

# Santa Rosa Junior College

## Program Resource Planning Process

### *Counseling 2024*

#### 1.1a Mission

The mission of the Counseling Department at Santa Rosa Junior College is to provide counseling, instruction, and services which assist individuals in attaining their educational, occupational, and personal/life goals.

The Counseling Department promotes and supports diversity of culture and learning, and as an integral part of the educational community, seeks to enhance the lives of those who participate in our programs and enroll in our courses.

#### 1.1b Mission Alignment

The department/program mission is consistent with the District Mission

**The District Mission is listed below with explanation of how the Counseling Department's mission is in alignment:**

*Santa Rosa Junior College transforms the lives of our culturally rich student body, employees, and community by cultivating a welcoming and antiracist environment, centered on social responsibility and cultural awareness. We offer exceptional teaching and learning in support of associate degree, certificate, transfer preparation, workforce preparation and community education programs, integrated with comprehensive student support services.*

Diversity, Equity, Inclusion and Anti-Racism are at the forefront of what we do in the Counseling Department. The department's coursework provides personal and professional growth for students. The department continually provides professional development opportunities for counselors through in-house trainings, and will be partnering with Restorative Resources to go even deeper this year. We will also be partnering with BCARE on trauma-informed Counselor training. Department members are encouraged to be involved in district activities on campus and within the surrounding communities. We foster critical and reflective civic engagement and thoughtful participation in diverse local and global communities while raising ones cultural awareness.

The Counseling Department is one of the main Student Support Services offices at SRJC. We not only offer exceptional service to students, but we also teach classes and have programs such

as the Social Work and Human Services program that prepares students for the workforce in our community.

We focus on student learning by preparing students for transfer; by providing responsive career and technical education; and by improving students' foundational skills.

1. Counselors create accurate education plans that lay out pathways to transfer for students planning to transfer to universities.
2. Counselors guide students to appropriate career education programs and coursework and programs that will build needed foundational skills.
3. The Counseling Department offers a Social Work and Human Services program. This career education program provides associate degree and certificate program options that prepare students for direct career/job placement.

We provide a comprehensive range of student development programs and services that support student success and enrich student lives.

1. Counselors are trained in student development theory and incorporate those concepts in the counseling services provided. The department offers coursework, workshops, and individual counseling that support student success.

We support the economic vitality, social equity and environmental stewardship of our region through our workforce preparation and community education programs.

1. The Social Work and Human Services programs train our local workforce and directly impact social equity as part of the larger umbrella of social services.

**For Historical Purposes, we are going to archive below and keep in this section.**

**Below is an outline of how the Counseling's mission and all it's activities are consistent with the Strategic Plan 2019-2022**

<ul style="list-style-type: none"> <li>• <b>Strategic Plan: Goals and Objectives</b></li> </ul>	<b>Counseling Alignment with Strategic Plan</b>
<b><i>A. Support Development of Whole Student: Support development of the whole student from early college awareness through successful completion of educational and career goals</i></b>	
Expand and sustain access by eliminating barriers, expanding strategic outreach efforts, and delivering services effectively through current technologies	Counseling has engaged in the following: <ul style="list-style-type: none"> <li>• Expanded counseling service modalities (Zoom, Chat, Email, Phone) throughout the pandemic to allow for continued student support during our remote situation. These modalities will continue to be offered as we all transition back to in-person services.</li> <li>• We identify students on probation and provide ongoing workshops to the different</li> </ul>

	<p>groups identified as being on probation and dismissal. We have developed an online probations/dismissal workshop for students that are not able to come in person. More students are utilizing this option rather than the in person workshops.</p> <ul style="list-style-type: none"> <li>As much as possible and as allowable by the schedule, we encourage students to enroll in a counseling class. Students taking a counseling class consistently persist at a higher rate than that of district average.</li> </ul>
<p>Increase retention and academic progress through student engagement with academic and student services, faculty and staff, and campus and community activities</p>	<p>Counseling faculty routinely connect students to campus and community activities to increase student success, working closely with our colleagues in the DRD, Assessment, Career/Transfer Center, Tutorial and College Skills/Math/English labs.</p> <p>Counseling faculty lead many campus activities and workshops each year to increase retention of students. These include PDA presentations as well as workshops designed for undecided, CE and transfer students.</p> <p>To encourage retention and student responsibility, we assist the Transfer Center with offering Transfer 101 workshops throughout the year to educate and help students take ownership of their transfer process.</p>
<p>Increase the number of students who complete their educational plans and goals</p>	<p>The Counseling Department promotes regular updating of educational planning as students often changes their academic road map in addition to changing majors. We actively create long term educational plans so the students can see the completion of their goal, while also ensuring the student that should they change their mind, they are welcome to return to counseling for discussion and revision as needed.</p>
<p>Enhance cultural responsiveness to better serve all student populations with a focus on first generation college students and the increasing Latino/a population</p>	<p>We have multiple fulltime counselors that are Spanish speaking and available to assist Spanish speaking ELL learners. The Dept. also provides a counselor to serve the needs of the students at the SouthWest Center. All counselors are trained in cultural competence as part of their Master's</p>

	<p>Degrees. The department participated in the HSI (Connections) grant and regularly provided a counselor to work with our Connections students.</p> <p>The department has two Puente Learning Communities, one in Santa Rosa and another in Petaluma. Over the last year, the department has two counselors dedicated to the Lanzamiento program. Most recently, one counselor has been assigned to the Avanzando STEM Learning Community.</p> <p>We also offer Umoja and APASS learning communities, and have dedicated Counseling support for the Lanzamiento initiative.</p>
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***B. Foster Learning and Academic Excellence Foster learning and academic excellence by providing effective programs and services***

Support and promote teaching excellence across all disciplines	Counseling teaching faculty participate in Learning Communities (Puente, APASS, UMOJA, Avanzando STEM), which have higher retention and success rates than their stand alone counterparts. We have two counselors dedicated to the Lanzamiento program.
Engage students and spark intellectual curiosity in learner-centered environments	As instructors and in provision of allied services, Counseling faculty encourage students to be active learners and we encourage students to participate in Campus Life.
Integrate academic and student support services across the college and curriculum	Counselors provide in class presentations about Student Services by invitation. We work closely with other instructional faculty on committees.
Identify and implement responsive instructional practices that increase the learning and success of our diverse students	The Counseling Department has developed student learning outcomes for its programs (Counseling and Human Services certificates and majors) and all fulltime faculty are actively completing learning assessments. We are up to date with SLO's for all counseling classes.

***C. Serve our Diverse Communities Serve our diverse communities and strengthen our connections through engagement, collaboration, partnerships, innovation, and leadership***

Identify the educational needs of our changing demographics and develop appropriate and innovative programs and services with a focus on the increasing Latino/a population	The Counseling Department offers two Puente Programs as well as a Summer Readiness cohort to support student success at SRJC. Beginning in Fall 2021, the department assigned two counselors to be assigned to the Lanzamiento program. In Spring 2022, a counselor was assigned to the Avanzando STEM LC.
Contribute to the richness of our multicultural community by promoting cultural initiatives that complement academics and encourage the advancement and appreciation of the arts	Counselors serve on committees such as HSI, Women's History, Arts and Lectures, Multi-Cultural Events.
Meet the lifelong educational and career needs of our communities (e.g. seniors, emerging populations, veterans, re-entry students)	<p>Counselors address lifelong educational needs through 1:1 educational planning and counseling with students, instructional programming—including the career development courses. We have a full-time Veteran's counselor that works with that specific cohort.</p> <p>In Spring 2022, we are in the middle of hiring process to recruit a counselor focused on our re-entry students.</p>
Provide relevant career and technical education that meets the needs of the region and sustains economic vitality	Counselors provide career assessment, planning and educational counseling for students interested in career and technical education pathways. The Dept. offers multiple sections of Coun. 6, a career development class that is always full. The Dept. works closely with CE programs to provide counseling and sit on advisory committees. We also provide counseling services weekly in the Career Hub.
<b><i>D. Improve Facilities and Technology</i></b> <i>Provide, enhance, integrate, and continuously improve facilities and technology to support learning and innovation</i>	
Incorporate best practices and innovations for facilities and technologies in order to enhance learning and working environments	<p>Counseling is in alignment with the college's standard for use of facilities and technology to facilitate delivery of services and increase workplace effectiveness.</p> <p>Counseling uses technology to propel data-driven decisions. Multiple data sources are utilized such as SARS, SIS.</p>

	The department continuous changes and updates its in person and online orientations options.
Improve and sustain infrastructure, facilities, and technology to proactively support our diverse learning community	N/A
Increase District-wide coordination and collaboration to improve facilities and technology access, efficiency, and effectiveness	Counseling faculty collaborate in facilities planning in their representation on District committees. Members of the Counseling Department are actively engaged with IP. Counselors are active in local, community and professional organizations. As an example, counseling has given up a primary classroom to allow for the relocation of the Transfer Center. This has led to a much better connection with the Transfer Center at the SR location given they will simply be located across the lobby from the Counseling Department. Additionally, the department has worked collaboratively with the Testing Task Force to accomodate the needs of a soon new Testing Center.
Provide effective facilities and technology technical training for all employees to ensure operational effectiveness	Counseling administration, faculty and staff take advantage of technology training opportunities by the college. Many counselors have participated in CANVAS training. In-house training in Canvas has also been provided during the pandemic.
<b><i>E. Establish a Strong Culture of Sustainability</i></b> <i>Establish a culture of sustainability that promotes environmental stewardship, economic vitality, and social equity</i>	
Expand, support, and monitor district-wide sustainability practices and initiatives	Counseling efforts toward sustainability are commensurate with college-wide efforts. Most of the business of Counseling has transitioned to the electronic environment, including electronic ed plans.
Infuse sustainability across the curriculum and promote awareness throughout District operations	Counseling faculty have increased their use of technology to disseminate course information to students through CANVAS and the student portal.  The Department encourages the use of recycled paper in printers, recycles regularly and has minimized the printing of materials by providing information online. Rather than printing a student

	guide, all materials are available online for students.
Promote social and economic equity in the communities we serve	Counseling regularly contributes to the campus dialogue to increase awareness of diversity. Counseling faculty are actively engaged in the student equity plan.
Ensure economic sustainability by leveraging resources, partnering with our communities, and contributing to the economic growth of the region	N/A
<b><i>F. Cultivate a Healthy Organization</i></b> <i>Cultivate an inclusive and diverse organizational culture that promotes employee engagement, growth, and collegiality</i>	
Foster an environment focused on collegiality and mutual respect in regards to cultural and individual perspectives	Counseling administration, faculty and staff demonstrate respectful and collegial relationships with students and colleagues.
Recruit and hire outstanding faculty and staff and implement an exemplary Professional Development Program for all employees	The Department intentionally sets up the process for selecting hiring committee members to be inclusive of diversity. We updated the policy for Hiring Procedures for full-time regular faculty in the department manual through the recommendation of our internal Equity Committee. Counseling faculty contribute to faculty and staff training in the Academic Senate, New Faculty Program, the Crisis Intervention Resource Team, and through 1:1 consultation with faculty, staff, and administration.
Establish robust programs to improve the health and wellness of students and employees	Counseling faculty routinely discuss health and wellness-maintaining behaviors with their students. Counselors refer students to Health Services and Student Psychological services as necessary.
Increase safety planning, awareness and overall emergency preparedness	Counseling is fully engaged in the planning process for emergency and disaster preparedness. . In addition, Counseling has identified Safety Area Leaders for Bertolini Hall. The SR Counseling location had an active shooter training in May, 2018. Additionally, the department has developed code language and procedures on dealing with disruptive students.

***G. Develop Financial Resources Pursue resource development and diversification while maintaining responsible fiscal practices and financial stability***

Increase the amount of discretionary, unrestricted general fund local revenue	Counseling prudently manages it's District budget and takes advantage of appropriate CE grants to provide services to students.
Increase and maintain the District reserves above the state requirements	N/A
Pursue alternative funding sources including grants, partnerships, and scholarships to support our diverse communities and students	N/A
Manage enrollment and course offerings to maximize apportionment funding	The Department chair, in collaboration with the curriculum committee, the faculty and administration, actively monitors course enrollments and creates schedules based on past data of student demand.

***H. Improve Institutional Effectiveness Continuously improve institutional effectiveness in support of our students, staff, and communities***

Fully implement continuous quality improvement strategies to achieve greater transparency, effectiveness, efficiency, and participation	Counseling actively participates in college wide continuous improvement efforts. Counseling faculty and administration consistently serve on the Strategic Planning Task Force, the Student Services Accreditation work group, the Institutional Planning Council, the Academic Senate, Project Learn, Student Services Council, Curriculum Tech Review, District Facilities Planning, DTREC, and numerous other committees. We have identified and implemented a continuous cycle of assessment for program and course Student Learning Outcomes. The department chair regularly interacts with the Petaluma Executive Dean of Student Services to address counseling needs in Petaluma.
Enhance internal and external communication systems to ensure effectiveness	<p>The Counseling Department actively engages in discussion and brainstorming sessions and implements changes to our service delivery to better serve students. This is ongoing.</p> <p>One recent example of enhancing communication with another student service department in order to better serve students is how we created an MS</p>



	Teams group chat process between counselors and financial aid. This new communication channel provides timely responses from financial aid in order to support students.
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## 1.1c Description

The Counseling Department is at the core of a series of Student Services programs and an essential part of the college community and mission. The Counseling program assists students in academic, career and personal endeavors in accordance with Title 3 Division 5, Section 62620 of the Post Secondary Education Code and Title 5 Section 51018 which requires that all California Community Colleges offer counseling services for their students. Counseling is an integral, complementary part of the instructional process facilitating educational equity and retention.

Counseling faculty assist current and prospective students in gaining educational and career information while enhancing self-understanding in order to promote effective decision making. Counseling faculty encourage students to develop personal responsibility in order to achieve their goals and aspirations benefiting themselves, the college and the community. Service to students is provided through drop-in counseling and appointments in various modalities: in-person, phone, and Zoom conferencing. We offer group workshops, orientations, and courses also in-person and online. We added Chat during the pandemic and continue to also offer Ask A Counselor email service. Additionally, we offer instructional classes in Counseling (college success and career development) and in our Social Work and Human Services Certificate and Major Programs.

Counseling faculty are critical to the effectiveness of many Student Services programs including the Transfer Center, High School Outreach, the Puente Project, UMOJA, APASS, CalWORKS, EOPS, Lanzamiento, STEM Avanzando Learning Community, the EMLS and College Skills departments, Career Development, Veteran Services, Financial Aid, and Athletics. The Counseling Department continues to provide support and leadership to the First Year Experience Program, Learning Communities, the Piner High School Early College Program, HOPE Trio Program, and the Southwest Center. Additionally, counselors actively participate on a variety of district-wide committees such as the Academic Senate, the Majors Review Committee, EPCC, IPC, the Curriculum Committee and ISSC (Integrated Student Success Committee).

The Counseling Department provides college information to every high school in the county and hosts workshops for high school counselors.

The Counseling Department participates in college nights at district high schools and outside Sonoma county by invitation.

Something new that the Counseling Department is doing in 2024 is that SRJC Counselors who are Sonoma County high school liaisons are going into the high schools and holding Educational Planning Workshops (EPWs) for the high school students who will be attending SRJC in the next Academic Year.

### **Majors:**

The Counseling Department offers two majors: Social Work and Human Services with emphasis in Addiction Studies and Social Work and Human Services with emphasis in Advocacy. The Social Work and Human Services Addiction Studies major was developed in response to community need for a program that would address the academic need for certified alcohol and drug counselors. Our program currently meets the accreditation criteria for CAADE (California Association for Alcohol and Drug Educators).

### **Certificates:**

The Counseling Department currently offers three certificates: Social Work and Human Services with emphasis in Addiction Studies, Social Work and Human Services with emphasis in Advocacy, and Social Work and Human Services: Foundations in Recovery and Academic Success.

## **1.1d Hours of Office Operation and Service by Location**

We offer in-person and remote services at all campuses.

All Campuses are closed on Fridays during the summer months of June and July.

### **Transfer Center Counseling hours for 2023/2024:**

### **Southwest Center Counseling hours for 2023/2024:**

**Career Hub:** Hours vary by semester and Counseling assignment

### **2023/2024 Hours of Operation:**

#### **Santa Rosa & Petaluma**

- Monday: Drop-in 9am-5pm; Remote Appointments available 8-9am and 4:45-7pm.
- Tuesday: Drop-in 9am-5pm; Remote Appointments available 8-9am and 4:45-7pm.
- Wednesday: Drop-in 9am-5pm; Remote Appointments available 8-9am and 4:45-7pm.
- Thursday: Drop-in 9am-5pm; Remote Appointments available 8-9am and 4:45-7pm.
- Friday: Drop-in 9am-1pm; Remote Appointments available 8-9am and 12:45-3pm.

#### **SRJC Roseland formerly known as the Southwest Center**

- Monday: 10am-7pm
- Tuesday: 10am-7pm
- Wednesday: 10am-7pm
- Thursday: 10am-7pm
- Friday: 10am-2pm

#### Transfer Center

- Monday: 8am-5pm
- Tuesday: 8am-5pm
- Wednesday: 8am-5pm
- Thursday: 8am-5pm
- Friday: 8am-12pm
- Evening appointments are offered and will vary

## 1.2 Program/Unit Context and Environmental Scan

All changes that occur to academic programs (CE and transfer) and transfer regulations affect the Counseling Department. Counseling faculty must be up to date on all programs across the district in order to best serve and support students. We must create accurate and consistent education plans and must provide accurate and consistent information about transfer and career opportunities. As a result, we must adapt every minute to all changes. We assign counselors to specific programs as liaisons in order to have access to updated information as soon as possible and in order to provide consultation to programs about issues that program changes have on students. In this way, we advocate for our students and ensure catalog rights and other academic regulations are followed. The department engages in regular Technical Trainings from other departments across campus to ensure faculty has the needed information to create informed education plans.

Most recently, new mandates from AB 705 that are requiring CA community colleges to no longer offer pre-transfer math and English courses is impacting skill-building opportunities for all students. The effect is beyond just the math and English course level. Other disciplines that require math and English pre-requisites are affected as well as SRJC programs that require math as part of the admissions process. There is confusion and uncertainty across the district and the state. As a result, counselors are left not being able to best assist students with all the information they need right now to create accurate education plans.

The department has agreed to engage in advocacy efforts at the system level. This change has also affected how we support students. We must spend more time helping students understand and access the resources they need to succeed since the college will not be offering the full range of curriculum needed by the community.

Another impact affecting the department is the increased amount of remote traffic we have experienced since we transitioned back to campus from the Pandemic. The pandemic has changed our world and our communities. How people view work, education, and living situations has shifted in many cases. People are moving to more affordable counties or states, and some wish to still access education from wherever they are. We have responded to the needs of remote students by offering more robust remote services. We also will prioritize the student who comes in to the office so that their wait time is minimal if possible. We anticipate the need to make adjustments of how and when we deliver our services to meet student needs

and demands, and we are constantly analyzing the trends in traffic and student demands so that we can be responsive.

## **2.1a Budget Needs**

Areas of Need in rank order:

1. Full time replacement Career Education Counselor
2. Adjunct/Associate counseling budget: continues to decrease as we experience reductions to the general counseling budget in addition to cuts in categorical funding. The rising cost of salaries affects the budget for associate load. We have quite a few full-time Counselors loaned out to other programs for which we are receiving backfill funds, however the backfill funds do not match the salaries of the Associates who are doing the backfilling and therefore Counseling budget is left to cover the deficit.
3. Training/Professional Development (Conferences, Workshops, etc): Need increased budget to allow more counselors (including Associates) to attend essential annual conferences and workshops
4. More Backfill funds

#1 Full Time Replacement Career Education Counselor:

Rationale:

The need for one more full time Career Education Counselor is a replacement position. The Department had two, full-time Career Ed Counselors and lost one in 2021. Now, we have one full time CE Counselor who has to meet the needs of the entire District, all campuses, and all programs, and it is becoming difficult for one person to do all of it. We have tried to supplement this need with Associates, however the budget for Associate Counselors has not increased while the cost of Associate Counseling has greatly increased.

#2 and #3 The need for Associate counseling and professional development is ongoing.

Rationale:

In addition to providing comprehensive counseling services, counselors provide a big picture, multi-disciplinary perspective across campus projects, curriculum, programs, and more. They also support academic programs across the district and participate in outreach in our communities. As counselors are pulled in many directions, the adjunct counselors play a vital role in supporting the department to ensure we provide continuous services to the students walking through our doors. They also help provide continuous counseling services as not all of our retirements are not replaced.

The Counseling department develops and provides programs and services that support student success. Counselors must acquire and maintain a broad knowledge base of SRJC academic programs and student services, transfer information for CA, private, and out of state universities, and a variety of internal and external support resources. In addition, counselors must stay abreast of legislative initiatives that shape a student's college experience.

Due to the ever-changing nature of the information with which counselors must stay current, they need ongoing training and professional development in order to provide the highest quality of services to students and the most accurate information to the broader campus community. This body of knowledge is dependent on local training and attendance to conferences and workshops pertaining to transfer, innovative program development, as well as career and workforce development trends. These are essential in performing the responsibilities of an effective counselor. This need extends to our adjunct professionals.

The department/district needs to support a robust budget to maintain a consistent and competent Associate pool and provide ongoing training opportunities.

#4: The District backfill rate ranges between \$50-\$60/hr. however we have no Associates who make below \$60/hr and therefore when we have backfill needs, we end up having to cover the difference which also dips deeply into our Associate budget. In AY 2024-2025, we will have a significant need for Backfill funds due to Counselors being on Sabbatical, on loan to EOPS, and Department Chair, and it is going to cost the Department a lot of money if we don't address the backfill hourly rate discrepancy.

## 2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0001	Santa Rosa	02	00	\$0.00	

## 2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Administrative Assistant II, Petaluma	40.00	12.00	Coordinate the daily activities for the offices of Counseling, Transfer Center, Puente, EOPS and to a lesser degree Financial Aid, and Career Hub (Work Experience, Career Services and Student Employment). Manage the budget and scheduling process for Counseling, Transfer Center and Puente including District and SEA funding. Answer general questions for students and provide bilingual support for the ESL students. In addition, provides referrals to SRJC programs as needed for both students and prospective students. Responsible for student workers including, but no limited to recruiting, interviewing, training specific to the policies/procedures and the work of the Counseling Suite, scheduling hours, and payroll. Liaison of the SARS Anywhere Scheduling Program for the Petaluma Campus.
Administrative Assistant III, Santa Rosa	40.00	12.00	Coordination and monitoring of Counseling Faculty schedules, absences and assignments, counseling curriculum and counseling budget. Counseling (allied component) Department data collection and reporting, technology liaison to both the vendor and other departments regarding SARS program and data collection, supervision of student workers, daily monitoring of drop-in list, information and referral services to students (gateway position).
Student Success Specialist I	40.00	12.00	Assist with Counseling Faculty schedules, absences and assignments. Counseling (allied component) Department data collection and reporting, assists as technology liaison to both the vendor and other departments regarding SARS program and data collection, supervision of student workers, daily monitoring of drop-in list, information and referral services to students (gateway position). Maintains daily monitoring and changing of information on department website. Responsible for probation/dismissal student notifications and follow-up.

## 2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Senior Dean, Counseling and Student Success	40.00	12.00	Manages and supervises a wide array of services including District Student Equity and Achievement Program, Counseling, Assessment/Welcome and Connect Center, Puente, APASS, UMOJA, Articulation, and the Transfer Center.
Executive Dean, SRJCPetaluma	40.00	12.00	Oversee the organization, delivery, supervision, fiscal management and evaluation of academic programs, student support services, facilities operations, and associated planning functions for the Santa Rosa Junior College, Petaluma Campus; provide District leadership for Student Success efforts; supervise and evaluate the performance of assigned faculty, classified professionals and managers.

## 2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Student Worker, Remote: Santa Rosa and Petaluma	60.00	12.00	Provide accurate information to students and the general public about counseling services. Assist students with the initial matriculations steps of application, assessment, orientation. Answer a high volume of phone calls and in person requests to see a counselor. Provide data entry, schedule student appointments, field questions and transfer to departments across campus.
Student Workers:Petaluma Campus	45.00	12.00	Provide accurate information to students and the general public about counseling services. Assist students with the initial matriculation steps. Answer a high volume of phone calls and in person requests to see a Counselor. Provide data entry, schedule student appointments, field questions and transfer to departments across campus.

## 2.2d Adequacy and Effectiveness of Staffing

During our remote operations (2020-2022), the Counseling Department has had minimal STNC/Student Worker administrative support. We went from 4 positions of about 70 hours per week of support in Santa Rosa and 3-4 positions of about 36 hours per week of support in Petaluma to 5 hours a week for both locations (Santa Rosa and Petaluma). This has impacted the ability to answer more phone lines and led to student frustration. During the 2022-2023 AY, we added additional student workers on both campuses, but many of them and transferring to other colleges and their positions will need to be filled soon as well. We need to increase the student worker hours to increase student access to counseling.

Anticipated Needs for the 2023-2024 AY

The Counseling Department in Santa Rosa continues to need a dedicated administrative staff person to be the first contact at the Counseling front desk, alongside a student worker. The lack of 100% front desk coverage significantly impacts our ability to manage counseling schedules and meet the daily needs of the department such as probation/dismissal follow up, student success coach training and supervision, scheduling of appointments and other SSSP mandates. These, along with other increased responsibilities such as managing the data collection in SARS, fall on the current administrative assistants in Counseling, with backup from any Classified employee who is in the SR office at the time. Administrative assistants are also responsible for managing the counseling front desk at both locations and supervising student workers on top of their daily duties. As our student worker budget has decreased, the administrative assistants have to forego their daily duties to staff the counseling front desk at both the SR and Petaluma locations.

In Spring 2023, the Administrative Assistant III for the Counseling Department retired. This position was filled by STNCs until a permanent replacement was able to start in the middle of Spring 2023. Most recently, we lost our Student Success Specialist I as well. Because of this, the Senior Dean of Counseling and Student Success has worked with faculty and staff to come up with a plan to re-distribute duties among several other staff members. This SS Specialist I position was filled in late July 2023. We request for additional administrative assistance to Counseling and Student Success in the future.

### **Petaluma**

The Counseling Department in Petaluma has only one administrative staff position.

Of particular importance is that both the Santa Rosa and Petaluma departments' service delivery are gravely affected when administrative staff are out due to illness or other commitments without adequate back-up. This significantly impacts the ability to serve students and staff. An AAI position continues to be requested to support the counseling function at the Santa Rosa and Petaluma campus (one at each location for two total).

Student workers are not a sustainable option. The first point of contact for the counseling front desk should not be a revolving door of student workers but instead a consistent classified staff person that can triage, trouble-shoot, and support students in a professional and timely manner.

One process that has helped support the AAI position in Petaluma is the increase of remote student traffic and the decrease of in-person office traffic. Because of this shift in student traffic and demands, the AAI in Petaluma has been able to share more responsibilities with the AA III and STNC in Santa Rosa. As a result, there is a more cohesive and collaborative process for all.



## 2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
0001	Santa Rosa	01	02		AA I Counsel. Dept, Santa Rosa	Classified
0002	Petaluma	01	02		AA I Counsel. Dept, Petaluma	Classified

## 2.3a Current Contract Faculty Positions

Position	Description
Counselor	Generalist, HOPE Trio, reduced load
Counselor	Generalist, Chair, Petaluma
Counselor	Generalist, 50% Athletics
Counselor	Generalist, Transfer Center Director/Counselor
Counselor	Generalist, ESL
Counselor	Generalist, 10% College Skills
Counselor	Generalist, MESA / HOPE / Avanzando
Counselor	Generalist, Piner Early Magnet Liaison
Counselor	Generalist, 100% CalWORKs/EOPS
Counselor	Generalist, 50% APASS
Counselor	Generalist, Petaluma, 50% EOPS
Counselor	Generalist, Petaluma
Counselor	Generalist, Veterans, 100%
Counselor	Generalist, 50% Puente SR
Counselor	Generalist, Petaluma, 50% Puente
Counselor	Generalist, Ancillary Chair, Santa Rosa
Counselor	Generalist, Financial Aid liaison
Counselor	Generalist, 50% UMOJA
Counselor	Generalist, Ag/Natural Resources, Public Safety
Counselor	Generalist, Southwest Center
Counselor	Generalist, 50% Athletics
Counselor	Generalist, International Students
Counselor	Generalist, International Students
Counselor	Generalist, Transer Center counselor
Counselor	Generalist, Southwest Center
Counselor	Generalist, CE Strong Workforce
Counselor	Generalist, 100% EOPS
Counselor	Generalist, 100% EOPS

Position	Description
Counselor	Generalist, Petaluma, Bilingual Spanish
Counselor	Generalist, CE Strong Workforce (resigned Fall 2021)
	Generalist, Santa Rosa Retention and Reengagement
	Generalist, Santa Rosa Second Chance and Social Work and Human Services Program Counselor

2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
Counseling (Allied and Instructional)	25.5000	81.7800	5.6800	18.2100	<p>The Counseling Department Core Data reports FTE that is a reflection of allied counseling load and instructional load combined. The Counseling Department does not have any faculty who are employed as 100% instructional faculty. All of the courses offered are taught by adjunct faculty or full-time counselors teaching overload classes or as part of their regular load. The percentage of teaching inload versus overload for full-time counselors and the ratio of adjunct to full-time counselors changes each term.</p> <p>Additionally, as course reductions occur, per AFA contract, adjunct faculty will fall out of our pool. Our adjunct faculty numbers have and will continue to decrease as some of our seasoned adjunct counselors find full-time employment at other schools.</p>

## 2.3c Faculty Within Retirement Range

The Counseling Department currently has 30 fulltime contract faculty (most have responsibilities to other programs). This number reflects two full-time EOPS counselors, however one additional full-time EOPS Counselor is in an interim Dean position and is being backfilled.

One fulltime counselor is within retirement age and has submitted paperwork for retirement in December 2024. At the time of retirement, a replacement will be needed in order to adequately serve the populations for which the position is responsible.

## 2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

### Faculty Staffing Request Narratives:

#### Counselor Retirement Replacement Position: Generalist/HOPE/MESA

##### #1--Counselor Retirement Replacement Position: Generalist/HOPE/MESA

**Criterion #1: Discipline/Department/Program Needs:** The Counseling Department will have a full-time Counselor retire in December 2024. This replacement request will serve students in the HOPE and MESA programs, as well as General Counseling.

**Criterion #2: Student & Staffing Needs:** AB 928 requires that as of August 1, 2024 all students who are enrolled/completed 15 units will have to create a long-term education plan or they will not be able to register for the following semester. To meet the overwhelming increased need of these students, we will need to hire more Counselors.

**Criterion #3: Student Equity Needs:** Hiring a Counselor Retirement Replacement is essential to meeting the objectives of the Student-Centered Funding Formula (SCFF) by ensuring continuity and quality in student support services. This replacement will uphold personalized academic counseling and early intervention crucial for student success, directly impacting retention and completion rates. Additionally, it addresses equity goals by providing consistent and targeted support to underrepresented and at-risk populations. By maintaining a full counseling staff,

the college can effectively support its strategic objectives, align with SCFF priorities, and enhance overall student outcomes.

The SCFF prioritizes equity by focusing on underserved and at-risk student populations:

- **Focused Support for At-Risk Students:** A dedicated counselor can offer specialized support for underrepresented and vulnerable student groups, helping to close equity gaps.
- **Targeted Interventions:** With a full team of counselors, the college can implement targeted strategies to address specific needs and barriers faced by these students, such as additional academic advising or mental health support.
- **Retention and Completion Rates:** Counselors play a vital role in helping students navigate their academic journey, which directly impacts retention and completion rates.

**Criterion #4: District, State, and Societal Priorities:** In addition to the needs of the HOPE and MESA programs, as mentioned above due to AB 928 all students are required to have a comprehensive education plan in place by the time they reach 15 units enrolled/completed. Students will have a restriction placed on their registration so that they cannot register without a comprehensive long-term education plan. Currently, the Counseling Department does not have enough General Counselors to serve the amount of students we will be seeing once their holds are placed, and this could become a retention/enrollment issue, since students will not be able to register for classes without a comprehensive education plan.

## **Counselor Generalist**

### **#2 - Counselor Generalist, Career Counseling**

#### **Criterion #1: Discipline/Department/Program Needs:**

The Counseling Department has never had a full-time Career Counselor. While most Counselors have some training or background in career counseling, there hasn't been a position that is 100% dedicated to this area of student need. Over the past years, the department has offered limited hours 1-2 times per week of career counseling, only at the Santa Rosa Campus. More recently, some hours are offered via the Career Hub. There are no hours offered at the Petaluma Campus.

#### **Criterion #2: Student & Staffing Needs:**

Most college students start their education undecided and/or change their majors multiple times. This is normal part of student development. The first step in creating an education plan requires identifying a goal. Career counseling is typically a longer process that requires multiple counseling sessions. In addition, a structured program that all students can easily follow upon starting at SRJC needs to be developed. Other community colleges and universities have full-time career counselors to meet the student needs and demands for this guidance.

#### **Criterion #3: Student Equity Needs:**

Not all students have had access to career development resources. Additionally, not all high

schools offer a career development program. We need to close this equity gap in providing students with counseling and resources to assist them in career exploration and decision-making which ultimately will lead to developing educational goals and specific, concrete plans. Students will be able to finish their education in a more timely manner if they know what they are working toward and know how to get there.

**Criterion #4: District, State, and Societal Priorities:**

Offering an intentional career counseling services program and dedicated career counselor will increase students' goal formation and attainment. Retention and completion will also naturally increase. One of the number one reasons students become unmotivated and end up on probation or dismissal is the lack of a career and educational goal. Decreasing time to graduation and transfer due to goal formation and effective educational planning will produce productive citizens in our communities at higher rate.

2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
0001	ALL	02	02	Counselor Generalist, HOPE and MESA	This is a retirement replacement position. The current Counselor serving these programs will retire in December 2024. AB 928 now requires all students enrolled in 15 units to have a comprehensive education plan on file. Enrollment restrictions will be put in place if the student does not have the plan. To be able to support the increased need of students as well as not to negatively impact enrollment, we would need this replacement position.
0002	ALL	01	02	Counselor Generalist, Career Counseling	Many statewide and district initiatives revolve around supporting students identifying goals in a shorter period of time and promote decreasing time to graduation. One of the core reasons students struggle with choosing a major and reaching their goals is due to being undecided on a career path. A dedicated Career Counselor would offer individual counseling that students need and contribute to sooner student goal identification and attainment.



## **2.4b Rationale for Instructional and Non-Instructional Equipment, Technology, and Software**

### **Non-Instructional Equipment/Technology Request Rationale (ITG):**

As the district returns to in-person services after the pandemic, counseling services need to consider the more confined environment in which it works with students in small individual offices with no windows. The nature of the counseling position requires looking over information on a computer screen and collaborating in the creation of education plans. This does not lend itself to proper social distancing (regardless if there are such rules per pandemic). One strategy to mitigate this is setting up the counselor work-stations so that there are second computer monitors that can swivel to the student on the other side of the desk. These are needed at all locations that counselors provide services: Santa Rosa, Southwest Center, and Petaluma (ITG request submitted separately in Petaluma PRPP).

Counseling will continue to provide remote services in all modalities including video conferencing. All computers must have video capability with either all-in-one computers or added webcams.

### **Instructional Software Request Rationale (IELM):**

The Social Work and Human Services program is accredited by California Association of Drug/Alcohol Educators (CAADE), our practicum course HUSV 88 and curriculum is reviewed and approved by this governing body. Students need knowledge and training in Motivational Interviewing (MI) to be competent in the profession. This software will be used by students to learn the basic techniques of MI. Each of the 5 classes are 2 hours in length, and can not be shortened. They are very well designed, with scenarios and case studies throughout. At the end of each 'class', students take a test, can't move forward without passing the test with 80% accuracy. They receive a certificate of completion and upload it into CANVAS as proof of completion.

## 2.4c Instructional Equipment Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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## 2.4d Non-Instructional Equipment and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	Santa Rosa	04	07	Second computer monitor	6	\$300.00	\$1,800.00	Andrea Alvarado	Counseling Department	Andrea Alvarado
0001	Other	04	07	Second computer monitor for Southwest Center(SWC)	1	\$300.00	\$300.00	Andrea Alvarado	Counseling Department - SWC	Andrea Alvarado
0001	Other	04	07	Computer monitor arm/stand that swivels (SWC)	1	\$200.00	\$200.00	Andrea Alvarado	Counseling Department - SWC	Andrea Alvarado
0001	Santa Rosa	04	07	Computer monitor arm/stand that swivels	6	\$200.00	\$1,200.00	Andrea Alvarado	Counseling Department	Andrea Alvarado
0002	Santa Rosa	04	07	Webcam	1	\$50.00	\$50.00	Andrea Alvarado	Counseling Department	Andrea Alvarado

## 2.4f Instructional/Non-Instructional Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	Santa Rosa	01	01	Motivational Interviewing training modules for practicum course in SWHS. 26-50 users	1	\$3,250.00	\$3,250.00	Lauralyn Larsen	CANVAS	Lauralyn Larsen
0002	Santa Rosa	03	05	ASAM training modules for practicum course in SWHS. 25 users	1	\$600.00	\$600.00	Jessica Paisley	CANVAS	Jessica Paisley

## 2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0001	Petaluma	06	02	Urgent	Kathleen Doyle Hall	PC 216	\$0.00	The Petaluma Counseling Department has been requesting a sink & running water to be added to their kitchen area. There is no running water currently in the kitchenette area and this was a serious oversight when that space was designed. People using that space have to leave the office area if they want to wash their hands (health and safety) and keep the area clean. Now, with COVID-19, it is more imperative faculty and staff be able to wash their hands within the office. They have constant close contact with students and it is not reasonable to require they walk to another building to wash their hands or dishes.
0002	Santa Rosa	06	02	Urgent	Bertolini	2nd Floor Counseling Kitchen	\$0.00	The kitchen and breakroom area in Counseling department needs to be updated to allow for multiple people to use at the same time and better connection with the adjacent breakroom

## 2.5b Analysis of Existing Facilities

The current existing facilities for each location is as follows:

### **Santa Rosa**

The facilities are mostly sufficient.

### **Petaluma**

The Counseling office has a lack of running water in the kitchen area. Staff must wash dishes and hands in a completely separate building. In light of current pandemic circumstances, staff cannot wash their hands frequently as that would be a disruption to providing services. **This is a health and safety issue that needs to be addressed.**

### **Southwest Center**

The facilities at this location are under construction and being updated as of May 2023.

## 3.1 Academic Quality

Departments that apply for grants generally add some section in their proposal to include counseling services. The Counseling Department seeks to be involved in any grant writing opportunity that requests counseling services to assure financial resources are written into the grant desiring counseling participation. This has not always been the case in the past, such as the HOPE Trio Program, and the Counseling Department has had to provide counseling services given it was written into the grant.

The department regularly manages its course offerings and strives to be efficient. However, it must be noted that some of our course are linked to learning communities and this link affects our course limit. Examples include learning communities with a linked English class. English enrollments are set at 30.

With the exception of specialized classes, the Counseling Department maintains healthy enrollments. There is a Scheduling Committee that meets each semester and analyzes enrollment, trends, efficacy and feedback from students and Outreach partners when developing the instructional schedule for Counseling and Social Work and Human Services classes.

## **3.2 Student Success and Support**

The Counseling Department has been instrumental in addressing the needs of our diverse student population by hiring faculty who are bilingual. Almost half of our full time counselors are bilingual with Spanish and English. We hired a bilingual in Spanish and English Counselor for the Petaluma Campus that began in Fall 2020 to fill in a gap left due a retirement a couple years prior. During scheduling, we make every attempt to ensure we have a Spanish bilingual counselor during open office hours. We have bilingual Counselors assisting with our Ask a Counselor feature and also our Live CHAT.

Additionally, our growing International Student Program would certainly benefit from a mandarin speaking counselor. We have not been able to succeed in hiring either a fulltime or adjunct mandarin speaking counselor.

The department has responded to the need of providing bilingual services by advertising for bilingual positions. The department works closely with Human Resources to advertise as widely and as appropriately as possible. We regularly survey counseling colleagues for additional advertising venues. The program promotes sensitivity to diversity by providing trainings and by attending workshops and professional development activities. Various counselors also facilitate diversity workshops on campus and in the community.

The Counseling Department has been very active in learning communities targeted toward our Latino, Asian and Black communities. Additionally, the Counseling Department has offered a summer bridge program for our Native American students. The department has assigned counselors to coordinate services and classes as part of the Lanzamiento grant and the Avanzando STEM grant.

Additionally, our internal Equity Committee recently revised the departmental hiring procedure for regular full-time counseling faculty to ensure diverse representation in all hiring committees, and continues to examine our internal policies and procedures to ensure equity is being considered.

## **3.3 Responsiveness to Our Community**

Classified staff members are encouraged to attend professional development activities offered through the Staff Development Office. Additionally, these individuals are supported to attend classes and workshops that support their work functions.

Faculty members participate in ongoing Professional Development through Transfer Conferences; Student Success Conferences; in addition to the flex activities offered by the District for all faculty.

Counseling faculty are regularly planning and engaging in department dialogue regarding DEI (Diversity, Equity, and Inclusion) issues. In the past few years, the department has hosted professional guest speakers to provide workshops on equity topics and open departmental discussion. Another topic has been Restorative Justice Practices.

### **3.4 Campus Climate and Culture**

We have established area safety leaders and have participated in stair chair training. We continue to work on developing a plan for preparedness so that faculty and staff are aware of responsibilities and reporting locations.

The Counseling Departments at both the Santa Rosa and Petaluma locations have developed common language to be used when working with disruptive students in our individual offices. This information needs to be reviewed regularly and is part of our Orientation and Procedures manual. We have taken steps to be strategic in scheduling offices so that no Counselor is left in the office with a student without other staff or faculty present.

During this past Academic Year, the Counseling Department has transitioned back to working on campus with limited remote work, while the students are still primarily remote, even during the peak times. The department has supported and funded staff and faculty requests for equipment needed at home in order to provide a safe and conducive working environment.

### **3.5 Establish a Culture of Sustainability**

The department contributes to sustainable practices by creating electronic academic plans. Students are able to access these plans in their student portals negating the need to provide a printed plan.

Faculty are posting their course syllabus in their CANVAS account. Course syllabus are sent to students via the faculty portals which significantly reduces the need for paper copies.

Counselors submit course syllabus, schedule requests and instructional bid sheets to the department chair electronically. This information is kept in an electronic folder.

Counseling has shifted from providing a printed student guide to an online only student guide.

During the past two years of our remote operations, everything has been transitioned to electronic operations (that hadn't been already).

## 4.1a Course Student Learning Outcomes Assessment

The Counseling Department has been successful in updating its curriculum and creating SLOs for courses taught. All courses have identified instructors who are responsible for curriculum updates. There are various courses in the Social Work and Human Services curriculum that are only taught by associate instructors. Although all courses are updated, some of these courses do not have an instructor responsible for monitoring curriculum. The curriculum for these courses is monitored by the department chair and Social Work and Human Services (SWHS) program coordinator. The department seeks assistance from associate instructors to participate in SLO assessment for the few remaining courses that are taught by associates only. We are in the process of hiring a full-time counselor that will coordinate the SWHS program. Having such an anchor position will ensure more consistent and timely SLO assessments for HUSV curriculum.

All SWHS course SLOs assessments that have been completed to 75%, to indicate successful student learning comprehension. There was an initiative in Fall 2021 to become caught up with these assessments and we are reaching a higher percentage of SLO assessment completion. Discussion of SLO assessment results occurred during an SWHS faculty meeting during Spring 2023. The data reviewed will be used in future course development.

All counseling courses have also undergone student learning assessments. Some instructors have concluded that they need to revise the assessment tool in order to meet the learning outcome. In a few other situations, some instructors have found that they need to spend more time on content for better understanding of information. All Counseling course assessment results, including methods, analysis and changes have been posted online. Additionally, Counseling faculty have shared their reflections on their student learning assessments at department meetings.

During the 2021-2022 academic year, an effort to be most current on our SLO assessments was made. Our overall percentage of assessments completed is almost 78%. For Counseling classes, it's 86.11% and for Human Services classes it's 57.5%.

For Counseling classes, there are two classes that were not able to be assessed due to one not being offered and the other being only a summer class, which was assessed Summer 2022.

Since SWHS classes are primarily taught by associates, the SLO assessment completion isn't as high but has improved significantly in this last year. With a permanent coordinator recently hired, we expect that number to keep increasing.

## **4.1b Program Student Learning Outcomes Assessment**

The Counseling Department Service Area Outcomes are assessed on a regular basis. The Department meets regularly to discuss counseling service delivery, assess what's working and what could be improved. These discussions and recommendations are documented in the meeting minutes. The department works closely with instructional faculty and programs, IT, and other Student Services to regularly monitor and make adjustments to our service delivery in ways that enhance and support student access and success. The Counseling department Administrative team also meets regularly with the Senior Dean and Department Chair to discuss service delivery, scheduling, and student needs.

In fall 2021 and again in fall 2022, the Counseling Department created and sent out a student survey to assess the department's attention to student equity needs, student retention and program SALOs. SALO assessments were entered into the formal district database in Fall 2021. The results have been shared with the department and will be further analyzed by the Equity Committee. Recommendations for departmental/program improvement will be brought to a future department meeting.

The Counseling Department offers two associate degree majors and certificates in Social Work and Human Services: Addiction Studies and Social Work and Human Services: Advocacy. Project Learn has reviewed and approved the program learning outcomes for Social Work and Human Services. With the new HUSV full-time position starting in Fall 2022, program SLOs will be reviewed and assessed on a regular basis. The SWHS programs were up for their 6-year review in 2022-23 year, the SLOs were reviewed and a name change from Human Services to Social Work and Human Services occurred.



## **4.1c Student Learning Outcomes Reporting**

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
Course	Coun 10 Student Success, Fir	Fall 2013	Fall 2013	N/A
Course	Coun 20, Sex and Gender	Fall 2014	Fall 2014	N/A
Course	Coun 53 Coll. Survival Techni	Spring 2015	Spring 2015	N/A
Course	Coun 56 Take Charge of Learni	Summer 2015	Summer 2015	N/A
Course	Coun 60: Effective Study Works	Spring 2015	Spring 2015	N/A
Course	Coun 62 Intro to Career Dev.	Spring 2015	Spring 2015	N/A
Course	Coun 162.1 Job Search and Ret	Fall 2014	Fall 2014	N/A
Course	Coun 74 Identity and Cultural	Spring 2015	Spring 2015	N/A
Course	Coun 80 Under Transfer Process	Fall 2014	Fall 2014	N/A
Course	Coun 87 Ethical Issues in Huma	Fall 2014	Fall 2014	N/A
Course	Coun 90 Intro to Human Service	Fall 2014	Fall 2014	N/A
Course	Coun 91 Skills and Techniques	Fall 2014	Fall 2014	N/A
Course	Coun 92 Intro to Group Coun	Spring 2014	Spring 2014	N/A
Course	Coun 93 Case Management	Fall 2014	Fall 2014	N/A
Course	Coun 94 Crisis Counseling	Spring 2015	Spring 2015	N/A
Course	Coun 95 Advocate Training	Spring 2015	Spring 2015	N/A
Course	Coun 96 Disability and Society	Fall 2015	Fall 2015	N/A
Course	Coun 98 Indep Study	Fall 2015	Fall 2015	N/A
Course	Coun 355 Coll Prep Skills	Spring 2015	Spring 2015	N/A
Course	Coun 270 Intro to College	Summer 2015	Summer 2015	N/A
Course	AODS 90	Spring 2015	Spring 2015	N/A
Course	AODS 91	Spring 2015	Spring 2015	N/A
Course	AODS 92 Pharmacology	Fall 2012	Fall 2012	N/A
Course	AODS 93	Fall 2014	Fall 2014	N/A
Certificate/Major	Human Serv: Advocacy	N/A	N/A	N/A
Certificate/Major	Human Serv: Alcohol	N/A	N/A	N/A
Service/Program	Counseling Service	Spring 2014	Spring 2014	N/A

## 4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
COUN 10		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
COUN 162.1		X	X	X	X	X	X	X		X	X	X				X
COUN 20		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
COUN 270		X		X	X	X	X	X		X	X	X				
COUN 53		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
COUN 6		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
COUN 60		X	X	X	X	X	X	X	X	X	X			X		
COUN 7		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 82		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 83		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 87		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 88		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 91		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 92		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 93		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 95		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 96		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 80		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 81		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
SWHS 90		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

## 4.2b Narrative (Optional)

With the exception of performing mathematical operations, the Counseling Department curriculum addresses a majority of the institutional learning outcomes.

## 5.0 Performance Measures

For this section, the performance measure will be based on new students with educational plans versus those who do not have an educational plan. The data confirms that meeting with a counselor consistently and significantly improves student persistence and reduces the time to degree.

- Persistence rates of new students who have an educational plan is consistently higher from fall to spring, fall to fall and fall to fall to fall.
- Persistence rates of new students who have an educational plan is consistently higher from fall to spring, fall to fall and fall to fall to fall
- Time to degree completion for students with an ed plan stats continue to demonstrate the benefits to working with a counselor versus those that do not meet with a counselor

## 5.1 Effective Class Schedule: Course Offerings, Times, Locations, and Delivery Modes (annual)

The Counseling Department offers coursework in a variety of formats and makes every attempt to create a balanced class schedule that provides convenient access to students in addition to being efficiently enrolled. The Counseling Department has an on-going planning group charged with developing the class schedule for each term. The group members review enrollment patterns, ensure distribution of classes throughout the week and align course offerings with institutional initiatives and priorities. Courses are offered throughout the week, online, in a hybrid format, and also include Fridays and Saturdays.

The Counseling Department established the Social Work and Human Services major and certificate program in Fall 1991. The program has state wide recognition and a very active and supportive community advisory council. This demand is supported by the fact that all drug and alcohol counselors are now required to be certified. SRJC's program meets the academic training component required by the California Association for Alcohol/Drug Educators (CAADE).

In addition to the Social Work and Human Services major and certificate, the Counseling Department offers coursework (Counseling 10 ) designed to address the needs of first year students and meet the intent of the California Community College's Basic Skills Initiative and the recommendations of the Student Success Act. These innovative efforts have resulted in significant FTE growth for the District in addition to increasing student retention rates and creating opportunities for student campus engagement and volunteerism in the community. This class is being considered for part of the FYE initiative with Guided Pathways.

COUN 270 is offered as a comprehensive college orientation and provides students incentive to complete by providing priority registration. High school outreach is conducted to fill these classes and we often need to add more sections. During the pandemic that resulted in all remote instructions, not all sections filled in Spring 2021 due to issues such as Zoom fatigue and other issues related to the pandemic. Enrollment in spring 2022 improved, but enrollment in face-to-face in-person Coun 270s suffered in spring 2023. As a result, the department shifted to reduce the number of in person sections, and increase the number of online sections which all filled completely with no cancellations.

The course offerings are scheduled at both the Petaluma Campus and the Santa Rosa Campus and online.

We have expanded our curricular offerings at the adult detention facilities for both men and women.

**Comparison of data from Fall 2019/Spring 2020 to Fall 2020/Spring 2021 and now Fall 2022:**

Across the district, our course headcount in Counseling and Social Work and Human Services classes combined, we were seeing a decrease from 2019-2021 however we started to see an increase in 2022. The Petaluma Campus saw a small decrease in headcount.

Enrollment within the CA community college system has overall seen a decrease in the last 3 years due to the global pandemic, and prior to that decrease in headcount due to the increase in the amount of students moving outside of Sonoma County due to the wildfires, and as a result we have seen a decrease in our classes due to that environmental impact. Despite the overall decrease, the majority of our sections have reached the minimum headcount required to stay on the schedule of classes.

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**SWHS 2023/24**

Overall headcount is increasing for the Social Work and Human Services classes from 2022/2023 to 2023/2024 with a noted increase of 69 from F2022 to F2023. 12 of these are attributed to a new section offering through the IGNITE program bringing our Introduction to Addiction Studies to currently incarcerated individuals at Sonoma County Main Adult Detention Facility.

Beginning F2023 SWHS classes were offered on a block schedule with most in hybrid format which included two hours of in person instruction and one hour asynchronous. Classes were offered in the evenings over the course of two days to accommodate working students with limited ability to take multiple days off. Feedback from students was positive regarding ability to maintain jobs and take necessary classes.

During enrollment decline of 2017 a number of core courses were cut to once per year. In 2023/2024 we saw class offerings fill early in the registration cycle with increased students seeking add codes. In the coming years if demand increases we will assess need to increase sections.

## 5.2a Enrollment Efficiency

The department's enrollment efficiency overall across the district and combining COUN and SWHS courses has been increasing or holding steady in the last few years. In Fall 2020 there was a decrease from Fall 2019 which can be attributed to the pandemic; however, the percentage is near 85%.

It must be noted that enrollment efficiency in COUN classes can be affected by the offering of several courses targeted towards specific populations, EOPS summer readiness, Learning Communities (Puente, Umoja and APASS) and International Students. Learning community counseling classes are set to the enrollment limit of the English class. English class limits are set to 25 or 30 while counseling classes are set to 35. When a counseling class is linked to an English class due to being part of a learning community, it decreases our efficiency numbers. .

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SWHS classes are increasing their fill rate for on-campus offerings. Fall 2022 had a fill rate of 74.39% while Fall 2023 increased to 94.54%. Over the past three years SWHS has recovered from pandemic lows and is back to its Fall 2019 rates.

The SWHS offering at the county jail is at a low 40% fill as to be expected in this environment with limitations beyond the colleges control.

## 5.2b Average Class Size

Overall, the average class size of all courses and across the district is between 28-35 and has been holding steady when looking from Fall to Fall and Spring to Spring.

There were some increases from Spring 2021 to Spring 2022, and we remained at the same number from fall 2021 to fall 2022. A reduction in sections is likely a result of higher headcount.

For COUN classes that are tied to Learning Communities, they are bound to the class size of the connected classes (such as English which may have lower class size limits).

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SWHS average class size in F23 was 29.71 compared to F22 of 21.57. SWHS classes should maintain an average of 29 due to pedagogical limits for practicum courses in the discipline. Lecture courses are steady at 35 students while practice courses and internship practicum is lower at 22-25 students.

## 5.3 Instructional Productivity

The Counseling Department does not have any fulltime *instructional* faculty. A majority of courses are taught overload and/or hourly basis. All courses are taught by associates or a small percentage of fulltime counselors as part of their counseling load. Some of the numbers reflect that our department offers courses that are part of learning communities, grant/categorical projects.

For COUN courses, the instructional productivity numbers for all locations dropped from Spring 2019-Spring 2020 (17.67-16.08) but then rose in Spring 2021 (16.74). They dropped from Fall 2019-Fall 2020 (16.93-14.72) and then rose back up in Fall 2021 (16.05), dropping slightly in Spring 2022 (15.81) and back up again in Fall 2022 (16.12).

These instructional productivity numbers are lower than 17.5 due to the counseling department not having any fulltime faculty that teach 100%.

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The SWHS courses are taught primarily by associates with the exception of the one full-time faculty Counselor/Coordinator. SWHS has maintained similar productivity from F22 (14.00) to F23 (14.86). Spring terms have lower productivity due to the capstone course for the Advocacy major which has lower number of students pursuing.

## 5.4 Curriculum Currency

All counseling courses are current and up to date on the curriculum review cycle.

## 5.5 Successful Program Completion

Our courses are sequenced so a full-time student can complete the certificate/major courses in two years. Our introductory courses are offered in both Fall and Spring to enable a student to begin the program in either term. Other specialized courses are offered in alternating semesters to ensure full enrollment and vitality of program.

Our faculty program coordinator and practicum faculty assist students in registering for certification with CAADE during the program. Students can begin collecting hours towards certification at the start of the program.

Our faculty program coordinator works directly with students to review education plan and ensure that they are on track for completion.

In the 2023/24 year we awarded 27 certificates and 18 degrees, last year (2022/23) we had 23 certificates and 16 degrees being awarded. The increase could be the changes in our program curriculum which went into effect Fall 2020 decreasing units to certificate/degree. We hope to see a similar number in the coming semesters as our classes remain full and without adding additional sections we will see similar rates of completion.

Students have a near 100% job placement rate following completion of our certificate. There are more jobs open than qualified applicants to fill within Human Services. The outlook looks very good for continued job placement.

Quick Facts: Social and Human Service Assistants

2023 Median Pay: \$41,410 per year

\$19.91 per hour

Typical Entry-Level Education: High school diploma or equivalent

Work Experience in a Related Occupation: None

On-the-job Training: Short-term on-the-job training

Number of Jobs, 2022 415,100

Job Outlook, 2022-32 9% (Much faster than average)

Employment Change, 2022-32 35,600

## 5.6 Student Success

The successful course completion and retention rates for counseling courses are higher than the district average. Counseling courses are primarily taught on an hourly basis by either FT teaching overload and adjunct. Counseling does not have any fulltime instructional faculty.

### **Retention Rates for all COUN Courses and Locations:**

Spring 2022: 84.6% (District: 76.8%) an increase from Spring 2021

Fall 2022: 76.5% (District: 74%) an increase from Fall 2022

### **Successful Course Completion Rates for COUN Courses and Locations:**

Spring 2022 83.5% (District: 74%) an increase from Spring 2021

Fall 2022 73.8% (District 70.8%) an increase from Fall 2021

### **Average GPA for all COUN Courses and Locations:**

Spring 2022 2.06 (District: 2.85)

Fall 2022 2.82 (District 2.74)

In the last year of data collected, the average GPA is higher for COUN classes in Fall than the District and lower in Spring.

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### **Retention Rates for all SWHS courses and locations:**

Spring 2023 81.66%



Fall 2023 86.67%

**Successful Course Completion Rates for SWHS courses by locations:**

Spring 2023 79.89%

Fall 2023 85.44%

**Average GPA for all SWHS Courses and Locations:**

Spring 2023 3.47

Fall 2023 3.33

## **5.7 Student Access**

The Counseling Department has always been committed to appreciating and fostering diversity in its curriculum and has attempted to serve the historically underrepresented students whenever possible. Both Counseling and Social Work and Human Services courses by the nature of the disciplines serve underrepresented groups. Counseling classes are intended to build skills for students to be successful in college. With Counselors teaching these classes, outreach occurs in the counseling offices, at the high schools, and in the community. Counselors have a focus on retention in and out of the classroom as well. Human Services courses prepare students for directly entry into the workforce in social service capacities and attract students who have themselves been served in these environments. Underrepresented populations, various ethnic backgrounds and lower socioeconomic groups are all represented in both disciplines.

**Ethnicities in COUN classes:**

In the last 4 academic years, the percentages for the highest two groups hovered around:

52.8% Hispanic

30% White

**Ethnicities in SWHS classes:**

In the last 3 years, the percentages for the highest two groups hovered around:

47% White

33% Hispanic

**Gender in COUN classes:**

In the last 4 academic years, the range of the female student population has been 55.5% to 59.7%; and the range for males has been 38.9% to 43%

**Gender in SWHS classes** (HUSV data was not provided for this academic year):

In the years 2020 to 2023, the range of the female student population has been 74.0% to 68.5%; and the range for males has been 24.0% to 36.0%.

**Age in COUN classes:**

The highest student numbers are in the 0-18 and 19-20 year olds in large part due to the many sections of Coun 270 that we teach that are targeted to high school seniors that are incoming freshman. The next highest range is 21-25 year olds. We teach sections of First Year Experience, College Success, and Career Exploration which many younger students are drawn to and select.

**Age in SWHS classes:**

The highest student numbers are in the 31-35 year olds. The next highest ranges are 51-60 and 41-45 which reflect the re-entry population that is attracted to the SWHS program.

Overall average district data for all disciplines was not found in order to provide a comparison.

## **5.8 Curriculum Offered Within Reasonable Time Frame**

The Counseling Department offers all courses within a reasonable time frame and has already inactivated courses that will no longer be offered. Some Human Services courses are on rotation.

## **5.9a Curriculum Responsiveness**

The Counseling Department intends to engage in discussions to change the curriculum for our COUN 162.1 class and do an over haul of the outline to make it a CSU transferable 1-unit Career Exploration class. This is in response to the needs of incoming high school students who need more Career and Major exploration, but may not be able to incorporate our 3-unit class into their schedule. In the more recent past, we have pursued changing some of our courses from being only CSU transferable to also UC transferable. We have succeeded in doing this for three

academic classes. Curriculum follows the CSU and UC (and GE where appropriate) guidelines for transfer.

We'd like to offer more Coun 80: Understanding Transfer courses as well as Coun 60: Effective Study Workshop classes. This will align with the college's mission as it pertains to transfer and student success.

We are in the process of analyzing the efficacy of our COUN 270: Introduction to College classes. We recognize there is a large demand to offer Educational Planning workshops and orientations embedded in the partner high schools, which counteracts the need for Coun 270. There is a workgroup in the Counseling department tasked with this project, and more will unfold in the 2023/2024 Academic Year.

We consistently offer sections of Coun 6, 7, 10 60 and 80 as part of new learning communities. We also partner with dual enrollment to offer sections that are targeted to high school students.

We have offered Coun 60 in the jail as part of the IGNITE program and recently started offering SWHS 80 as well.

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#### **Social Work and Human Services CE:**

The SWHS Services program has an active advisory committee consisting of members from a wide range of service providers: alcohol and drug, domestic violence, children, homelessness, seniors, immigration, Indian health, developmental disabilities, employment, and advocacy. Our attendance at the meetings has been approximately 10-15 participants. We have one associate faculty that has attended our advisory meetings regularly that also represents one of our industry partners. We are proud of the diversity in our advisory committee members and across the discipline as previously mentioned.

At our advisory committee meetings we include an open forum to gather feedback on how our students are doing in their internships and job placements post-graduation. We share updates to curriculum and seek feedback on areas for improvement. Most recently, our advisory committee asked we include more information on fentanyl overdoses and proper ASAM notation. We have added both of these topics into the curriculum across multiple classes.

The rate of relapse is at the highest our county has ever seen. Our advisory committee and faculty see this effecting our students who are in recovery and wanting to join the workforce. In response to this feedback we have developed a new certificate in Human Services: Foundations in Recovery and Academic Success, which is based on recovery theory to build students foundation around academic skills, recovery, and wellness. The new certificate if approved could provide a milestone for our new students as they begin their journey in college.

We have submitted all required items to the curriculum committee for review of the Social Work and Human Services AD-T which we hope will be approved and effective F25.

Additionally, the state of CA recently began a new wellness coach certification which we are exploring if our SWHS curriculum aligns with. This certificataion is new for the medical and

mental health areas with potential to positively impact the workforce shortage in the industry. We can request funding to support this effort which we will and align it with our AD-T.

### **5.9b Alignment with High Schools (Tech-Prep ONLY)**

Our program does not align with any high school preparation

### **5.10 Alignment with Transfer Institutions (Transfer Majors ONLY)**

The Counseling Department does not offer any transfer majors at this time. Social Work and Human Services is in the process of getting an ADT approved.

### **5.11a Labor Market Demand (Occupational Programs ONLY)**

According to the California Employment Development Department there is projected to be 14% increase in jobs for substance abuse, behavioral disorder, and mental health counselors. There is currently 258 job openings in this occupational area in Sonoma County.

According to the U.S. Bureau of Labor Statistics, Employment Projections program, employment of social and human service assistants is projected to grow 17 percent from 2020 to 2030, much faster than the average for all occupations across the U.S.

About 59,100 openings for social and human service assistants are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

Unfortunately, Sonoma County has the sixth highest opioid-related overdose death in the state of CA. Our partners at the county informed us of this rise in numbers over the past year. All of our advisory members who are currently serving individuals around substance use disorder have described a shortage of qualified employees and a strong desire to hire our graduates upon completion. It is clear from the high numbers of overdoses and need for a workforce in Sonoma County, our students are highly sought after and will have no problem finding employment upon graduation.

Santa Rosa hourly mean is \$24.99 with a strong projection for growth and job openings.

Colleges in the area with similar programs are, Napa Valley Community College, who offers a certificate and associates degree in Human Services and Addiction Studies. Their program is

approved by California Consortium of Addiction Programs & Professionals (CCAPP) & the California Association of DUI Treatment Programs (CADTP).

Mendocino College offers both a certificate and associates degree in Human Services and Alcohol and Other Drugs. Their program is not approved or accredited by any of the governing bodies.

Sources:

<https://app.powerbigov.us/view?r=eyJrIjoizDI5ODI2Y2YtYTAYNS00MGEwLThIMzltMGRkOWY3MTEzMjIjIiwidCI6IjA2Y2FjMjQ5LTU3YzYtNGVlZC05NGZkLT11NmFiZGU4MmI0ZSJ9&pageName=ReportSectioneed0ef440c940c70081a>

<https://www.onetonline.org/link/localwages/21-1093.00?zip=94952>

<https://www.onetonline.org/link/summary/21-1093.00>

## **5.11b Academic Standards**

The department regularly engages in discussions on academic standards as documented in department meeting minutes. As Counselors, we are aware of curriculum criteria required to meet CSU and UC requirements and incorporate these in counseling courses.

The Social Work and Human Services program is accredited and instructors that teach in this program adhere to the approved curriculum and meet minimum qualifications set by the state. Faculty meeting on an as needed basis to share pedagogical and discipline related inquiry.

## **6.1 Progress and Accomplishments Since Last Program/Unit Review**

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0001	ALL	01	02	Establish ongoing process to examine and change departmental (and District where possible) policies/procedures that are outdated and inequitable.	<ul style="list-style-type: none"> <li>oConduct comprehensive audit of procedures and practices at the Counseling department level and Counseling specific policies within the District board policies to identify barriers for students</li> <li>oDevelop and advocate for anti-racist modifications within the department and district.</li> </ul>	2023/2024 and ongoing	Equity Committee developed in Fall 2021 will continue to work on these efforts and seek and include departmental feedback.
0002	ALL	01	02	Analyze and address 2020 student survey regarding students having difficulty accessing counseling services during the remote period.	<p>Implement changes to improve access based on results. Examples could potentially be:</p> <ul style="list-style-type: none"> <li>o Revamp student appointment and drop-in services</li> <li>o Expand delivery formats</li> </ul>	2023/2024 and ongoing	Equity Committee will continue to analyze the survey that was developed in Fall 2021 and propose new policies and practices as needed to increase student equity and success. Departmental meeting time to identify areas that need improvement within the counseling department.

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0003	ALL	01	01	Develop enhanced student intervention strategies for students on probation and create and implement online probation workshops	Address success and retention issues and allow for greater attendance rates for having the workshop available online. Develop a process of how to reach out and follow up beyond the portal announcements for students that need support in understanding probation impacts on their college success. Connect students with the resources and services they need to be successful and reach their goals.	2023/2024 and ongoing	<p>Implement new online probation workshop developed last year.</p> <p>Probation workgroup consisting of the Retention and Reengagement Counselor and the Department Chair need time to develop student intervention strategies:</p> <p>A small workgroup has been created to develop new strategies in providing more intrusive outreach, support and counseling to students on probation 1 status as a preventative measure. Research and analysis has begun and this group will continue this work into the next academic year (2023-2024).</p> <p>New retention counselor position began Fall 2022 and started partnering with Student Success for the Spring Back into Action Workshops as well.</p>



Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0004	ALL	01	02	Improve communication to students regarding services, resources, and timely information.	<p>Enhance our modes of communication to students through the following:</p> <ul style="list-style-type: none"> <li>-Outreach/inreach</li> <li>-Social media</li> <li>-Spanish-speaking resources/tools &amp; workshops</li> <li>-Referrals to other student services/resources/programs such as LCs, tutoring, etc.</li> <li>-Include Counselor bios on our website so students can choose who they think they might connect best with.</li> </ul>	2023/2024 and ongoing	Continue workgroups for outreach/inreach; reassigned time to develop more communication and social media material and translate resources and workshops. Provide on site ed planning to our partner High Schools as well as orientations. Establish more welcome days during early Spring 2024 where we invite graduating high school students to come to campus to plan early which will alleviate the inevitable rush at the end of the spring semester.

## 6.2b PRPP Editor Feedback - Optional

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**6.3a Annual Unit Plan**

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0001	ALL	01	02	Establish ongoing process to examine and change departmental (and District where possible) policies/procedures that are outdated and inequitable.	<ul style="list-style-type: none"> <li>oConduct comprehensive audit of procedures and practices at the Counseling department level and Counseling specific policies within the District board policies to identify barriers for students</li> <li>oDevelop and advocate for anti-racist modifications within the department and district.</li> </ul>	2023/2024 and ongoing	Equity Committee developed in Fall 2021 will continue to work on these efforts and seek and include departmental feedback.
0002	ALL	01	02	Analyze and address 2020 student survey regarding students having difficulty accessing counseling services during the remote period.	<p>Implement changes to improve access based on results. Examples could potentially be:</p> <ul style="list-style-type: none"> <li>o Revamp student appointment and drop-in services</li> <li>o Expand delivery formats</li> </ul>	2023/2024 and ongoing	Equity Committee will continue to analyze the survey that was developed in Fall 2021 and propose new policies and practices as needed to increase student equity and success. Departmental meeting time to identify areas that need improvement within the counseling department.

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