Counseling FIG

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FIG Mission

• The Counseling FIG has assessed current processes and created alternative ways to serve students more efficiently by researching best practices within and outside of our District: Pierce, Mt. SAC, PCC, SMC, Trade Tech, City, and LBCC

• Based upon the spring 2010 ELAC Student Satisfaction Survey 89.44% of students state that counseling is moderately to very important to achieving their goals

• Yet, results also show that for the ’09-’10 school year:
  • 35% of students never saw a counselor while
  • 40% of students felt they did not need to see a counselor
Literature Review

- Understanding Student Characteristics
- What are ELAC’s demographics
- Comparisons to similar studies
Student Characteristics

<table>
<thead>
<tr>
<th>First-Generation Students</th>
<th>Non-Traditional Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Likely to be older</td>
<td>- Delayed enrollment into college</td>
</tr>
<tr>
<td>- Of low SES background</td>
<td>- Part-time enrollment</td>
</tr>
<tr>
<td>- From a minority Background</td>
<td>- Works 35 hours or more per week</td>
</tr>
<tr>
<td>- Married or has dependents</td>
<td>- Financially independent</td>
</tr>
<tr>
<td>- Work full-time</td>
<td>- Has dependents or than spouse</td>
</tr>
<tr>
<td>- Likely to be enrolled part-time</td>
<td>- Has attained a GED, high school completion certificate or no high school diploma</td>
</tr>
<tr>
<td>- Academically disadvantaged</td>
<td>*Classified as Non-traditional if student can identify with one or more of the seven traits</td>
</tr>
</tbody>
</table>
Student Retention Studies

- Social Integration Theories
- Involvement Theories
- Validation Theories
Student Success Surveys

**ELAC’s Student Survey**
- Administered to 2,810 students
- How important is counseling to their goals? 71.2% said it was very important
- 40% of students stated that they did not need a Counseling appointment

**Community College Survey of Student Engagement**
- The 2006 CCSSE Cohort includes 249,548 students
- 89% stated advising was “somewhat or very important”
- 55% stated using counseling/advising services “somewhat or often”
ELAC’s Student Population

- 76.4% Part-time students (27,565) *
- 48% (17,317) of student are 25 or older *
- 63.6% (22,951) of our students are of Hispanic descent *
- Many receiving some form of financial aid
- Various academic and social challenges attributed to these characteristics

*California Colleges Chancellor’s office spring 2010
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*California Colleges Chancellor’s office spring 2010
Hypotheses for Discrepancy

• Despite importance & value that students place on counseling, many don’t see us because:
  • Lines/Wait time too long
  • Hours of operation
  • Insufficient number of available appointments
    • Even with group counseling sessions, students still demand a one-on-one appointment
Lines/Wait Time Too Long

- 20.48% of students are unsatisfied with the long lines *

<table>
<thead>
<tr>
<th>If you did not go to counseling during the current school year, indicate the reason</th>
<th>Lines/Wait Time Too Long</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time Student (12 or more Credit Units)</td>
<td>24.01%</td>
</tr>
<tr>
<td>Part-time Student (9 to 11 Credit Units)</td>
<td>23.35%</td>
</tr>
<tr>
<td>Part-time Student (6 to 8 Credit Units)</td>
<td>19.14%</td>
</tr>
<tr>
<td>Part-time Student (less than 6 Credit Units)</td>
<td>11.24%</td>
</tr>
<tr>
<td>All Respondents</td>
<td>20.48%</td>
</tr>
</tbody>
</table>

* 2010 ELAC Student Satisfaction Survey
Hours of Operation

- 19.75% of students are unsatisfied with the hours of operation *
- After a comparison to colleges inside/outside our district we found that we are consistent with other colleges

<table>
<thead>
<tr>
<th>Campus</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELAC</td>
<td>M-Th: 730-7; F: 8-4</td>
</tr>
<tr>
<td>LACC</td>
<td>M-Th: 830-7; F: 8-2</td>
</tr>
<tr>
<td>Pierce</td>
<td>M- Th 8-730; F: 8-330</td>
</tr>
<tr>
<td>LBCC</td>
<td>M-W: 8-7; Th-F: 8-430</td>
</tr>
<tr>
<td>Mt. SAC</td>
<td>M: 8-5;Tu-Th: 8-7; F:8-1</td>
</tr>
<tr>
<td>PCC</td>
<td>M-Th: 8-7; F:8-430</td>
</tr>
<tr>
<td>SMC</td>
<td>M: 8-5;Tu-Th: 8-7; F: 8-1</td>
</tr>
<tr>
<td>LATT</td>
<td>M-Th: 8-7; F:8-3</td>
</tr>
</tbody>
</table>

* 2010 ELAC Student Satisfaction Survey
Insufficient Number of Available Appointments

- Approximately 450 appointments booked per week *
  - Approximately 1,800 per month
  - 18,000 appointments per year

<table>
<thead>
<tr>
<th>School</th>
<th>Total # of General Counselors</th>
<th>Fall 2009 Credit Headcount</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELAC</td>
<td>9.5</td>
<td>27,181</td>
</tr>
</tbody>
</table>

- Based on the counselor-to-student ratio, we are unable to serve approximately 33% of our student population in an appointment setting

*Students are recommended to see a counselor twice a year
How ELAC Compares

- Equivalency of 9.5 General Counselors after release time
- 1 General Counselor to over 2,800 students

<table>
<thead>
<tr>
<th>School</th>
<th>Total # of General Counselors</th>
<th>Fall 2009 Credit Headcount</th>
<th>Counselor : Student Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pierce</td>
<td>7</td>
<td>22,138</td>
<td>1: 3,162</td>
</tr>
<tr>
<td>ELAC</td>
<td>9.5</td>
<td>27,181</td>
<td>1: 2,861</td>
</tr>
<tr>
<td>Mt. SAC</td>
<td>13</td>
<td>29,962</td>
<td>1:2,304</td>
</tr>
<tr>
<td>LBCC</td>
<td>13</td>
<td>27,924</td>
<td>1: 2,148</td>
</tr>
<tr>
<td>LACC</td>
<td>9</td>
<td>18,454</td>
<td>1: 2,050</td>
</tr>
<tr>
<td>LATT</td>
<td>8</td>
<td>16,029</td>
<td>1:2,003</td>
</tr>
<tr>
<td>PCC</td>
<td>14</td>
<td>26,332</td>
<td>1:1,880</td>
</tr>
<tr>
<td>SMC</td>
<td>23</td>
<td>32,313</td>
<td>1:1,404</td>
</tr>
</tbody>
</table>
Areas of Focus

- Utilizing the data from the student satisfaction survey, the members of the Counseling FIG sought out ways to increase student satisfaction by enhancing the efficiency in serving students and creating alternative methods to serve students.

These efforts yielded the implementation of:

- A Revised Probationary Process
- A Revised Financial Aid Appeal Process

These efforts yielded recommendations for:

- The Delivery of Counseling Services
- EOP&S Application Process
Probationary Process

Previous Probationary Process

- Students were notified of probation status and mandated to schedule a counseling appointment during peak times contributing to long lines
- Fall ‘10 Probation Figures:
  - 4,115 Academic Probation
  - 672 Progress Probation

FIG Implementation/Revised Probationary Process

- Probation letter reworded to direct students to workshops instead of scheduling counseling appointments
- New probation workshops offered in March & April
- This revised process will alleviate approximately 4,700 appointments from general counseling
## Student Scenario

### Fall 2010

<table>
<thead>
<tr>
<th>Course</th>
<th>Grade</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Math 115</td>
<td>?</td>
<td>5</td>
</tr>
<tr>
<td>English 28</td>
<td>B</td>
<td>3</td>
</tr>
<tr>
<td>Health 11</td>
<td>C</td>
<td>3</td>
</tr>
<tr>
<td>PD-1</td>
<td>A</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Units</strong></td>
<td></td>
<td><strong>12</strong></td>
</tr>
</tbody>
</table>

### Spring 2011

<table>
<thead>
<tr>
<th>Course</th>
<th>Grade</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Math 125</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>English 101</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Poli Sci 1</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>PD-4</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Units</strong></td>
<td></td>
<td><strong>12→7</strong></td>
</tr>
</tbody>
</table>

- Student swept out of Math
- Financial Aid
- Health & car insurance
- Special Programs (Veterans, International, EOP&S, Athletics)
- Retention
Financial Aid Appeals Process

Previous Appeals Process

- Students notified of financial aid disqualification during peak times (contributing to long lines & each appeal requiring a counseling appointment)
- ‘09-’10 Financial Aid Appeals:
  - 3,126 Appeals as of April 2011
Financial Aid Appeals Process

FIG Implementation/Revised Appeals Process

- New process will eliminate students waiting in financial aid line and then waiting in the counseling department line.

- Students with 45 units or less are directed to workshops.
  - 25 students per workshop offered in June/July to coincide with notification of District SAP review

- Students with greater than 45 units are directed to see a counselor
  - Dedicated financial aid counseling appointment booked by financial aid office

- This revised process will alternatively service 3,126 students
Delivery of Counseling Services

Focus Areas
- Scheduling of appointments
- Hours of operation
- Lines/Wait time too long

FIG Recommendations
- Online services
  - Expanding number of appointments available via online scheduling system
  - Updating website to increase the utilization of current campus resources
  - Currently working with I.T. Department to expand e-mail based quick-questions (E-Chat, Instant Messaging) and develop 30-minute counseling appointments completely online
  - Update counseling website to accommodate more distance education students and raise awareness of available (online) resources
  - Revise online orientation to be more user-friendly
Delivery of Counseling Services

FIG Recommendations continued…

• Raising awareness
  • Student services awareness campaign (i.e., welcome week, information booths)

• Strongly recommend New Student Orientation
  • New assessment process leads to fewer students receiving an orientation

• Reinstate Counseling & Admissions Policy & Review (CAPR) committee
EOP&S Application Process

Focus Areas

- Need for Student Educational Plan (SEP) to apply to EOP&S program adds to the long line in general counseling. Application periods for EOP&S often coincide with peak summer and winter counseling periods. This requirement reduces the amount of available appointments for the student body.
- Appointment to create SEP (for application) does not count towards the required 3 EOP&S contacts.

EOP&S Recommendation

- EOP&S Director suggested holding a longer application period enabling EOP&S counselors to see more prospective EOP&S students.

FIG Recommendations

- In compliance with Title V Regulations, remove the SEP requirement from the current application process.
- EOP&S Director, Counseling Chair, & VP Student Services meet to discuss future procedures.
Summary

• Based on the Fall ‘09 District-Wide Survey 94.52% strongly agree/agree that a one-on-one meeting with a counselor is a good way to obtain counseling information.

• With the implementation and recommendations put forth by the Counseling FIG members, the Counseling department will increase the efficiency in which it services students:
  • 4,700 Probation
  • 3,126 Financial Aid Appeal

• How ELAC Counseling compares with others.