



CAS Standards Self-Evaluation Presentation
General Counseling Department

Highlights from Self-Assessment

The GCAC served over 12,500 unduplicated (16,127 duplicated) students with academic, career and personal counseling, that is approximately 1300 students per counselor. To ensure quality services, the division has conducted student satisfaction surveys since 2017. The results of the survey are being used to review and improve services. Some highlights from these surveys;

- 91% of the students said they would utilize the counseling/advising services again.
- 86% agreed or strongly agreed that the counselor/advisor has helped them be more successful in college.
- 88% agreed or strongly agreed they would recommend the Counseling/Transfer Center to a friend.
- The GCAC effectively assisted students remotely during the pandemic and beyond. Our division assisted a student population that was coping with anxiety, uncertainty, loss, and isolation. In the student survey, 89% of students were comfortable talking about their concerns with a counselor/advisor.



Objectives & Key Results - 2023

1. Create an equity plan to ensure all students have access to high-quality education regardless of race, ethnicity, socioeconomic status, or abilities.
2. Implement more training in personal and trauma counseling to continue providing innovative practices and promote equity for students accessing counseling services.



Objective: Create an equity plan to ensure all students have access to high-quality counseling services regardless of race, ethnicity, socioeconomic status, or abilities.

Key Results:

1. Establish a diverse equity task force that includes representative from different student groups & campus stakeholders to create the equity plan. – Spring 2023
2. Conduct a needs assessment to identify specific areas of personal and trauma counseling training that staff & faculty members need to improve skills & promote equity in counseling services. – Spring 2023
3. Conduct a comprehensive equity audit of all existing policies, practices, and procedures to identify and address any biases or barriers that may exist for different student groups. – Spring 2023
4. Develop and implement professional development opportunities for all staff & faculty members to increase awareness of equity issues, cultural competency & implicit bias. – Fall 2023
5. Monitor and evaluate the effectiveness of the training program and its impact on improving staff & faculty members skills in promoting equity in counseling services. - ongoing

Objective:

- Implement training in trauma counseling to ensure counselors are providing the best possible care to students struggling with personal & trauma issues.

Key Results:

- Increase the number of counselors trained in personal & trauma counseling by 20% - Spring 2024
- Identify, develop and implement professional development opportunities for all staff & faculty members to increase awareness & understanding of personal & trauma counseling. - Spring 2023
- Identify, develop and deliver cultural competency counseling to enhance counselors ability to serve a diverse student population. - Spring 2024
- Create a system for tracking & reporting on the use of innovative practices in counseling. - Spring 2023
- Regularly assess the satisfaction & experiences of students from different backgrounds to identify areas for improvement and address any disparities. - ongoing

As a result of an advising session, students will be able to identify academic, career, and or personal goals, as well as identify course(s) and services on and off campus toward achieving these goals. For those students who may be in crisis, they will be seen by a counselor within 15 minutes.

Updated

Enhance students' ability to identify academic, career & personal goals while ensuring timely crisis intervention.. Increase the percentage of students who can articulate their goals and identify relevant resources by at least 20% compared to the previous academic year.

- Develop and implement a protocol for identifying and responding to students in crisis during advising sessions.
- Establish an efficient crisis response system
- Train staff & faculty on recognizing signs of distress and providing initial support while engaging counselors/psychological services
- Develop and implement a protocol for identifying and responding to students in crisis during advising sessions.
- Ensure that students in crisis are seen by a counselor within 15 minutes of identification, prioritizing their immediate needs

Thank you!

