

# Objectives by Planning Unit and Status

Planning Year: 2018-2019,2016-2017,2017-2018

Planning Year: 2016-2017

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Unit Code	Planning Unit	Unit Manager
31200	District Counseling	Arguelles, Trinidad

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## Objective Status: Closed

648 Increase Retention Resources

General counselors consist of seven (7) counselors that provide academic counseling to a large number of students that are not part of a categorical program (i.e. EOPS). The Student Success mandates that every student must have a Comprehensive Student Education Plan (C-SEP) developed by a counselor. Due to the limited amount of general counselors there is a need to hire an additional counselor. The addition of a counselor will increase the amount of students that are advised daily and reduce the amount of time that a student would wait to be seen on an appointment basis; the average wait for an appointment slot to be open is currently two weeks.

Update 10.26.2017:

District General Counselors have joined forces with Student Success & Support Program (SSSP) Counselors that have increased the servicing of students exponentially. There are now seven (7) District General Counselors and six (6) SSSP Counselors. The SSSP counselors have other assigned duties that require them to be off-campus off and on during primary terms, but it is still a much needed increase of student services.

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## Objective Status: Incomplete

647 Full Implementation of Starfish - Counseling Component

To have a complete student profile of a student at a glance will produce immediate results in the efficient delivery of services by counselors. Effective training is essential to the successful use of this new innovative software.

Starfish is widely utilized by counseling. All counselors and counseling reception staff have been trained in a group session or on a one-to-one basis. As expected, it has efficiently expedited the delivery of counseling services to the student body and has proven to be an invaluable counseling tool.

Unfortunately, Starfish lacks certain functions that are available in our previous scheduling internet-based software known as SARS. Specifically with generating specific reports and the lack of the ability to generate temporary identification numbers for prospective students. However, it's implementation was completed knowing that the issue of "give-and-take" would cause some reluctance in using Starfish and continue using SARS. For this reason, this objective is incomplete until a solution is found for the above-mentioned issues with Starfish.

Update 10.26.2016:

The above-mentioned remains the same. The designation of Starfish as the sole scheduling software has not come to fruition. Some counseling programs continue to use both SARS and Starfish to get the best of both worlds. Starfish offers the streamlining of functions that usually require other software and/or additional screens that can be used to ensure student success, such as tracking.

This objective will be moved to 2018-2019 due to positive changes that are developing that may resolve the above-stated issues.

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**Objective Status: Incomplete**

- 871      The full implementation of Starfish Retention Solutions
- Maximize the utilization of Starfish, particularly working closely with teaching faculty and equity. Conduct training and actively promote and provide incentives where necessary to achieve 50% or more participation.
- The objective of the implementation of the Starfish software is to improve retention rates of students that are at risk of failing by using its features as tools that would expedite communication between the success network members of each student, which includes instructors, counselors, tutors, and other resources that students may not be aware of on campus.
- In order to increase the effectiveness of this multifaceted tool, Blackboard and Canvas would need to be the sole grading and attendance software, but due to the dislike of Blackboard the information that can be used to increase student retention has been compromised. Without the use of blackboard Student Success and Support Program (SSSP) counselors and District General Counselors cannot fully utilize Starfish as a resource.
- Ideally, the development of a team led by an instructor that actively uses Starfish would be ideal to train other instructors. Similarly, a counselor would be ideal to train counselors. The needs are different so it is appropriate to have two different workshops.
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**Objective Status: Planning**

- 870      Increase successful course and degree completion for veterans and athletes
- Increase successful course completion and degree completion by 10% over baseline for veterans and athletes.
- With the re-purposed space in the College Center designated to be permanently be utilized as the Military & Veteran Resources Center, as well as a dedicated veteran's counselor, student success specialist, and receptionist. Similarly, the relocation and re-designation of a counselor dedicated to provide counseling services to athletes needs to be measured to get an idea of their success rate.
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**Objective Status: Not Started**

1154 Hire a Second Full-Time Receptionist

District counselors see all students regardless of their primary counseling program. This has been the practice for many years but has recently increased substantially.

Over the years, there have been two increases in their workload that have had a negative impact in the reception area workflow: (1) the increase of students that are serviced due to the counselor shortages in other counseling programs and (2) the combining of counseling groups such as Student Success and Support Program (SSSP) Counselors, Career Education (CE) Counselors, and Transfer Center (TC) Counselors, in addition to the District General Counselors that they were originally assigned to assist, have increased their workload substantially.

The workload increase had a negative impact on employee morale, which also impacted customer service and a smooth workflow.

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**Objective Status: Planning**

1175 Counselor Networking

Although academic counselors clearly communicate important information effectively with students, they are not as forthcoming with their colleagues. Networking within counseling department has faltered and has developed a substantial and noticeable disconnect in professional relationships. The gap in communication delays effective communication with not only teaching and non-teaching faculty, but with the student body. Communication and collaboration is vital to student success. The opportunity to reintroduce, improve, and increase networking between counselors to effectively disseminate new information without delay via all modes (i.e. email, meeting, etc.). Networking can be improved by incorporating networking activities into the Counselor Informational Meetings (CIM) and implement a rotation of members in the Training Task Force to encourage participation among counselors and welcome fresh ideas.

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1177 District Counseling Website Update

The updating of the District counseling webpage format and transition needs to be aesthetically pleasing format that will provide relevant information quickly and effectively to all visitors that surf the webpage. In general, the Imperial Valley College website is minimally updated by most counseling departments, which leaves outdated information and photos to be viewed by all guests and prospective students.

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