

Q1. Dear Deans,

This is where you enter the data from your Deans PAR template. **Please plan to enter your data all at once!** We do not have control over the Qualtrics server and do not want you to lost your work!

Please reach out to the PAR Co-Chairs if you have any questions:
Deonne Kunkel Wu dkunkelwu@chabotcollege.edu and
Cynthia Gordon da Cruz cgordondacruz@chabotcollege.edu.

Q2. Name of Your Area/Division:

General Counseling

Q3. Your Name:

Sadie Ashraf

Q4.

1. Campus-Wide Issues

Programs in your division/area were asked to reflect on the results of last year's comprehensive PAR regarding infrastructure or college-wide issues needing immediate attention. Please review your **"Summary Data Report"** from Qualtrics (these reports aggregate all responses from programs in your division/area). Based on their responses and your own experiences, in ranked order, what do you believe are the top 3-5 infrastructure or college-wide issues that deserve immediate attention?

Issue # 1	Student Registration/Application Process (this is directly connected to technological systems--we need to improve Class-web, we need single sign on, counseling recommends CRM advise and recruit and MyPath. We also need better systems for vaccination uploads as this creates challenges for enrollment).
Issue # 2	Funding--we need funding to hire personnel (classified professionals and full time counselors).
Issue # 3	Learning Communities (guided pathways implementation).
Issue # 4 (optional)	Access to Counseling (although ranked as second least important issue by my division's area reviews), from my experience this is an ongoing challenge that is a college wide issue deserving of immediate attention. Research shows students who receive counseling are more likely to persist. It is imperative that the college recognize the importance of hiring full time general counselors and our current faculty prioritization process combines academic and student services faculty positions for ranking, often creating a challenge to prioritize counselor positions. Our full time counselors are currently leading Curriculum, Articulation, Transfer, Guided Pathways, HSI STEM, First Semester Planning, Student Success/Probation, Peer Guides, Mental Health, and given all the amazing work our full time counseling faculty are engaged in campus wide, we need to increase the number of full time counselors in order to increase the total number of hours for direct student contact and proactive student follow-up.
Issue # 5 (optional)	Technological Systems

Q5.

2. Service Area Outcomes

2.1. Are there any programs/services/areas with **service area outcomes** in your division/area?

Yes No

Q6. 2.2. Please refer to your Summary Data Report from Qualtrics posted on [2022 Fall PAR Reports & Synthesis Statement](#) website. Service areas were asked the status of their SAO assessments. Have all service areas within your division/area filled out the [SAO Assessment Updates Survey](#) in Qualtrics OR assessed two SAOs in the past five years, *in which assessments included plans for continuous improvement?*

Note: To directly look up a service area's SAO assessment results, use this [SAO 2022 Assessment Update SPREADSHEET*](#)

Yes No N/A

Q7. 2.3. If not, by when do you believe you can support the service areas in your division/area with filling out the [SAO Assessment Updates Survey](#) in Qualtrics?

We added Peer Guides as a new area within the PAR process. Jztino Panella and I have created new SAO's that will be added, data collection and analysis will help guide program improvement. CARES Mental Health and Career Transfer Center continue to assess and have plans for continuous improvement. This semester (Fall 22) General Counseling refined our SAO's, added these to Qualtrics, and held discussions about how we plan to assess. Spring 23 we will assess and collect data and engage in the process of data analysis. We intend to reach out to IR for more consultation Spring 23 to help guide the data gathering process.

Q8.

3. Learning Outcomes Assessment Results

Please refer to your Summary Data Report from Qualtrics and the [SLO Assessment Report*](#) to answer the following questions.

Q29. 3.1. Are there any programs/services/areas with **student learning outcomes (SLOs)** in your division/area?

Yes No

Q25. 3.2. Is assessment for all SLOs in your division/area up to date?

Yes No N/A

Q9. 3.3. If not, by when do you anticipate being able to support faculty in your division/area with completing this process? (Or for VPs, how will you support the Deans to get this task completed?) Do you have concerns you would like to share?

Q30. 3.4. Do you have any **program learning outcomes (PLOs)** in your division/area?

Yes No

Q27. Please refer to your Summary Data Report from Qualtrics posted on [2022 Fall PAR Reports & Synthesis Statement](#) website and the [PLO Assessment Completion Report*](#) to see how many Certificates and Degree Programs in your division assessed PLOs in the 5-year cycle on CurricUNET. Programs who did not submit a complete PLO assessment are highlighted in pink.

Q28. 3.5. Is assessment for all PLOs in your division/area up to date?

Yes No N/A

Q29. 3.6. If not, by when do you anticipate being able to support faculty in your division/area with completing this process? (Or for VPs, how will you support the Deans to get this task completed?) Do you have concerns you would like to share?

Q11.

4. Reflections on Goals & Future Planning

Context: In their Fall 2021 PARs, programs in your division/area established goals to support continuous improvement in SLOs, PLOs, SAOs, meeting the college mission, or long-term strategic planning in the Educational Master Plan. Please review the Summary Data Report to see how programs in your division/area responded to the question: what is going well and what are some challenges regarding completing your programs/area's goals?

Q12. 4.1. What trends in their accomplishments stand out?

Our goals are relevant and up to date. Accomplishments include intentional outreach to students through our Counseling Newsletter, redesign of our counseling website, peer engagement outreach and support from our peer guides and wellness ambassadors, and campus wide events such as our Community and Student Services Open House to support awareness of resources. We are also proud of our accomplishments with our collaboration with High School partners, Transfer-University partners, Career Fair-industry partners and Mental Health collaborations involving campus safety, TVHS, and Alameda County Behavioral Health Forum. In Spring 22, CARES MH also initiated grief and loss week and suicide prevention awareness week and collaborated with the campus community in hosting on campus and online workshops. We are also proud of piloting intern programs for both general counseling and CARES Mental Health (graduate level interns).

Q13. 4.2. What trends regarding challenges stand out?

While we have had the PAR for CTC focused on Transfer, we are now adding goals for Career. We are also adding a new PAR with SAO's for Peer Guide Support Services. While we have had achievements, many of our goals are in progress. One specific goal is to meet with our Human Services Advisory Committee Spring 2023 and move forward with EMR for CARES MH. One particular challenge we are aware of is the need to increase crisis training, intervention, information, and resources to address the increased demand for crisis response on our campus. Spring 23 we plan to hire a part time crisis mental health counselor to assist with increasing walk-in coverage and help support no cost or low fee community partnership referrals. The CARES MH team will also collaborate with Basic Needs and the campus' new Equity Director. In addition to mental health challenges, we also recognize the challenges related to technology, outreach and retention, funding, staffing limitations, and access to counseling.

Q14. **Context:** Last year, your office also established goals, please look here to see the [goals you established in your Fall 2021 PAR*](#)

Q15. 4.3. So far, what is going well and what are some challenges regarding completing your office's goals? *You could include reflections on: achievement of outputs or outcomes and/or challenges with producing outputs or outcomes so far.*

What's going well--we have outcomes from our Transfer Center in supporting the transfer journey and in particular working with DI groups to demystify the transfer process (i.e. Fall 22--Transfer center partnered with Movement, CalWorks, Trio/EOPS for CSUEB transfer visit). We also have outcomes from our CARES Mental Health in providing mental health trainings, events and resources that encourage wellness, destigmatization, and access to services. While Fall 22 we started the conversation, in Spring 23--CARES MH and Health and Safety Committee will partner with development (1 page Red sheet), updating (i.e. Red Folder) and dissemination of information for crisis protocols (including Flex Day presentation). Lastly, we have improved outcomes for PSCN. We have increased the total number of students earning AS degrees in Human Services and ADT in Social Work and Human Services and have added a new COA in Behavioral Health. We have also increased outreach efforts of promoting our certificate and degrees with high schools as well as Castro valley adult school. Additionally, we are proud of providing a Peer to Career pipeline with opportunities for training and experience through Chabot's peer guide support services, partnership with Alameda County Behavioral Health that offers scholarships toward bachelors degree in human services related majors, and those that continue on for their masters degree in counseling related field have the opportunity to pursue our graduate level internships which can potentially lead to counselor positions in CCC's. Further, we provide excellent training program for both our interns and part time counselors.

Q16. *Note: if you need to amend one of your office's PAR goals, please email the adapted goals to Cynthia Gordon da Cruz cgordondacruz@chabotcollege.edu

Q17.

5. Program Maps

Program Maps will launch later this fall. Please consult the [Program Map Tracking Spreadsheet](#).

*If link does not open,

try: <https://clpccd.org.sharepoint.com/:x:/s/ChabotGPprogrammapping/EYNtlwpHRiFAnSMAYqbqmEMBV4omShNxMfbOugYdFDJsiA?e=EgdEaO>

Q18. 5.1. Have all programs in your division/area completed program maps?

Yes No N/A

Q20. 5.2. If not, by when do you believe you can support the programs in your division/area in completing their maps? Please remember that if faculty members need support, they can reach out to Heather Oshiro hoshiro@chabotcollege.edu.

Heather Oshiro is a general counselor and working to support our division in completing our maps which mainly require figuring out what courses are critical given that some courses are offered only in the Fall or Spring. We also need to consider transfer alignment. This is a work in progress.

Q21.

6. Summary Analysis

6.1. Please provide a summary of your division's/area's **key contributions/ major achievements** since the last comprehensive PAR cycle. (300 words)

Our major achievements include: Flexibility of offering high quality in person and online supports across our area (CTC, CARES MH, PSCN courses, general counseling, Peer guides); increased collaboration across academic and student services in support of student success, particularly considering a holistic and an equity lens; increased partnerships with industry partners, universities, community based organizations and our local feeder high schools; improvement of our communication/messaging to students about our resources and events (i.e. Counselor Newsletter, updated website pages, Student Resource Hub, ChabotGo! app); increased presence on campus (Open House and Peer Guide Support Service Center, Grief and Loss Week, Suicide Prevention Awareness week, support with Discover Chabot); trainings: facilitation of Flex Day workshops (i.e. Guided Pathways, Mental Health), in house trainings for peer guides, wellness ambassadors, counseling interns, mental health interns and part time counselors, and increased trainings for counselors for First Semester Planning. Our team is committed to ongoing professional development. Our team (both classified professionals and counseling faculty) contribute to shared governance and institutional leadership (curriculum, articulation, transfer, guided pathways, peer guides, mental health, student success/probation, first semester planning/orientation, career, SOAR, and more!)

Q22. 6.2. Please provide a summary of your division's/area's **greatest challenges** since the last comprehensive PAR cycle. (300 words)

Our greatest challenge is staffing. We need more counselors. We recognize the need for an Outreach and Retention Director. We also recommend Guided Pathways Coordinator (Classified). We would also benefit from more institutional time for collaboration across the college, particularly around guided pathways and student success teams. We need to improve our technology---we need EMR for mental health, SARS zoom integration or further exploration of Cranium Cafe suite to improve online counseling supports and scheduling, we are waiting for CRM Advise and Recruit and possibly MyPath and we'd like to see single sign on and improvement for Class-web. Given that improvement is continuous, we also recognize that we need to better collect data so that we can engage in analysis and further our discussions related to our SAO's, SLO's, and PLO's.

Q23.

7. Resource Requests for Your Dean's/VP's Office

You will need to enter resource requests for *your own Dean's/VP's offices* into [Fall 2022 Resource Request Submissions](#).

Q24. 7.1. How do these requests support the goals in your division/area?

Increase outreach--promotion of resources, events and activities Increased training and professional development--importance of staying current with information particularly in working with diverse student population with various educational goals Increase staffing--student assistants (peer guides, for CTC and outer front desk general counseling), counselor assistants, guided pathway coordinator (classified), general counselor---all will help support area operations, including access to services. Improved technology--enhance access to counseling scheduling and providing student friendly online accessibility and smooth online experience

Q25. 7.2. I have entered any resource requests for my Dean's/VP's office into [Fall 2022 Resource Request Submissions](#)

Yes No N/A

Location Data

Location: [\(37.7201, -121.919\)](#)

Source: GeolP Estimation

