MISSION
The Counseling Division provides specialized student services and educational programs that are focused on academic, professional, and personal growth. The Division executes a program of study which appropriately reflects student needs and encourages motivation and success.

AREA DESCRIPTION
The Counseling Division is comprised of the following focus areas: general and specialized counseling, PSCN Instruction, international students/programs, orientation/assessment, transfer, employment, and career services (T.E.C.S), articulation, matriculation, and student development. The Counseling Division provides leadership, vision, planning, and evaluation of the College’s matriculation effort and assumes a role in the development of an integrated student services model that enhances student experiences and contributes to student learning outcomes. The Counseling Division contributes to the continuous evolution of college-wide enrollment management strategies, fosters collaborative efforts between student services and instructional units, and maintains partnerships with local schools, colleges, and organizations in ways that contribute to student success.

DIVISION GOALS
To provide accessible, high quality, learning support opportunities that respond to the diverse needs of our students and community.
1. To maintain a supportive working environment that nurtures diversity, community, integrity, inclusiveness, and service.
2. To encourage planning and innovation, foster communication, support creative problem-solving and value teamwork as part of the Division’s continuous improvement efforts.
3. To support internal and external accountability and measure the accomplishment of the Student Services Mission by using data to identify problem areas, implement change, and strengthen decision-making.
4. To implement and sustain a service approach that is student-centered, integrated, technologically-driven, systems-oriented, and contributes to student learning outcomes.
5. Establish a productive framework for lifelong learning and professional development.

Part A. Chabot College Counseling Division provides a variety of counseling, career and personal development services, classes and programs to the diverse population of students we serve. From the Winter Break 2007 through the Winter Break 2008, Chabot Counseling served over 21,000 students. Please see a summary of student contacts in Table 1 below:

Table 1
GENERAL COUNSELING
Appointment and Drop-in Winter Break 2007 through Winter Break 2008

<table>
<thead>
<tr>
<th>Term</th>
<th>Appointment</th>
<th>Drop-in</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter Break 2007</td>
<td>3</td>
<td>756</td>
<td>759</td>
</tr>
<tr>
<td>Spring 2007 (incl Spring Break)</td>
<td>2566</td>
<td>4024</td>
<td>6590</td>
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<tr>
<td>Summer Session 2007</td>
<td>697</td>
<td>4506</td>
<td>5203</td>
</tr>
<tr>
<td>Fall 2007</td>
<td>2388</td>
<td>4754</td>
<td>7142</td>
</tr>
<tr>
<td>Winter Break 2008</td>
<td>337</td>
<td>1052</td>
<td>1389</td>
</tr>
<tr>
<td>TOTAL</td>
<td>5991</td>
<td>15,092</td>
<td>21,083</td>
</tr>
</tbody>
</table>
Chabot College
Counseling Division Summary Overview 2007 – 2009

Accomplishments in 2007-2008

Articulation
- Updated all course articulation designations for 08-10 college catalog
- Updated GE flyers for 08-09
- Assisted the Division and the Curriculum Committee with revision of Liberal Arts AA and Certificates of Achievements for CSU/GE and IGETC
- Updating transfer flyers with 08-09 approved courses.
- Assisted with articulation questions in regards to the Accreditation Self-study.

Transfer, Employment & Career Services
- Served 850 job seekers and 63 employers.
- Provided Job Placement Assistance to 2,000 students.
  Conducted several Workshops serving 52 students during the period of Jan 2007 to April 2007. These Workshops were conducted by Career Counselors.
- Provided a successful Transfer Day event with 40 colleges and universities attending. Student turn out was high, over 300 students TAA/TAG procedures and policies were updated in F’07 and Sp ’08 including A hand out with the information was created and made available to students in the TECS Center.
- TAA/TAG “how-to” sheet was created for Chabot Counselors which was made available in hard copy, soft copy and on our internal website, CAMPUS. Training for adjunct counselors on TAA/TAG procedures was also provided.

International Students Program
- Follow up with prospective students is continually addressed with prompt email replies.
- Marketing and recruitment has expanded to multiple web and magazine subscriptions
- IELTS English proficiency test also added as option in lieu of TOEFL
- Developed monthly newsletter, including counselor’s corner with academic information and reminders.
- Developed International Advising Guidelines Handbook and presented training at division meeting.

Psychology-Counseling Program
- Fall 2007:
  - Achieved a Gen. PSCN Divisional fill rate of 89.16%
- Spring 2008:
  - Achieved a Gen. PSCN Divisional fill rate of 83.37%
- Implemented DE offering of PSCN 2, Intro. to Case Management
- Implemented DE offering of PSCN 15, College Study Skills
- Offered all approved DE formatted classes which included PSCN 2 (new), PSCN 10, PSCN 13, PSCN 15 and PSCN 20
- Identified PSCN 18 as a new course for potential DE formatting
- PSCN 18 DE Proposal submitted by Melva Garcia and Tram Vo-Kumamoto
- Implemented approved Certificate of Completion in Case Management for Human Services

Matriculation Program
- Increased open-lab math and English testing sessions to accommodate more students during registration period
Chabot College
Counseling Division Summary Overview 2007 – 2009

- Assisted with configuration of new technologies to enhance student access, retention and success including:
  - Degree Works – Degree audit system to allow online educational planning and auditing of student records for goal completion
  - Online Counseling – Developed template for website intake
  - e-SARS – Implemented online assessment and counseling appointment access
  - Luminous – Participated in training and configuration of student web portal
- Increased continuing student follow-up interventions:
  - On Probation/Dismissal
  - With Mid-term Progress Reports
  - Who may be dropped for non-payment
  - Students who need counseling appointments
- Launched “Disappearing students campaign” where intervention advisors contacted students referred by faculty to offer student support assistance to facilitate retention
- Increased new student follow-up interventions:
  - Students who applied but not assessed
  - Students who applied and assessed, but not advised or registered
  - Students to attend Mega Day orientation/registration event

Part B. Counseling Division Overview of Priorities

1. To maintain the staffing levels during the 2008-2009 academic year, it is anticipated that the Counseling Division will need to replace from 1 to 3 full-time Certificated Faculty positions due to future retirements. The 1 to 3 full-time certificated faculty would be needed to maintain the instructional and general counseling program at its current level of productivity. Counselor/Instructors are loaded at approximately 75% assigned to Counseling D Hours, per contract standards and 25% to Instruction A Hours. If there is a growth in the PSCN Human Services Degree or certificate programs beyond the current level, there will possibly be a need for further certificated faculty staffing requests at that time. Additionally, growth in general student enrollment and new initiatives that enhance student equity would further impact the need for future full-time certificated counseling faculty. This Spring 2008 semester, the college is up 5% from the previous Spring 2007 term, and future growth is anticipated as we expand into the San Leandro Adult Center, more online instruction that requires online counseling, and other off-site instruction and outreach initiatives as well as the HSI initiative.

2. Maintaining current (07-08) levels of Adjunct Counselor staffing ($260,000) is also critical to Chabot’s ability to respond to the high demand for counseling services, especially as CSU/UC fees go up, admissions are closed off, and more students are re-directed to the CCC’s. A down-turn in the economy toward recession will also create more demand for re-entry student counseling, and other off-site instruction and outreach initiatives as well as the HSI initiative.

3. Increase Intervention Advisor part-time position to full-time, 12 month position ($40,000). This position is critical to increasing student retention and success, as well as matriculation of new students. The Counseling Division, in partnership with A&R and under the leadership of the VPSs has piloted a very successful Intervention Advisor position as a temporary, part and more recently temporary full-time position. This position has greatly enhanced follow-up student retention activities for the college including outreach to prospective new students who
have applied but not assessed or registered, to Early Decision high school students coming to Chabot, to students who faculty reported as needing assistance, students on probation, and students who may be dropped for non-payment of fees to name a few interventions. With the Spring 2008 semester enrollment up 5% over the previous Spring 2007 term, some substantial credit may be correlated with these intervention advisor activities. As this temporary position fulfills such important student success and revenue-generating functions through growth of FTES, making the position a permanent, full-time, 12-month position fits perfectly into the strategic institutional theme F: Support for Student Access, Equity and Success: Focus on Improving Student Development, Goal 4: Improve access of historically underrepresented students to Chabot College through targeted outreach efforts in the community. As a result of this increased Intervention Advisor staffing, the Early Decision program increased the yield of new students matriculating by over 12% from previous year including 367 students who registered for 4,128.5 units as well as serving about 50 parents.

4. A categorically funded Matriculation Program Coordinator ($60,000) position is requested from the Matriculation budget. Mandating student assessment prior to registration for new students will require a new full-time, 12 month Matriculation Specialist position to support the Matriculation program. With only one Assessment Specialist position who spends more days off-campus than on during the spring semester through the very successful Early Decision program application and assessment workshops for high school students, Chabot is not currently able to assess continuing students who may advance through re-testing or new students that are not affiliated with an Early Decision high school student cohort during key enrollment production periods of February through April. This additional position will increase assessment testing opportunities for all students, especially basic skills students who do not have AP credits to meet pre-requisites for college level math and English and ESL students who are currently under-served in the assessment opportunities available.

5. An International Students Adjunct Counselor is needed to support the growing international student population, 12 hours per week, 9 months per year. $35,000.

6. Color Printer for Transfer, Employment & Career Services Center ($5,000). Many employment, career and transfer-related programs rely on in-house printing of flyers and brochures to connect students with employers, career and transfer services. Increasing the promotion and participation of students in these program areas increases the efficient use of the salary and supplies expenditures by involving more students per activity.

7. Articulation CAN replacement fund ($5,000). The California Articulation Network (CAN) funding has been eliminated for FY 08-09. Replacement of this fund is critical to maintain articulation agreements, information materials, and coordination with university programs.