

Department Plan
Long Beach City College
Dept - Counseling

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Mission: The Department of Counseling and Student Development believes that it is essential to use your time at Long Beach City College effectively to make your dreams a reality. All of us need to achieve balance in our lives to be successful, and student life poses special challenges of planning deadlines, course-work, job and/or other responsibilities. Therefore, we are committed to offering a variety of counseling opportunities to students in order to assist and facilitate positive student development.

Description: The counseling department will increase campus awareness of counseling services during enrollment period, and determine alternative options in providing counseling services to students. The department will increase the number of student contacts, and decrease the no show rate to counseling appointments.

**Summary of Access,
Productivity &
Effectiveness:**

Names & Titles of Program Miller, Florence, Sheaffer, Fan

Review Participants:

2009-2010 Increased the course offering of Couns 49 to meet the demand of EOPS students.

Accomplishments: Maintained department commitment to support our active involvement in Learning Communities. Department has identified core courses through department meetings

Goal: Awareness of Counseling Services

The counseling department will increase campus awareness of counseling services.

Year: 2011 - 2012

Start Date: 08/14/2009

Goal Status: In Progress

Goal Priority: High

Rationale: 1a. Pre/Post Survey will be completed by students to assess their level of knowledge of different type of counseling services with the singular objective to improve and refine our plethora of types of counseling services offered to students in order to optimize students' awareness of various counseling services and academic opportunities available to them.

1b. Survey will be design by counseling department and counseling workgroup. Our goal is to empower students and make the survey instrument an opportunity for a truly student-centered learning process.

Strategies: 1a. Comparison of the students' per and post test data on the level og knowledge of different type of counseling services will be reviewed and analyzed in order to differentiate and ascertain the gaps in students' knowledge of counseling services available. The results will be used to further refine and fine tune our methodologies for offering diverse and different types of counseling services.

1b. Rubric will be used to evaluate factors that contribute to the awerness level of counseling services by campus.

1c. Inorder to increase the learning communities' awareness of the different types of counseling services available to them our strategies will include but not limited to the following:

- a. LBCC Professional Development Series highlighting the division of Student Support Services
- b. Flex Day Workshop for Spring 2011
- c. Campus survey soliciting institutional expectations of counseling services
- d. Marketing through the LBCC web site home page
- 1e. Maintaining classroom presentations and tabling at various campus locations.

Responsible Parties: Counseling Department and LBCC Campus Community

Campus supported by this Both

goal:

Specify if goal is for Educational Pathway
department or sub-area:

Name of sub-area, if Outreach, Assessment applicable:

Level of Support Needed: Department

Related Resources Needed

* Resources Needed Name: Professional Development and Flexday Workshops; Campus Survey

Resources Needed 1a. Comparison will be reviewed and analyzed and differentiate between Pre and Post data.

Description:

1b. Rubric will be used to evaluate factors that contribute to the awareness level of counseling services by campus community.

Inter-Level/ VP Level Group NEW for Fiscal Yr 2011-2012

Decision:

Fiscal Year: 2010 - 2011

Duration: On-going

Estimated Cost: 15000.0000

Type of Resource Supplies

Requested:

Justification for Resource Results will be used to develop and/or modify the list of marketing and outreach effort by the counseling

Request: department.

Department Code: 631000 Counseling

Requested Funding Source: General Fund

Goal: Alternative Options in Providing Counseling

Counseling department will determine alternative options in providing counseling services to students.

Year: 2011 - 2012

Start Date: 08/14/2009

End Date: 12/18/2009

Goal Status: In Progress

Goal Priority: High

Rationale: A representative sample of LBCC students will be complete the needs assessment on line through Student Voice as well as hard copy distributed through classroom presentations, and visits to counseling department.

Strategies: Satellite counseling offered at various locations on each campus (LAC/PCC) on the shuttle.

Conduct workshops that facilitate course selection

Maintain our participation in Matriculation workshops (Early Bird, Probation, etc)

Work with Admissions and Records to develop a specific course to address the needs of probation and/or dismissed students

Responsible Parties: Counseling Services

Campus supported by this Both

goal:

Specify if goal is for Educational Pathway

department or sub-area:

Other Area impacted by this Other

goal:

Level of Support Needed: Department

Related Resources Needed

* Resources Needed Name: Satelilite Counseling

Resources Needed Counselors will provide counseling services on an express format at a variety of location on both campuses and in

Description: the community. Need two laptops for each campus. Teach student how to navigate the college's web site and take application online through the use of technology even for transfer purposes.

Inter-Level/ VP Level Group NEW for Fiscal Yr 2011-2012

Decision:

Fiscal Year: 2010 - 2011

Duration: One-time

Estimated Cost: 3000.0000

Type of Resource Equipment

Requested:

Justification for Resource To provide limited counseling services to students where they congregate

Request:

Department Code: 631000 Counseling
Requested Funding Source: Capital Outlay

Goal: Increase Number of Student Contacts

Counseling department will increase the number of student contacts during summer and semester break

Year: 2011 - 2012
Start Date: 08/14/2009
Goal Status: In Progress
Goal Priority: High
Rationale: Data will be reviewed on the number of students served through drop in/express appointments during enrollment period.

Strategies: 1a. Counseling department will increase the number of drop in/express student contacts by 10% during enrollment period (week before instructions and first week of semester) for 2009-2010
1b. Create a first come first serve model for summer and semester break
1c. Consider additional course offerings during the academic year
1d. Counseling will start conducting "Counseling in the Field".
1e. CSI Group Counseling Session during summer session

Responsible Parties: Counseling Services
Campus supported by this Both goal:
Specify if goal is for Educational Pathway department or sub-area:
Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Counseling appointments and other services

Resources Needed Comparison data will be analyzed on the total number student contacts between academic year 08-09
Description: and 09-10.

Inter-Level/ VP Level Group NEW for Fiscal Yr 2011-2012

Decision:
Fiscal Year: 2011 - 2012
Duration: On-going
Estimated Cost: 200000.0000
Type of Resource Personnel
Requested:

Justification for Resource Need overload dollars to offer more counseling appointments to students. With no full time hire in sight there is a
Request: need to provide services to the 30,000 students on campus as they navigate towards their educational goal.

Department Code: 631000 Counseling

Requested Funding Source: General Fund

* Resources Needed Name: Full time or Adjunct Counseling Faculty

Resources Needed The faculty will be able to work with the students in a group in identifying a major and courses that will support that
Description: educational goal and using the PeopleSoft system during the enrollment process.

Inter-Level/ VP Level Group NEW

Decision:
Fiscal Year: 2011 - 2012
Duration: On-going
Estimated Cost: 500000.0000
Type of Resource Personnel - Faculty
Requested:

Department Code: 631000 Counseling

Requested Funding Source: General Fund

Goal: Decrease No Show Rate

Counseling department will decrease the no show rate to counseling appointments.

Year: 2010 - 2011
2011 - 2012

Start Date: 08/14/2009

Goal Status: In Progress

Goal Priority: High

Rationale: With the new strategy in place to decrease the no show rate as elaborated under "strategies", our goal is to compare the fall 08 and spring 09 "no show rates" in order to mark the progress we have made using our new methods to decrease the number of appointments not kept by students.

Strategies: 1a. SARS reminder call will be used to remind students of their scheduled appointments.
1b. Need to consider consequences to repeat offenders

Responsible Parties: Counseling Services

Campus supported by this goal: Both

Specify if goal is for Educational Pathway

department or sub-area:

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Counseling Department Tech Support position

Resources Needed This position was eliminated when former employee became interim dean

Description:

Inter-Level/ VP Level Group NEW for Fiscal Yr 2011-2012

Decision:

Fiscal Year: 2010 - 2011

Duration: On-going

Estimated Cost: 45000.0000

Type of Resource Personnel

Requested:

Justification for Resource Currently there is no one to develop, oversee, maintain, and or program SARS Call.

Request: Consequently, the system is frequently down and student and not reminded of counseling appointments. Should we get upgraded to SARS Grid, this person would assist the department in developing a variety of contact methods to students on a variety of issues.

This position would assist the counseling faculty/staff with PeopleSoft, Laser Fiche, and any other computer needs.

Department Code: 631000 Counseling

Requested Funding Source: General Fund

* Resources Needed Name: SARS Automated Reminder Call System

Resources Needed Rubric will be used to analyze data that could determine the pattern and timing of no show appointments.

Description:

Inter-Level/ VP Level Group Not Approved

Decision:

Fiscal Year: 2010 - 2011

Duration: On-going

Estimated Cost: 20000.0000

Type of Resource Supplies

Requested:

Justification for Resource Data will be used to determine students' level of urgency in scheduling counseling appointments.

Request:

Department Code: 631000 Counseling

Requested Funding Source: General Fund

* Resources Needed Name: SARS GRID

Resources Needed Need to update SARS Call to SARS GRID in order to provide better student contact

Description:

Inter-Level/ VP Level Group NEW for Fiscal Yr 2011-2012

Decision:

Fiscal Year: 2011 - 2012

Duration: On-going

Estimated Cost: 15000.0000

Type of Resource Equipment

Requested:

Justification for Resource To better serve students

Request:

Department Code: 710100 Capital Project

Requested Funding Source: General Fund

Goal: Moving students from Undeclared to declared

Assist students in identifying their career goal and then the major that will support the goal

Year: 2011 - 2012

Start Date: 10/17/2011

Goal Status: NEW

Goal Priority: High

Rationale: Many students enter LBCC without a major. In order for students to reach their potential they must know why they are here and make progress towards their stated goal

Strategies: Having all undeclared students work with a career counselor and have students take the "True Colors" assessment to assist in the decision making process towards a career/major.

Responsible Parties: Counseling faculty, Dean and VP of Student Services

Campus supported by this Both

goal:

Specify if goal is for Department/ Program
department or sub-area:

Other Area impacted by this Other

goal:

Other Area(s) impacted by The entire college

this goal:

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Three new Counseling Faculty

Resources Needed To hire faculty to support the goal of working with over 4,000 students per year

Description:

Inter-Level/ VP Level Group NEW

Decision:

Fiscal Year: 2011 - 2012

Duration: On-going

Estimated Cost: 240000.0000

Type of Resource Personnel - Faculty

Requested:

Justification for Resource The faculty will be able to meet with students to work with them one-on-one or in groups to assist in the decision

Request: making process

Department Code: 634000 Career Guidance

Requested Funding Source: General Fund

* Resources Needed Name: True Colors materials

Resources Needed Students will start by taking the "True Colors" assessment instrument.

Description:

Inter-Level/ VP Level Group NEW

Decision:

Fiscal Year: 2011 - 2012

Duration: On-going

Estimated Cost: 20000.0000

Type of Resource Supplies

Requested:

Justification for Resource The materials are a one time use and will need several copies of the "True Colors" instrument for students to

Request: take and work with counselors in the process.

Department Code: 634000 Career Guidance

Requested Funding Source: General Fund

Goal: Reducing the number of students placed on probation or dismissed

To work with probation students in identifying campus resources to use in an effort to be a better student

Year: 2011 - 2012

Start Date: 10/03/2011

Goal Status: NEW

Goal Priority: High

Rationale: Have all student placed on probation to take a course to identify resources support educational goals.

Strategies: Create a course that will assist students in recognizing their personal reason for being in college and help them focus on the goal.

Responsible Parties: Counseling

Campus supported by this Both

goal:

Specify if goal is for Educational Pathway

department or sub-area:

Level of Support Needed: School or VP

Goal: Counseling Liaison Program

Have counselors work with various departments/programs on the campus to share concerns related to students success.

Year: 2011 - 2012

Start Date: 10/03/2011

Goal Status: NEW

Goal Priority: High

Rationale: In order to ensure correct information is being shared with students regarding programs on the campus a counselor will be responsible to meet with a given department.

Strategies: 1a. Identify departments/programs that wish to participate

1b. Identify counselors that would like with a program based on interest

1c. Counselor attend department/program meetings to share information and bring information to the counselors.

Responsible Parties: Counseling Faculty

Campus supported by this Both

goal:

Specify if goal is for Educational Pathway

department or sub-area:

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Counseling Faculty

Resources Needed Need faculty to attend meetings with various departments. Using counselors in this fashion will take away from

Description: counseling appoints, but is valuable in the dissemination of information regarding LBCC programs.

Inter-Level/ VP Level Group NEW

Decision:

Fiscal Year: 2011 - 2012

Duration: On-going

Estimated Cost: 300000.0000

Type of Resource Personnel - Faculty

Requested:

Department Code: 631000 Counseling

Requested Funding Source: Grants

Goal: Work with other Community College Counseling Departments

Identify the best practices within California Community Colleges

Year: 2011 - 2012

Start Date: 10/03/2011

Goal Status: NEW

Goal Priority: High

Rationale: Due to lack of funding the Chancellor's Office "MEGA" Conference is no more. It is important for student services faculty to gather and identify best practices or generate ideas in working with the student of TODAY

Strategies: 1a. Create workshops to be held at various community colleges throughout the state
1b. Create a strategy team to get colleges involved
1c. Involve EOPS, DSPS, Financial Aid, Career and Transfer, and General Counseling

Responsible Parties: Student Services

Campus supported by this goal: Both

goal:

Specify if goal is for Educational Pathway

department or sub-area:

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Travel Dollars

Resources Needed Being able to visit several colleges to identify best practices within student services or collaboration with other

Description: departments or educational systems

Inter-Level/ VP Level Group NEW

Decision:

Fiscal Year: 2011 - 2012

Duration: One-time

Estimated Cost: 75000.0000

Type of Resource Other

Requested:

Department Code: 679100 Support Services

Requested Funding Source: Other

* Resources Needed Name: Venue to host Conference

Resources Needed A location to host a conference like a college or hotel for several students services faculty to attend and learn of

Description: best practices that can be implemented at various colleges.

Inter-Level/ VP Level Group NEW

Decision:

Fiscal Year: 2011 - 2012

Duration: On-going

Estimated Cost: 200000.0000

Type of Resource Other

Requested:

Department Code: 679100 Support Services

Requested Funding Source: Grants

Goal: Collaboration with LBUUSD

Work with high school students in developing their understanding of higher education

Year: 2011 - 2012

Start Date: 10/03/2011

Goal Status: NEW

Goal Priority: High

Rationale: Collaborate with LBUUSD in working with students as they move towards graduation and understanding the life after

Strategies: 1a. Work with 9th, 10th, 11th, and 12th graders towards the importance of attending college
1b. Assisting student in identifying a career goal and working with industry in facilitating the process
1c. Field trips to various industries for students to see first hand what takes place on the job.

Responsible Parties: Counseling Faculty

Campus supported by this goal: Both

goal:

Specify if goal is for Educational Pathway

department or sub-area:

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: The opportunity to meet with LBUUSD Teachers and LBCC Counseling Faculty

Resources Needed To have meetings in developing a plan to collaborate in assisting students once they have entered high school in

Description: getting to college and why what you do in high school prepares you for college.

Inter-Level/ VP Level Group NEW

Decision:

Fiscal Year: 2011 - 2012

Duration: On-going

Estimated Cost: 300000.0000

Type of Resource: Other

Requested:

Department Code: 634000 Career Guidance

Requested Funding Source: Grants