

Assessment: Administrative Unit Four Column



2020-2021 Assessment Plan

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>2020-2021 Counseling Services Outcome 1 - - Students who utilize the tutorial services shall pass the course tutored by the end of the academic term. AUO Status: Active AUO Assessment Cycle: 2020 - 2021</p>	<p>Descriptive Statistics - Facilitate annual training for all tutors to ensure quality and effective tutorial services. One formal training for fall semester and one informal training for spring semester (i.e. October for fall, February for spring) Target: 85% of students who utilize the tutoring services, whether it be online or face to face will pass the course tutored.</p> <hr/> <p>Descriptive Statistics - Continue to enhance collaboration with faculty and staff members to provide adequate tutorial services to students. Target: Encourage faculty and staff participation of annual tutor training to ensure quality and effective tutorial services.</p> <hr/> <p>Descriptive Statistics - Continuously track the progress of students seeking tutorial services through SIS, Schoology, and Drop Out Detective</p>		

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>to provide additional (or follow-up) tutorial and counseling sessions for at-risk students.</p> <p>Target: 85% of students seeking tutorial and counseling session will pass the courses tutored by the end of the academic term.</p> <p>Descriptive Statistics - Formalize a referral system to ensure just-in-time response and support are given to at-risk students through the use of Drop Out Detective and Schoology.</p> <p>Target: Continue to distribute to tutors and faculty published informational procedures manual annually. Procedures manual includes information of expectations of tutors, tutees, referral system, etc.</p> <hr/> <p>Survey - Post one test-taking skills video designed to assist participants in developing skills necessary for success in their academic courses.</p> <p>Target: 85% positive ratings in satisfaction survey to be administered to participants.</p> <hr/> <p>Descriptive Statistics - Obtain and renew 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>2020-2021 Counseling Services Outcome 2 - Students will engage in</p>	<p>Survey - Provide informational video(s) , to include a variety of</p>
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<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
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workshops, lectures, and programs (co-curricular) to enhance their personal and academic growth and development.
AUO Status: Active
AUO Assessment Cycle: 2020 - 2021

designed to introduce to students the different careers they can pursue based on their chosen majors.
Target: 95% positive rating in a survey administered to participants.
Survey - Design and post an informational video of effective resume writing and interview skills to prepare participants for the employment process.
Target: 95% positive rating in a survey administered to participants.