

# SPRING 2020 PROGRAM REVIEW STEERING COMMITTEE

## Non-Instructional *Comprehensive* Evaluation

### *Committee Feedback Report*

Department/Program: General Counseling

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SECTIONS	Initial	Evolving	Established	N/A
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Section I: Program Overview and Update			X	
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**Commendations:**

**Recommendations:**

**Additional Comments:** The department’s program review included a number of collaborators, including counselors from other programs (categoricals).

Section II: Program Reflection and Description			Established	
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**Commendations:** Very thorough discussion of how the service area supports the college mission statement with detailed examples, including specific initiatives such as guided pathways, the career center visioning and implementation, articulation and its impact on transfer programs, and assessment changes in light of AB 705. The Counseling/Articulation/Assessment unit provided a summary of several recent achievements and described the positive impact on students.

**Recommendations:**

**Additional Comments:**

Section III: Course Curriculum			Established	
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**Commendations:** Success rates for the department are already at the college 2024 goal and described a number of steps it is taking to sustain or improve its current course success rates, which includes a significant amount of professional development in a number of areas, including culturally-responsive teaching and

SECTIONS	Initial	Evolving	Established	N/A
<p>learning and equity-minded practices. The program review included a very robust and thoughtful discussion/reflection on equity gaps across the College and in counseling courses and discussed systemic inequities and barriers to success for students of color. The department provided a thorough update on its course SLO assessment activities and findings. The department noted that it planned to refine and streamline its SLOs.</p>				

**Recommendations:** It would be helpful to provide additional context for the changes anticipated for SLOs. This may include, for example, a discussion as to why the service area would like to modify the SLOs since no challenges were identified and the results have been good. SLOs were being modified to keep with the changes in the program.

While success rates are already meeting the college’s 2024 goal, the department may consider setting a one-year goal for a success rate higher than the current.

**Additional Comments:**

Section VI: Degree & Certificate			Established	
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**Commendations:** The Articulation unit, which is under the Counseling Department, is responsible for overseeing a number of University Studies degrees. The program curriculum for each degree is regularly updated based on a number of changes at transfer institutions.

**Recommendations:**

**Additional Comments:** The plan to complete assessing PLOs and complete mapping SLOs was discussed and outlined, and the time frame set is an achievable time frame.

Section V: Student Service Area Assessment and Data Analysis			Established	
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**Commendations:** The program provided a thorough analysis and summary of its student achievement data disaggregated by student demographics. The program also discussed access to counseling services in comparing the population the department services to the overall student population. The program described its substantial investment in professional development for counselors and a plan to conduct a counseling survey with students to improve its practices. The department’s efforts to develop and implement an Umoja program to advance the success of African American students are commendable. In addition, the department is collaborating with other areas of the college, including Career Education, on the Pathway Navigation Grant Project to improve the student onboarding experience.

SECTIONS	Initial	Evolving	Established	N/A
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**Recommendations:**

**Additional Comments:**

<b>Section VI: Service Area Assessment and Institutional Effectiveness</b>			X	
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**Commendations:** The Counseling Department has engaged with a number of other student services, instructional, and administrative areas to advance the College’s student success and equity goals, including its work on the College’s HSI STEM grant and guided pathways inquiry and implementation. The department provided a robust analysis of its strengths, challenges, external influences, and opportunities for positive change, including impacting curriculum and guided pathways.

**Recommendations:**

**Additional Comments:**

<b>Section VII: Previous Goals</b>			X	
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**Commendations:** The department provided updates to two previous goals related to technology implementation and researching guided pathways models. Both goals were linked to the College’s guided pathways strategic priority. The department is carrying both goals forward this year.

**Recommendations:**

**Additional Comments:**

<b>Section VI: New Goals</b>			X	
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**Commendations:** The department identified one new goal but did not name it; the description indicated that the department was seeking to eliminate equity gaps. The goal was explicitly linked to student learning and achievement data.

SECTIONS	Initial	Evolving	Established	N/A
<b>Recommendations:</b> List or name the goal to provide clarity and consistency in reporting for subsequent program reviews.				

<b>Additional Comments:</b> The reasoning for adding Latinx students for the New Goal was explained that it was an addition after reviewing the data. But that reviewed data was not added into the student equity discussion.
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