

Assessment: Administrative Unit Four Column



C - studentServices - Counseling Services

Mission Statement: The Counseling division's mission is to encourage, support, and assist students in their pursuit of higher education by providing counseling and educational services to deal with personal, interpersonal, professional, and academic issues.

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>2016-2017 Counseling Services Outcome 1 - Students who utilize the tutorial services will pass the course tutored by the end of the academic term.</p> <p>AUO Status: Active AUO Assessment Cycle: 2016 - 2017 Start Date: Inactive Date:</p>	<p>Descriptive Statistics - 1. Facilitate trainings for all tutors to ensure quality and effective tutorial services. One formal training for tutors for fall semester and one informal for spring semester.</p> <p>Target: 80% of students who utilized tutorial services will pass the course (s) tutored at the end of the semester.</p>	<p>Reporting Period: 2016 - 2017 Target Met: Yes A formal training was conducted to both CTEC and National Campus tutors in fall 2016. During this training, the counselors and/or tutorial services coordinators combined their efforts to deliver a formal training to tutors to ensure quality and effective tutorial services. The training subjects included skills and expectations, work ethics, and leadership. (07/26/2017) Related Documents: CS_October2016_Tutor_Training_Evaluation_Results_.pdf CS_October2016_TutorTraining_Syllabus.pdf</p>	<p>Improvement: The Coordinators will further collaborate with CTEC tutors, National Campus tutors, and Instructional Coordinator to ensure quality and effective tutorial services. (09/28/2017)</p>
	<p>Descriptive Statistics - 2. Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.</p> <p>Target: Coordinate and collaborate</p>	<p>Reporting Period: 2016 - 2017 Target Met: Yes Schedule of tutors sent to Director of Academic Programs for distribution to faculty. Schedule is also posted on the college website to ensure that information is accessible to students, staff, and faculty. (08/14/2017)</p>	<p>Improvement: Tutoring Coordinator will further enhance collaboration with faculty through the Instructional Coordinator (IC) to ensure that students and faculty are informed of the tutorial services. (09/28/2017)</p>

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once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.

Notes:

Descriptive Statistics - 4. Design, develop, and implement a mechanism (or outreach) engaging students to avail of the counseling and tutoring services; collaborate with faculty members and academic advisers to formalizing a referral system to ensure just-in-time response and support are given to at-risk students.

Reporting Period: 2016 - 2017

Target Met: Yes

Schedule of tutorial services was sent to the faculty thru the Director of Academic Programs. Schedule of tutorials services was also posted on the college newsfeed. (09/28/2017)

Improvement: Enhance collaboration with faculty thru Instructional Coordinator to ensure just in time response and support are given to at-risk students. (09/28/2017)

Target: An informational procedures manual to be published and distributed, with information of expectations of tutors, tutees, referral system, etc. Provide ongoing advertisements and other similar forms of announcements about tutoring services by posting either electronically, by print or other forms of media for increased awareness of the stakeholders.

Notes:

Exam/Quiz - Pre-Post - 5. Facilitate at least one test-taking skill workshop per semester designed to assist participants in developing skills

Reporting Period: 2016 - 2017

Target Met: No

The tutors of the A+ Center conducted a workshop on test taking skills in fall 2016 which covers the basics of how a

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>necessary for success in their academic courses, i.e., November 2016 and April 2017.</p> <p>Target: Pre-and post tests, a statistically significant difference.</p> <p>Notes:</p> <p>Descriptive Statistics - 6. Obtain at least one membership of a national tutoring association to further update tutors and coordinator(s) of best practices through professional development offered through conferences and/or workshop trainings.</p> <p>Target: Continuous improvement of tutorial services.</p> <p>Notes:</p>	<p>student can identify test anxiety symptoms and how to prepare them mentally and physically before and during a test. The purpose of the workshop is to help students cope with test anxieties. Only 4 students attended the workshop. A pre- and post-test was given to measure the success of the workshop. The results of the pre/post showed two students increased their scores by 30%, 1 student increased his/her score by 20%, and 1 student got the same score from pre-test and post-test. Average score increased by 18.5%.</p> <p>A test taking skills workshop was not conducted during spring 2017. (07/26/2017)</p> <p>Reporting Period: 2016 - 2017</p> <p>Target Met: No Due to change of tutor coordinator, this was not done. (08/14/2017)</p>	<p>Improvement: Coordinator will obtain membership of a national tutoring association and become active in professional development through conferences and/or workshop trainings provided by the association. (08/14/2017)</p>
<p>2016-2017 Counseling Services Outcome 2 - Students who receive transfer advising through the college's counseling services and the EducationUSA center will exhibit increased awareness about the admission requirements and processes of higher education institutions in the U.S.</p>	<p>Descriptive Statistics - 3. Design, develop, publish and circulate informational material about the college, its curricular programs and/or offerings, student support services and activities, facilities to promote communicate awareness about the college.</p>	<p>Reporting Period: 2016 - 2017</p> <p>Target Met: Yes Counseling office services brochure was created and distributed to new students during orientation and student visits. (10/02/2017)</p>	<p>Improvement: Improvement EducationUSA is no longer under the counseling office, but the counselors will continue to conduct informational transfer workshops to the students to help with their first steps in transition to other colleges abroad. (10/02/2017)</p>

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<p>AUO Status: Active AUO Assessment Cycle: 2016 - 2017 Start Date: Inactive Date:</p>	<p>Target: An informational material (brochure) published by December 2016, with information updated annually.</p> <p>Notes:</p>		
<p>2016-2017 Counseling Services Outcome 3 - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.</p> <p>AUO Status: Active AUO Assessment Cycle: 2016 - 2017 Start Date: Inactive Date:</p>	<p>Exam/Quiz - Pre-Post - 2.Facilitate at least one career workshop per semester designed to introduce for students the different career they can pursue based on their chosen majors, i.e., November 2016, and April 2017.</p> <p>Target: Pre-and post tests, a statistically significant difference, and 85% positive rating in a survey administered to participants.</p> <p>Notes:</p>	<p>Reporting Period: 2016 - 2017 Target Met: No No career workshop was conducted during this reporting period. Resume/Job interview workshops were conducted as part of career day activities instead. (10/02/2017)</p>	
	<p>Exam/Quiz - Pre-Post - 3.Facilitate at least one resume-writing and interview workshop per semester for students that will include the Do's and Don'ts of completing job applications, resume writing (curriculum vitae), and interview skills necessary to prepare participants for employment process, i.e., October 2016 and April 2017.</p>	<p>Reporting Period: 2016 - 2017 Target Met: Yes Fall 2016, resume-writing workshop was conducted to random COM-FSM Students . Twenty students attended the workshop. Pretests and posttests were administered at the beginning and at the end of the workshop to determine students' knowledge of resume writing and impact as they completed the workshop. The result showed that four (20%) students passed the pretest and 18 students (90%) passed the posttest (07/26/2017)</p> <p>Reporting Period: 2016 - 2017 Target Met: Yes</p>	

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	<p>Target: Pre-and post tests, a statistically significant difference, and 90% positive rating in a survey administered to participants.</p> <p>Notes:</p>	<p>Fall 2016, resume-writing workshop was conducted to COM-FSM Teacher Corp Participants. There were 16 participants. Pretests and posttests were administered at the beginning and at the end of the workshop to determine students' knowledge of resume writing and impact as they completed the workshop. Three students increased in the post test by 71%, six students increased by 57%, one student increased by 47%, two student increased by 43%, one student increased by 14%, two student increased by 0%, and one student decreased by 29%. The average score was increased by 42%.</p> <p>(07/26/2017)</p> <p>Related Documents: PrePost Test Resume Writing Workshop November 2017.pdf November 3, 2017 ResumeWriting Pre/Post Test Results.pdf</p>	
		<p>Reporting Period: 2016 - 2017</p> <p>Target Met: Yes</p> <p>A 60 minute resume writing workshop was conducted to fourteen participants in Spring 2017. The workshop allowed participants to learn the different resume formats and their advantages and/or disadvantages. The workshop was divided up into two general parts. Part one of the workshop was a PowerPoint presentation. The presentation covered the definition of resume, types of resumes, action words to consider when writing a resume, section break down of a resume, and tips on writing an effective resume. The second part of the presentation covered the three general types of cover letter. The participants were then given given the opportunity to write up their resumes.</p> <p>A pre/post questionnaire was used to measure the success of the workshop. The questions in the pretest and the posttest were in multiple choice form. The results showed one student decreased his/her score by -30%, four students got the same score from pretest and posttest (0% increase/decrease), one student increase by 10%, three students increase by 20%, two students increased by 30%,</p>	<p>Improvement: Assessment of workshops will need to be improved to show the impact of the workshop. (10/02/2017)</p>

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one student increased by 40%, one student increased by 50%, and one student increased by 70%. The average score was increased by 19%.

(07/26/2017)

Related Documents:

[Pre and Post Test Resume Writing Spring 2017.pdf](#)

[Resume Pre/Post results.pdf](#)