

Counseling Division & DSPS Division 2019/2020 Reflections

Presenters:

Lauren Balducci, MS

Kevin Glapion, PhD

Patty Guitron, MS

Stacy Chapman



General Counseling Division Reflections



1 Counseling

2 Transfer Center

3 Retention

Counseling Division: Data

Data Summary:

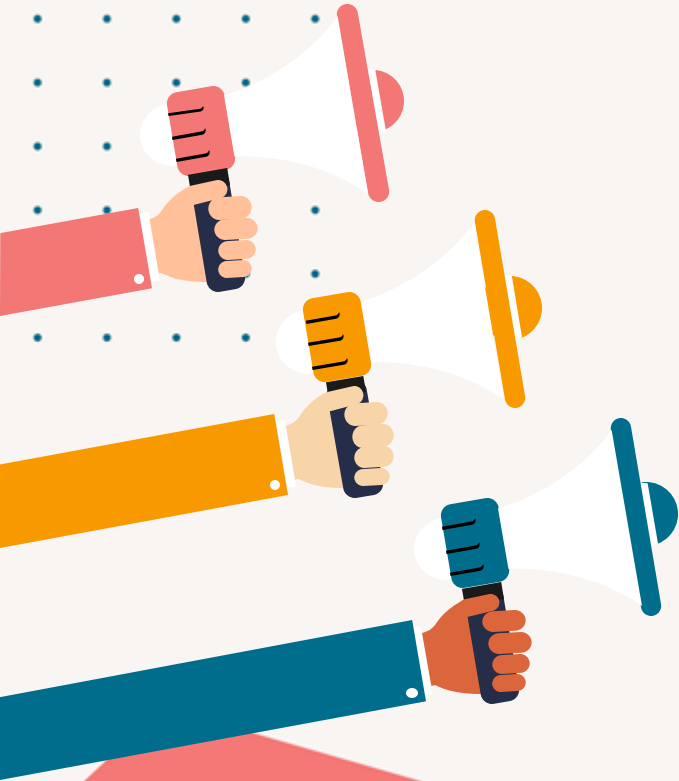
Summer 2019 – Spring 2020	Unduplicated (appointments, drop-in & workshops)	Duplicated (appointments, drop- in & workshops)	No-show
	Counseling: 12,193 Transfer: 5957 Retention: 1,684	Counseling: 14,174 Transfer: 6824 Retention: 2,405	Counseling: 3,280 Transfer: 821 Retention: 114
Total:	19,834	23,403	4,215

Total number of Online Advising tickets (Sum19 – Spr20) - 2,356

- 12 full time General Counselors, 1 reduced-load Counselor, 3 Article-19 Counselors, w/3 Academic Advisors
- Each had approx. 1232 student contacts (!) while they also taught, attended meetings, committee work, etc.

Counseling Reflections

- Shifted in student learning with CNSL, CLP and HUMA courses including synchronous and asynchronous modalities
- Utilized various technologies and tools to serve students—including Zoom, eSARS for Drop-In hours, Jabber, Canvas, Adobe Sign form, Jamboard, Discord, etc.; created and maintain CANVAS shell for counselors and advisors as a resource bank
- Successfully filled 2 staff positions: 1 Academic Advisor, 1 Administrative Asst., Sr.
- Successfully filled 1 Counselor position for Retention
- Data showed a decline in no-shows for appointments due to the recently implemented SARS text appointment reminders
- Counselors/advisors contact students within 5 minutes of their appt time if they have not yet shown to follow-up and make sure they are doing well
- Seamlessly hosted online other Division activities including In-Service Meetings, End of the Year, and Transfer celebrations



Transfer Center Reflections

- Successfully transitioned Transfer Center to remote format including counseling and advising services
- Created all workshops and campus rep visits available in an interactive online platform
- Data showed improved appointment and workshop attendance rates since the transition to remote services
- Assigned Counselor to assist Dean with coordination of TC events and activities
- All ADT forms converted to fillable forms
- We targeted outreach to underrepresented populations including HEFAS, Umoja, & Men of Color through workshops and presentations
- Provided TAG workshops specifically for EOPS students
- Collaborated with EAC and updated the Equity Plan to address transfer goals



Retention Reflections - Data



- 24% of students on Academic Probation returned to Good Standing during winter 2020 and spring 2020 terms (317 students moved off from academic probation)
- There was a 52% drop in the number of students on academic probation from fall 2019 to winter 2020
- A majority of our students on probation are Latinx males between the ages of 20-24
- 78% are Continuing Students
- 36% are First Generation Students
- 37% are Low-Income Students
- 68% of students on academic probation are part-time students
- 89%, of students on probation may not be associated with a student support program (EOPS, PUENTE, UMOJA, etc.)

Retention Reflections

- Built a partnership with Financial Aid, to provide students on probation a De Anza Book Voucher for their textbooks
- Connected students with resources such as the Food Bank, Student Success Programs, etc.
- Retention Counselor conducted workshops to give support and education regarding course completion and success



Disability Support Programs & Services

Disability Support Programs

- Academic Counseling
- EDAC/EAC classes
- Outreach/In-reach

Adapted Physical Education

APE Classes:

- Adapted Cardio Training
- Adapted Total Fitness
- Adapted Strength Development
- Adapted Aerobic Swimming
- Adapted Aquatic Exercise

Area Services

Accommodations

- Note taking services
- Specialized tutoring for math & English
- Alternative media services
- Assistive technology
- Test accommodations

Deaf & Hard of Hearing Services

- Captioning
- Sign Language interpreting
- FM Systems

Hope Services

Specialized classes for Hope students;

- Career Discovery
- Current Events
- Computer Access Lab
- Performing Arts

DSS Reflections



- Successfully taught students how to engage in online instruction
- EDAC and EAC classes converted to online and assisted students with challenges
- DSS team taught students how to use their accommodations in a new way
- Counselors embraced the responsibility in working with students who experiencing a great deal of anxiety, loss, and isolation
- Utilized Universal Design approach with teaching
- Note-taking procedures were adapted for online service requests as well as delineating the process for synchronous and asynchronous classroom environments
- In 2019, additional hire of a Full time DSS Counselor and position conversion to a Full time DSS Counselor to do 50% counseling/50% LD Specialist

Adapted Physical Education



- Through teamwork, implemented online education skills to effectively teach, and also help students adapt to the new online format
- Though we lost some enrollment through the process, we were able to retain enough students to keep our program viable

Received the 2020 Equity Champion Award recognized by the Equity Action Council

- Our APE team has been very active in student outreach, which has brought in new students that those who continue to repeat our classes





Deaf & Hard of Hearing Services Reflections

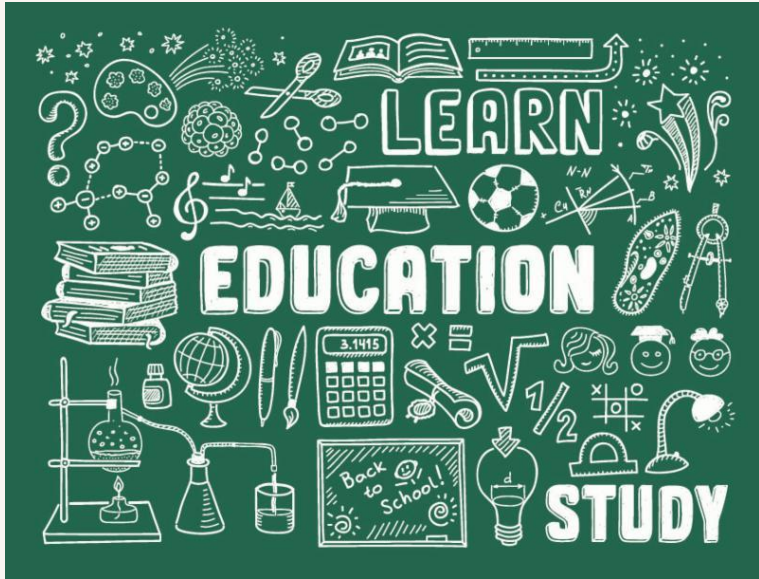
- Offered remote captioning services
- Captioners assisted services to faculty as needed

- Coordinated all Sign Language interpreting to be remote
- Slight increase in student enrollment with DHHS students

- In 2019, hired 1 additional Captioner
- In 2019, hired 1 Sign Language Interpreter

- Challenge to schedule interpreting for hybrid classes
- Worked with faculty to ensure accessible online learning

Hope Services Reflections



- All classes moved to online in conjunction with Hope Services program
- Registration moved online, requiring mailing registration forms to Hope students and collecting them as students struggled to complete this online
- Utilized “YouTube” to the DA Hope website, “deanzahope.com” and from there added a one button touchscreen to our Zoom classroom (to make connecting easier for students)

An illustration of six diverse people of various ethnicities and ages holding a large white banner. The banner has the word "Questions?" written on it in a bold, black, sans-serif font. The people are standing in a line, and their arms are raised in a celebratory or enthusiastic gesture. The background is light gray with a pattern of small blue dots on the right and orange dots on the left. There are also some geometric shapes in orange and red at the top and bottom of the image.

Questions?

