

Non-Instructional Program Review- Annual Update Template

Service Area/Administrative Unit

Non-Instructional Program Name: Counseling

Academic Year: 2024-2025

Name(s) of Submitter(s): Dr. Eduardo Vásquez, Clementina Macias

Annual Update #1 #2

**Note: An Annual Update must be submitted each year that a Program Review is not submitted.*

I. Progress on Goals and Outcomes (SAOs/AUOs)

A) List the 2-3 goals and related outcomes for your unit:

(These should be carried forward from your full Program Review, or from your Annual Update #1 if revised since your full Program Review)

1. GOAL #1

Increase the amount to students who receive an associate's degree or certificate by 5% each year.

Expected Service Area Outcome/Administrative Unit Outcome

Students will have the opportunity to meet with counselors to complete an educational plan.

2. GOAL #2

Decrease the number of units that students accumulate to 75.

Expected Service Area Outcome/Administrative Unit Outcome

Students would get a better understanding of how they can lose financial aid opportunities when transferring to a 4-year university.

3. GOAL #3

Increase access for disproportionately impacted groups.

Expected Service Area Outcome/Administrative Unit Outcome

Students from disproportionately groups will get connected to resources that will help them become successful students.

B) Have any goals been completed or discontinued?

If yes, please list the goal and whether it has been completed or discontinued; if discontinued, please explain why.

Yes No

Click or tap here to enter text.

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C) Discuss the actions/strategies related to each goal and your progress on each of these. If you have not begun an(y) action/strategy please list why.

1. GOAL #1 Action/Strategies

With the implementation of Dynamic Forms and SARS, more data can be tracked on how many counselors have completed graduation petitions for both degrees and certificates.

Discuss any progress on Action/Strategies.

609 graduation petitions were completed by counselors for both degrees and certificates in 2023-2024 in comparison to 2022-2023, (percentage). The data was pulled from SARS. A presentation was done about the student centered funding formula on 05.04.2023. The Office of Admissions has started auto-awarding certificates in the 2022-2023 academic year.

Briefly explain how you have been measuring the goal and any notable indicators of forward progress.

Data was gathered from the amount of counseling appointments that were marked in SARS as COGRD and EDGRD. Dynamic Forms was also used as a reference.

2. GOAL #2 Action/Strategies

Relevant to 45 units.

1560 comprehensive educational plans, 1899 educational plan follow ups, and 188 abbreviated educational plans were developed in the 2023-2024 year.

Discuss any progress on Action/Strategies

With the additional counselors, more students have been able to be served in the 2023-2024 academic year.

Briefly explain how you have been measuring the goal and any notable indicators of forward progress.

Data was gathered from the amount of counseling appointments that were marked in SARS for comprehensive educational plans, educational plan follow ups, and abbreviated educational plans.

3. GOAL #3 Action/Strategies

Increase equity and success among all students using Counseling services.

Discuss any progress on Action/Strategies

Under review.

Briefly explain how you have been measuring the goal and any notable indicators of forward progress.

Click or tap here to enter text.

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D) List any resources you are requesting for each goal.

1. Goal 1 Goal 2 Goal 3

Please list the resource and how it relates to the goal.

Click or tap here to enter text.

2. Goal 1 Goal 2 Goal 3

Please list the resource and how it relates to the goal.

Click or tap here to enter text.

3. Goal 1 Goal 2 Goal 3

Please list the resource and how it relates to the goal.

Click or tap here to enter text.

II. New Goals (optional)

This section is optional and should be used to replace a completed or discontinued goal OR if a new goal has become necessary for the service area or administrative unit.

A. NEW GOAL #1

The recent Vision-Aligned Reporting (VAR) structure will require Counseling services and programs to enhance student success services, practices, and efforts to support student outcomes. The new Dean of Counseling and Student Success in collaboration with the Counseling team and support from the Vice President of Student Services will work to streamline business processes, standard operating procedures, and data tracking to align with institutional data needs, Chancellor’s Office initiatives such as Vision Aligned Reporting (VAR).

Expected Service Area Outcome/Administrative Unit Outcome

1. Increased student retention and success rates. 2. Enhanced student satisfaction with counseling services and more effective use of counseling resources and programs. 3. More efficient internal processes leading to quicker service delivery. 4. Reduced administrative overhead and streamlined workflows. 5. Improved SARS tracking and reporting of student success metrics.

1. Alignment to BCC Strategic Priority *(Select at least one but choose all that apply)*

Strategic Priority 1: Innovate to Achieve Equitable Student Success

Strategic Priority 2: Ignite a Culture of Learning and Innovation

Strategic Priority 3: Build Community

Strategic Priority 4: Achieve Sustainable Excellence in all Operations

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2. Relationship to Guided Pathways

- Clarify the Path
- Entering the Path
- Staying on the Path
- Support Learning

3. Please list actions/strategies for achieving this goal/outcome.

1. Enhance SARS data management system to streamline data collection, tracking, and reporting and implement DegreeWorks that will include electronic student educational plans/roadmaps. 2. Audit, develop and standardize SOPs and workflows for counseling services and student support programs. 3. Provide ongoing training for counseling staff on VAR, data tracking, and best practices in student success support. 4. Foster a culture of continuous improvement through workshops and peer learning. 5. Develop early alert systems to identify and support at-risk students. 6. Facilitate regular meetings between the Dean of Counseling & Student Success, Counseling team to ensure alignment and address challenges. 7. Engage IT and Student Services in discussions about data needs, process improvements, and student success strategies. 8. Develop and utilize tools for gathering student feedback on counseling services and programs.

4. Briefly explain how you will measure the goal/outcome.

1. Track student retention, persistence and completion rates. 2. Monitor student satisfaction with counseling services. 3. Track the time required to process student requests and deliver counseling services.

5. Please list resources (if any) that will be needed to achieve the goal/outcome.

1. Ensure the counseling team and support staff are knowledgeable about VAR requirements and student success practices. 2. Budget for ongoing training and professional development opportunities for counseling staff and administrators to stay updated on best practices and emerging trends. 3. Allocate funds for the acquisition and maintenance of data management, integration systems and budget for external consultants who can provide expertise in data systems, process improvements. 4. Ensure that counseling offices and facilities are equipped with the necessary resources to support efficient service delivery.

B. NEW GOAL #2

Click or tap here to enter text.

Expected Service Area Outcome/Administrative Unit Outcome

Click or tap here to enter text.

6. Alignment to BCC Strategic Priority (*Select at least one but choose all that apply*)

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Choose an item.

Choose an item.

Choose an item.

Choose an item.

7. Relationship to Guided Pathways

- Clarify the Path
- Entering the Path
- Staying on the Path
- Support Learning

8. Please list actions/strategies for achieving this goal/outcome.
Click or tap here to enter text.

9. Briefly explain how you will measure the goal/outcome.
Click or tap here to enter text.

10. Please list resources (if any) that will be needed to achieve the goal/outcome.
Click or tap here to enter text.

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III. Resource Requests:

What does the area need to meet its goals and objectives?

List all resources from Sections I.D and II.10 below.

If there was no room on the template to list all resources being requested for a single goal/objective, you may list additional resource requests here. Also list any resources required to implement planned improvements.

IMPORTANT: A BUDGET ALLOCATION PROPOSAL must be completed and submitted for **EACH** new resource requested.

Goal/ Outcome #	Resource Required	Estimated Cost	BAP Required? Yes or No	If no, indicate funding source
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Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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