

Santiago Canyon College
Student Services
Service Area Outcome Annual Report
2017 – 2018

1. Program Department Name

Counseling Department

2. Program Department Mission Statement

To provide the educational and personal counseling support and information that will enable students to strategically plan for success as they set goals that directly focus and align with their visualized educational, career, and personal outcomes. In addition, counseling faculty guide students through the transformational process that occurs once they have taken the steps forward in selecting a major and beginning the journey towards the desired career of their dreams by developing the habits of a self managed and self driven individual where balancing school and work come naturally in an increasingly complex world.

3. Service Area Outcome(s)

The Counseling Department will provide quality counseling services for a diverse student population.

4. Assessment Plan

a. What is your assessment method? How are you measuring the SAO?

- i. Methodology: A 17-question "Counseling Program Effectiveness Survey" related to students' overall experience with the Counseling Center, along with specific questions pertaining to their individual counseling session, was disseminated during spring 2018 (**Attachment 1**). The survey was hosted online by SurveyMonkey. Responses to the survey were effectively kept anonymous, and all response data is accessible on the SurveyMonkey website.
- ii. Timeline: Emails to complete the Counseling Program Effectiveness Survey were sent electronically to 784 students that had visited the Counseling Center during the spring 2018 collection period (February 26 through March 30, 2018). Of those, 118 students (15.1%) completed the survey online.
- iii. Who the Assessment was Targeting: The Counseling Program Effectiveness Survey was sent to all students who had visited the Counseling Center for either a full, 45-minute Counseling Appointment, or "First-Come, First Serve" drop-in Counseling services during the collection period (February 26 through March 30, 2018).

- iv. Equity Groups Targeted: Because the Counseling Center aims to serve all student populations on campus, and because survey responses were anonymous, it would be inaccurate to say that the department targeted specific Equity populations with the Counseling Program Effectiveness Survey. However, our assessment sample pool consisted of students whom have self-identified as being members of target Equity groups, based on gender, ethnicity, Veterans, and Foster Youth/Guardian Scholars.
- v. Other Units: None.
- vi. Criteria for Success: A criteria for success was set at 80%, indicating that at least 80% of the student responses would endorse either "Strongly Agree" or "Agree" as an indicator of the effectiveness of services.
- vii. Are your criteria different for each equity group? No. The criteria for success of 80% was applied equally to all student participants in this analysis.

b. Summary of Findings

- i. Results: The Counseling Program Effectiveness Survey was completed by 118 students. The following presents a breakdown based on participant demographics and Equity group membership:

Participant Demographics

Gender of Participants (**Attachment 2**):

69 Female; 47 Male; 0 Transgender

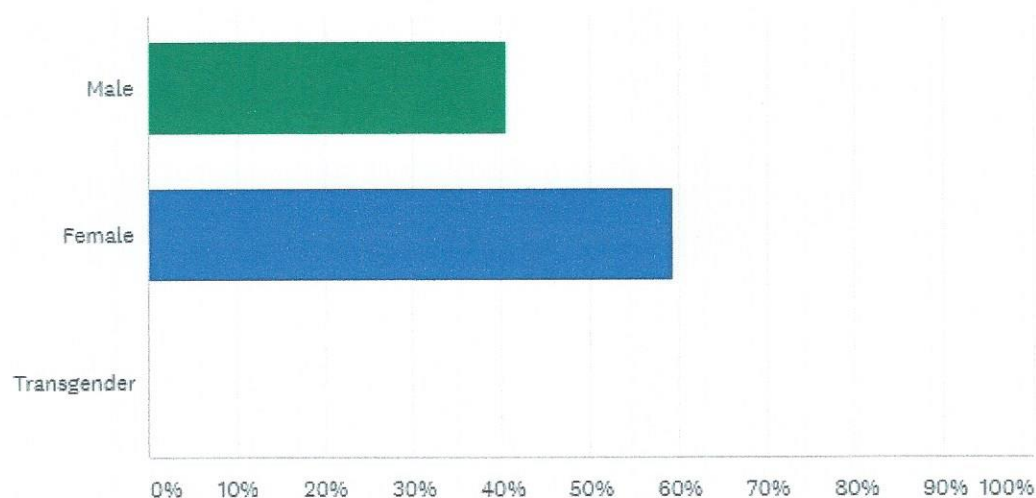
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Your gender?

Answered: 116 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| ▼ Male | 40.52% | 47 |
| ▼ Female | 59.48% | 69 |
| ▼ Transgender | 0.00% | 0 |
| TOTAL | | 116 |

Age of Participants (**Attachment 3**):

72.4% age 17-25; 14.7% age 26-35; 9.5% age 36-49; and 3.4% age 50+.

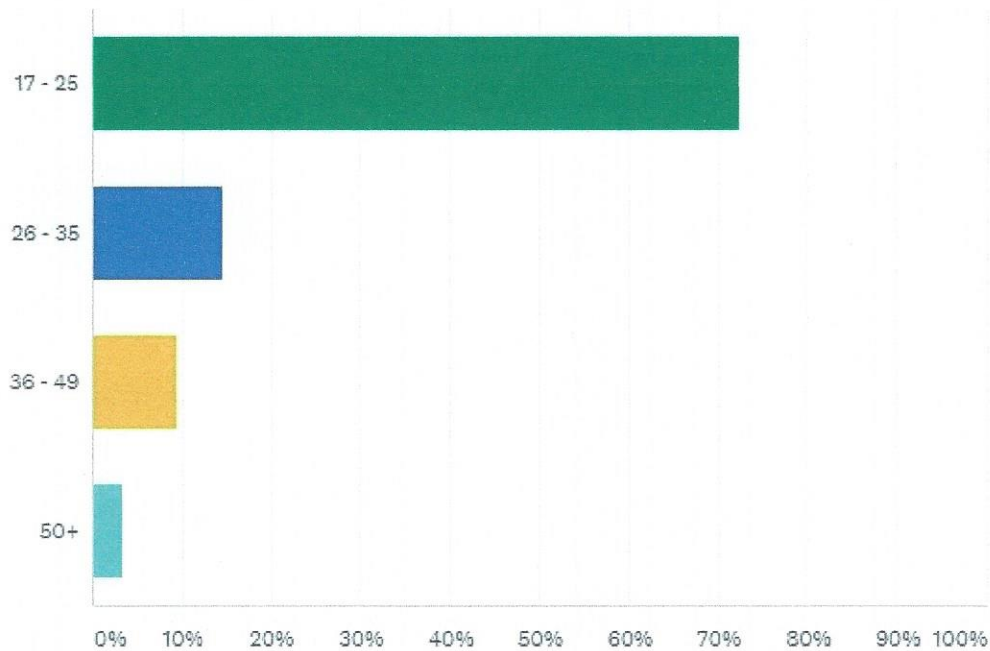
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Your age?

Answered: 116 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| ▼ 17 - 25 | 72.41% | 84 |
| ▼ 26 - 35 | 14.66% | 17 |
| ▼ 36 - 49 | 9.48% | 11 |
| ▼ 50+ | 3.45% | 4 |
| TOTAL | | 116 |

Ethnicity of Participants (*Attachment 4*):

0.00% **African American**; 0.87% **American Indian**; 11.4% **Asian American**; 29.8% **Caucasian**; 6.1% **Filipino/Pacific Islander**; 41.2% **Hispanic/Latino**; 10.5% **Mixed Heritage**; and 7% **“Decline to state.”**

NOTE: Ethnicities in bold above are identified in the Student Equity Report as Target Equity Groups

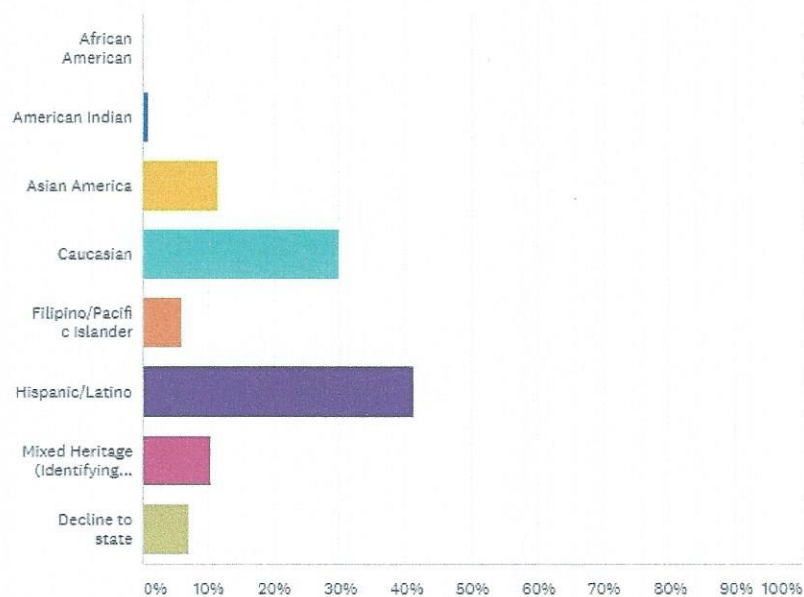
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Your ethnic background?

Answered: 114 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| ▼ African American | 0.00% | 0 |
| ▼ American Indian | 0.88% | 1 |
| ▼ Asian America | 11.40% | 13 |
| ▼ Caucasian | 29.82% | 34 |
| ▼ Filipino/Pacific Islander | 6.14% | 7 |
| ▼ Hispanic/Latino | 41.23% | 47 |
| ▼ Mixed Heritage (Identifying with more than one ethnic group) | 10.53% | 12 |
| ▼ Decline to state | 7.02% | 8 |
| Total Respondents: 114 | | |

Response Frequency Table for Counselor Program Effectiveness Survey, 2017

| Question | Response | Strongly Agree | Agree | Somewhat Disagree | Strongly Disagree | N/A |
|---|----------|----------------|-------|-------------------|-------------------|-------|
| 5. The counselor was attentive to my needs | | 76.9% | 16.2% | 5.98% | 0.85% | - |
| 6. The counselor helped me understand what general education plan I should follow based on my educational goal(s) | | 65.8% | 16.2% | 7.69% | 1.71% | 8.55% |
| 7. Did the counselor assist you with your needs and/or refer you appropriately? | | 78.6% | 12.9% | 6.8% | 1.7% | 0% |
| 8. Are you comfortable returning to meet with the counselor you saw? | | 76.9% | 12% | 6% | 5.1% | - |
| 9. Would you refer someone else to see a counselor at SCC? | | 76.1% | 15.4% | 5.9% | 2.6% | - |

Summary of Key Results

The Counseling Department utilized the survey to measure its performance during individual counseling sessions to ensure students are receiving quality counseling services, which in turn, enhance each student's overall educational experience. Questions #5, 6, 7, 8, and 9 specifically related to assessing the quality of counseling services and student satisfaction on the survey. The Counseling Department surpassed its satisfaction benchmark of 80% indicating either "Strongly Agree" or "Agree" on all five relevant questions (#5, 6, 7, 8 and 9) identified in this assessment cycle.

Disaggregated Data Across Questions #5, 6, 7, 8, and 9:

Gender:

Male (47 students):

- 46 out of 47 (97.9%) "Strongly Agree" (39) or "Agree" (9) that the counselor was attentive to the student's needs (Question #5).
- 39 out of 47 (83%) "Strongly Agree" (29) or "Agree" (10) that the counselor helped the student understand what general education plan they should follow based on her/his educational goal(s) (Questions #6).

- 43 out of 47 (91.5%) “Strongly Agree” (36) or “Agree” (7) that the counselor assisted them with their needs and/or referred them appropriately (Question #7).
- 41 out of 47 (87.2%) “Strongly Agree” (36) or “Agree” (5) they are comfortable returning to meet with the counselor they saw (Question #8).
- 42 out of 47 (89.4%) “Strongly Agree” (35) or “Agree” (7) they would refer someone else to see a counselor at SCC (Question #9).

Female (69 students):

- 62 out of 69 (89.9%) “Strongly Agree” (52) or “Agree” (10) that the counselor was attentive to the student’s needs (Question #5).
- 56 out of 69 (81.2%) “Strongly Agree” (47) or “Agree” (9) that the counselor helped the student understand what general education plan they should follow based on her/his educational goal(s) (Question #6).
- 63 out of 69 (91.3%) “Strongly Agree” (55) or “Agree” (8) that the counselor assisted them with their needs and/or referred them appropriately (Question #7).
- 62 out of 69 (89.9%) “Strongly Agree” (53) or “Agree” (9) they are comfortable returning to meet with the counselor they saw (Question #8).
- 64 out of 69 (92.8%) “Strongly Agree” (53) or “Agree” (11) they would refer someone else to see a counselor at SCC (Question #9).

Transgender (0 students)

Ethnicity:

African American (0 students participated) American

Indian (1 students):

- 1 out of 1 (100%) “Strongly Agree” that the counselor was attentive to the student’s needs (Question #5).
- 1 out of 1 (100%) “Strongly Agree” that the counselor helped the student understand what general education plan they should follow based on her/his educational goal(s) (Question #6).
- 1 out of 1 (100%) “Strongly Agree” that the counselor assisted them with their needs and/or referred them appropriately (Question #7).
- 1 out of 1 (100%) “Strongly Agree” they are comfortable returning to meet with the counselor they saw (Question #8).
- 1 out of 1 (100%) “Strongly Agree” they would refer someone else to see a counselor at SCC (Question #9).

Asian American (13 students):

- 13 out of 13 (100%) “Strongly Agree” (9) or “Agree” (4) that the counselor was attentive to the student’s needs (Question #5).
- 13 out of 13 (100%) “Strongly Agree” (8) or “Agree” (5) that the counselor helped the student understand what general education plan they should follow based on her/his educational goal(s) (Question #6).
- 13 out of 13 (100%) “Strongly Agree” (8) or “Agree” (5) that the counselor assisted them with their needs and/or referred them appropriately (Question #7).

□

□

13 out of 13 (100%) "Strongly Agree" (11) or "Agree" (2) they are comfortable returning to meet with the counselor they saw (Question #8).

13 out of 13 (100%) "Strongly Agree" (9) or "Agree" (4) they would refer someone else to see a counselor at SCC (Question #9).

Caucasian (34 students):

- 30 out of 34 (88.2%) "Strongly Agree" (28) or "Agree" (2) that the counselor was attentive to the student's needs (Question #5).
- 27 out of 34 (79.4%) "Strongly Agree" (24) or "Agree" (3) that the counselor helped the student understand what general education plan they should follow based on her/his educational goal(s) (Question #6).
- 30 out of 34 (88.2%) "Strongly Agree" (29) or "Agree" (1) that the counselor assisted them with their needs and/or referred them appropriately (Question #7).
- 30 out of 34 (88.2%) "Strongly Agree" or "Agree" they are comfortable returning to meet with the counselor they saw (Question #8).
- 32 out of 34 (94.1%) "Strongly Agree" (28) or "Agree" (1) they would refer someone else to see a counselor at SCC (Question #9).

Filipino/Pacific Islander (7 students):

- 7 out of 7 (100%) "Strongly Agree" (6) or "Agree" (1) that the counselor was attentive to the student's needs (Question #5).
- 5 out of 7 (71.4%) "Strongly Agree" that the counselor helped the student understand what general education plan they should follow based on her/his educational goal(s) (Question #6).
- 7 out of 7 (100%) "Strongly Agree" (6) or "Agree" (1) that the counselor assisted them with their needs and/or referred them appropriately (Question #7).
- 7 out of 7 (100%) "Strongly Agree" (6) or "Agree" (1) they are comfortable returning to meet with the counselor they saw (Question #8).
- 7 out of 7 (100%) "Strongly Agree" (6) or "Agree" (1) they would refer someone else to see a counselor at SCC (Question #9).

Hispanic/Latino (47 students):

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□

- 43 out of 47 (91.5%) "Strongly Agree" (36) or "Agree" (7) that the counselor was attentive to the student's needs (Question #5).
- 37 out of 47 (78.7%) "Strongly Agree" (30) or "Agree" (7) that the counselor helped the student understand what general education plan they should follow based on her/his educational goal(s) (Question #6).
- 43 out of 47 (91.5%) "Strongly Agree" (36) or "Agree" (7) that the counselor assisted them with their needs and/or referred them appropriately (Question #7).
- 41 out of 47 (87.2%) "Strongly Agree" (34) or "Agree" (7) they are comfortable returning to meet with the counselor they saw (Question #8).
- 42 out of 47 (89.4%) "Strongly Agree" (34) or "Agree" (8) they would refer someone else to see a counselor at SCC (Question #9).

Mixed Heritage (12 students):

- 12 out of 12 (100%) "Strongly Agree" (8) or "Agree" (4) that the counselor was attentive to the student's needs (Question #5).
- 12 out of 12 (100%) "Strongly Agree" (8) or "Agree" (4) that the counselor helped the student understand what general education plan they should follow based on her/his educational goal(s) (Question #6).
- 11 out of 12 (91.6%) "Strongly Agree" (10) or "Agree" (1) that the counselor assisted them with their needs and/or referred them appropriately (Question #7).
- 11 out of 12 (91.6%) "Strongly Agree" (9) or "Agree" (2) they are comfortable returning to meet with the counselor they saw (Question #8).
- 11 out of 12 (91.6%) "Strongly Agree" (8) or "Agree" (3) they would refer someone else to see a counselor at SCC (Question #9).

"Decline to state" (8 students):

- 7 out of 8 (87.5%) "Strongly Agree" (6) or "Agree" (1) that the counselor was attentive to the student's needs (Question #5).
- 6 out of 8 (75%) "Strongly Agree" (5) or "Agree" (1) that the counselor helped the student understand what general education plan they should follow based on her/his educational goal(s) (Question #6).

□

□

- 7 out of 8 (87.5%) “Strongly Agree” (6) or “Agree” (1) that the counselor assisted them with their needs and/or referred them appropriately (Question #7).
- 6 out of 8 (75%) “Strongly Agree” they are comfortable returning to meet with the counselor they saw (Question #8).
- 7 out of 8 (87.5%) “Strongly Agree” they would refer someone else to see a counselor at SCC (Question #9).

Other Target Equity Populations - Disaggregated Data Across Questions #5, 6, 7, 8, and 9:

Veterans (0 students participated)

Foster Youth/Guardian Scholars (1 student):

- 1 out of 1 (100%) “Strongly Agree” that the counselor was attentive to the student’s needs.
1 out of 1 (100%) “Strongly Agree” that the counselor helped the student understand what general education plan they should follow based on her/his educational goal(s).
1 out of 1 (100%) “Strongly Agree” they are comfortable returning to meet with the counselor they saw.
- 1 out of 1 (100%) “Strongly Agree” they are comfortable returning to meet with the counselor they saw.
- 1 out of 1 (100%) “Strongly Agree” they would refer someone else to see a counselor at SCC.

ii. Criteria for Success:

The Counseling Department set a criteria for success of 80%, with the goal of at least 80% of the students (N = 118) indicating either “Strongly Agree” or “Agree” on each of the five key questions (#5, 6, 7, 8, and 9) identified as most relevant. These five questions serve as the best indicator of the overall quality of experience for each student visiting a counselor during the assessment period. The results suggest that the minimum criteria for success (80%) was met or exceeded across all five of the key questions in our survey.

Question #5 – Criteria for Success **Exceeded**: 109 out of 117 (93.2%) “Strongly Agree” or “Agree” that the counselor was attentive to the student’s needs. Note: 1 student skipped this survey question.

□

□

Question #6 – Criteria for Success **Met:** 96 out of 117 (82%) participants either “Strongly Agree” or “Agree” that the counselor helped them understand what educational plan they should follow based on their educational goal(s).” Note: 1 student skipped this survey question.

Question #7 – Criteria for Success **Exceeded:** 107 out 117 (91.5%) students “Strongly Agree” or “Agree” that the counselor assisted them with their needs and/or referred them appropriately. Note: 1 student skipped this survey question.

Question #8 – Criteria for Success **Met:** 104 out of 117 (88.9%) participants either “Strongly Agree” or “Agree” that they are comfortable returning to meet with the same counselor they saw. Note: 1 student skipped this survey question.

Question #9 – Criteria for Success **Exceeded:** 107 out of 117 (91.5%) students either “Strongly Agree” or “Agree” they would refer someone else to see a counselor at SCC. Note: 1 student skipped this survey question.

c. Analysis of Findings

i. Implications:

The Counseling Department gained a wealth of valuable feedback and data during this assessment cycle. The overall results suggest our department met or exceeded the established criteria for success, indicating that students who visited the Counseling Center received quality counseling services and support.

The ability to disaggregate the data based on each student's self-reported gender, ethnicity, and status as a Veteran or Foster Youth/Guardian Scholars, allowed for further analysis of the impact our counselors have with these target Equity groups. Based on this analysis, trends in the data suggest that counselors are successfully meeting and exceeding the needs of those students identified in the Student Equity Plan with the greatest disproportionate gap in achieving success. This speaks to the quality of services our department aims to deliver to all students, but also specifically to services designed for those most underrepresented and at risk of falling short of achieving success in higher education without support and appropriate intervention. The Counseling Department coordinates and/or participates in a multitude of initiatives and events, including both in-reach and outreach efforts, to increase student access to higher education. Quality career exploration and comprehensive student education planning services offered in the Counseling Department assist with student retention, course completion, and the successful completion of each student's education goal(s), both here at SCC and beyond.

Based on this analysis, the Counseling Department has met the established criteria for successfully serving our students – including those identified in the Student Equity Report as most in need. In addition to the valuable data we retrieved across the five most relevant questions pertaining to quality of counseling services rendered, we were also able to determine how students hear about the Counseling services offered on our campus (**Attachment #5**). Overall, a majority of students learned about Counseling services at SCC via the New Student Orientation and the SCC website. We are pleased to see that the third most likely source for information about Counseling services is via the recommendation of a friend – supporting the data which suggests that 91.5% of our survey participants would refer a friend to see a counselor at SCC.

ii. Disproportionate impact among Student Equity Groups assessed? The Counseling Department proudly serves the SCC community as a

whole. Based on this analysis of results, there was no disproportionate impact, or significant difference, in the student response data across all five questions most relevant to the Counseling Center experience when disaggregated based on Equity group. Across all student groups identified as target Equity populations, the Counseling Department met or exceeded our baseline criteria for success.

d. Recommendations

Counseling faculty, Department Chairs, and Dean of Counseling & Student Support Services will be discussing this report and the analysis of findings at the Counseling Department FLEX meeting for Fall 2018. The Counseling Program Effectiveness Survey will again be examined and updated as needed. And key stakeholders will remain in communication throughout the year as we prepare to once again assess the Counseling Department Service Area Outcomes in Spring 2019.

5. Operational Plan

- a. Based on an analysis of the results, student feedback on the Counseling Program Effectiveness Survey surpassed our satisfaction benchmark of 80% across all key measurements. Thus, no operational plan is required.

Attachment 1

Attachment 1: Counseling Program Effectiveness Survey – Spring 2017

You recently met with a counselor and we want to hear from you what we're doing well and where we can improve. Please take 60 seconds to fill out our short student survey online.

1. I was treated with courtesy by the front office staff when I checked in for my counseling appointment.

☐ Strongly Agree ☐ Agree ☐ Somewhat Disagree ☐ Strongly Disagree

2. The Counseling Center hours met my scheduling needs.

☐ Strongly Agree ☐ Agree ☐ Somewhat Disagree ☐ Strongly Disagree

These questions pertain to your counseling appointment experience:

3. I saw a counselor:

☐ By Appointment ☐ Drop-in

4. What was the purpose of your visit to the Counseling Center?

5. The counselor was attentive to my needs.

☐ Strongly Agree ☐ Agree ☐ Somewhat Disagree ☐ Strongly Disagree

6. The counselor helped me understand what general education plan I should follow based on my educational goal(s).

☐ Strongly Agree ☐ Agree ☐ Somewhat Disagree ☐ Strongly Disagree ☐ N/A

7. Did the counselor assist you with your needs and/or refer you appropriately?

☐ Strongly Agree ☐ Agree ☐ Somewhat Disagree ☐ Strongly Disagree ☐ N/A

8. Are you comfortable returning to meet with the counselor you saw?

☐ Strongly Agree ☐ Agree ☐ Somewhat Disagree ☐ Strongly Disagree

9. Would you refer someone else to see a counselor at SCC?

☐ Strongly Agree ☐ Agree ☐ Somewhat Disagree ☐ Strongly Disagree

10. What did you like best about the counseling services you received?

11. Do you have any recommendations for improvement? If so, please describe.

12. Educational Goal:

- ☐ 2 year degree and not transfer onto a university
- ☐ Transfer to a university
- ☐ Certificate/Career Technical Education Program
- ☐ Other

13. Your gender?

- ☐ Male
- ☐ Female
- ☐ Transgender

14. Your age?

- ☐ 17 - 25
- ☐ 26 - 35
- ☐ 36 - 49
- ☐ 50+

15. Your ethnic background?

- ☐ African American
- ☐ American Indian
- ☐ Asian America
- ☐ Caucasian
- ☐ Filipino/Pacific Islander
- ☐ Hispanic/Latino
- ☐ Mixed Heritage (Identifying with more than one ethnic group)
- ☐ Decline to state

16. Number of units enrolled in for Spring 2017.

- ☐ Fewer than 6 units
- ☐ 6 - 11 units
- ☐ 12+ units

17. How did you learn about counseling services?

- ☐ Orientation
- ☐ Classroom visitation
- ☐ Instructor
- ☐ Campus flyer/publication
- ☐ Website
- ☐ Friend
- ☐ Other (please specify)

If you would like to speak with someone in regards to your counseling session, please contact one of the Department Chairs of Counseling, Dr. Phil Crabill at (714) 628-4894 or Dora Escobar at (714) 628-4759.

Counseling Department's Mission Statement

To provide the educational and personal counseling support and information that will enable students to strategically plan for success as they set goals that directly focus and align with their visualized educational, career, and personal outcomes. In addition, counseling faculty guide students through the transformational process that occurs once they have taken the steps forward in selecting a major and beginning the journey towards the desired career of their dreams by developing the habits of a self managed and self driven individual where balancing school and work come naturally in an increasingly complex world.

Attachment 2

Attachment 2 Participant Demographics Gender

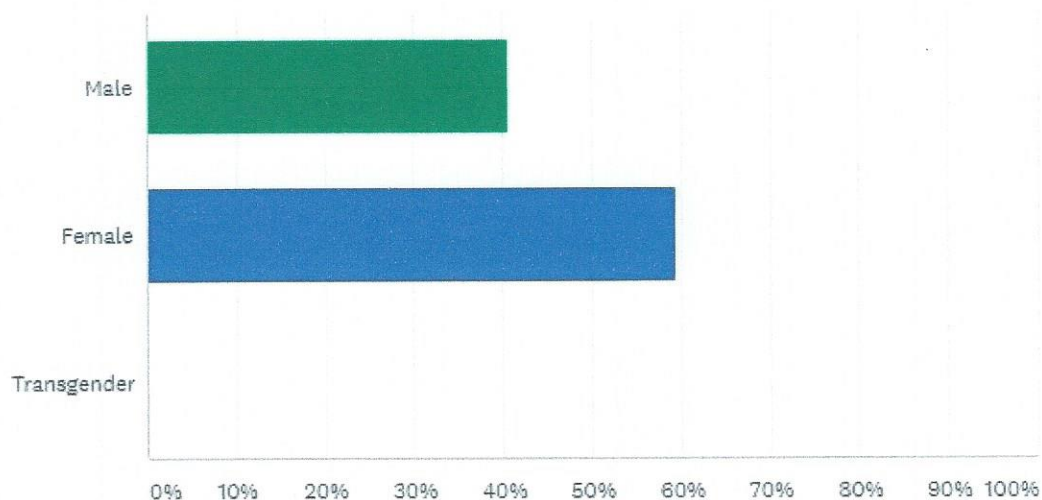
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Your gender?

Answered: 116 Skipped: 100



| ANSWER CHOICES ▼ | RESPONSES ▼ | |
|------------------|-------------|-----|
| ▼ Male | 40.52% | 47 |
| ▼ Female | 59.48% | 69 |
| ▼ Transgender | 0.00% | 0 |
| TOTAL | | 116 |

Attachment 3

Attachment 3 Participant Demographics Age

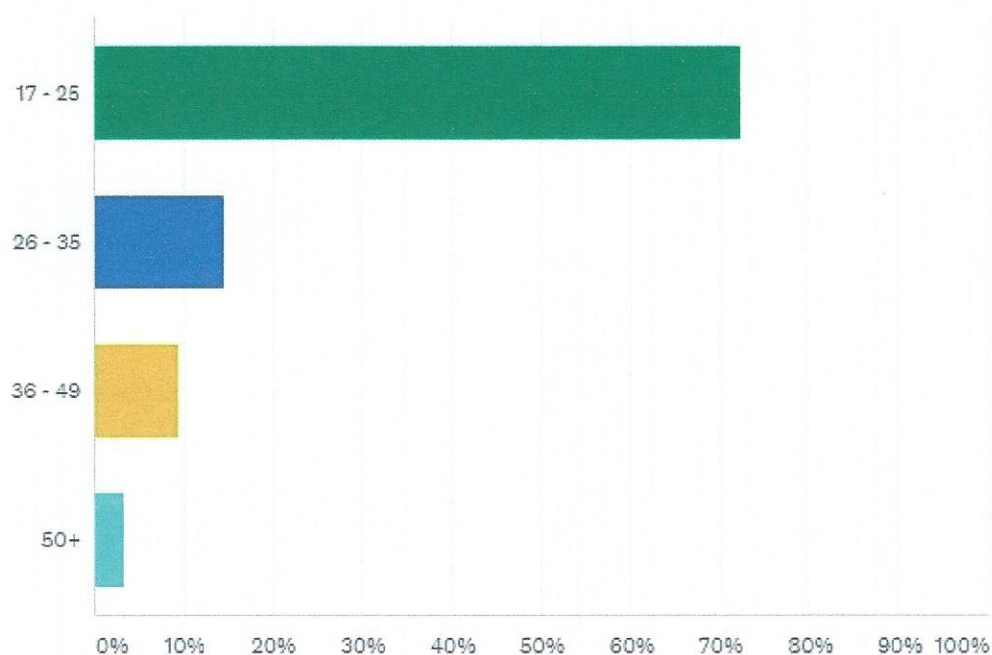
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Your age?

Answered: 116 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| ▼ 17 - 25 | 72.41% | 84 |
| ▼ 26 - 35 | 14.66% | 17 |
| ▼ 36 - 49 | 9.48% | 11 |
| ▼ 50+ | 3.45% | 4 |
| TOTAL | | 116 |

Attachment 4

Attachment 4 Participant Demographics Ethnicity

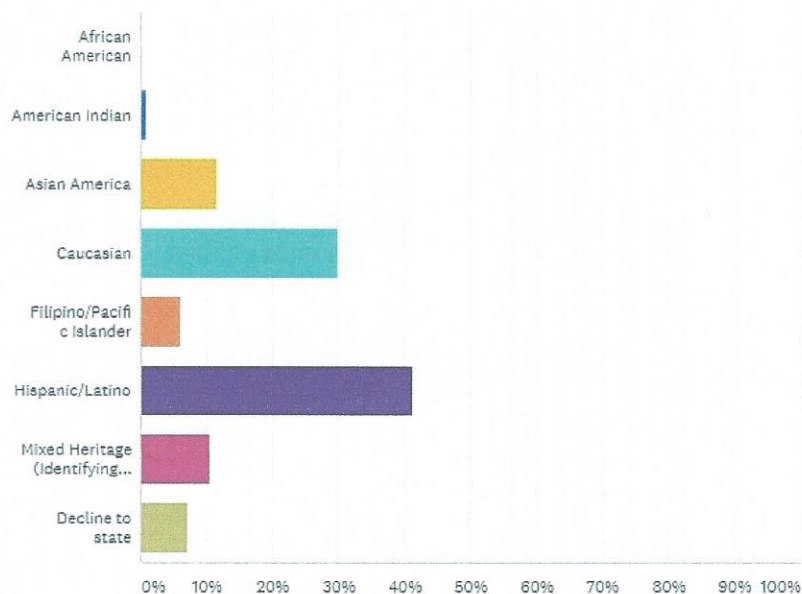
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Your ethnic background?

Answered: 114 Skipped: 4



ANSWER CHOICES

RESPONSES

| | | |
|--|--------|----|
| ▼ African American | 0.00% | 0 |
| ▼ American Indian | 0.88% | 1 |
| ▼ Asian America | 11.40% | 13 |
| ▼ Caucasian | 29.82% | 34 |
| ▼ Filipino/Pacific Islander | 6.14% | 7 |
| ▼ Hispanic/Latino | 41.23% | 47 |
| ▼ Mixed Heritage (Identifying with more than one ethnic group) | 10.53% | 12 |
| ▼ Decline to state | 7.02% | 8 |

Total Respondents: 114

Attachment 5

Attachment 5: "How did you learn about counseling services?"

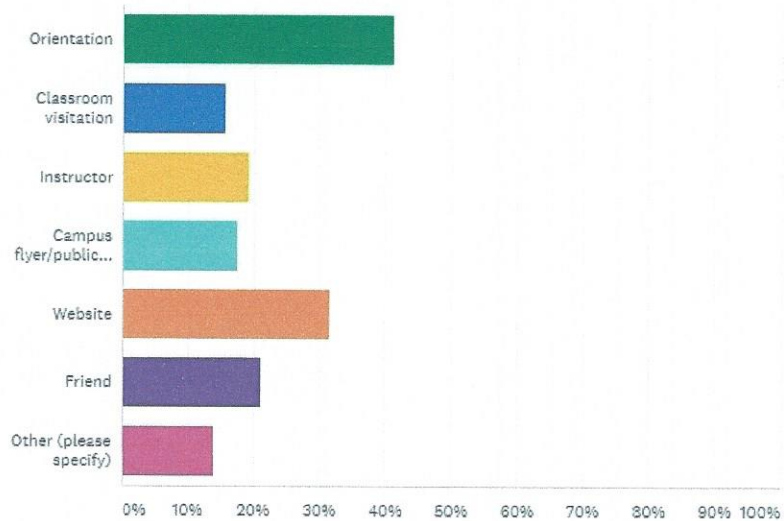
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How did you learn about counseling services?

Answered: 114 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|----------------------------|------------------|----|
| ▼ Orientation | 41.23% | 47 |
| ▼ Classroom visitation | 15.79% | 18 |
| ▼ Instructor | 19.30% | 22 |
| ▼ Campus flyer/publication | 17.54% | 20 |
| ▼ Website | 31.58% | 36 |
| ▼ Friend | 21.05% | 24 |
| ▼ Other (please specify) | Responses 14.04% | 16 |
| Total Respondents: 114 | | |