

# Goal Progress Report - Four Columns

## Long Beach City College

### Student Support - Counseling/ Student Support Development (Outcomes)

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p>Student Support - Counseling/ Student Support Development (Outcomes) - Student Success - The Counseling and Student Support Services Division will play an integral role in the following strategies from the LBCC Student Success Plan.</p> <ol style="list-style-type: none"> <li>1. Strategy 3 - ongoing (matriculation)</li> <li>2. Strategy 6 - focus on Success Centers</li> <li>3. Strategy 8 - focus on CTE</li> <li>4. Strategy 10 - in progress (early alert)</li> <li>5. Strategy 11 - marketing to students</li> </ol> <p><b>SLO or SUO:</b> SUO</p> <p><b>Start Date:</b> 08/01/2010</p> <p><b>End Date:</b> 06/27/2012</p> <p><b>Outcome Status:</b> Inactive</p> <p><b>Strategies for Outcome:</b></p> <ol style="list-style-type: none"> <li>1. Strategy 3: Continue with Matriculation Advisory to identify, modify and enhance policies, procedures and processes to increase the number of non-exempt students who complete the matriculation process.</li> <li>2. Strategy 3: Collaborate with other Student Support Services to identify and implement interventions for probation/dismissal students.</li> <li>2.Strategy 6 and 8: Pilot a counselor in the CTE center at PCC who would work on the</li> </ol>	<p><b>Assessment Task:</b> Evaluate progress towards full implementation for each strategy.</p> <p><b>Assessment Method Category:</b> Checklist</p> <p><b>Criteria/Expected Level of Achievement:</b> 100% implementation for 3 out of 5 strategies by the end of 2011-12 academic year. 50-75% Implementation for remaining 2 strategies by the end of the 2011-12 academic year.</p>	<p>06/09/2011 - This outcome needs to be revised.</p> <p><b>Result Type:</b> Criteria Not Met</p> <p><b>Action Status:</b> Action In Progress</p>	

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<p>following:</p> <ul style="list-style-type: none"> <li>a. Create marketing materials to publicize counseling services to students.</li> <li>b. Create, implement and evaluate workshops for CTE students.</li> <li>c. Attend meetings with Trades faculty and serve as liaison between the Trades and Counseling.</li> <li>d. Provide feedback to the Department Heads and Dean on role as liaison as we move to implementation of Counseling Liaison Program.</li> <li>e. Provide direct counseling services to students.</li> <li>f. Track and refer students to appropriate services.</li> </ul> <p>3. Strategy 10: Continue with Early Alert Pilot in Spring 2011.</p> <p>4. Strategy 11: Explore creating "Welcome Centers" on campus to provide information and assistance to students.</p>	<p><b>Assessment Task:</b> The number of new, non-exempt students who completed the matriculation process in Spring 2010 will be compared to the number who complete the matriculation process in Spring 2011</p> <p><b>Assessment Method Category:</b> Reporting System - Internal</p> <p><b>Criteria/Expected Level of Achievement:</b> The number of new, non-exempt students who have completed the matriculation process will increase.</p>		
<p>Student Support - Counseling/ Student Support Development (Outcomes) - Assessment - Increase the number of students (excluding those who are exempt) completing the matriculation process (assessment and orientation) to include 100% of the nonexempt new students.</p> <p><b>SLO or SUO:</b> SUO</p> <p><b>Start Date:</b> 08/01/2010</p> <p><b>End Date:</b> 06/30/2012</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p>			

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<p><b>If specific to a functional unit, indicate here:</b></p>			
<p>Matriculation</p> <p><b>Strategies for Outcome:</b></p> <ol style="list-style-type: none"> <li>1. Implement on-demand testing to increase capacity for providing assessment test.</li> <li>2. Increase number of high school students who participate in the Early Bird program.</li> <li>3. Encourage math, English and Reading departments to accept EAP and other assessment tests to decrease the number of students who may need to be retested.</li> <li>4. Create and disseminate materials to educate students on importance of assessment test including utilizing preparation tools.</li> </ol>			
<p>Student Support - Counseling/ Student Support Development (Outcomes) - Transfer - Educate and update students (LBCC and high school students) on transfer related practices.</p> <p><b>SLO or SUO:</b> SUO</p> <p><b>Start Date:</b> 08/01/2010</p> <p><b>End Date:</b> 06/30/2012</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p>	<p><b>Assessment Task:</b> Increase the number of transfer presentations for LBCC and high school students.</p> <p><b>Assessment Method Category:</b> Reporting System - Internal</p> <p><b>Criteria/Expected Level of Achievement:</b> The number of transfer presentations will increase from 2010-2011 and from 2011-2012.</p>	<p>06/17/2011 - Number of transfer presentations given to LBCC students increases to twenty (approximately 600 students) in 2011-2012 school year from ten presentations in 2010-2011 academic year. Pilot program involving transfer presentations provided at LBUSD high schools in 2010-2011 school year results in 9 high school transfer presentations (approximately 200 students).</p> <p><b>Result Type:</b> Criteria Met</p> <p><b>Action Status:</b> Action Complete</p>	
<p><b>If specific to a functional unit, indicate here:</b></p>			
<p>Transfer Center</p> <p><b>Strategies for Outcome:</b></p> <ol style="list-style-type: none"> <li>1. Increase the number of transfer presentations in basic skills courses.</li> <li>2. Increase the number of transfer presentations at LAC, PCC and high schools.</li> </ol>			

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<p>3. Create Student Services Transfer Advisory Group.</p> <p>4. Increase marketing materials.</p> <p>5. Improve communication to students by creating a database and sending targeted emails/mailings.</p> <p>6. Implement specialized programs through Long Beach Promise initiatives.</p>			
<p>Student Support - Counseling/ Student Support Development (Outcomes) - Technology - Utilize existing and new technology to increase communication with students regarding appointments, transfer information, deadlines, etc.</p> <p><b>SLO or SUO:</b> SUO</p>	<p><b>Assessment Task:</b> The number of departments utilizing SARS Call will increase.</p> <p><b>Assessment Method Category:</b> Reporting System - Internal</p> <p><b>Criteria/Expected Level of Achievement:</b> 50% increase in the number of departments utilizing SARS Call.</p>	<p>06/09/2011 - To date, the number of departments utilizing SARS Call remains the same (Counseling and Matriculation).</p> <p><b>Result Type:</b> Criteria Not Met</p> <p><b>Action Status:</b> Action In Progress</p>	
<p><b>Start Date:</b> 08/01/2010</p> <p><b>End Date:</b> 06/30/2012</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p> <p><b>Strategies for Outcome:</b></p> <ol style="list-style-type: none"> <li>1. Increase utilization of Call SARS across the division.</li> <li>2. Fill vacant Student Resource Program Specialist position or identify another position to assist with technology needs of division.</li> <li>3. Research available technology including portals within Peoplesoft, SARS suite, and other viable software.</li> </ol>			
<p>Student Support - Counseling/ Student Support Development (Outcomes) - Student Equity - Increase access to student support services and programs.</p>	<p><b>Assessment Task:</b> Survey new and continuing students regarding access to student support services and programs.</p> <p><b>Assessment Method Category:</b></p>	<p>06/09/2011 - Not completed.</p> <p><b>Result Type:</b> Criteria Not Met</p> <p><b>Action Status:</b></p>	

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<p><b>SLO or SUO:</b> SUO</p> <p><b>Start Date:</b> 08/01/2010</p> <p><b>End Date:</b> 06/30/2012</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p> <p><b>Strategies for Outcome:</b> 1. Identify and reduce duplication of resources.</p>	<p>Survey - Satisfaction</p> <p><b>Criteria/Expected Level of Achievement:</b> Students will rate at least a 75% satisfaction with current student support services and programs.</p>	<p>Action In Progress</p>	
<p>Student Support - Counseling/ Student Support Development (Outcomes) - College readiness - Improve college and academic readiness of high school students and ease their transition to LBCC</p> <p><b>SLO or SUO:</b> SUO</p> <p><b>Start Date:</b> 08/01/2010</p> <p><b>End Date:</b> 06/30/2012</p> <p><b>Outcome Status:</b> Inactive</p> <p><b>Strategies for Outcome:</b> 1. Create requirements for Long Beach Promise students. 2. Utilize Long Beach Promise initiatives to create events, activities, materials, etc that prepare students for transition to LBCC.</p>	<p><b>Assessment Task:</b> A test will be given to students at the end of intervention.</p> <p><b>Assessment Method Category:</b> Pre/Post Tests</p> <p><b>Criteria/Expected Level of Achievement:</b> Students will demonstrate at least 75% correct on post-test after intervention.</p>	<p>06/09/2011 - This needs to be revised based on changes to the Outreach model at LBCC.</p> <p><b>Result Type:</b> Criteria Not Met</p> <p><b>Action Status:</b> No Action Required</p>	