Department/Unit **Counseling Department**

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| **Expected Outcomes**(Student Service Outcomes, Student Service Outcomes, and/or Service Area Outcomes) | **Assessment Plans**(How will you measure your success? Include assessment method and how, what, when, and who) | **Assessment Results**(Describe results of the assessment. Include main findings, date, and report author.) | **Implications and Plans for Improving Results**(What operational changes, resources, or modifications to expected outcomes or assessment methods are needed?) |
| To create and promote innovative services and technology solutions that respond to the needs and expectations of students, the department will train, cross-train Counseling support staff to meet students’ and College expectations in providing support services. | Deploy Counseling Classes and Student Satisfaction Surveys. Surveys were deployed to students and responses collected/analyzed in December 2009 and May 2010 | From the December 2009 and May 2010 surveys, 100% of students indicated that they were very satisfied and satisfied with the support staff in Counseling Programs. |  |
| To increase student access and improve persistence, retention and completion, the department will ensure the responsiveness of Coastline’s Incarcerated Service Support Team Members. | Distribute Student Surveys to this targeted student population. Survey distributed to students and responses collected in FY 2009. | From the 2009 Incarcerated Student Survey, 84.1% of students were very satisfied and satisfied with the support team’s responsiveness. |  |
| To increase student access and promote innovative services, the department will promote and ensure that faculty and staff are meeting the needs of the Incarcerated student population. | Distribute Student Surveys on Counseling to targeted student population. Deployed and collected from FY 2009. | From the 2009 Incarcerated Student Survey on Counseling, 88.49% of students were very satisfied and satisfied with faculty and staff. |  |
| To increase student access and promote innovative services, the department will deliver overall quality of the Incarcerated Student Service Program and ensure student success in the Program. | Distribute Student Surveys to this targeted student population. Deployed Incarcerated Student Survey on Counseling in FY 2009. | From the 2009 Incarcerated Student Survey, 95.19% of students were very satisfied and satisfied with the program; 90.1% of Incarcerated students indicated that they are very satisfied and satisfied with their success in the Program. |  |
| To increase student access, retention and completion, the department will provide Counseling services at convenient and accessible locations for students. | Distribute Counseling Services Student Surveys. Survey deployed to students and responses collected/analyzed in 2010. | From the 2010 Counseling Services Survey, 92.9% of students are satisfied with locations; 55.6% of students prefer counseling services at College Center; 52.9% of students prefer the Costa Mesa Center; 47.4% prefer the Garden Grove Center; 41.4% prefer the Le Jao Center; 17.4% prefer services by telephone; 20% prefer the Internet; and 34.7% prefer online real-time chat-rooms. | Ensure and provide consistent quality of services to students within a decentralized campus setting and to distance learners. |
| To create services using technology, the department will enable Coastline students to easily schedule counseling appointments. | Deploy Counseling Services Student Survey. Survey deployed to students and data analyzed in FY 2010. | From the 2010 Counseling Services Survey, 80.5% of students are satisfied with scheduling of appointments. | Ensure and provide consistent quality of services to students within a decentralized campus setting and to distance learners. |
| To make learner success its core focus and increase student retention and completion, the department will ensure accessibility of Counselors to students. | Deploy Counseling Services Student Survey. Survey deployed to students and data analyzed in FY 2010. | From the 2010 Student Survey, 80.2% of students are satisfied with access to Counselors. |  |
| To advance and sustain the capacity for student success through the efficient use of resources, the department will promote superior customer service from support services staff to our students. | Deploy Counseling Services Student Survey. Survey deployed to students and data analyzed in FY 2010. | From the 2010 Student Survey, 84.7% of students indicated that support staff were courteous and helpful while 91.7% indicated that support staff was courteous and helpful at the various center locations. |  |
| To advance and sustain the capacity for student success through the efficient use of resources, the department will develop and distribute department publications (Transfer Guide).  | Deploy Counseling Services Student Survey. Survey deployed to students and data analyzed in FY 2010. | From the 2010 Student Survey, 85.9% of students find the Transfer Guide useful. |  |
| To increase student access, improve retention and completion, the department will promote scholarship opportunities to Coastline students. | Deploy Counseling Services Student Surveys with statements and/or questions about scholarships and Coastline’s scholarship program to students. Survey deployed in FY 2010 to students and responses collected. | From the 2010 Counseling Services Student Survey, 69.1% of students indicated that they knew of scholarship opportunities; 30.9% did not. | On-going operational modifications and implementation to increase the percentage of students’ knowledge of scholarship opportunities. |
| To create and use innovative programs and services through technology solutions, the department will implement an online orientation to be accessible and useful for students. | Deploy the Counseling Services Survey to students with statements and questions about the usefulness and accessibility of the new-revisedonline orientation.Counseling Services Student Survey deployed to students and responses collected in FY 2010. | The data collected and available is from a 2010 Counseling Services Survey in which 77.6% of students found the previous online orientation useful. | The Counseling Department worked with the College webmaster to develop a new web-based orientation. The new web-based orientation was posted online in Fall 2011. |
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