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Contact Person: Maria Roman                    Submission Date: Spring 2018

*[Note: The information in this area will repeat on all pages.]*

**Porterville College Mission Statement**:

With students as our focus, Porterville College provides our local and diverse communities quality education that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for career and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students who are capable of benefiting from community college instruction.
2. Provide comprehensive support services to help students achieve their personal, career and academic potential.
3. Prepare students for transfer and success at four-year institutions.
4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.
5. Provide developmental education to students who need to enhance their knowledge and understanding of basic skills.
6. Recognize student achievement through awarding degrees, certificates, grants, and scholarships.

**Program Mission Statement**:

The mission of the Advising and Counseling Department is to foster and promote the academic, personal, and social development of our students by providing a wide range of services to help them resolve personal difficulties and acquire the skills, attitudes, and knowledge that will enable them to be successful.

**Services Area Outcomes**:

➢ After completing the online orientation, students will be able to identify various strategies to improve their chances for academic success.

➢ Interviews with local high school staff will indicate their satisfaction with the counseling and orientation services provided at the local high schools.

➢ Staff will express satisfaction with the implementation of Degree Works and student utilization of the system will increase each subsequent year after its implementation.

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The advising and counseling staff has established policies and procedures to improve the delivery of services to students. A variety of services are provided year around to the general student population as well as to students in categorical programs. Assessing the progress is ongoing through regular department meetings and conducting and assessing the SAOs within each area.

Online Orientation SAO: Of the 2854 students who participated in the online orientation 2624 (92%) completed the orientation successfully and passed the final questions. See detail information below in the Analysis of Current Performance.

High School Staff SAO: During an SAO conducted in April 2017, nine high schools responded to the survey and all are 100% satisfied with the services provided to the graduating seniors: orientation, assessment, and counseling/ed plans.

Degree Works SAO: Degree Works is an online comprehensive program used to complete the abbreviated and comprehensive student educational plans (SEP) that students need to satisfy the SSSP matriculation components for priority registration. Degree Works interfaces with Banner which makes the program more efficient in providing services to students. During Spring 2017, for the first time, counselors completed the abbreviated SEP remotely in the high schools and adult school using Degree Works. The abbreviated SEP was developed, printed, and signed by both the student and PC counselor. The SAO assessment conducted in April 2017, concluded that 100% of the counselors were somewhat satisfied or very satisfied in response to the question: "Overall, how satisfied are you with Degree Works?" This program is one of the reasons the percentage of the both Abbreviated and Comprehensive Ed Plans completed increased from 21% in 2015-2016 to 26% in 2016-2017 and No Ed Plans decreased from 35% in 2015-2016 to 27% in 2016-2017.
https://ir.kccd.edu/program-review/pc/student-services/2017-18_APR_PC_COUNSELING_Student_Services.pdf

**Program Analysis and Trends**

In the counseling and advising area, there are currently three full-time and three part-time counselors who provide services to the general student population. Some of these counselors are assigned to areas or duties outside of the main counseling area including one counselor located in the Veteran Resources Center. Other counseling duties include the Early Alert

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Program, the Transfer Center, Foster Youth, Athletics, English as a Second Language, online counseling and matriculation components of multiple measures.

In addition to individual appointments, group sessions take place during high peak demand. Close attention is placed to students who are on academic probation or suspension and incoming freshmen. Counselors also conduct a variety of workshops which include new student orientations, career, transfer and study skills workshops. Technological assistance is available to students which include Navigate, Degree Works and ASSIST. Cranium Cafe (an online video counseling program) will be available by the end of Spring 2018.

Students who are on probation or suspension take an online probation workshop before meeting with a counselor. During this meeting the student and counselor review and complete a Student Success Contract. Counselors work to ensure students understand the consequences of their academic status and review strategic options to improve their outcome.

Reflected in the KCCD Institutional Research and Reporting charts below, the counseling and advising staff is very excited to see the number of fully matriculated first time students increase from 57% in 2015-2016 to 68% in 2016-2017. This is a true testament to how dedicated the staff is when providing the necessary tools to ensure student success. Here is the website where the data is located: https://ir.kccd.edu/program-review/pc/student-services/2017-18_APR_PC_COUNSELING_Student_Services.pdf

**Online Orientation Summary:**
Starting April 16, 2015, the student services division started using COMEVO software to offer online orientation. Between April 16, 2015 and April 17, 2017, approximately 2854 students have participated in the online orientation. There are nine sections in the orientation and each section has up to 4 questions. A student cannot make progress to the next section without successfully answering the questions for each section. Students are currently allowed to complete the orientation during multiple sittings, which means they do not have to complete it immediately. This allows students some level of flexibility since the orientation can take up to 45 minutes to complete. In order for students to receive credit for the orientation, they must pass a final test. The test is a set of 15 questions in which the cut off number of questions answered correctly must be above 10. Of the 2854 students who participated in the online orientation 2624 (92%) completed the orientation successfully and passed the final questions.

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## Athletics Academic Summary

Athletic academic counselors must comply with both Porterville College academic counseling and advising standards as well as be knowledgeable of eligibility requirements and transfer pathways for students to pursue both academics and athletics in NAIA and NCAA Division I/II/III programs.

Student athletes are required to meet all Porterville College academic requirements as well as the California Community College Athletic Association (CCCAA) compliance standards. Athletic academic counselors offer degree driven advising, counseling and support services to assist student athletes in successfully managing academics, athletics, personal and social responsibilities as well as career counseling. Athletic academic counseling is student centered as each student athlete is unique in terms of their educational, career and athletic pursuits and therefore, our role is to aid students in all their collegiate endeavors. Student athletes must be enrolled in, and actively attending, 12 units or more with at least 9 of those units counting toward the associate degree, remediation, transfer and/or certification during their season of participation. On average, student athletes tend to enroll in 15-19 units a semester and are amongst the highest academic achieving groups on campus with an average grade point average (GPA) of a 3.0. In the 2016-2017 athletic season, the program fluctuates in serving 80-100 student athletes.

Prior to the student athlete enrolling in courses at Porterville College, the Athletic Academic Counselor meets with all new recruits to ensure that they have knowledge and/or have completed the Student Success and Support Program (SSSP) requirements. During this initial meeting, the Athletic Academic Counselor and the recruit hold a New Student Athlete Orientation and complete an abbreviated student education plan. This initial meeting helps set the tone in preparing them for academic success and ensuring that we are transferring and/or graduating our student athletes in 2-years. During the student athletes' first semester of competition the Athletic Academic Counselor completes a comprehensive student education plan. This process has been extremely successful and 95% of all student athletes for the 2016-2017 season have comprehensive education plans on file.

## Foster Youth Success Program Review Summary

The Foster Youth Success Program (FYSP) provides services to identified and verified current or former foster youth attending Porterville College. The goal is to provide student support services to foster youth, which will prepare and invest in the youth during their post-secondary educational journey. Our current Porterville College Foster Youth Success Program is part of the larger concerted initiative from the California Community College Chancellor's Office (CCCCO) targeting former or current foster youth who are aging out of the system to bring issues affecting these youths to the forefront and to improve the ability of these youth to access higher education. Porterville College's current foster youth students have varying degrees of need in academics, personal and social adjustment, financial management/assistance and career-related concerns.

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For the 2016-2017 academic year, the program serves 90 current or former foster youth. Our ability to identify current and former foster youth has greatly improved and will continue to improve as we continue to change the stigmatization around this group. The FYSP Counselor works closely with Institutional Research Department to compile a list of all current and former foster youth. After a detail examination of the generated list, students are contacted to ensure that they have completed the Student Success and Support Program (SSSP) requirements, their current FAFSA, and student education plan. The FYSP Counselor then meets with every student to hold an orientation for Porterville College's FYSP and completion of an abbreviated student education plan. During the orientation phase of the FYSP, the counselor also identifies if the foster youth student is also in need of additional services. The FYSP has a great working relationship and clearly identified eligibility pathway for students to receive services from the Extended Opportunity Program Services (EOPS) and Disability Resource Center (DRC). The FYSP Counselor and the Office of Financial Aid also has a great working relationship and understands that funding a student's education is of the utmost priority, so much so that the counselor is located in the Office of Financial Aid as well as having a designated Financial Aid Technician to assist current and former foster youth. The FYSP Counselor meets with students at least once a semester and holds multiple workshops throughout the year in the areas of career, academic, finances, social and emotional adjustment

**English as a Second Language Summary:**


The Language Arts Division implemented its redesigned ESL program in the fall of 2016. The purpose of the redesigned program is to broaden access, accelerate progress, and increase success of ESL students. The redesigned program enables any English learner, at whatever level of proficiency, the opportunity to learn the necessary skills in speaking, listening, reading, and writing to succeed in transfer level college classes, enhance employment opportunities, and/or enhance quality of life. The ESL program consists of a sequence of five levels from beginning through advanced (one level below transfer level). Separate courses in Reading and Writing and Listening and Speaking are taught at each level.

All courses can be taken for either credit or non-credit. Typically, Listening and Speaking classes are offered Mondays and Wednesday evenings and Reading and Writing classes are offered on Tuesday and Thursday evenings. This consistent schedule offers motivated students an opportunity to attend ESL classes four nights a week and up to 10 hours a week.


Enrollment in the ESL program has increased substantially:

Fall 2015 Census Enrollment: 92                    Fall 2016 Census Enrollment: 214

Spring 2016 Census Enrollment: 83   Spring 2017 Census Enrollment: 211

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The success of the redesigned ESL program has been enhanced by the services of an outreach coordinator supported by Basic Skills funds, a designated ESL counselor supported by Student Equity funds, and collaboration with Counseling and the Porterville Adult School.

A part-time bilingual counselor is designated to advise the ESL students ensuring the development of the credit and non-credit educational plans. A part-time counselor funded by special funding is located at the Adult School.

**Transfer Center Summary:**

The Transfer Center has gone through some changes including staff and a new location within the last three years. The Transfer Center is composed of one part-time coordinator, who is housed outside the center, and a full-time educational advisor, who is assigned twenty-five percent of the time for transfer and is housed in the Counseling Center.

The Transfer Center moved and relocated inside the multi-purpose lab, where students have access to literature from 4-year institutions, handouts in a variety of subjects, and computers they can use to access additional transfer information and complete their transfer applications. In addition, the Transfer Center continues to provide an array of services to students individual and walk-in counseling appointments, transfer workshops, and visits and workshops by representatives from 4-year colleges and universities.

This academic year a total of 385 transfer advising walk-ins or appointments were completed by the transfer staff to assist transfer students: 82 students attended several workshops, which included Transfer, Transfer Application, and Transfer Admission Guarantee. In addition, 40 students attended a trip to UC Santa Barbara and 18 attended a trip to CSU, Bakersfield. Last year for the first time, the Transfer Student Recognition Celebration was hosted by the Transfer Center to recognize students for their achievement.

The Transfer Center coordinator continues to develop collaborative relationships with PC counselors/advisors, general campus community, high school counselors and college representatives. In addition, the Transfer Center coordinator and advisor participate in outreach activities geared towards high school counselors and high school students.

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**Veteran Resource Center Summary:**

When the White House published its "8 Keys to Success" in serving veterans and encouraged all campuses to adopt these keys; Porterville College moved forward with planning for a veteran's center. One of the eight keys was to "Coordinate and centralize campus efforts for all veterans, together with the creation of a designated space (even if limited in size)." After a few months of planning, the current center at Porterville College opened its doors in the fall 2014 semester.

The VRC is now a relaxing place for student veterans to gather, meet with the veterans' counselor, study, talk with veteran representatives, or just enjoy the camaraderie of fellow veterans on campus. The center also provides services to current active soldiers, and dependent/spouses of veterans, which total 120 students.

The VRC staff includes three staff members, which include one full-time counselor and program technician; one VA Certifying Official located in Admissions and Records, who is assigned about 25% of the time.

Activities include a variety of workshops, field trips, and community services. One of the Student Veterans Organization projects include visiting the homeless several times each semester; this is coordinated with the Family Crises Center. The students gather donations and put together care packages, clothing, food, tents and sleeping bags. Students celebrate their accomplishments by attending the End Of The Year Recognition ceremony. The Rotary Club in partnership with the Porterville College Foundation has completed the construction of the on-campus Veterans Memorial and the ribbon cutting is scheduled for late Spring 2018 semester. The Veteran Resource Center has been busy assisting the Rotary Club and the Porterville College Foundation in raising funds for the construction via selling bricks to honor a veteran. This project is on-going.

**Program Strengths and Areas for Improvement**:

**Strengths:**

The counseling and advising staff is dedicated to providing the utmost quality services to students. Many of them have worked at Porterville College for many years and have created a trusting and bonding commitment with each other. In efforts to accommodate the students' busy schedule, the counselors provide services both early in the morning through late in the afternoon at 5:30pm.

The counselors conduct a variety of workshops to provide crucial information to improve students' success. These workshops include field trips to other college campuses and universities, self- improvement, transfer, and study skills.

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The counseling staff participates in various campus committees and working groups and is involved in the participatory governance of our campus. This includes attending other departments' division meetings. This is an informational vehicle between divisions to ensure that our division has the most current information.

**Areas for Improvement:**

- An area of improvement for any student service department should be to increase fully matriculated first-time students. Setting a goal of increasing matriculated students by 5 percentage points every year will lead to students being more successful; completing their educational goals, educational student plans and graduating on time thereby increasing demands on counselors. Counselors should be available to every first-time students immediately upon completing the assessment test. We need two more counselor to assist in this area.

- The Student Services lab located in AC 121 is underutilized because the lack of a full-time person to maintain the maximum room usage. Increasing usage of lab is vital to student success, as many students do not have access to internet or computers in their homes. Many students prefer to stay on campus to complete matriculation requirements. Students also build a camaraderie with fellow students, which supports student success.

- The Transfer Center can use a counselor who can devote more time in the center, as mentioned earlier, the current counselor only devotes 25% of their time. With the increase of transfer degrees, it is imperative that we increase more counseling hours.

**Goals** (This section is for you to report on progress on *previously established goals*. If your program is addressing more than 2 goals, please duplicate this page)

| Goal(s) | Completion Date | Needed resources | Person(s) Responsible | Obstacles to completion (if any) |
|---|---|---|---|---|
| 1. Online Counseling | Spring 2016 | | | |

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___     Item 2__X_     Item 3___     Item 4___     Item 5___     Item 6___

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Progress on Goal:

__X__ Completed (2016          )
____Revised     (Date          )

Comments:

       The online counseling is assigned to a counselor who maintains the correspondence with students. Referrals to other college departments when needed in the Fall 2017 there were 139 students who used the Ask A Counselor link. Once the Cranium Café training is complete, the counselor will also be able to communicate via using a camera interface.

| Goal(s) | Completion Date | Needed resources | Person(s) Responsible | Obstacles to completion (if any) |
|---|---|---|---|---|
| 2. Online Orientation | Spring 2017 | | | |

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___     Item 2__X_     Item 3___     Item 4___     Item 5___     Item 6___

Progress on Goal:

__X__ Completed (Spring 2017)
____Revised     (Date          )

Comments:
The Online Orientation is fully implemented; students have universal access to the program and can retake the test if needed.

**PORTERVILLE COLLEGE**
**PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAMS**

Name of Program/Operational Area: Advising and Counseling
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**Goals** (This section is for you to report *new goals* for your program. If your program is creating more than 2 goals, please duplicate this page)

| Goal(s) | Timeline for Completion | Needed resources | Person(s) Responsible | Obstacles to completion (if any) |
|---|---|---|---|---|
| 1. Increase Transfer Center hours of operation | Fall 2018 | Funding | Student Services Administration | Funding Priorities |

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___      Item 2_X__      Item 3___      Item 4___      Item 5___      Item 6___

Progress on Goal:

____Completed   (Date          )
____Revised      (Date          )

Comments:
With increasing AA-T and AS-T degrees, it has increased the demand to have a fulltime counselor to keep abreast with transfer requirement changes.

| Goal(s) | Timeline for Completion | Needed resources | Person(s) Responsible | Obstacles to completion (if any) |
|---|---|---|---|---|
| 2. Increase utilization of Student Services Lab | Spring 2019 | Funding | Student Services Administration | Funding Priorities |

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___      Item 2_X__      Item 3___      Item 4___      Item 5___      Item 6___

Progress on Goal:

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____Completed   (Date          )
____Revised      (Date          )

Comments:
        Student Services lab is under use due to lack of staff coverage. This person will serve as
        resource to students.

| Goal(s) | Timeline for Completion | Needed resources | Person(s) Responsible | Obstacles to completion (if any) |
|---|---|---|---|---|
| 3. Increase fully matriculated 1st time students by 5% | Spring 2019 | Funding, more counselors and ongoing training. | Student Services Administration | Funding Priorities |

Which of numbered items under the Mission Statement (see page 1 of this document) will be
furthered if this goal is completed?  (select all that apply)

Item 1___      Item 2_X__     Item 3___      Item 4___      Item 5___      Item 6___
Progress on Goal:

____Completed   (Date          )
____Revised      (Date          )

Comments:
        Continue ongoing training to improve the matriculation process and adapting new
        technologies.

# PORTERVILLE COLLEGE
# PROGRAM REVIEW REPORT:  NON-INSTRUCTIONAL PROGRAMS

Name of Program/Operational Area: Advising and Counseling
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*[Note:  The information in this area will repeat on all pages.]*
## STAFFING REQUEST

**Staff Resources:**

**Current Staffing Levels**

| Full-time Staff | | Part-time Staff | |
|---|---|---|---|
| Faculty | 3 | Faculty | 3@600 |
| Temporary | | Temporary | |
| Classified | | Classified | |
| Management | | Management | |

**Request for New/Replacement Staff**
Use one line for each position requested.  Justify each position in the space below.

| | Title of Position | Classification (Faculty, Classified, or Management) | Full or Part Time | New or Replacement |
|---|---|---|---|---|
| Position 1 | Counselor | Faculty | Full-Time | Replacement |
| Position 2 | Counselor | Faculty | Full-Time | New |
| Position 3 | Department Assistant III | Classified | Full-Time | New |

Justification:

Counselors: With the increase of transfer degrees; this general counselor would maintain an increase of hours in the Transfer Center and provide a wide variety transfer counseling services. This counselor would also conduct and maintain with the upkeep on the multiple measures – working with the divisions at the college and local high schools.  This counselor would also assist in completing the Abbreviated Student Education Plan upon the completion of the Assessment Test at PC and provide general counseling services.

Departmental Assistant III: Student Services lab is under use due to lack of staff coverage. This person will serve as a resource to students, staff and community.

**PORTERVILLE COLLEGE**
**PROGRAM REVIEW REPORT:  NON-INSTRUCTIONAL PROGRAMS**

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TECHNOLOGY REQUEST

Use this section to list any technology needs for your program.  It is not necessary to put a price on these items; that will be done by the IT department.  If you have more than two technology needs, add rows below.

| Technology Need | Justification |
|---|---|
|  |  |
| Item 2 |  |

FACILITIES REQUEST

Use this section to list any facilities needs for your program.  It is not necessary to put a price on these items; that will be done by the Maintenance & Operations department.  If you have more than two facilities needs, add rows below.

| Facilities Need | Justification |
|---|---|
| Item 1 |  |
| Item 2 |  |

SAFETY & SECURITY REQUEST

Use this section to list any safety & security needs for your program.  It is not necessary to put a price on these items; that will be done by the Safety and Security Program Manager.  If you have more than two safety & security needs, add rows below.

| Safety & Security Need | Justification |
|---|---|
| Item 1 |  |
| Item 2 |  |

**PORTERVILLE COLLEGE**
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BUDGET REQUEST
(Do not include staff increases in this section)

| | Current Budget | Amount of Change | Revised Total |
|---|---|---|---|
| 2000 (Student Worker Only) | | | |
| 4000 | 500 | 2000 | 2500 |
| 5000 | | | |
| Other | | | |
| Justification:<br>(Include justification for each change requested.)<br><br>Currently, SSSP categorical dollars are supplementing the supplies and travel costs for counselors and advisors.  The current 500.00 allocation for supplies doesn't go far.<br><br>For example, ink cartridges cost $80 per cartridge.  There are six counselors and three educational advisors that need supplies and whom travel to trainings/conferences to learn new regulation changes, updated policies and procedural updates. | | | |