FOOTHILL COLLEGE
Program Planning and Review – Student Services
(650) 949-7240 | http://www.foothill.edu/ services/index.php

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I. Department/Program Mission

1. State the department name and everyone who participated in creating the comprehensive program plan.	Counseling Division Laureen Balducci, Dean of Counseling and Matriculation Counselors: Lily Adams, Anabel Trigonis, Laurie Bertani, Jerry Cellilo, Vivian Cohen, Leticia Delgado, Cathy Denver, Isaac Escoto, Carol George, Fatima Jinnah, Brenda Johnson, Kim Lane, Andy Lee, Debra Lew, Elaine Piparo, Lety Serna, Vicki Taketa, Dee Vance Lee, Voltaire Villanueva Classified Staff: Carole Beck, Maureen Chenoweth, Stephanie Franco, Karen Oeh, Nancy Rogers, Tita Shields, Kathleen Turner, Suzanne Yamada
2. State the program's mission. If you don't have one, create one.	The Counseling Division mission is to help students make appropriate and successful educational decisions, set achievable goals, adjust to changing roles in global society and resolve personal concerns that can interfere with the ability to succeed in their college experience.
3. Explain how the program/department mission is aligned with the college mission?	The Counseling Division is directly aligned with the College's mission in that Foothill College supports the concept of providing equal educational opportunity for all people. All efforts of the Counseling Division are directed at facilitating the educational, career, transfer and personal growth of students and increasing their potential of success at Foothill College. The Counseling Division also provides vision, planning, evaluation and leadership towards the matriculation and evaluation process of Foothill College.

II. Department and Program Description & Data

1. Indicate all locations and service delivery options available.	Locations offered: ☒FH Main Campus ☒Middlefield ☒Off campus	Delivery options offered: ☒In-person ☒Telephone ☒Email / Online

2. List current positions and descriptions for all personnel in your area on the chart below (include position titles only, not individual names).

Faculty Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
Counselors/Instructors	18	N/A	Provides academic, career, transfer and personal counseling to students of Foothill College.
Management Positions	**Full-time Headcount**	**Part-time Headcount**	**Brief Description of duties**
Dean of Counseling and Matriculation	1	N/A	Direct Counseling Division and oversee Matriculation process for Foothill College.
Classified Positions	**Full-time Headcount**	**Part-time Headcount**	**Brief Description of duties**
Assessment Specialist	1	0	The Assessment Specialist schedules, administers and scores a variety of assessment tests to students to assess basic skills in English, English as a Second Language (ESL), mathematics, chemistry or other test as assigned.
Program Coordinator I	2	0	The Program Coordinator I provides direction and guidance to the day-to-day operations, problem-solving and limited decision-making regarding an assigned program; implements program policies and guidelines; provides for program reporting and accountability; provides work direction and guidance to other program personnel; has limited monitoring of the program budgets.
Evaluator	1	0	The Evaluator provides overall direction and guidance to the day-to-day operations, problem-solving and decision-making regarding the College evaluation activities; assures student needs are met regarding assessment of transfer credits, general education certifications, diplomas,

			certificates and other related issues; participates in Academic Council.	
Administrative Assistant I	3	0	The Administrative Assistant I performs general clerical and administrative services essential to the operation of the program and/or department. Administrative Assistant I has operational responsibilities for the support services, as well as responsibility for providing staff assistance.	
Administrative Division Assistant	1	0	Provides administrative assistance for a Division Dean, faculty and staff; independently coordinates the day-to-day administrative operations of the Division office, interacting with the public, students, administrators, faculty and staff.	
Student Worker Positions	**Hours per Week**	**Months per Year**	**Brief Description of duties**	
Front Desk Assistant	60	12	The General Student Assistant provides primary clerical support to the Counseling front desk operations. Assistant meets and greets students and helps them with scheduling questions, directs them to Counselors, and maintains the desk area with coverage (phones, faxes, on-line services).	
Career/Transfer Center Student Assts.	80	12	The General Student Assistant provides primary clerical support to maintain the Career/Transfer Center reference library, job binders, office files, and publications. In addition, assists students, staff and faculty in effective use of the Career/Transfer Center resources including computer-assisted career guidance software and internet sites.	

3. Given available data, describe the trends in overall student	Through the academic year September 2008 - October 2009, the Scheduling and Reporting System (SARS) data showed the following students served:

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usage (# served by total headcount, amount served through telephone, amount served through online communication). Are there changes in overall usage? What are the implications for your department/program?	30 Minute Appointments: 8,530 Drop-in Counseling: 19,680 Emails: 1,732 Faxes: 281 Front Counter: 30 Student Served at Group Counseling: 1,803 On-line Forum Counseling: 278 Telephone Counseling: 1,186 TAGs Completed: 30 Transfer Drop-in: 65 **TOTAL Student Contacts: 33,615**
4. Scheduling of services: Given available data, describe the patterns in usage (times of day, times of year, weekend usage). Are there changes in when students access services? What are the implications for your department/program?	The success of implementing SARS has lead to a smoother transition of students being served in the Counseling Division. Students are able to access SARS online and can make an appointment to see a Counselor through that system. SARS also reminds students via phone and email message that they have an appointment with a Counselor. According to the SARS data, there has been a significant decrease in the counseling appointment no-show rate. Usage varies due to registration and deadline requirements.
5. Student Demographics: Given available data, describe the trends with respect to student demographics and underrepresented students. Are there changes in access to and use of services? How will your program address any needs/challenges indicated by the data?	The Counseling Division is highly aware and sensitive to the growing demand and needs of the diverse population of students at Foothill College. With curriculum developed in the areas of Mfumo, Puente and Pass the Torch programs, the Counseling Division will continue to available easy access to Counselors, programs and services to underrepresented students.
6. Student Academics: Given available data, describe the trends with respect to the academic characteristics of students, such as transfer or basic skills status. Are there changes in access to and use of services? What are the implications for your department/program?	The Counseling Division provides matriculation services to assist with student enrollment and retention, particularly in the areas of basic skills, Associate degrees and transfer. The Counselors provide direction, counseling and support to students through appointments, drop-ins, phone and email. Assessments test students in their English and math level, and Counselors use multiple measures to place students accordingly into classes. In regards to the basic skills area, Counselors also assist students with time management concerns, study skills and effectively navigating and communicating within the college system. The implications are that given the recent budgetary problems within the state educational system, many more students are attending community colleges, especially those with specific educational needs and having Counselors specialized and trained in serving these students is crucial. The Counseling Division will continue to offer in-service training with programs that address issues such as basic skills, veterans counseling, transfer and career,etc. The Counseling Division is also seeing an influx of students needing assistance to transfer. There has also been an increase in students needing assistance with job preparation and placement, no doubt due to the poor economy.
7. International Students: Given available data, describe the trends with respect to international students. Are there changes in access to and use of services? What are the	The current trend with the increase of international students continues to put demand on services in the Counseling Division: Matriculation, Assessment, Transfer Resources and

implications for your department/program?	Counseling in particular.
8. Optional: Provide any additional data relevant to your program. (Indicate the source of the data).	
9. Are you seeing trends that are not reflected in the data cited above? If yes, please explain.	The current trend not reflected above is the one concerning an influx of students who have not matriculated into the UC/CSU system or have been shut out of courses and are now coming to Foothill College to take classes. This has a major impact both on student services and instruction. The Division is also down in Counseling staff, an Evaluator and a Career and Transfer Administrative Assistant.

Summary of Planning Goals & Action Plans				
10. Identify 1-3 operational goals for the next 3 years and link them to one or more college strategic initiatives or to your operations. (PRIORITIZE BY SECTIONS i.e. need more resources to deal with growing population)				
Department Operational Goals	**College Strategic Initiatives**			
Identify 1-3 operational goals	Building a Community of Scholars	Putting Access into Action	Promoting a Collaborative Decision-making Environment	Operations Planning
Hiring part-time Counselors	☐	☐	☐	☒
Marketing – Counseling, Transfer, Career, Mfumo, Puente, Pass the Torch, Poder, etc.	☐	☒	☐	☐
Materials and supplies	☐	☐	☐	☒
Hiring staff – Evaluator, Division Administrative Assistant, p/t Admin. Asst. for Career/Transfer Center	☐	☐	☐	☒
	☐	☐	☐	☐
	☐	☐	☐	☐

11. What is your plan for accomplishing your goals?			
Dept/Program Operational Goals	**Activities**	**Measures**	**Timeframe**
Hire more staff and part-time Counselors to better serve students	Request to PaRC an Evaluator, Division Asst. and p/t Admin Asst. for C/T Center, part-time Counselors.	Show data that directly supports our need.	2011
Marketing	Doing more outreach to campus community to market Counseling programs and services	Compile data of population of students, faculty and staff reached through workshops, class presentations, tabling on campus, etc.	2010-2011
Materials and Supplies	Maintains operations and functions in CNSL.		2010-2011

12. Are additional resources needed to accomplish your department operational goals? If yes, identify the resource, as well as the purpose and rationale for each resource.		
Identified Resource	Purpose	If requesting funding, provide a rationale of how each request **supports one or more college strategic initiative**

		and/or supports student learning & success.	
Staff increase	To meet the needs of students.	The college has increased its growth 220% since its inception in 1965. Foothill College currently serves 18,638 students and the current structure in the Counseling Division cannot meet the student demand.	

III. Service Evaluation	
Service Evaluation Overview	
1. Student Services Survey: Given results of the Fall Student Services Survey, describe any trends with respect to student knowledge of and use of program services. Are there changes over time? What are the implications for your department/program?	Survey conducted by Student Services.
2. "Internal" Evaluation: Given results of the Internal Evaluation, describe any trends with respect to internal perceptions of program effectiveness. Are there changes over time? What are the implications for your department/program?	Counselors, Staff and Student Assistants will indicate satisfaction with Counseling Division on survey administered through the Office of Institutional Research. Utilize survey to annually distribute to Counseling Division.
3. "External" Evaluation: Given results of the External Evaluation, describe any trends with respect to external perceptions of program effectiveness. Are there changes over time? What are the implications for your department/program?	Survey to be distributed in near future. Surveys to be distributed constituents of the following programs and services that are directly involved with Counseling: STEM, Allied Health, College Skills, Veterans, Athletes, Transfer, Career, etc.
4. Point of Service Surveys: Given results of the Point of Service Survey, describe any trends with respect to student evaluations of service. Are there changes over time? What are the implications for your department/program?	Survey to be distributed in near future to 100 students utilizing such services as transfer, career, counseling, assessment, evaluations and matriculation.
5. Optional: Provide any additional data relevant to service satisfaction or perceived effectiveness of your program. (Indicate the source of the data).	
6. Are you seeing trends in service satisfaction or perceived effectiveness that are not reflected in the data cited above? If yes, please explain.	An important trend that will have significant impact on the Counseling Division in the next few years will relate to the growing demand of our students and the Foothill College as the State cuts funding to the institution and higher education as a whole. The impact will affect student service satisfaction and quite possibly the effectiveness of the Division to serve students.

Summary of Planning Goals & Action Plans			
7. Identify 1-3 goals for the next 3 years related to service evaluation and provide action plans for accomplishing your goals. (BASED ON SECTION III: Service Evaluation)			
Dept/Program Operational Goals	**Activities**	**Measures**	**Timeframe**
To utilize technology more fully in the Counseling Division.	Continuation of SARS, Implementation of DegreeWorks (including on-line educational plans), Banner System		2011-2012

8. Are additional resources needed to accomplish your department service evaluation goals? If yes, identify the resource, as well as the purpose and rationale for each resource. (PUT RESOURCES FROM SAOs HERE)

Identified Resource	Purpose	If requesting funding, provide a rationale of how each request **supports one or more college strategic initiative and/or supports student learning & success.**
Scanning machine	Upload transcripts into Banner system for Counselors and appropriate Deans and faculty to see.	
Software - SARS - Eureka - CollegeSource.com	Continue to serve students through on-line scheduling. Give students, faculty and staff career resources. Give students, faculty and staff access to course descriptions and data.	Since a significant part of the College's mission involves transfer and career initiatives, the Career/Transfer Center provides information and computer resources to support student's career and

		transfer success including admissions information and college curriculums offered. The C/T Center also provides job listings and a career exploration software program (Eureka) to help students access information on careers to assist in their education and career development awareness and planning.	

IV. Service Area Outcomes			
Student Learning Outcome Assessment			
1. **Be sure and complete your service area outcomes. SAOs are listed in a separate document. Please refer to your SAOs to complete this section, but do not-relist the SAOs themselves.**			
2. Are additional resources needed to accomplish your service area outcome goals? If yes, identify the resource, as well as the purpose and rationale for each resource.			
Identified Resource	Purpose	If requesting funding, provide a rationale for how each request **supports one or more college strategic initiative and/or supports student learning & success.**	
See SAOs		Resources needed to complete SAOs are described in the individual department SAOs.	

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V. Resource Planning: Personnel, Technology, Facilities, and Budget

Faculty	
1. What staffing needs do you anticipate over the next four years. (Consider: retirements, PDL, reassigned time, turnover, growth or reduction of the program)	We would need to fill 2-3 Counselor positions due to possible retirements and to fill a currently vacant Counselor position. There has also been a growth with students and program needs. Counselors on PDL

Classified Staff	
2. What staffing needs do you anticipate over the next four years. (Consider: retirements, PDL, reassigned time, turnover, growth or reduction of the program)	We would need an additional Evaluator since we have had a growth in the number of students served through that position. Also, due to a retirement, we would want to fill the Division Assistant position.

Technology and Equipment (see definitions below)	
3. Are the existing equipment and supplies adequate for meeting the needs of the program? If no, explain.	Yearly SARS, Eureka, CollegeSource.com fees, DegreeWorks, and Banner.
4. Do you have adequate resources to support ADA needs in your physical and/or online services? If no, explain.	Yes.

Technology & Equipment Definitions

- **Non-instructional Equipment and Supplies:** includes equipment for "office use" that is non-instructional and that is not used in a lab or classroom – it includes non-programmatic equipment for individual instructors and staff, such as a desktop computer for office use. Desktop technology (computers, printers, scanners, faxes) and software requests are processed through your Dean or Director.
- **Instructional Equipment and Supplies:** includes technology, software, and supplies used in courses or labs, including occupational program equipment. Instructional program equipment requests are prioritized by the department and then by the Dean or Director.
- **Durable Equipment and Furniture:** includes non-instructional, non-technology equipment (chairs, tables, filing cabinets, vehicles, etc.) necessary to improve the operational functioning of the program/department.
- **Note:** It is recommended that divisions perform and maintain an inventory of all their technology and equipment.

Facilities	
5. Are your facilities accessible to students with disabilities? If no, explain.	Yes.

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6. List needs for upgrades for existing spaces.	The Placement and Testing office needs to be reworked to make it more accommodating to students testing.
7. List any new spaces that are needed.	N/A
8. Identify any long-term maintenance needs.	Sound proof Counselor walls.
9. Are available general use facilities, such as student spaces and office/work space adequate to support the program? Please explain.	Yes the Counseling Division has enough space to adequately serve students.
10. Are work orders, repairs, and support from district maintenance adequate and timely? Please explain.	Yes, fairly so. There have been concerns with setting up events late or not according to specifications.
Budget	
11. Are the A-budget and B-budget allocations sufficient to meet student service needs in your department/program?	No. We pay some student staff out of B budget in order to have enough coverage for the Counseling Office front desk and the Career and Transfer Center. Also, we do much printing and copying and even though we are trying for more sustainability, we need paper and toner supplies.
12. Describe areas where your budget may be inadequate to fulfill program goals and mission.	Growth of Career and Transfer Center has limited the Division as far as having enough people to assist students during busy times.
13. Are there ways to use existing funds differently within your department/program to meet changing needs?	Buy software programs that can help organize files, systems, and programs that can be viewed and shared by the Counseling Division (i.e. Microsoft Sharepoint)
Summary of Planning Goals and Action Plans	
14. What are your goals with respect to resource planning and how will those goals be measured?	
15. Are additional resources needed to accomplish your resource planning goals? If yes, identify the resource, as well as the purpose and rationale for each resource.	

Identified Resource	Purpose	If requesting funding, provide a rationale for how each request **supports one or more college strategic initiative and/or supports student learning & success.**

VI. Final Summary of Goals, Commitments to Action, and Resource Requests

1. Upon completion of this program plan, provide a comprehensive summary of your goals and action plans for the next 3 years. (FOR THIS SECTION CAPTURE ALL OF OUR GOALS)

2. Final Resource Request Summary: **When the program planning and review form is online – the section below will automatically fill in with your responses from each section. Until this is ready, these sections will be cut and pasted from previous sections.**	Note: If you are requesting resources this year, these items have to be included in your current program review. If you want the college to understand your full range of need, then list every current and upcoming resource need in each section above.

Resource	Purpose	Rationale	Estimated Cost

Supervising Administrator Signature		*Completion Date*	