

General Counseling Discipline Plan: Data-Informed Planning and Focused Interventions

Chabot College
DEMC 5.2.25

Sadie Ashraf, Dean of Counseling

Overview

- PURPOSE—Introduction
- Data systems and resources
- Power of the SEP and data analysis
- Strategies in Action—Big picture
- Continuous Improvement
- **Looking at Data & Strategic Planning**
 - What we learned, what we plan to do, how we plan to do it
 - Summer 2024-2025
 - Fall 2024-2025
 - Spring 2025-Spring 2026
- **Activities and Timelines**
- **Accountability and Monitoring**

Acknowledgments

"Building the plane as we fly it"

- This has been a work in progress and team effort
- Appreciations:
- VC Rowland
- Tom DeWit
- David Reed
- Kristen Whittaker
- Rachel Ugale
- Institutional Research: Alex Karan, (early consultations: Cynthia and Rajinder)
- Counselors: Heather Oshiro, Katie Messina, Jared Howard, Christina Lee among others in earlier discussions
- Deans: Joel, Sadie, Patricia, and now Cristine!

The Metrics

- The focus of the Counseling Discipline Dashboard (CDD) agreed upon by 3 Deans and Counseling Faculty Reps in 2023:
 - SEPC Completion Rates and Targets
 - New Students (1st time in college who register for .5 units +)
 - Direct Student Contact/Available Counselor Hours
 - Ratio-Counselor to Student Contact

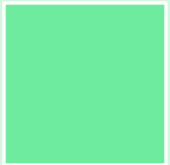
Introduction—The Discipline Plan....



Designed as a framework to strategically utilize data to inform planning, scheduling, and resource allocation.



Reflects our division's commitment to continuous improvement and proactive holistic student support.



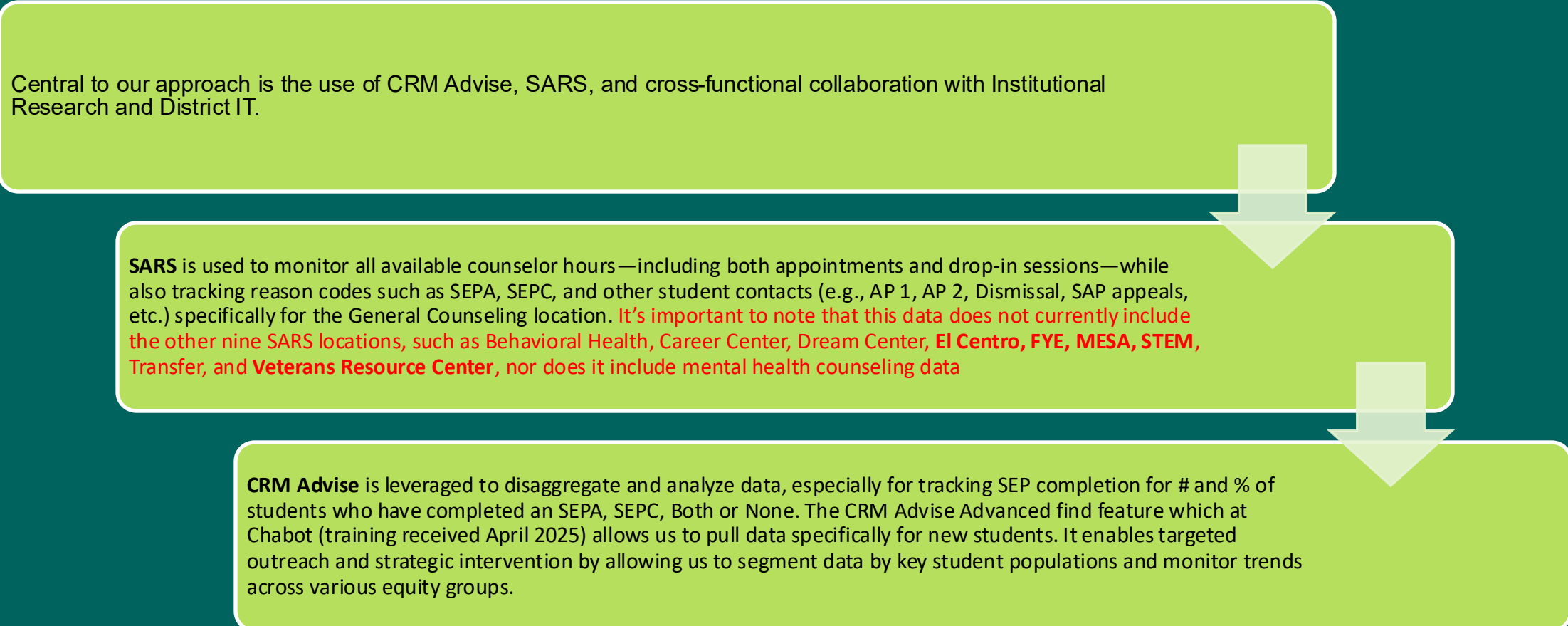
Aligned with institutional goals: **Access, Retention, Success, & Equity**. The plan supports the Vision 2030 equity goals of Equity in Access, Equity in Success, and Equity in Support.



Supports our core efforts focus on maximizing the effectiveness of available counseling service hours, increasing SEP completion rates, and closing equity gaps across all student populations.

Key Systems and Resources

Central to our approach is the use of CRM Advise, SARS, and cross-functional collaboration with Institutional Research and District IT.



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graph TD; A[Central to our approach is the use of CRM Advise, SARS, and cross-functional collaboration with Institutional Research and District IT.] --> B[SARS is used to monitor all available counselor hours—including both appointments and drop-in sessions—while also tracking reason codes such as SEPA, SEPC, and other student contacts (e.g., AP 1, AP 2, Dismissal, SAP appeals, etc.) specifically for the General Counseling location. It's important to note that this data does not currently include the other nine SARS locations, such as Behavioral Health, Career Center, Dream Center, El Centro, FYE, MESA, STEM, Transfer, and Veterans Resource Center, nor does it include mental health counseling data]; B --> C[CRM Advise is leveraged to disaggregate and analyze data, especially for tracking SEP completion for # and % of students who have completed an SEPA, SEPC, Both or None. The CRM Advise Advanced find feature which at Chabot (training received April 2025) allows us to pull data specifically for new students. It enables targeted outreach and strategic intervention by allowing us to segment data by key student populations and monitor trends across various equity groups.];
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CRM Advise is leveraged to disaggregate and analyze data, especially for tracking SEP completion for # and % of students who have completed an SEPA, SEPC, Both or None. The CRM Advise Advanced find feature which at Chabot (training received April 2025) allows us to pull data specifically for new students. It enables targeted outreach and strategic intervention by allowing us to segment data by key student populations and monitor trends across various equity groups.

The power of the SEP and data analysis

SEPA-30 min
SEPC- 1 hr appt

For example, IR has shown us that SEP completion positively correlates with higher persistence, degree or certificate attainment., and throughput rates (students who complete SEPs are 3x as likely to complete math and 2.5x more likely to complete English).

Using data as a compass to drive analysis, dialogue, and interventions for more equitable and efficient counseling support. These resources empower us to improve decision-making and service delivery.

Strategies in Action

- **Technology + Collaboration = Smarter Counseling Strategies**
- Weekly/monthly/term-over-term SEPA and SEPC monitoring of incremental progress via CRM Advise and SARS tracking: **SEP Tracking**
- CRM Advise Campaigns to identify and follow up with students missing SEP's.
- Responsive Approach:
 - Adjust Based on Student Behavior
 - Add more counselors during peak

Strategies in Action

- Data analysis has led to:
- Shift to **student centered scheduling**.
- Identifying patterns in student demand have helped guide staffing, scheduling, and operational decisions.
- Scheduling driven by demand trends:
 - Wednesdays until 7pm
 - When to deploy additional counselors during peak periods (shift to 306 hours—staying within 67% limit and contractual blocks opposed to weekly max).
 - Minimum of 5 hours a week commitment
 - Pilots like *On-the-Spot Counseling & Express Reg to Improve access & reduce wait times*
 - Multi-modal service delivery-in person, online, phone, to meet diverse student demands

Commitment to Continuous Improvement

Living Plan → Real-Time Decisions

Shift from static reports to **dynamic, data-informed dialogue**

Interventions address access barriers (e.g., underprojected demand prompted response of adding hours AND improving future projections to remain responsive to emerging student patterns and service demands)

Questions driving action:

- **Are our strategies working?**
- **Where do we need to pivot?**
- **How can we better align with student needs?**

Goal: **Real-time adjustments**, equity-aligned resource use, and a culture of **ongoing improvement**

Commitment to structural improvements, intentional interventions, and strategic resource alignment.

Summer 2024-2025

Goals/Targets for General Counseling (Summer)

COLUMN B SU'24 Hours Available	COLUMN C SU 25 Direct Student Contact Hours Available	COLUMN D Hours (+/-) Target Hours	COLUMN E SU'24 New Student SEPC Totals	COLUMN F '25 New Student SEPC Target	COLUMN G SU'25 Appt. New Student Target Percentage	COLUMN H 24 Su' Drop-in Totals	COLUMN I SU'24 Drop- in Student Contacts/ hours	COLUMN J SU'25 Target Drop- in Student contacts/Hour
1200	1400	+200	42	242	17%	4000	3.45	4

- **Column B:** 1,200 summer 2024 term hours available
- **Column C:** Planned Summer 2025 student contact hours = 1,200 + 200 = 1,400
- **Column D:** Increase target goal for Summer 2025: +200 student contact hours (earmarked for SEPCs)
- **Column E:** The New Student SEPC total for Summer 2024 = 42
- **Column F:** The Summer 2025 New Student SEPC Target = 42 + 200 = 242
- **Column G:** Summer 2025 New Student Appt Target Percentage: Increase SEPCs for new students by 17%
- **Column H:** Summer 2024 Drop-in Totals = 4,000 (Drop-in is up to 30 minutes, with the expectation of seeing a minimum of 2 students per hour)
- **Column I:** Summer 2024 Drop-In Student Contact per Hour = (1200 - 42 = 1158; 4000/1158 = 3.45)
- **Column J:** Summer 2025 Target Drop-in Student Contact per Hour: Increase from 3.45 to 4 contacts per hour

Summary Rationale for Summer 24-25

What we did: SU 2024 on avg we had 4-5 counselors working.

What we learned: Not scheduling enough counselors = long wait times and frustrated students and employees

What we plan to do Summer 2025 to improve service delivery:

* Expanding by offering 200 additional student contact hours, raising the total from 1,200 to 1,400.

- Furthermore, to enhance efficiency, the department aims to raise the drop-in contact rate from 3.45 to 4 students per hour, ensuring quicker access for students.

How do we plan to do this?

- We plan to double the number of counselors for Summer 2025 by offering more PT counselors hours as well as comp time to full time counselors (esp peak periods)
- New Pilot: offering 30-minute scheduled follow up appointment
- Offer on-the-spot services for forms for immediate support
- And are currently planning to target our disproportionately impacted populations and increase their SEP completion, particularly African Amer and Latinx students

Fall 2024-2025

Goals/Targets for General Counseling (Fall)

Column B: FA '24 Hours Available	Column C Direct Student Contact Hours Available	COLUMN D Hours (+/-) Target Hours	Column E FA'24 New Student SEPC Totals	Column F FA'25 New Student SEPC Target	Column G FA'25 Appt. New Student Target Percentage	Column H FA'24 Drop-in Totals	Column I FA'24 Drop- in Student Contacts/ hours	Column J FA'25 Target Drop- in Student contacts/Hour
4455	4755	+300	1231	1531	32%	8014	2.49	3

- Column B: 4,455 semester hours available (of which 2,202 hours are available 1-hour appointments (49%) and 2,253 hours are from available drop-in counseling (51%).
- Column C: Planned Fall 2025 student contact hours $4455 + 300 = 4755$
- Column D: Increase target goal for Fall 2025: +300 student contact hrs (earmarked for SEPC's)
- Column E: The New Student SEPC total for Fall 2024 = 1231.
- Column F: The Fall 2025 New student SEPC Target is $1231 + 300 = 1531$
- Column G: **The Fall 2025 New Student Appt Target Percentage: Increase SEPC's for new students by 32%**
- Column H: Fall 2024 Drop in Totals = 8014 (Drop In up to 30 minutes expectation of seeing min 2 students/hour)
- Column I: Fall 2024 Drop-In Student Contact per hour = 2.49 ($4455 - 1231 = 3221$; $8014/3221 = 2.49$)
- Column J: **The Fall 2025 Target drop in student contact per hour is to increase it from 2.49 to 3 contacts per hour**

Summary Rationale Fall 24-25

General Counseling Summary & Strategy (Fall 2024–2025)

What we did (Fall 2024)

- **40/wk or 694 in sem. Avg 6-8 counselors on duty and during peak periods 10-12.**
- **Total Contacts: 10,707 (GC SARS location)**
 - Drop-In: **7,900 (74%)**
 - SEPA: 4,512 (57%)
 - Appointments: **2,807 (26%)**
 - SEPC: 2,244 (80%)

What we learned:

- Operational flow: In order to be effective on drop in we need min 2-3 counselors (factor in absences, conferences, other LOA's)
- Data gaps exist due to inconsistent coding and decentralized SARS locations.
 - In order to align all our data we need to work cross collaboratively across all areas counseling is offered to ensure same coding and processes for data collection.
 - Work in progress--Standardizing coding, cross collaboration, trainings to improve data accuracy

What we Learned:

Data Gaps, Cross-Team Alignment & Next Steps

- Data integrity depends on:
 - Counselors using correct **reason codes**
 - Coordinated backend schedule code use
- Example: *First Semester Planning Sessions* not counted in General Counseling data due to location misalignment
- **Disparate SARS locations** (HSI, Orientation, STEM, etc.) not included in some reports
- **Next Steps:**
 - Standardize processes & coding across all counseling areas + Training
 - Continued communication with IT
 - Ensure aligned data across CRM Advise & SARS

Staffing Context & Efficiency

Understanding Capacity: It's Not Just Headcount

- 14 FT Counselors \neq 14 FTEs
- **Actual student-facing capacity \approx 10.7 FTEs**
 - Reassignments: 592 hrs
 - PSCN Instruction: 817 hrs
 - Sabbatical: 1 FT Counselor
- **Student load: 12,000+ students \rightarrow 1 FT GC counselor per 1121 students per counselor**

📌 *Despite limited capacity, SEP completions and student support have increased through strategic use of time.*

Counselor Staffing Context

What we Learned--Staffing Context:

- Approx. 12,000 students to In Fall 2024, the ratio of FT counselor to student is 1: 1121 (not including part time counselors or Special programs counselors; and we have 1 counselor on sabbatical).

- Total FT Counselor Hours (Fall 2024)**

- 1 FT Counselor = 25 hrs/wk for 16.5 weeks + 18 hrs. For finals week = 430.5 hrs/sem**

14 Counselors × 430.5 hrs/semester = 6,027 hours

- Less Reassigned Time:**

- Coordination Assignments: **592 hours (20.5 CAH Fall 2024)**

- Instructional Load (Teaching): **817 hours (28 CAH Fall 2024)**

- Available Counseling Hours:**

6,027 – 594 – 817 = 4,616 hours

- Full-Time Equivalent Counselors (FTE):**

4,616 ÷ 430.5 = ≈10.7 FTE

- Total FT Counselor Hours (Fall 2025) * approximations**

- Total Annual FT Counselor Hours**

14 Counselors × 430.5 hrs/year = 6,027 hours

- Less Annual Reassigned Time:**

- Coordination: **288 hours**

- Teaching: **817 hours**

- Available Annual Counseling Hours:**

6,027 – 288 – 817 = 4,922 hours

- Full-Time Equivalent Counselors (Annual):**

4,922 ÷ 430.5 = ≈11.4 FTE

Reassignments and Coordination Impacts

What we Learned--Staffing Context:

•Reassignments and Coordination Roles

•**Reassignments:** CACC, Probation, FSPS, Orientation, SOAR, Intern and PT Counselor Training Coordination, Dual Enrollment, and PSCN.

•**Coordination Roles:** Career, Transfer, and Articulation (60% reassignment).

•**College-wide Reassignments:** Guided Pathways (6 CAH) and HSI STEM Co-PI (7.5 CAH) and Credit for Prior Learning (3 CAH)

•We are also reviewing overload and flex assignments to ensure an equitable distribution of duties, workload balance, and finding creative solutions to counselor accessibility particularly during peak periods.

•**Part-Time Counselors:**

•**We currently have 14 part-time counselors in GC, and another 12 assigned to specific areas** --specific areas include Behavioral Health, Career, Dream, El Centro, FYE, K-16, Veterans (doesn't include 2 PT MH or 6 PT PSCN Dual Enrollment Instructors). Not every part time counselor works their maximum hours.

NEW--Spring 2025: minimum commitment of 5 hours a week.

Summary Rationale Fall 24-25

General Counseling Summary & Strategy (Fall 2024–2025)

What we plan to do--Fall 2025 Goals:

- **+300 contact hours** (from reassigned duties) → total **4,755 hours**.
- **32% increase in SEPCs for new students** (1,231 → 1,531).
- **Drop-in productivity target:** 3 students/hour (up from 2.49).

How do we plan to do this--Key Changes:

- Shifted counselor coordination duties to classified staff (ex. Peer Guides)
- **Strategic reallocations can increase access, improve SEP completion, and maximize impact without added budget or staff**
- ✨ We are a model for innovation, collaboration, and resilience!

How Do You Increase SEP Completion Without More Staff or Budget?

Answer: You get more *strategic*.

- Targeting **+32% increase in new student SEP completion** for Fall 2025
- Achieved by **freeing up 300+ student contact hours**
- Leveraged internal analysis: Assignment Chart: Fall 2024 vs. Fall 2025 eliminating, reducing, and combining assignments

“We did more with the same—through intentional redesign and collaboration.”

Spring 2025-2026

Goals/Targets for General Counseling (Spring)

COLUMN SP '25 Hours Available	COLUMN C SP '25 Direct Student Contact Hours Available	COLUMN D Hours (+/-) Target Hours	COLUMN E SP'25 New Student SEPC Totals	COLUMN F SP'26 New Student SEPC Target	COLUMN G SP'25 Appt. New Student Target Percentage	COLUMN H SP'25 Drop-in Totals	COLUMN I SP'25 Drop- in Student Contacts/ hours	COLUMN J SP'26 Target Drop- in Student contacts/Hour
4,672.5	5,072.5	+400	492	892	18%	7,652	1.83	3

- Column B: 4,672.5 semester hours available
- Column C: Planned Spring 2026 student contact hours $4,627.5 + 400 = 5,072.5$
- Column D: Increase target goal for Spring 2026: + 400 student contact hours (earmarked for SEPC's)
- Column E: The New Student SEPC total for Spring 2025 = 492.
- Column F: The Spring 2026 New student SEPC Target is $492 + 400 = 892$
- Column G: **The Spring 2026 New Student Appointment Target Percentage: Increase SEPC's for new students by 18%**
- Column H: The Spring 25 Drop in Totals = 7652 (Drop In is up to 30 minutes with expectation of seeing minimum 2 students per hour).
- Column I: Spring 2025 Drop-In Student Contact per hour = 1.83 ($4,672.5 - 492 = 4,180.5$ $7,652/4,180.5 = 1.83\%$)
- Column J: **The Spring 2026 Target drop in student contact per hour is to increase it from 1.83 to 3 contacts per hour**

Summary Rationale Sp 24-25-26

What we did—Spring 2024 to Spring 2025

Seeing year over year CRM Advise slide is validating that our efforts and intentional interventions are moving the needle in the right direction in supporting more students in a more efficient way. Increasing access by optimizing resources and collaboration. <https://bit.ly/StudentsSeenSP24-SP25>

What did we learn: We need to reduce our wait times, improve access and better onboarding experience

What do we plan to do for Spring 2026

To enhance support for incoming students and optimize service efficiency, we aim an increase of 400 student contact hours for Spring 2026, dedicated to SEPC boosting the new student SEPC target from 492 to 892—an 18% increase. In parallel, the department aims to improve drop-in counseling efficiency by increasing the student contact rate from 1.83 to 3 students per hour.

Summary Rationale Sp 24-25-26

How do we plan to do it? (Spring 2026)

After realizing the amount of counselor hours are being utilized for SOAR Coordination (600 hours), SOAR will be reassigned as a college wide assignment and no longer be fully coordinated through general counseling. We reduced the counselor coordination hours from 600 to 200 to continue to collaborate and support the SOAR program, redirecting 400 counselor hours to SEP's!

Summary:

Strategic Shifts in Load Assignments

900 more SEPC's

SU 25: +200

FA 25: +300

SP 26; +400

51% Increase from 2024-2025!



Shifted coordination duties (e.g., Peer Guide Program) to Classified Professionals



Reallocated reassigned time to increase counselor availability for student contact



Reduced counselor hours in non-student-facing tasks (e.g., planning, training)



Team-driven innovations & schedule optimization



Result: More SEP completions, more students seen — *same budget*.

Results, Data, & Progress

<https://bit.ly/StudentsSeenSP24-SP25>

Measured Progress

- **SEPA** ↑ by 37% from Spring 2024 to Spring 2025
- **SEPC** projected to exceed previous year
- 314 SEPCs completed in 15 working days (campaign)

CRM Advise Insights

- Fall 2024:
 - 599 students moved from “None” SEP to completed
 - 513 reached “Both SEPA + SEPC” between Weeks 4–16

Event-Based Engagement

- 171 students supported on SEP (Reg Ready) Day
- Retreats with IR:
 - Part 1: 9/20/24 | Part 2: 1/29/25

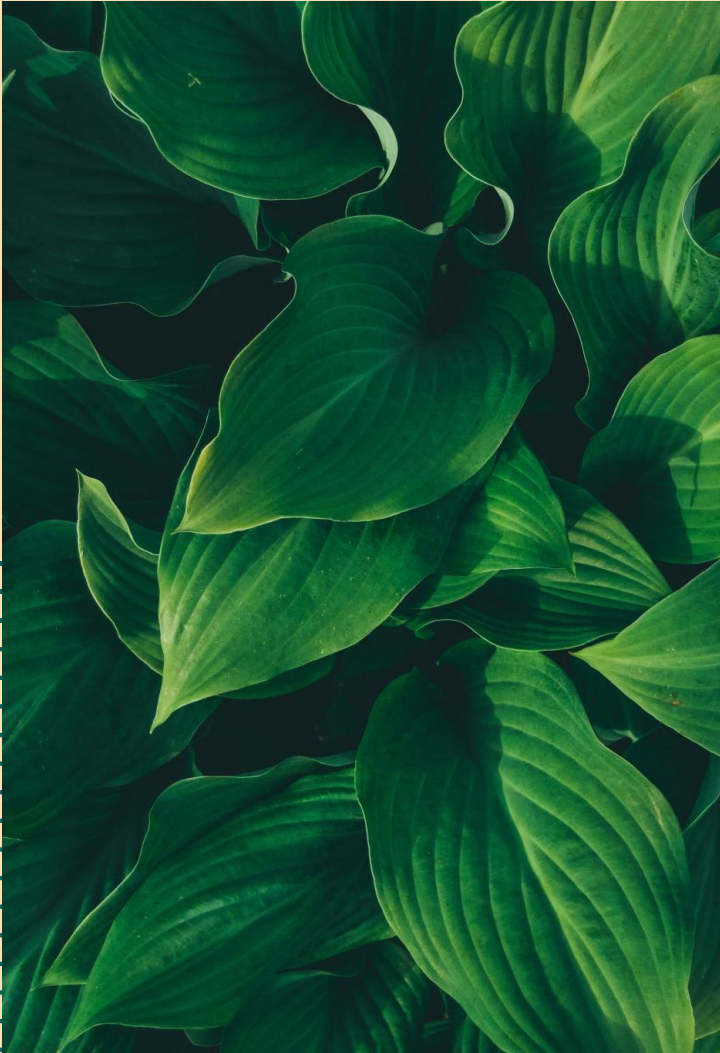
Looking Ahead

- Goal: +32% SEPCs for new students Fall 2025
- Continuous improvement via outcome data & stakeholder input

Activities and Timelines

SEP Completion Strategy: Targeted Outreach & Timing

- CRM Advise Campaigns:** Mass messages sent to targeted SEPC student nudges. (sent by District IT: 10/14, 10/21, 10/28; 2/3, 2/10, 2/24)
- Peer Guide SEP Presentations:** Classroom visits and social media boosts.
- Monthly SEP Pop-Ups:** “SEP Day” pilot—direct student engagement at high-traffic areas.
- Probation & DI Student Focus:** SEP outreach embedded in call campaigns and workshops.



Events, Outreach & Interventions

- **Division-Aligned Outreach Events**
 - Examples: Business Seminar, Language Arts Meet & Greet
- **Monthly Community & Recruitment Days**
 - Promoting awareness of counseling services
- **Targeted Outreach Campaigns**
 - **Probation Call Campaign:** Reached 933 students
 - **Summer:** Focused outreach to DI students
- **Workshops & Support Sessions**
 - For Undeclared and Dual Enrollment students
 - SEP-focused workshops & sessions
- **Ongoing Pilots**
 - Express Registration
 - On-the-Spot Counseling
 - SEP Day (March 2025)
- **Increased Support**
 - More First Semester Planning Sessions (FSPS)
 - Expanded counselor training

Strategic Pathways & Pilots

Strategic Pathways Assignments

- Counselors aligned to student-centered Pathways using CRM Advise data
- Shift away from counselor-preference model
- Pathways Chart

Launched Pilots:

- Front Desk Screening
- Flex Assign Pilot
- On-the-Spot Counseling
- Express Registration Events
- Undeclared Student Workshops
- Proactive Probation Follow-Up
- SEP Day
- Pop Ups (Gladiator Resource Hub)
- Revamped Counseling website

Pathway-Specific Events:

- SOAR Day by Pathways
- STEM Orientation
- BEIT & ITA Focused Registration Sessions

Upcoming Priorities & Expansion Efforts

SOAR Transition

- Transition coordination to VPSS & Outreach (Spring 2026)
- Frees up 600+ hours for direct counseling (9.5 CAH → Student Appts)

Our Focus

- New students: ~1800 in Fall, ~1,200 in Spring
- Continued focus on DI groups

Expansion Efforts

- Increase intern counselors
- Increase Pop-Ups
- Fall 2025: Launch SEPs @ High Schools Pilot
- Increase FSPS sessions & counselor training

Access, Innovation, and Student- Centered Scheduling

Access & Capacity Building

- Expand locations: Welcome Center, BCRC, GRH, Library
- 30-minute SEPA follow-ups via CRM Advise
- Reduce indirect assignments to increase student service

Student-Centered Scheduling

- PT counselors: 306 hrs/semester (Week-to-week flexibility around 17.5 hours)
- New: 30 minute follow up scheduled appointments
- Being open during Spring Break 2026 (new)
- Offering PT counselors finals week hours (new)
- Increasing hours during peak periods
- Flex Assign options

New Innovations

- Monthly community/recruitment days (no W# required)
- SEP promotional materials
- Orientation & FSPS as a **non-credit class**
- Targeted inreach for DI students (1st Gen, PT, ESL, Dreamers, LGBTQ+)
- SEM Project: Focus on African American females, Latinx males, 1st Gen
- **Regapalooza**: Counseling + Enrollment push
- SEP Pilot via PSCN Dual Enrollment

Strengthening Operations & Team Culture

Operational Strengthening

- Hired permanent front desk staff (Jan 2025) after 2+ year vacancy
- Standardized 2+ students/hour expectation for drop-ins
- Added new faculty lead for scheduling & data reporting
- Training on CRM Advise for FT and PT counselors (thank-you David Reed!)

Team Culture Highlights

- Greater collaboration with Institutional Research (thank-you Alex Karan!)
- Held SEP-focused retreat (collaboration with IR)
- *Healthiest it's ever been:*
 - Collaboration 🤝
 - Innovation 💡
 - Authentic smiles 😊

Timeline & Goals (Fall Focus)

Annual metric review:

- wait times ↓
- SEP completions ↑
- productivity ↑

June 2025

Launch 30-min follow-ups (New Pilot)

Shift to 70% Appt | 30% Drop-In (up from 10% Appt in 2024)

New pilots for DI planning

July–August:

Onboard Peer Guides & Wellness Ambassadors

Events: Discover Chabot, Express Reg, On-the-Spot Counseling

Fall 2024 & 2025: 90% Drop-In | 10% Appointments

September:

SEP CRM Advise, Calls (SEPC + DI students), Pop-Ups, Peer Guide Presentations

Shift:

Fall 2024: 80% Drop-In | 20% Appt

Fall 2025: 10% Drop-In | 90% Appt

October – Connect with Counselor Day (Library):

Fall 2024: 65% Drop-In | 35% Appt

Fall 2025 Goal: 10% Drop-In | 90% Appt

Nov–Dec – Regapalooza & Winter Planning:

Regapalooza (Bldg. 700- New Pilot

15% Drop-In | 85% Appt (no change 2025)

More counseling for winter: 15% Drop-In | 85% Appt

Timeline & Goals (Spring Focus)

Annual metric review:

- wait times ↓
- SEP completions ↑
- productivity ↑

January:

- Spring Discover Chabot, Express Reg, Pop-Ups
- Spring 2025 & 2026: 90% Drop-In | 10% Appt

February – SEPC Call Campaign:

- Spring 2025: 20% Drop-In | 80% Appt
- Spring 2026: 10% Drop-In | 90% Appt

March – Connect with Counselor Day, Pop-Ups:

- Spring 2025: 20% Drop-In | 80% Appt
- Spring 2026: 10% Drop-In | 90% Appt

April – SOAR Day, Regapalooza (2026 launch):


- Spring 2025: 20% Drop-In | 80% Appt
- Spring 2026: 10% Drop-In | 90% Appt
- Add PT counselors to Spring Break (new)

May – End-of-Semester Adjustments:

- Spring 2025: 90% Drop-In | 10% Appt
- Spring 2026: 80% Drop-In | 20% Appt

Structural & Operational Realities

Operational Challenges and Organizational Needs

- **Dean of Counseling** supervises 7 centers & 60+ direct reports — with **0 directors and oversight of host of events** (ex. Career Fair, SEP Day (new), Behavioral Health Convening (new-partnership with Futuro), Mental Health Summit (new-partnership with Alameda County, SOAR, HS Counselor PD Day, Suicide Prevention Walk, Transfer Day, etc.) + BIT and Title IX
-  Counseling Org Chart
- **Only 1 classified front desk staff** managing all counseling operations (in person, phone, zoom)

"Efficiency has limits. Sustaining this model requires **structural support.**"

What's Next — Key Resource Needs

To Sustain and Scale Progress

✓ Classified Staff Support

- Classified staffing memo submitted to Acting VPSS
- Critical need for 1 additional front desk staff for daily operations (impacts screening/wait times)

✓ Administrative Time

- Strategic planning, piloting, and accountability require protected leadership bandwidth

✓ Continued Alignment

- Flex assignments under review for equity and efficiency
- Ongoing commitment to **collaboration, tracking, and innovation**

✨ *We are a model for innovation and resilience—but sustainability depends on structural investment.*

Accountability & Monitoring

Strengthening Accountability

Evaluations Completed:

17 PT counselor evaluations (Fall 2024)

10 PT counselor evaluations (Spring 2025)

Monitoring & Evaluation Tools

CRM Advise dashboards + Advanced Find queries

Weekly & semesterly reviews of:

SEP completion rates

Student contact data

Results shared with counseling faculty & institutional leaders (ex. CEMC, DEMC)

Goal:

Measure effectiveness of the plan & adjust based on data and feedback

Data Integrity & Continuous Improvement

Process Improvements (in collaboration with IR):

- Resolve discrepancies caused by:
 - Inconsistent coding
 - Counselor entry variations (e.g., reason codes)
 - Differences in data extraction methods
- **Outcomes:**
 - Greater **transparency, accuracy, and shared accountability**
 - Data-informed staffing, scheduling, and planning decisions
 - Ongoing inquiry processes now rooted in **data analysis + action**

Equity & Institutional Alignment

Equity Commitment

- Supports College's **Equity Plan & Vision 2030**
 - Dean of Counseling collaboration with SASE chairs for strategic planning
- Focused on reducing disparities for DI groups
- Every intervention is **student-centered** & equity-driven

Strategic Integration

- Counseling Plan is aligned with broader institutional priorities
- Interventions & innovations are structured to:
 - Expand access
 - Promote engagement
 - Close equity gaps

Quarterly Strategy Review

- Evaluate student success metrics
- Adjust interventions to meet evolving student needs

Presentations

<https://bit.ly/Increasing-Counseling-Access>

<https://bit.ly/OptimizingCounselingServices-AData-DrivenApproach>

<https://bit.ly/-Data-Dashboard>

<https://bit.ly/Spring-2025-Year-of-the-Snake>

The background is a solid teal color. In the lower-left corner, there are several overlapping, semi-transparent shapes in various shades of teal, creating a layered, abstract effect. These shapes include a large, dark teal semi-circle and several lighter teal curved lines and shapes that overlap it and each other.

Thank You