

Counseling 2008-09 Initiative: Part-time Health Careers (HC) Advisor I

Summary:

Funding this position provides Career and Technical Health Career students direct access to comprehensive advising that is in great demand, crucial to prevent application errors, prevents them from self-advising and results in saving students time and money.

Description:

This initiative directly addresses the Strategic Direction of Transforming Students' Lives. This position will provide service for a critical area of need. The number of students who declare a Career & Technical major offered by the Health Professions division has increased steadily over the last four years. The demand for advising continues to grow, not diminish. The delivery of services for this population is unique because of the competitive nature of the application process. Students must complete specific criteria just to apply to these programs. And, student errors in this process can lead to delays of a year or more before they even have the opportunity to be accepted into their major of choice.

- The end result of this initiative will be greatly improved access to counseling and advising for HC students, contributing to their academic success. Because there will be less wait time for advising, students will be happier with the service provided at Lane. Student satisfaction is a known factor for student retention. Snapshot student surveys highlight wait time as an area of concern because of the high demand. The 2004 ACT survey points to slightly higher dissatisfaction with counseling and advising services in this area, a likely result of the wait time for services. The ideal location of this position being located in the Counseling and Advising area of the Counseling department promotes an even greater chance of success. In 2005-06, HC students visited Health Careers program counselors and advisors for a total of 5,516 visits. In 2006-07 they visited 6,579 times. While we are just beginning to gather statistics on email and telephone contacts, in 2006-07, the HC full time counselor alone made 3,451 email contacts, and 960 telephone contacts.

Strategic Direction

- Build organizational capacity and systems to support student success and effective operations.
- Commit to a culture of assessment of programs, services and learning.
- Foster the personal, professional, and intellectual growth of learners by providing exemplary and innovative teaching and learning experiences and student support services.

Learning Plan Goals

- Address the need for direct student support from faculty and staff as a crucial element of the learning environment
- Enhance student success and retention
- Enhance student transitions at all levels.

Student Affairs Plan Goals

- Create a Welcoming, Inclusive, and Responsive Environment.
- Develop policies and practices to increase student persistence.
- Ensure success-oriented systems and experiences.

College Council Priorities

- 1.b. Enrollment Management: Recruitment and Retention
- 1.c. Enrollment Management: Workforce Development
- 3. Efficiencies

Questions and Answers

How is the initiative linked to the Unit Plans most recently submitted?

1. *How does it continue the achievement of those goals?*
2. *If this is a continuation of an initiative started last year, make sure that relationship is clear.*

How is this initiative linked to the efficiencies and productivities plans you had last year?

1. *How does it continue the achievement of these plans?*
2. *If this is a continuation of an efficiency or productivity plan started last year, make sure that relationship is clear.*

This is a continuing initiative.

Our check-in system numbers reflect the increasing demand for academic advising and counseling services for students pursuing careers and programs offered by the Health Professions division. The following data reflects the total number of students seeking face to face service. Starting in year 03 04 - 1564; 04 05 - 1764; 05 06 - 1768 and 06 07 - 1932 with an average of 3 to 4 advising contacts per year per student. This student population has been served by a full time equivalent counseling and advising team of 2 people along with a Perkins .49 funded advisor. Our department has attempted to fill the additional need with timesheet employees during peak times.

This is a continuing plan.

We currently have a full-time Advisor who has taken on the responsibilities of the ESL Advisor on a half time basis. So, in order to cover the half-time advising responsibilities - in addition to our half-time Perkins funded Health Careers Advisor- we have a new timesheet employee providing advising around 15 to 20 hours per week. The challenge with part-time employees in these positions is that they are not eligible for benefits and seek employment with more stability and benefits. Therefore, turnover in these positions is common. Unfortunately the learning curve is steep and training for each new person is extensive. Receiving the funding for both the ESL and the Perkins Advisor requests has become crucial for our ability to meet the needs of both populations. We are hopeful that we will be able to continue as we have this year. We feel that we have been able to secure vital individuals who are willing to work with part-time hours as long as our funding persists.

Describe the resources needed:

Level 8/step 2: \$28,160 @ .49FTE = \$13,798 + OPE @ .345, \$4,761 = \$18,559

Category of Funding Source Carl Perkins - Timesheet Staff- Advisor

What specific measurable program outcomes do you expect to achieve with this initiative? The outcomes should be specific enough to be measurable. Also, outline the method that will be used to determine the results.

Program Outcomes Analysis is reflected in the semi-annual and final Perkins project reports. Outcomes were partially achieved at funding remains on a part-time, annual and temporary basis that results in staffing being tenuous at best. With support from this HC Advisor, students will experience and apply the College's Core Abilities and Outcomes to their goals in health related fields. While we are pleased to have this avenue of funding we realize that we often still fall short in providing for the needs of this student population.

- In response to our own concerns we are working to become more efficient, reduce wait times, more responsive to phone calls and emails and to promote group advising whenever possible. The number of contacts with prospective nursing students has increased from 3500 in 2004 05 to 4700 in 2006 07 school years. In response to the increased demand students now have the opportunity to attend weekly scheduled workshops with a maximum enrollment of 10. They also have online web access to all the necessary materials and advising information that is required for them to complete the application process. A recorded workshop is available online for students who are unable to attend a workshop in person and students are referred to a proxied email address that allows their specific questions to be answered within 24 hours. These changes have freed up more time for students with advising needs in the other programs to have access to counseling and advising services.

- Progress on our ability to serve system is easily monitored by our check-in system. We will also evaluate the wait times keep track of the contacts made through phone and email.

Department Priority:

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Unit Resources:

Faculty Counselors and Advisors assigned to counseling and advising support for students pursuing Health Career majors offered by the Health Professions division. Technical equipment, materials and supplies to maintain the HC Advising offices. Technical and staff support for both offices to maintain and update online advising resources.

- The project has been partially funded for a number of years. Ideally, the project would receive full-time recurring funding. There are currently two contracted and two part-time staff assigned to these majors. General Fund monies are required to establish this as a full-time position. Perkins funding to maximize staff availability is essential if permanent funding is not forthcoming.

Carl Perkins Funding Request

Is this a Career & Technical Education program approved by the state and offered through Lane for credit?

No

If not a Career & Technical Education program, does your request provide considerable support for students enrolled in these programs?

Yes

Do you have an advisory committee that meets 2-3 times per year?

Yes

If request is for personnel, will funds be used to replace an existing position?

No this does not replace an existing position.

How will funding this initiative increase or sustain the academic achievement and technical skills attainment (GPA of 2.0 or better) of Career and Technical Education students?

Counseling & Career Development Goal (number 7): HC students in career and technical education programs have access to comprehensive counseling and career development services. This position would give them improved access to academic advising. Now and throughout the prior years of this initiative, the goal has been improved access for this population to ensure success in their professional technical program of choice. Students become highly motivated to perform well academically when they learn about the competitive nature of the programs offered in the Health Professions division. The average GPA of a Nursing student applicant who was accepted into the program was 3.92.

How will funding this initiative increase or sustain the number of CTE students that graduate or receive a one year certificate from Lane and help prepare the students for employment?

- This initiative is directed toward the Strategic Direction of Transforming Students' Lives. This service is sought for a critical area of need, decreasing wait time for advising services. Snapshot student surveys highlight wait time as an area of concern because of the high demand.
- Students who receive adequate academic advising and counseling services become well aware of all of their program requirements, resulting in a higher success rate than those that self-advise. They have multiple opportunities to receive information through a variety of other avenues (catalog, print, on-line) but need intensive direct advising from an advisor through individual and group information sessions in order to maximize their academic success, and receive career counseling and advising. It is common for students to request a review of their academic progress one to two term prior to their anticipated dates of completion to be sure that all requirements have been met. Therefore, a well-staffed team of advisors is needed.
- Students will benefit through guided application of the College's Core Abilities and Outcomes to their goals in health related fields.

EQUIPMENT \$

Question Not Answered

COMPUTER HARDWARE \$

Question Not Answered

COMPUTER SOFTWARE \$

Question Not Answered

MATERIALS & SUPPLIES \$

Question Not Answered

CURRICULUM DEVELOPMENT (Hours)

Question Not Answered

PART-TIME FACULTY \$

Question Not Answered

TIMESHEET STAFF \$

18559.00

TRAVEL \$

Question Not Answered

Can this initiative be partially funded?

No

EQUIPMENT \$

Question Not Answered

(E) Explanation of effect of partial funding:

Question Not Answered

COMPUTER HARDWARE \$

Question Not Answered

(CH) Explanation of effect of partial funding:

Question Not Answered

COMPUTER SOFTWARE \$

Question Not Answered

(CS) Explanation of effect of partial funding:

Question Not Answered

MATERIALS & SUPPLIES \$

Question Not Answered

(MS) Explanation of effect of partial funding:

Question Not Answered

CURRICULUM DEVELOPMENT (HOURS)

Question Not Answered

(CD) Explanation of effect of partial funding:

Question Not Answered

PART-TIME FACULTY \$

Question Not Answered

(PF) Explanation of effect of partial funding:

Question Not Answered

TIMESHEET STAFF \$

Question Not Answered

(TS) Explanation of effect of partial funding:

Question Not Answered

TRAVEL \$

Question Not Answered

(T) Explanation of effect of partial funding:

Question Not Answered

Curriculum Development Funding Request

Technology Fee Funding Request