

**San Joaquin Delta College**  
**Counseling Department**  
**Comprehensive**  
**Plan with Measurable Outcomes**  
**To Address Student Needs**

The San Joaquin Delta College Counseling Department has a plan with measurable outcomes to demonstrate responsiveness to student needs. Key components of the plan include:

- Assigning overload hours for counselors, when necessary, to meet student needs
- Exercising management/dean's "right of assignment" to ensure coverage throughout the calendar year
- Ensuring opportunities for counselors to participate in flex day, ongoing training and other professional development opportunities

This plan includes various aspects and ways to meet student needs. First, the current counseling schedule is being addressed. Counselors are being scheduled to cover the entire calendar year. The counselors, who previously "rotated off" the schedule during the course of the year, are now scheduled to return to cover peak periods and critical services in the department. These counselors are being offered overload, as the current staggered schedule is being negotiated. However, these counselors continue to be assigned work to demonstrate responsiveness to student needs.

The dean will exercise "right of assignment" privileges to assign counselors to effectively cover all peak periods during the calendar year. The assignment of counselors is done by seniority order of the full time counseling faculty, and ensures that students will have as many counselors available as possible to meet their needs. The 2009 Guidance and Counseling Duty Schedule is provided on the last page of this plan.

In addition, counselors will be available for important flex activities, training and other special activities that provide professional development to become more effective counselors. The other services provided by the Counseling Department are also addressed in this plan to meet the needs of students who receive these services. These services include the following:

Academic Probation, Early Alert, e-Advising, Foster Youth, GED, Guidance & Counseling Courses, High School Outreach, International Students, Middle College High School, Orientation, PUENTE, SARS registration, Saturday services, Athletic Express, STEM, Title V, TRIO, Transfer Services and Veteran's.

This plan addresses meaningful strategies to meet the needs of students as well as produce measurable outcomes to support the plan. These strategies are new and different approaches to viewing counseling.

Counseling is more than academic counseling and advising. Counseling is a holistic approach to provide support for students to succeed in college. It is important to recognize that providing counselors with the tools and skills to serve students and meet needs, involves engaging students in the total college experience.

This is accomplished, by looking at the matriculation model of providing admissions, orientation, assessment, counseling/advising, student follow up, coordination and training.

### **Specific or Expected Measurable Outcomes**

- Assigning increased overload hours to counselors will result in at least a 2-5% increase in the number of students served in the counseling department during peak registration periods
- Improved scheduling practices will result in increased levels of satisfaction among students as measured through student surveys
- Improved use of the SARS scheduling will result in demonstrating how student needs are met and types of counseling services received by students

The College is evaluating and reviewing how the needs of students have been met in these areas. The college continually reports data on the components of the matriculation model to determine the effectiveness of how students are being served in the Counseling Department. The Office of Planning, Research, and Institutional Effectiveness provides assistance in collecting data and reporting data through the College's database system, Systems 2000. The levels of counseling appointments identified by type of service in 2009-2010 will be reviewed and evaluated at the end of the academic year. The 2007-2008 year is the benchmark for reviewing and evaluating these services. The evaluation and review of how students were served, allows for counseling appointments to be adjusted or changed as needed. Other adjustments that are needed as a result of the evaluation and review will be made to further meet the needs of students.

The data will be reviewed each semester to address the effectiveness of how services are offered in the Counseling Department. Scheduling of counselor assignments, level of training, and other areas of effectiveness will be evaluated to continue to improve strategies to meet student needs. This data will be compared to former semesters to watch for trends and patterns that need to be addressed.

Some counselors are assigned to special programs and assignments listed herein. This plan allows counselors to be assigned to work during the time their special assignments begin for the year and to be available for the special populations that these special assignments and programs serve. The Counseling Department began scheduling special programs counselors and those who are assigned to special assignments, this spring. The College will continue to evaluate whether these programs will be more effective by scheduling counselors at the beginning of the semester and throughout the year. The plan will include interviews being conducted with program staff and counselors and student surveys to evaluate this change.

The College will use the 2007-08 data as a comparison, to conduct an analysis to determine the extent to which more students are served during peak periods in 2009-10. This analysis will demonstrate an increase in the number of appointments as well as participation in other programs and services.

The College will also use the 2007-08 data as a comparison to evaluate the effectiveness of transfer and career services to all special populations that are provided through the Counseling Department, including orientation, counseling, outreach and other matriculation services.

The Matriculation Plan will be used to guide how the College will evaluate how many students received educational plans through the Student Appointment Record System (SARS); track data on retention, student success rates and survey results of students that will measure satisfaction of services.

The College will review this data and assess the need to hire more counselors based on determining the effectiveness of delivery of services to meet student needs.

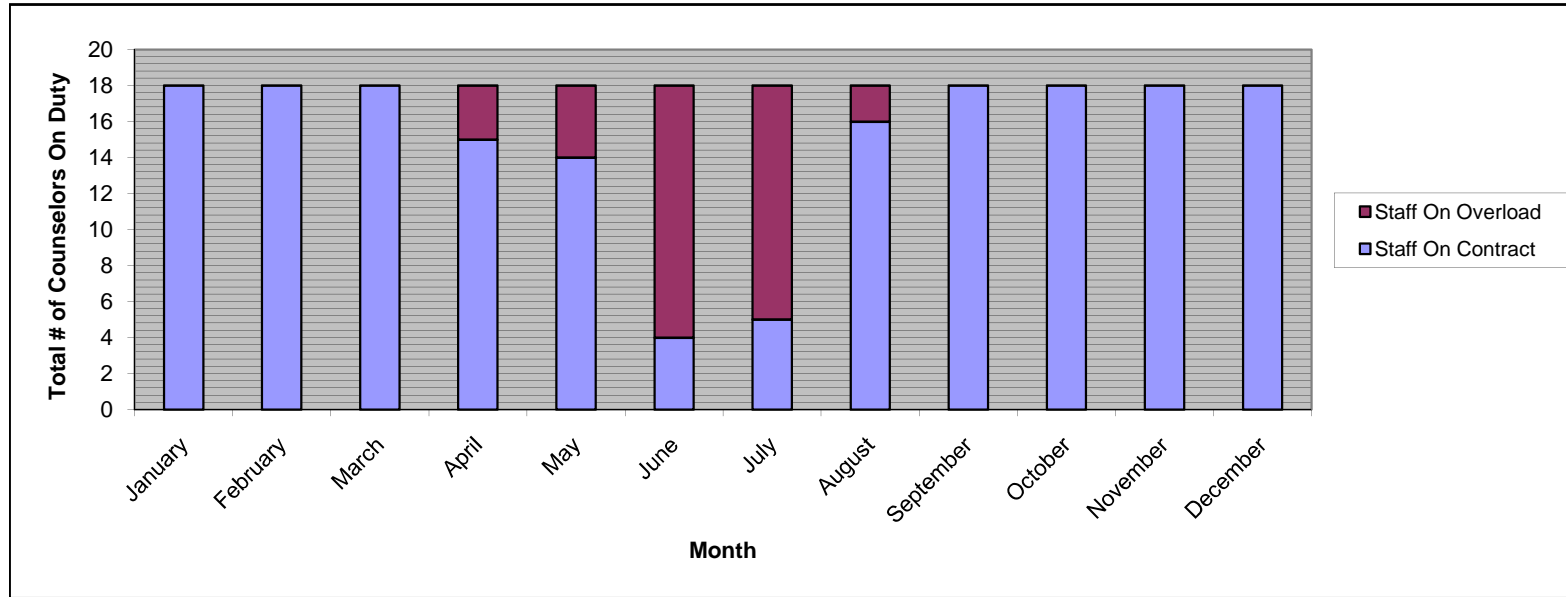
Following a Planning Agenda which includes four items to be addressed by the SJDC Counseling Department to demonstrate how to meet the needs of students.

## PLANNING AGENDA

PLAN	ACTION
<p><b>1. Re-enter negotiations regarding the counselors' schedules to resolve the issue of the Counseling Department schedule (negotiations are currently in progress).</b></p>	<p>Negotiations are currently in progress to resolve the issue of the counseling department schedule. A negotiation session was held on April 21, 2009. Negotiation meetings have taken place in March and continue to take place to resolve the issue of the counseling department schedule.</p>
<p><b>2. Consider new ways to provide counseling-related services to students such as online or large group orientations</b></p>	<p>Meetings have taken place throughout the spring semester 2009 to discuss and explore new ways to provide counseling-related services to students, i.e., online or large group orientations. The offering of large group orientations will allow counselors to meet the needs of students during summer months to prepare for fall enrollment. In addition, fewer sections of orientation classes will be offered this summer, in order to accommodate large group orientation sessions. Several large orientations sessions will be offered.</p> <p>Academic Advising sessions for first time freshman students starting in mid July up to the start of the fall semester will occur instead of Guidance 11 orientation classes. The process is still being refined to begin the sessions this summer semester.</p> <p>From June 1, 2009 until mid July, Guidance 11 classes will be offered as they have been offered in the past. All of these classes, except two, will be taught by counselors on load. The others will be taught by counselors who are assigned overload.</p>
<p><b>3. Analyze effectiveness of new approaches to counseling schedules, using the measureable outcomes outlined above.</b></p>	<p>After summer 2009, the analysis of these new approaches will be addressed. In addition, when the Counseling Department moves to its new building, triage services will be used to assist students with needs as they enter into the counseling area. This approach will also be included in the evaluation and review of meeting student needs.</p>
<p><b>4. Analyze new ways to provide counseling-related services to students by assuring that students are offered a variety of student services, matriculation services, and services to special populations, services to athletics and others listed in the counseling services list.</b></p>	<p>The Counseling department has been analyzing and discussing new ways to provide counseling-related services to students and how the services are offered. In light of the current budget, planning for the summer semester and planning for services, is being discussed. Planning has also included how Guidance 11 courses and orientations will be offered, preparations for special assignments and special programs will be handled and how to best meet the needs of students in Counseling in <i>all</i> service areas. The Dean will create a task force of counselors to analyze new ways to provide counseling-related services. This task force will meet throughout the year to review and evaluate services to students, and to discuss and create new ways to provide improved services. By reviewing and evaluating these services the Counseling Department will continue to demonstrate that it is meeting student needs.</p>

**2009  
Guidance and Counseling Counselors On Duty**

Month	Full time Staff on Contract	Full time Staff on Overload	Adjunct Staff	Monthly Total
January	18	0	0	18
February	18	0	0	18
March	18	0	0	18
April	15	3	0	18
May	14	4	0	18
June	4	14	To be assigned	18
July	5	13	To be assigned	18
August	16	2	To be assigned	18
September	18	0	To be assigned	18
October	18	0	To be assigned	18
November	18	0	To be assigned	18
December	18	0	To be assigned	18



\*Does not include DSPS or EOPS Counselors as they are not on a staggered schedules.