Fall 2017.

Comments on SLOs: The department does not offer a degree or certificate. There are no PLOs for Coun courses. All courses have been assessed within the last 3 years.

Describe the outcomes and accomplishments from previous year's funded resource allocation request.

Brief description of funded request	Source (any additional award outside your base allocation)	Total Award Amount	Outcome/Accomplishment
Funding to teach in Fall 2018 12 counseling classes (=35 units)	Instruction	\$20825	All courses met minimum of 25 students enrolled and students met slo criteria for success.
White board markers, erasers, board erasing liquid	Instruction	\$500	Used for teaching classes.
Funding to teach in Spring 2019, 8 counseling classes (=20 units)	Instruction	\$11900	All courses met minimum of 25 students enrolled and students met slo criteria for success.

In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Improvement Action

Improvement Actions

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Software update	Adobe Creative Suite software and updates site license Conversion software Adobe to Word	6/30/2020	department chair

Resource Request

Technology and Equipment	New	
Description/Justification	Adobe Creative Suite software and updates site license Conversion software Adobe to Word	Estimated Cost
		6000

Resource Request

Supplies	Instructional Supplies and Materials
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Sign and Submit

Please provide the list of members who participated in completing this program review.

Marty Zielke
Lesley Scurry
Rosa Perez Flores

Please enter the name of the person submitting this program review.

Marty Zielke