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COMPLETE

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**First Name:** Ticey  
**Last Name:** Hosley  
**Email:** ticey.hosley@gcccd.edu  
**Custom Data:** Counseling  
**IP Address:** 68.8.82.31

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Page 1: I. Service Area Overview and Update

**Q1**

I.1 Department(s) Reviewed:

General Counseling

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**Q2**

1.2 Lead Author:

Raad Jerjis & Co-Author Amaliya Blyumin

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**Q3**

I.3 Collaborator(s) - List any person that participated in the preparation of this report:

General Counseling: Sophia Armenta, Michelle Campuzano, Ticey Hosley, My-Linh Nguyen, Lilia Pulido, and Osvaldo Torres;  
Classified Staff: Brianna Cuellar and Cathy Fritz

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**Q4**

I.4 Dean/Manager:

Dean-Nicole Jones

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**Q5**

I.5. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the 2020 program reviews on the program review webpage.

The major change that the Counseling Department has undergone is that we transitioned all of our services to Online. At the start of Covid-19 pandemic, the counseling department was the first department in Student Services to offer virtual drop-ins and appointments to meet various students' needs. To assist the counseling faculty to execute their duties, the counseling supervisor developed a Remote Resource Guide which contained various online resources and fillable forms. Because of the uncertainty of the budget, we had to temporarily curtail the adjunct coverage for three weeks in April. All of our events, Counseling Division meetings, and Student Outreach services have been conducted online and through Zoom technology.

Not only our services were affected by COVID-19, but we had to transition our face to face counseling courses to online modality. The challenge of Covid-19 has impelled our counseling teaching faculty to earn their online certification.

At the curriculum level, in the Fall 2019, the Counseling faculty revised in the course outlines for all our counseling, PDSS, and WEX courses to effectively measure the SLO's in these courses.

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Page 2: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success

## Q6

II.1. Student services and administrative areas collect data in many different ways. Please discuss the access, success, and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include student achievement data from comparison reports, service utilization data from SARS or another database, demographic information on the students your area serves, student or employee survey results, reports prepared by external organizations, or other data collected by your service area.

In Comparison of Remote Services in Spring 2020 and Regular Services in Spring 2019 (students Enrolled) and based on the data that was provided by the Institutional Effectiveness and Student Equity Office, between March 18th and July 22nd, approximately 15% of all students with valid enrollments at Cuyamaca College received counseling services (1,279 of 8,655 students). In comparison, approximately 18% of all students received Counseling services during the same date range in Spring 2019 (1,623 of 9,271 students). In both semesters, the Counseling department served an overrepresentation of white students (51% compared to 46% in Spring 2019 and 47% in Spring 2020). Conversely, the Counseling department served a slight underrepresentation of African-American/Black students (4%, compared to 5% college-wide), a slight underrepresentation of Asian students (5% in Spring 2019 and 4% in Spring 2020, compared to 6% college-wide), and a slight underrepresentation of Hispanic/Latino/a students (30% in Spring 2019 and 32% in Spring 2020, compared to 33% college-wide).

In Comparison of Remote Services in Spring 2020 and Regular Services in Spring 2019 (all Current and Prospective Students), the Counseling department served approximately 31% fewer students in the remote modality in Spring 2020 compared to the traditional service delivery modality in Spring 2019 (2,060 current and prospective students compared to 2,988 current and prospective students, respectively). When comparing the 2,060 current and prospective students that the Counseling department served remotely to the 2,988 students they served in Spring 2019, the percentages of each racial/ethnic student group are comparable. One of the reasons for the decline in services was due to the fact that we were transitioning to providing services fully online and it took at least month to provide all counselors with the necessary equipment and tools.

Because of the campus was closed, students were not aware of what counseling services were going to be available. In addition, many of our students lacked the necessary equipment and tools to access remote counseling services.

In Summary, of the students who received General Counseling in 2019-2020, here are some of the key take-aways:

- Approximately 40% of Cuyamaca students received General Counseling
  - In terms of access to General Counseling, there was an under-representation of Asian, Black, and Latino students.
  - Students who received General Counseling in Fall 2019 and/or Spring 2020:
    - Had higher course retention and course success rates, overall
    - Were more likely to persist from Fall 2019 to Spring 2020, with a fall-to-spring persistence rate of 74.3% (compared to a persistence rate of 46.8% for all other students)
    - Attempted and completed more units, on average
- Based on these results, it looks like there is an opportunity to engage in targeted outreach/in-reach to our Asian, Black, and Latino students about General Counseling

**Q7**

II.2. In light of the goals set in your program review, what are your plans to improve equitable student access and outcomes (enrollment, matriculation, success, retention, persistence, graduation, etc.) in the coming year?

One of the goals that was set by the Counseling Department was to increase the use of technology in the administration/implementation of counseling services and programs. For this reason, the counseling department has adopted a new orientation system (Comevo) that will begin in January of 2021. The Pathway Navigation grant made it possible to implement Comevo to fulfill the grant objective. Comevo delivers a personal and engaging orientation to various student populations. Another tools that was used in the Spring 2021 and will continue be used to measure the student success is Cuyamaca Counseling Point-of-Contact Survey. Based on the number of students who completed the survey in Spring 2020, 85.7% of students have reported that they were very satisfied with the services they received in the counseling session. 14.29%of students reported satisfied with the services.

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**Q8**

OPTIONAL UPLOAD 1: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

**General Counseling (CC) Comparison Report - 2020.pdf (74.8KB)**

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**Q9**

OPTIONAL UPLOAD 2: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

**Cuyamaca College Remote Counseling Comparison Spring 2019 to 2020 200904 (1).pdf (194KB)**

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**Q10**

Respondent skipped this question

OPTIONAL UPLOAD 3: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

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**Q11**

Respondent skipped this question

OPTIONAL UPLOAD 4: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

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Page 3: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success continued

**Q12**

Yes

II.3. Are the SLOs and/or SAOs an accurate reflection of the department's major priorities?

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**Q13**

Yes

II.4. Does your service area have an SLO/SAO assessment plan on file with the SLO Coordinator (or the Outcome Assessment Committee)?

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**Q14**

II.5. What are your key assessment findings over the past year and what have you changed (or will you change over the next year) as a result?

Our SAO's is the same as to one of our previous goals which is to: To identify factors that may contribute to lower outcomes for African-American/Black and Latinx students served by Counseling as compared to other demographic groups.

Due to Covid-19, we will work on this in the year of 2021 to give us enough time to collect the necessary data. Currently, our Point of Contact Student Survey needs to be revised to include questions related to demographics in order to capture the necessary data to measure the SAO's listed above.

The counseling department in the Spring 2021 is anticipating to use the new orientation system called Comevo. At the end of the orientation, student will be surveyed to measure their satisfaction with the orientation and counseling services.

Since all Counseling and Work Experience courses transitioned to online modality, the SLO's for such courses will be measured in the Spring 2021.

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**Q15**

Respondent skipped this question

OPTIONAL: Please use the Upload button below to attach any additional documentation you would like to include.

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Page 4: III. Previous Goals: Update

**Q16**

Goal 1:

Increase the use of technology in the administration/implementation of counseling services and programs.

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**Q17**

In Progress - will carry this goal forward into next year

Goal Status

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Page 5: III. Previous Goals: Update continued

**Q18**

Respondent skipped this question

Please describe the results or explain the reason for deletion/completion of the goal:

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**Q19**

**Respondent skipped this question**

Do you have another goal to update?

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Page 6: III. Previous Goals: Update continued

**Q20**

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Work with IT Department on the implementation of a new online orientation and advising software (Comevo). The new software will allow for our Counselors to develop additional modules for our students (e.g. probation, categorical specific, etc.). Also, the counseling department is anticipating to use the new orientation system at the end of Spring 2021. At the end of the orientation, there will be a student survey to measure their satisfaction with the orientation and counseling services. Finally, due to Covid-19, the counseling have been offering all services remotely since March 2020. IT was instrumental in transitioning from face to face to virtual environment.

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**Q21**

**Yes**

Do you have another goal to update?

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Page 7: III. Previous Goals: Update continued

**Q22**

Goal 2:

Research and develop a Counseling Model for Guided Pathways.

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**Q23**

**In Progress - will carry this goal forward into next year**

Goal Status

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Page 8: III. Previous Goals: Update continued

**Q24**

**Respondent skipped this question**

Please describe the results or explain the reason for deletion/completion of the goal:

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**Q25**

**Respondent skipped this question**

Do you have another goal to update?

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Page 9: III. Previous Goals: Update continued

**Q26**

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

In the Spring of 2020, the Counseling faculty worked with Al Solano exploring various Guided Pathway models. Due to Covid-19, we were not able to conduct an indepth research to advance the work of Guided Pathway. We will continue researching in the next academic year.

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**Q27**

**Yes**

Do you have another goal to update?

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Page 10: III. Previous Goals: Update continued

**Q28**

Goal 3:

To identify factors that may contribute to lower outcomes for African-American/Black and Latinx students served by Counseling as compared to other demographic groups

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**Q29**

**Not Started**

Goal Status

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Page 11: III. Previous Goals: Update continued

**Q30**

**Respondent skipped this question**

Please describe the results or explain the reason for deletion/completion of the goal:

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**Q31**

**Respondent skipped this question**

Do you have another goal to update?

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Page 12: III. Previous Goals: Update continued

**Q32**

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Due to Covid-19, this goal was put on hold. We will continue with the following actions steps for 20/21:

- a. Gather additional data from other counseling areas (e.g., EOPS, Calworks, UMOJA, etc.) on outcomes for African-American/Black and Latinx students.

There were no steps taken due to the pandemic. The counseling department will work on this goal in 2021. In the Spring of 2021, the Point of Contact Student Survey. This survey may need to be revised to include questions related to demographics in order to capture the necessary data to measure this goal. This will be done in collaboration between the Counseling Department and the Office of Institutional Effectiveness. The counseling department will examine the strategies on how to achieve this goal during our Counseling Spring Retreat.

- b. Formulate a plan to gather information on factors that may be contributing to lower outcomes for AfricanAmerican/Black and Latinx students.

There were no steps taken due to the pandemic. The counseling department will work on this goal in 2021.

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**Q33**

**No**

Do you have another goal to update?

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Page 13: III. Previous Goals: Update continued

**Q34**

**Respondent skipped this question**

Goal 4:

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**Q35**

**Respondent skipped this question**

Goal Status

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Page 14: III. Previous Goals: Update continued

**Q36**

**Respondent skipped this question**

Please describe the results or explain the reason for deletion/completion of the goal:

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Page 15: III. Previous Goals: Update continued

**Q37**

**Respondent skipped this question**

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

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Page 16: IV. New Goals

**Q38**

**No**

Would you like to propose any new goal(s)?

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Page 17: IV. New Goals continued

**Q39**

**Respondent skipped this question**

New Goal 1:

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**Q40**

**Respondent skipped this question**

Which College Strategic Goal does this department goal most directly support? (Check only one)

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**Q41**

**Respondent skipped this question**

Please describe how this goal advances the college strategic goal identified above.

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**Q42**

**Respondent skipped this question**

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

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**Q43**

**Respondent skipped this question**

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

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**Q44**

**Respondent skipped this question**

How will this goal be evaluated?

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**Q45**

**Respondent skipped this question**

Do you have another new goal?

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Page 18: IV. New Goals continued

**Q46**

Respondent skipped this question

New Goal 2:

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**Q47**

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

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**Q48**

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

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**Q49**

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

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**Q50**

Respondent skipped this question

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

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**Q51**

Respondent skipped this question

How will this goal be evaluated?

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**Q52**

Respondent skipped this question

Do you have another new goal?

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Page 19: IV. New Goals continued

**Q53**

Respondent skipped this question

New Goal 3:

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**Q54**

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

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**Q55**

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

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**Q56**

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

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**Q57**

Respondent skipped this question

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

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**Q58**

Respondent skipped this question

How will this goal be evaluated?

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**Q59**

Respondent skipped this question

Do you have another new goal?

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Page 20: IV. New Goals continued

**Q60**

Respondent skipped this question

New Goal 4:

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**Q61**

Respondent skipped this question

Which College Strategic Goal does this department goal most directly support? (Check only one)

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**Q62**

Respondent skipped this question

Please describe how this goal advances the college strategic goal identified above.

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**Q63**

Respondent skipped this question

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

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**Q64**

Respondent skipped this question

Action steps for this year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

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**Q65**

Respondent skipped this question

How will this goal be evaluated?

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Page 21: V. Resources Needed to Achieve Goal(s)

**Q66**

**Faculty Resource Needs,  
Classified Resource Needs,  
Technology Resource Needs,  
Supplies/Equipment and Other Resource Needs**

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What resources is your program requesting this year to achieve the program's goal(s)?

Page 23: Final Check

**Q67**

I am ready to submit my program review

Are you ready to submit your program review? If you would like to go back and review a section, select a section and click "Next."

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