

The Basics:

Column 1 indicates the information being requested for the **2012-13 APRU**.

Column 2 is where your program information should be recorded. The APRU is a Word document, so you will be able to copy and paste or type in your information into the center column. Word wrap is turned on so the box will expand with your typing.

Column 3 contains the instructions for responding to the requested information.

When completed, save this Word doc and name it: sspbt13apru_ *insert your program name here*. E-mail the completed APRU and any supporting documents as attachments to < haynesjim@fhda.edu >. It is a good practice to upload a copy to the program's TracDat Documents Repository and keep a soft copy for your files to ensure that your work is not lost. Please contact: Jim Haynes < haynesjim@fhda.edu > or ext. 8954 if you have questions.

Getting Started: Review your 2011-12 Annual Program Review Update posted on the SSPBT website:

<http://deanza.edu/gov/SSPBT>

Column 1	Column 2	Column 3
Information Requested for the 2012-13 SSPBT - APRU	Input your answers in this column. Word wrap is turned on so the box will expand with your typing. Please provide brief responses. Note: Reference documents can also be attached, i.e. TracDat reports. Make sure to note the name of any reference documents in your explanations.	Instructions:
Program Name:	Counseling Division	Enter the name of the program being reviewed.
Name(s) of the author(s) of this report:	Vicky Moreno	Enter the name or names of those who wrote this APRU.

<p>What is the program's Mission Statement?</p>	<p>The Counseling Department's mission is to assist students with decisions that affect educational, vocational, and personal goals, and to provide appropriate support and instruction which will enable the student to implement these decisions. At De Anza College we strive to accomplish this mission through a comprehensive range of services, including individual counseling and advising sessions, group discussions on various majors and vocational interests, and classes in counseling related topics such as college success, career planning, human sexuality, and stress management.</p>	<p>Enter (or cut and paste) your most current Mission Statement. Please highlight changes, if any, to the Mission Statement that was posted in your 2011-12 APRU</p>
<p>Have you made any significant changes in your program based on the feedback you received from the SSPBT's review of your 2011-12 APRU?</p>	<p>We are working on defining how and when we utilize our "Triage Model". We believe the first week of every quarter is extremely busy and we must prioritize what services we can provide. Our goal is to see that students get registered, helping students select their classes, seeing students with holds for probation, as well as, signing petitions for exceeding 21.5 units. We are working on a template for what services we provide and when through out each quarter. Our plan is to share this information with the campus community so students are informed and know when the appropriate time of the quarter they can meet with a counselor.</p>	<p>Include anything done in direct response to the SSPBT feedback on the 2011-12 APRU. NOTE: If no feed back was received move to the next question.</p>
<p>Have there been any other significant changes to your program since the 2011-12 APRU?</p>	<p>Implementation of the Student Success Act requires that counselors play a significant role in assisting students by providing an orientation to college, an educational plan, probation interventions and assisting undecided students declare a goal or major. Current ratio of student to counselor is 1:780, 23 counselors for over 18,000 students. We have had a senior secretary out on medical leave, which has made it necessary for us to move other secretaries from other departments to assist with our front reception desk. One counselor has been out on extended medical leave and may continue for some time.</p>	<p>Please explain any significant changes in: Staffing, equipment, facilities, operational costs, organizational alignment, State/Federal regulations or laws, other?</p>
<p>What Impact have these significant</p>	<p>Fewer counselors mean longer wait times for PACE, Financial Aid Extensions, probation interventions and Veteran Educational Plans. Fewer counselors to teach</p>	<p>Please explain how these significant changes have impacted your program. What is now different?</p>

<p>changes had on your program?</p>	<p>high demand classes such as HUMA 10, CLP 70, and COUN 200 could affect the number of sections offered each quarter AND reduce the number of counselors available in the Counseling Center to see students. We have an hourly part time secretary at the front desk who works the morning shift. In the afternoon the front desk is covered by our senior secretary whose work is impacted because of the shift at the front desk. When/if she is out of the office, we have to call on other department secretaries for assistance. This in turn disrupts their flow of work.</p>	
<p>What Impact have these significant changes had on your students?</p>	<p>These changes also have an impact on the students as sometimes clear and accurate information is not communicated to those who are filling in. When the administrative staff is interrupted to cover the front desk, their work is not completed in a timely manner and can impact the flow of accurate information to students. For example changes to a counselor/advisors schedule changes are delayed and not entered into the SARS Grid.</p>	<p>Please explain how these significant changes have impacted your students, including any positive or negative consequences.</p>
<p>Have you initiated anything new to your program since the 2011-12 APRU?</p>	<p>We are piloting a comprehensive week by week schedule of the services counseling provides. We will be posting this on our homepage and sending it out to other departments so they are aware of what is happening during any given week. It clearly states by week what services we provide: triage, Financial Aid Extensions, Getting Started Workshops, probation interventions, etc. Students are able to look on-line and see if we are providing the services they need at that time of the quarter.</p>	<p>This is similar to the above question about significant changes but is meant to single out any new initiatives.</p>
<p>Is there anything else the SSPBT should know about what has happened in your program since the 2011-12 APRU?</p>	<p>Policy changes to the repeatability of courses has increased the number of students meeting with counselors/advisors regarding the new policy changes, holds placed on registration, and students options when maxed out. The number of veterans requiring Veteran Educational Plans has increased, which means more appointments as well as longer appointment times required. Financial Aid changes have increased student</p>	<p>Briefly described anything else the SSPBT should know about your program including any trends, future concerns, things on the horizon, etc.</p>

	contact, counselors complete PACE and Financial Extension's, which require a Degree Works Educational Plan, technical problems early on, accounted for extraordinary time needed to complete the Ed Plan.	
Common and Unique Services		
Are there any additions/deletions /edits to the list of common or unique services identified in your 2011-12 APRU?	Probation interventions have increased to include all levels. This has changed since last year, in that we are currently providing probation workshops, meeting one on one with students and requiring students to complete a "Plan of Action", as well as, an Academic Progress Report, for Level 6 probation.	The 2011-12 APRU asked your program to, list any common or unique services provided to students. Please briefly explain any changes to that list?
Are there any changes to the common or unique service designations listed in your 2011-12 APRU?	Counseling has increased the number of Career Life Planning 70/75 course offerings each quarter. The Student Success Act requires all new students to declare a major/goal by their second term. We hope to assist undecided students make a decision about the major/goal by completing one of our courses. With the closing of the Career Center several years ago, we are providing more career workshops to address this requirement, as well.	The 2011-12 APRU asked your program to designate the direction you believe each of your common or unique services need to move towards. As you recall the choices were to: Grow, Maintain, Enhance, Change Direction, Reduce, or Discontinue . Are there any changes to these designations for a specific service?
SERVICES:	Student Services Learning Outcomes Assessment Cycle	
List all of your current and active Student Services Learning Outcome Statements as they are numbered and recorded in your TracDat account.	<ol style="list-style-type: none"> 1. As a result of an advising session, students will be able to identify courses that support their academic, career, and personal goals. 2. Inactive 3. As a result of interaction with the counseling center staff, students will have the questions and main concerns addressed in their counseling session. The main areas of concern are transfer and personal matters. 4. Career/Major Workshop (pending) 5. As a result of completing a "Getting Started Workshop" students will be able to name three 	You may cut and paste your SLO statements here or attach a document to this APRU and be sure to indicate the name of the document.

	courses they should take within their first year at De Anza College.	
What is or has been your SSLOAC activity for 2012 -13?	No activities have been completed or scheduled for 2012-2013.	Please summarize all Student Services Learning Outcomes Assessment Cycle activities since the 2011-12 APRU, including any work in progress.
Have you completed a SSLOAC in 2012 - 13?	No, the last SSLOAC was completed in winter quarter 2012.	If yes, please summarize the results, discussions, analyses, and any improvement plans that do not involve any new resources to implement. If no, please give an update of your progress or future assessment plans.
Have you identified any enhancement plans for which additional resources will be needed in order to achieve a desired or improved outcome?	No, we have not identified any enhancement plans at this time.	If yes, please summarize the results, discussions, analyses, and any improvement plans that will require new resources to implement.
RESOURCE REQUESTS		
Are there any deletions/edits to the resource requests listed in your 2011-12 APRU?	We would like to delete 3 laptops we requested in our 2011-2012 APRU. These have been covered by Measure C Funds. We would still like a projector.	Review your resource requests form your last APRU in 2011-12. NOTE: Resources include: Staffing, equipment, facilities, staff development, operational costs, other.
Are there any additions to the resource requests listed in your 2011-12 APRU?	We would like to replace three full time counselor positions we will be losing to retirements June 2013. Having lost three other counselors due to retirements in the past 5 years and with the Student Success Act mandates, the demand for counseling services will increase, more CLP courses may be required to address the number of undecided students, the requirement for orientation and an educational plan for priority registration, and continued increase in veterans returning to college will attribute to long wait times in the Counseling Center. The current counselor to student	If adding new resource requests, please provide a brief explanations to the following criteria for each new request (see attached "ICC_SI_SSPBT_Values information sheet"): <ol style="list-style-type: none">1. Is the request linked to any of the Institutional Core Competencies?2. Is the request linked to any of the Strategic Initiatives?3. Is the request linked to any of the Core Values?4. Is the request linked to any SSLO Assessment Cycle findings?

	<p>ratio is 1:780. We would also like to replace the two academic advisor positions lost to budget cuts. The advisor positions are 40 hour/12 month positions; they provide coverage in the Counseling Center during the summer and quarter breaks, when counselors' time is limited. We are in desperate need of a Senior Secretary in General Counseling. Our front desk reception area is routinely covered by our administrative assistants or secretaries from other departments in the Counseling Division. This disrupts the work of all involved and contributes to a break down in communications with the turn over of staff from day to day. These positions are necessary in order to meet the requirements of the new Student Success Act mandates regarding selection of a major/goal and Educational Plan. The Counselors positions have been included in the last 4 APRU's.</p>	<ol style="list-style-type: none"> 5. Is the request linked to your CPR 5-year plan? 6. How many times has this request appeared on an APRU? 7. Is the request linked to any of the SSPBT priorities? 8. What are the plans to assessment the effectiveness of this request if granted? 9. Is there anything innovative, unique, or cutting edge about this request? 10. Other information in support the resource request. <p>OR</p> <p>For each new request, attach a detailed document that addresses the 10 criteria listed above – be sure to indicate the name of the document.</p>
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