

Counseling & Advising Department Unit Plan: A Unit of the Counseling Department

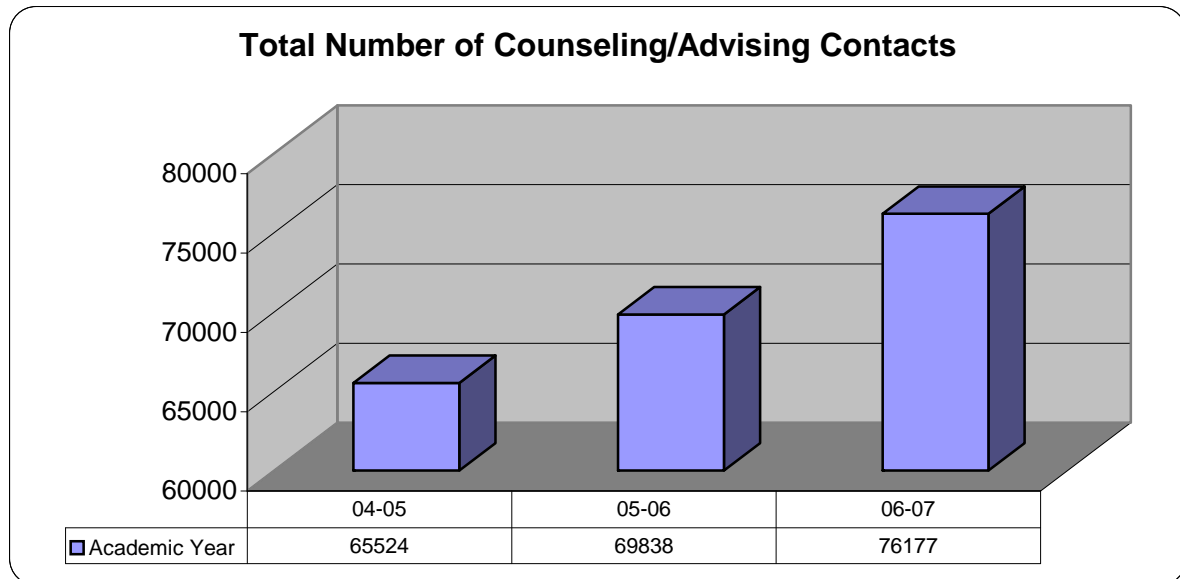
(For 2008-2009 Implementation)

Section 1: Data Elements

Counseling and Advising Contacts

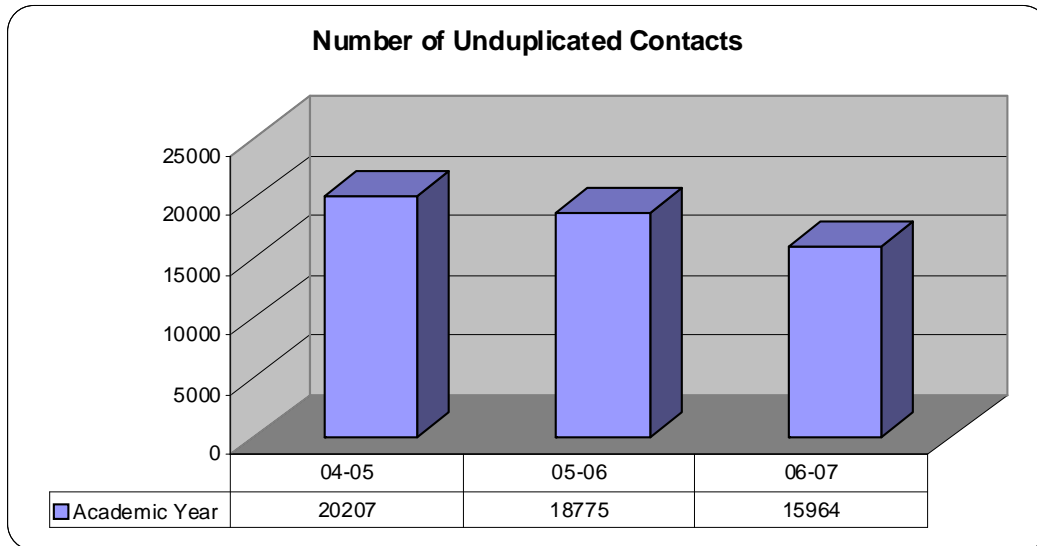
	2004-05	2005-06	2006-07
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts	65,524	69,838	76,177
Number of unduplicated participants	20,207	18,775	15,964

The following graphs represent overall numbers.



The bar graph on the next page illustrates the number of individual students “**Unduplicated Participants**” served for each academic year.

While overall number of contacts has increased, unduplicated contacts have decreased. This phenomenon is consistent with a decrease in enrollment the past few years, coupled with an increase in demand for counseling and advising services per student. It raises concern for a likely significant surge in demand for counseling/advising services as enrollment numbers rise.



Section 1: Data Elements

Advance Registration

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of unduplicated participants	7,007 students participated and received academic advising	7,809 students participated and received academic advising	7,767 students participated and received academic advising
<u>Enhances Student Learning</u>			
Enhanced student persistence	6,448 students enrolled (92%); 6,270 students completed at least one credit (97% of those enrolled)	7,093 students (91%) enrolled; 6,874 students completed at least one credit (97% of those enrolled)	7,083 students (91%) enrolled; 6,870 students completed at least one credit (97% of those enrolled)
3. Unit Essentialness			
Essential to an effective educational experience	6,448 students received effective academic advising	7,809 students received effective academic advising	7,767 students received effective academic advising

Section 1: Data Elements
Summer Orientation and Registration (SOAR)

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of unduplicated participants	1,653	1,526	1,199
Number of Students Registered for Fall	n/a	1,114	1,042
Percentage of Students who actually registered	n/a	73%	87%
Demographics of individuals served	New Fall-Term Students	New Fall-Term Students	New Fall-Term Students
Other evidence of enhancing engagement	Student survey, active registrations	Student survey, active registrations	Student survey, active registrations
<u>Enhances Student Satisfaction</u>			
Other evidence of enhancing satisfaction	Survey	Survey	Survey
2. Unit Efficiency			
Total general fund budget	\$6,165	\$12,050	\$12,833
3. Unit Essentialness			
Essential to an effective educational experience	Yes	Yes	Yes

Section 1: Data Elements
College Fair

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts	16 four-year colleges and Scholarship Commissions	16 four-year colleges and Scholarship Commissions	22 four-year colleges and Scholarship Commissions
Number of unduplicated participants	32 college & universities Unable to determine number of students served	32 college & universities Unable to determine number of students served	32 college & universities Unable to determine number of students served
Demographics of individuals served	College/University officials and LCC students	College/University officials and LCC students	College/University officials and LCC students

Section 1: Data Elements
Financial Aid Appeals

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts	567	434	152
Number of unduplicated participants	567	434	152
Other evidence of enhancing engagement	Petition to reinstate FA	Petition to reinstate FA	Petition to reinstate FA or “Back on Course” Class

Section 1: Data Elements
High School Testing/Advising

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts	225	341	173
Number of unduplicated participants	225	341	173
Demographics of individuals served	High school juniors and seniors	High school juniors and seniors	High school juniors and seniors
Other evidence of enhancing engagement			

Section 1: Data Elements
High School Recruitment

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts		Approx. 1,320	Approx. 1,600
Number of unduplicated participants		Approx. 1,320	Approx. 1,600
Demographics of individuals served		High School students and parents	High School students and parents
<u>Enhances Student Learning</u>			
Enhances one of the five CCSSE Benchmarks (Active & Collaborative Learning, Student Effort, Faculty/Staff and Student Interactions, Academic Challenge, Support for Learners)		Interaction/Support	Interaction/Support

Section 1: Data Elements

Latino/International, High School Outreach (These were several separate one day large events.)

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts		~ 1,000	1,262
Number of unduplicated participants		~ 800	~ 900
Demographics of individuals served		Latino/International, High School	Latino/International, High School

Section 1: Data Elements**Counseling Interns**

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
2. Unit Efficiency			
Other evidence of efficient use of resources		0.20 FTE produced 640 hours of services	.15 FTE produced 310 hours of service

Section 1: Data Elements**Advising Seminar**

2. Unit Efficiency			
Other evidence of efficient use of resources		25 Counselors and Academic Advisors met weekly for advising training	21 Counselors and Academic Advisors met weekly for advising training

Section 1: Data Elements
Advising Contacts by Phone/Email

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts	44,264	45,364	3,549*
Demographics of individuals served	Students & Community Mbrs.	Students & Community Mbrs.	Students & Community Mbrs.
3. Unit Essentialness			
Essential to an effective educational experience	Yes	Yes	Yes
*Phone record-keeping software was replaced in August 2007, so access to all FY07 calling records are inaccessible			

Section 1: Data Elements
Oregon CC Online Advisor System

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts	35	18	377
Number of unduplicated participants	35	18	377

Section 1: Data Elements
New Student Information Sessions

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts	77	97	19
Number of unduplicated participants	77	97	19

Section 1: Data Elements

Pre-Summer term New Student Information Sessions

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts	n/a	57	n/a*
Number of unduplicated participants	n/a	57	n/a*

*Serious long-term illness by advisor prevented implementation of this part of our program

Section 1: Data Elements

Multicultural Substance Abuse Prevention Services

3. Unit Essentialness			
Essential to an effective educational experience	Yes	Yes	Yes
Legally mandated	Yes	Yes	Yes

Section 1: Data Elements

Workforce Network-ESL Partnership (Trade Act)

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
3. Unit Essentialness			
Number of students participating		12	46
Number of student contacts		26	~ 150

Section 1: Data Elements

International Day

	<i>2004-05</i>	<i>2005-06</i>	<i>2006-07</i>
1. Unit Effectiveness			
<u>Enhances Student Engagement</u>			
Number of service contacts		150+	150+
Number of unduplicated participants		150+	150+
Demographics of individuals served		Over 40 different nationalities	Over 40 different nationalities

Section III: Planning for Efficiencies, Productivity and Revenue Enhancements:

(For 2008-2009 Implementation)

1. Efficiencies and Productivity:

- a) Evaluate present academic advising services, with the intention of redesigning as needed.

Impact: Reduce costs; Streamline operations; maintain and improve excellent student service.

Consequences: Improve heavy workload conditions; re-evaluate counselor/advisor roles (counselors do faculty duties, advisors do classified duties; operate more efficiently; possibility of redefining some job roles

Comments: This process is beginning in 07-08.

2. Revenue Enhancements: