

Assessment: Administrative Unit Four Column



C - EMSS - 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>2015-2016 Counseling Services Outcome 1 - Students who utilized the tutorial services shall pass the course tutored by the end of the academic term.</p> <p>AUO Status: Inactive AUO Assessment Cycle: 2015 - 2016</p>	<p>Descriptive Statistics - 1.Facilitate formal trainings for all tutors to ensure quality and effective tutorial services. At least two trainings for tutors per semester (August and September during fall, and January and February during spring).</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: 2015 - 2016 Target Met: No</p> <p>An informal one on one training was conducted to tutors at the beginning of their contract dates. Tutors were rehired from previous semester(s), therefore, no formal training was conducted.</p> <p>For fall semester 2015, a total of 109 students were seen for individual tutoring. Of the 109 students 70% passed the courses they were tutored in with grades A,B,C, or P, while 30% failed courses with D, F, or W.</p> <p>In spring semester 2016 only 60 students were seen for individual tutoring. Of the sixty students 65% passed the courses they were tutored in with A,B,or C, and 35% got grades of D, F, or have a class cancelled. (07/17/2016)</p>	<p>Improvement: Conduct one formal training for all tutors at the beginning of fall semester, and one informal training for tutors rehired from previous semester. (08/30/2016)</p>
	<p>Descriptive Statistics - 2.Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students.</p>	<p>Reporting Period: 2015 - 2016 Target Met: Yes</p> <p>Collaboration with instructors began with e-mail referrals of students, and a panel discussion with instructors during the March 13, 2015, workshop for faculty addressing Student Success and “Just in Time Intervention.” (09/15/2016)</p>	<p>Improvement: Continue to enhance collaboration with faculty and tutors to strengthen student retention and success. (09/15/2016)</p>
	<p>Target: Coordinate and collaborate</p>	<p>Reporting Period: 2015 - 2016 Target Met: Yes</p>	<p>Improvement: Continue to enhance collaboration with faculty</p>

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	<p>once a semester with faculty members to ensure and guarantee effectiveness of the tutoring services.</p>	<p>A total of eight (8) tutors were hired for the A+ Center to help students to successfully complete their courses. Subjects tutored include Math, English, Science, Accounting, Public Health courses, etc. The tutors assisted instructors in various subject areas by attending their classes and assisting students in the classroom. Ten (10) instructors/professors had one tutor attend their class(es) to provide tutorial services.</p> <p>A follow up with the instructors informed the coordinator that tutors are doing a good job in helping the students, and instructors would like the services of the tutors in the classrooms to continue.</p> <p>(07/14/2016)</p>	<p>and tutors to strengthen student retention and success. (08/30/2016)</p>
	<p>Survey - 3.Continuously track the progress of students seeking tutorial services to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.</p>	<p>Reporting Period: 2015 - 2016 Target Met: No For fall semester 2015 a total of 109 students were seen for individual tutoring. Of the 109 students 70% passed with grades A,B,C, or P 30% failed courses with D, F, or W.</p>	<p>Improvement: Devise and conduct a satisfactory survey to students that seek tutorial services for the next assessment cycle. (08/30/2016)</p>
	<p>Target: 80% positive ratings in satisfaction survey administered to a cohort group of students.</p>	<p>No satisfaction survey conducted for this reporting period. (07/17/2016)</p> <hr/> <p>Reporting Period: 2015 - 2016 Target Met: No Spring 2016, sixty students availed themselves for individual tutoring. Of the 60 students 65% passed their courses with A,B,or C, while 35% received D's and F's. (07/15/2016)</p>	<p>Improvement: The coordinator and tutors will be more visible to students. This can be done through pictures of tutors on their published schedules, and in and around the campus and/or the tutors and coordinator will collaborate with instructors to set a time to go out to the classrooms at the beginning of the semester(s) to introduce themselves to the students. This may increase number of students who seek out tutoring services on their own, rather than having</p>

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Outcomes*

Assessment Strategies

Results

Improvements

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.

Target: An informational procedures manual to be published by December 2015, 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.

Exam/Quiz - Pre-Post - 5.Facilitate at least one test-taking skill workshop per semester designed to assist participants in developing skills necessary for success in their academic courses, i.e., November 2015 and February 2016.

Reporting Period: 2015 - 2016

Target Met: Yes

Names of tutors and their schedules were communicated to the faculty through the Dean of Academic Programs, and are posted on the college's newsfeed. (08/30/2016)

Related Documents:

[Spring 2015 Tutor Schedule](#)

Reporting Period: 2015 - 2016

Target Met: Yes

A test taking skills workshop was conducted to 12 participants on April 20, 2016. The workshop covered the symptoms of test anxiety and how to prepare mentally and physically before and during a test. The purpose of the workshop was to help students cope with test anxieties.

by their instructors, therefore, help the student in taking ownership of their education. (08/30/2016)

Improvement: The coordinator and tutors will be more visible to students and faculty. This can be done through pictures of tutors on their published schedules, and in and around the campus and/or the tutors and coordinator will collaborate with instructors to set a time to go out to the classrooms at the beginning of the semester(s) to introduce themselves to the students. This may increase number of students who seek out tutoring services on their own, rather than having them referred by their instructors, therefore, help the student in taking ownership of their education (08/30/2016)

Improvement: Even with positive results, a recommendation is made to increase population attendance because the number of students who attended the workshop do not represent the college population. With an increase in attendance, the

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	<p>Target: Pre-and post tests, a statistically significant difference.</p>	<p>Before the workshop, 12 participants took the pre-test and the results showed that 33% were able to identify symptoms of test anxiety and how to cope. After the workshop a post test was given with 75% of the participants were able identify test anxiety how to cope. The results showed that there was an increase in their knowledge of the coping strategies presented in the workshop. (07/17/2016)</p> <p>Related Documents: November 20, 2016, Test-Taking Skills Workshop</p>	<p>student services can best assess whether this workshop has an impact on student success or not. Therefore, methods and techniques in getting more students to participate in these workshops will be explored.</p> <p>More collaboration will be done with faculty to get students involved in these co-curricular activities/workshops. Research will be conducted to find an effective measuring tool to use to show the significance and impact the workshop has on the participants (07/17/2016)</p>
		<p>Reporting Period: 2015 - 2016 Target Met: Yes A test taking skills workshop was conducted on November 20, 2015 to ten (10) participants. The workshop was designed to help participants develop the skills necessary for success in their academic courses. The aim was for participants to learn strategies for note taking, time management, reading critically, concentration and studying, and test taking strategies.</p>	<p>Improvement: Although there was a positive result, the number of participants did not represent the college population, therefore, a more creative approach to getting more students to participate in these workshops will be explored. Enhance collaboration with faculty to get students involved in these co-curricular activities.</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</p>	<p>Before the workshop, the 10 students took the pre-test, and 30% of the students were able to identify strategies that will be presented. After the workshop a post test was given and 100% of the students were able to identify the strategies presented. (07/14/2016)</p> <p>Reporting Period: 2015 - 2016 Target Met: Yes On October 2014, the Lead Counselor became a member of the National College Learning Center Association. (08/30/2016)</p>	<p>Research into an effective measuring tool to use to show the significance and impact the workshop has on the participants will be conducted. (08/30/2016)</p> <p>Improvement: Become an active member through participation and attendance in annual conferences to acquire information on up to date best</p>

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	<p>development offered through conferences and/or workshop trainings.</p> <p>Target: Continuous improvement of tutorial services.</p>		<p>practices. Membership fee is included in the conference registration fee, therefore, the counselor will need to actively participate in annual conferences and/or trainings in order to keep its membership.</p> <p>The counselor will further seek and obtain membership of a national association to further update tutors and tutoring coordinator(s) of best practices through professional development offered. (08/30/2016)</p>
<p>2015-2016 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>AUO Status: Inactive AUO Assessment Cycle: 2015 - 2016</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>Target: An informational material (brochure) published by December 2015, with information updated annually.</p>	<p>Reporting Period: 2015 - 2016 Target Met: Yes Calendar of activities published and distributed to other divisions. Activities and schedules posted on the college newsfeed. (08/28/2016)</p>	<p>Improvement: Make calendar and schedules more visible by other modes of medium. (08/30/2016)</p>
<p>2015-2016 Counseling Services Outcome 3 - Students will engage in workshops, lectures, and programs (co-curricular) to enhance their</p>	<p>Exam/Quiz - Pre-Post - 1. Facilitate at least one alcohol awareness activity per semester designed to assist participants in developing</p>	<p>Reporting Period: 2015 - 2016 Target Met: Yes Counselors took part in the Substance Abuse Prevention (SAP) working group spearheaded by the Peer Counseling</p>	<p>Improvement: To avoid duplicate reporting and activities by Peer Counseling Office and Counseling Office, alcohol awareness</p>

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<p>personal and academic growth and development.</p> <p>AUO Status: Inactive AUO Assessment Cycle: 2015 - 2016</p>	<p>awareness necessary for success in their personal lives, i.e., October 2015 and February 2016.</p> <p>Target: Pre-and post tests, a statistically significant difference.</p>	<p>Office to host the December 2015 SAP activities. Activities included an essay contest and Basketball games. To avoid duplicate reporting of same activities, the Peer Counseling Office is reporting on the outcomes of the activities. (07/17/2016)</p>	<p>activities will no longer be an objective of the Counseling Office. (08/30/2016)</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 2015, and April 2016.</p> <p>Target: Pre-and post tests, a statistically significant difference, and 85% positive rating in a survey administered to participants.</p>	<p>Reporting Period: 2015 - 2016 Target Met: No No career workshops were facilitated this year cycle. (08/30/2016)</p>	<p>Improvement: Collaborate with faculty to schedule and facilitate career workshop(s) for students for the next assessment cycle. (08/30/2016)</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., December 2015 and April 2016.</p>	<p>Reporting Period: 2015 - 2016 Target Met: Yes A resume writing workshop on April 13, 2016. There were 12 students participated in the workshop. Presenters were invited from the Division of Personnel Office at FSM National Government Division of Personnel Office, Pohnpei State Government.</p> <p>Pre- and post-tests were used to measure the outcome of the workshop. Out of the 12 students, 10 students completed the pretest. Out of the 10 students, 6 students</p>	<p>Improvement: The counselor will work collaboratively with faculty to increase the number of student participation and align the workshop contents to what is being learned in the classroom as part of our effort to enhance the co-curricular programs. The workshop will now include interview skills that will allow the participant to gain effective skills</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>(60%) were able to identify the skills necessary to prepare for employment process. At the end of the workshop, 100% of the students completed the post-test and the result showed that 100% of the students were able to identify the skills necessary to prepare for employment process. (07/17/2016)</p> <hr/> <p>Reporting Period: 2015 - 2016 Target Met: No A Resume and Interview Workshop was held on October 14, 2015. The purpose of the workshop was to help participants write resume that will prepare them for employment success.</p> <p>- A pre/post test consisting of same series of questions was administered to the 15 students who attended the workshop. The pre test showed that only 20% of the students were able identify the process in writing a resume. After the workshop a post-test was given and 62% of the students were able to identify the process of writing a resume.</p> <p>(07/14/2016)</p> <p>Related Documents: October 14, 2015, Resume Interview Workshop</p>	<p>needed in an interview. (08/30/2016)</p> <hr/> <p>Improvement: The counselor will work collaboratively with faculty to increase the number of student participation and align the workshop contents to what is being learned in the classroom as part of our effort to enhance the co-curricular programs. The workshop will now include interview skills that will allow the participant to gain effective skills needed in an interview. (08/30/2016)</p>