I. Does the Program Review provide in-depth information regarding the program?

Yes, the program review gives an accurate description of the services students are receiving and the purpose of the department’s goal. The review gives us an overview of the student population that is being served and how those services are being provided.

II. Does the Program Review provide evidence of program effectiveness?

Yes, surveys were conducted by counseling staff when a student visits the counseling departments. Fall 2009 survey showed percentage of yes responses to questions. 1. Appointment at a convenient time -97.3 yes 2. Developed SEP -97.3% yes 2.1 Understand courses needed for ed goal. - 93.3% 3. Explanation of requirements for ed goal. 98.7% 4. Aware of Matriculation Process. 97.3% 5. Taken courses that require prerequisites. - 68% The trend in the counseling data shows an increase in students serviced. Satisfaction with Service shows very satisfied. Frequency of use of service shows counselors are available when needed.

III. How was the evidence measured for effectiveness?

The evidence gathered shows that the department is being effective. It seems from the fall 2009 survey, 90% of the students were satisfied with the services that were provided.

IV. Recommendations

1. Conduct a more recent survey.
2. Team recommended to that they conduct a survey that will show the percentage of students being seen in the day and in the evening.
3. If it is possible, conduct a survey of how many students that are served reach their goals.
4. At the moment students are asked to fill out a survey right after they see a counselor by the counselor who has seen them. It was suggested to send an email or to conduct the survey in the lobby area instead.
5. To give more detail of how the budget crisis is affecting services.
6. It would be more helpful if the SARS content hours be given by year and not a total of hours as it shows now.