

Q1.

Dear Deans/VPs,

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 lose your work.

Please reach out to the PAR Tri-Chairs if you have any questions:

Brian Goo bgoo@chabotcollege.edu, Na Liu nliu@chabotcollege.edu, and Simon Abramowitsch sabramowitsch@chabotcollege.edu.

Q2.

Name of Your Area/Division:

Counseling (General Counseling)

Q3. Your Name:

Dean Sadie Ashraf

Q4.

Campus-Wide Issues

Q32. Programs in your division/area were asked to rank the [seven recommendations](#) PRAC put forward. Please review your [Division/Area Summary Data Report](#) (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 campus-wide issues that deserve immediate attention?

Issue # 1

Improve student access from application to registration

Issue # 2

Dedicate resources for implementation of impending mandates

Issue # 3

Access and implement post-pandemic college policies and procedures to respond to the needs of students and employees

Issue # 4 (optional)

Improve fluency with business and HR process

Issue # 5 (optional)

Scale successful practices from grants, categorical endeavors and learning communities

Q33.

Service Area Outcomes

Q5. 1. Are there any programs/services/areas with service area outcomes in your division/area?

Yes No

Q6.

Please refer to your [Division/Area Summary Data Report](#) from Qualtrics. Service areas were asked the status of their SAO assessments. Have all service areas within your division/area 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.

If not, by when do you believe you can support the service areas in your division/area with filling out the [SAO 2023 Assessment Updates Survey](#) in Qualtrics?

Q8.

Learning Outcomes Assessment Results

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

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

Yes No

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

Yes No N/A

Q9.

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?

For our PSCN discipline, the counseling faculty are dedicating a Spring 24 retreat to update SLO's for more measurable objectives. The way to support this is to give institutional time dedicated to curriculum discussion and planning.

Q27. Please refer to your [Division/Area Summary Data Report](#) from Qualtrics and the [PLO Assessment Completion Report](#) to see how many Certificate and Degree Programs in your division assessed PLOs in the 5-year cycle. Programs who did not submit a complete PLO assessment are highlighted in pink.

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

Yes No N/A

Q29.

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.

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 mission critical priorities in the Educational Master Plan. Please review the [Division/Area Summary Data Report](#) to see how programs in

your division/area being used: what is going well and what are some challenges regarding completing your programs/area's goals?

Q31. What trends in their accomplishments stand out regarding completing your division'/area's goals?

Here are some highlights of what is going well for our Counseling area: • We have a dedicated team of classified professionals and counseling faculty that is student centered and committed to providing culturally responsive and equity minded support for students. We have grounded our work in establishing our shared professional values, goals, and priorities which are aligned with our President's Goals and Guided Pathways and Equity frameworks. • We have increased access to counseling through improved scheduling, screening, and integration of technology. As a team we have transitioned back to campus while retaining progress made during the pandemic to offer both in person and online counseling services and programming to our students. We are now offering both in person and online counseling sessions simultaneously as we have successfully implemented SARS zoom integration and text reminders for appointments. • Counselors provide holistic counseling and we are continuing our efforts to maintain quality services while also working to increase access • We have improved partnering across campus/cross collaboration to leverage resources to best support students (ex. Special programs, A&R, Financial Aid, Learning and Career Pathways, etc.). • We are doing well in supporting students through their educational journey through events and programming such as Transfer week, transfer field trips, purchasing university application fee waiver codes to support students experiencing financial hardship, EBCAN, Career Fair, development of career exploration resources, expansion of CARES mental health wellness ambassador program that has increased mental health awareness through classroom presentation, wellness outreach days, and campus tabling. The increased promotion has increased access and referrals to CARES MH services. • We have implemented a Behavioral Health partnership with the apprenticeship program to support the career pipeline. • Our Peer Guide program and Wellness Ambassador program are exemplary • We are doing well in building upon community partnerships with our Chabot Area Counseling Collaborative, dual enrollment, Castro Valley Adult School, and other community based organizations to support onboarding students interested in human services related professions.

Q13. What trends regarding challenges stand out regarding completing your division'/area's goals?

The following are challenges related to our counseling area goals: • Reliable data, to help inform scheduling priorities and Counseling Dashboard • Staffing of classified professionals and counseling faculty (we need more personnel!) • Additional hiring requests include a technology consultant (improve our counseling website, web based forms, etc.) and counseling outreach specialist • Technology: We are awaiting phase II of CRM advise to utilize communication tools to offer students just in time messages. • Advisory board to support conversations of updating curriculum based on industry relevancy • In order to support creating a more welcoming environment for our students and support with streamlining onboarding efforts, we are presently working on rebranding of Online Services to Welcome Center and Assessment Center to New Student Support Center and this requires senior leadership support, logistics of redesigning our spaces, and updating our directory and signage. • FSPS/Orientation/SOAR/ is an area that requires coordination and a team effort to improve student onboarding experience

Q17.

Program Maps

Q18. 1. Have all program maps been updated in your division/area?

Yes No N/A

Q20. 2. If not, by when do you believe you can support the programs in your division/area in completing their maps? Please share the [Review Your Program Map](#) document and [Program Map Review Feedback form](#) with faculty in your area to provide updates for maps. If faculty members need support to update program maps, they can reach out to Heather Oshiro hoshiro@chabotcollege.edu.

Q21.

Summary Analysis

Q34.

Please provide a summary of your division's/area's **key contributions/ major achievements** since the Fall 2022 Update Year PAR. (300 words)

• We have improved our counseling lobby with new furniture to create a more welcoming space for students, cleaned and organized our areas, and hired student assistants to support the outer front desk to welcome students. Despite large gaps of classified professionals in our area (6 transitions out 8 positions in less than six months due to promotion, retirement, death, etc.), we have maintained our daily operations through hiring of short term temps • We have improved our screening efforts (new form), check-in processes, and appropriate referrals • We have also made progress within the Guided Pathways framework to establish counselor leads & supports for student success teams. • All full time counselors have received training and have access to viewing CRM Advise. • We have improved streamlining forms and processes (i.e. prerequisite challenge, petition to repeat, course substitution) • We are currently working with our marketing director in creating promotional materials for our counseling areas/centers • We have also hired 8 new part time general counselors and 2 part time mental health clinicians; we have developed onboarding and training for new part time counseling faculty and interns • We have made significant progress in submissions of evaluations of part time counselors

Q22. Please provide a summary of your division's/area's **greatest challenges** since the last Fall 2022 Update Year PAR. (300 words)

Data tracking, technology (CRM Advise implementation, waiting for Phase II), Counseling Dashboard (waiting for IT to create COUNSEL as default reason code to ensure reliability of data), staffing (we need to increase our personnel to ensure adequate coverage and sustain programming/services). We are also awaiting training on Adobe sign.

Q23.

Goals and Resource Requests for Your Dean's/VP's Office

Context: Your office also established goals, please look at [this sheet](#) to see the goals that you first established in Fall 2021 and updated or confirmed in Fall 2022.

Q35. So far, what is going well regarding completing your office's goals? Please include reflections on achievement of outputs or outcomes.

• Hiring of multiple short-term temps and interim sr. admin assistant despite high volume of changes to personnel. • Hiring of multiple part time counselors and currently having senior leadership approval to allow for exceeding the 67% limit of 2 counselors in general counseling, 1 counselor for FYE and 1 counselor CARES MH to help support coverage and student demand. • We have been responsive to increasing our hours of operation, including Fridays until 5pm • Creation of master schedule, across areas and better tracking of scheduling requests from counselors working in Veterans, El Centro, STEM, MESA, Dream Center, • Improvement of our scheduling form that allows for a more streamlined process which in turn allows for creation of master schedule, identifying coverage gaps, etc. • Collaborating with Dean of Special Programs and Director of A&R in development of a Student Success Workgroup • Utilization of TEAMS for record keeping of agendas/notes • Our meeting structure allows for guest speakers (new guest speaker form) • Initiating a new Student Health and Wellbeing Advisory

Q24. What are some challenges regarding completing your office's goals? Please include reflections on challenges with producing outputs or outcomes so far.

• High volume of transitions of classified professionals that in turn has required me to chair multiple hiring committees at the same time. My sr. admin assistant transitioned to FT counselor, counselor assistant I (front desk) transitioned into management, counselor assistant II (scheduler) retired, counselor assistant II for assessment center (pass away), Peer Guide counselor assistant transitioned to my interim sr. admin assistant, and CTC Counselor assistant II had a voluntary transfer to El Centro (6 out of 8 FT classified professionals had transitions in less than 6 months). While hiring to fill these positions, I have had to be resourceful in maintaining the daily operations through hiring short term temps and providing training. • While recognizing IT is for the entire campus, counseling is an area that relies heavily on technology support. It has taken awhile to get access to running SARS data reports, creating and archiving schedule and reason codes, and integrating SARS zoom. We are presently working with IT to receive training for the TV advertising carousel for CTC and Counseling. We have also been working with IT to set up a TV for students to view the drop-in list. We are collaborating with IT around the Counseling Dashboard as well. • We are working to rebrand our spaces (relocation of Dream Center, Online Services to Welcome Center and Assessment Center to New Student Support Center) and this requires continued support to see this vision through. • We need time for a work retreat to do a deeper dive into providing equity minded holistic counseling support for our DI students that utilize data and best practices • We need sustained funding to support the Peer Guide and Wellness Ambassador programs • We need dedicated coordination for SOAR planning • Last but not least, we need advocacy for more full time counseling faculty, particularly recognizing that one FT counselor position was lost due to me moving into administration.

Q39. *Note: if you need to amend one of your office’s PAR goals, please email the adapted goals to Na Liu nlIU@chabotcollege.edu

Context: You will need to enter resource requests for your own division’s/VP’s offices into [Fall 2023 Resource Request Submissions](#).

Q36. How do these requests support the goals in your division/area?

We recognize that students who complete an SEPC are more likely to persist, and in order to be responsive to the high demand for counseling services we need more staffing. We need personnel, technology, data, and institutional time to support all the programming, events and daily operations, aimed to improve access and sustain quality services.

Location Data

Location: [\(37.8371, -122.2773\)](#)

Source: GeoIP Estimation

