DEPARTMENT COUNSELING  

For 2008-2009 Academic Year

COURSES INCLUDED IN ASSESSMENT  Counseling Services: Educational Planning in Individual Counseling Services (Spring 2009 results)

CONTACT FACULTY: Sherri Morrow & Sandy McKean


MISSION STATEMENT: Joliet Junior College is committed to providing a quality education that is affordable and accessible to the diverse student population it serves. J.J.C. Prepares students for success in higher education and employment. It also provides a broad spectrum of transitional, extension, adult, continuing and workforce education.

DEPARTMENT GOAL(S): to help students reach academic goals of certificate and degree completion through individualized educational planning sessions. To ascertain if learning outcomes for this impact course completion and grade point from semester to semester.

<table>
<thead>
<tr>
<th>A. Student Competencies /Skills (related to program)</th>
<th>B. What is the anticipated student outcome (desired level of competency)</th>
<th>C. Assesment Instruments /Measures (can have more than one)</th>
<th>D. Target Population</th>
<th>E. Who is involved and identify their responsibilities?</th>
<th>F. What were the results of the assessment? (Attach any relevant data or assessment instruments).</th>
<th>G. How will the results be used to improve/modify the course or program? (delivery, content, sequencing, text, objectives, assessment, etc)</th>
</tr>
</thead>
</table>
| Competency/Skill 1  
Students will learn & understand degree requirements according to their majors.  
80% students completing appointments will indicate understanding of what they need to complete certificate/degree desired.  
Student point of contact survey  
Freshmen  
Counselors  
Question 1:  
4.23/5.0  
1-5 scale: disagree = 1 agree = 5 |
| Competency/Skill 2  
Students will learn & understand transfer processes for 4-yr. Degree majors.  
80% students completing appointments will indicate they understand and can complete transfer admissions processes for transfer schools.  
Student point of contact survey  
Freshmen  
Counselors  
Question 2:  
4.76/5.0  
1-5 scale: disagree = 1 agree = 5 |
| Competency/Skill 3  
Students will learn & understand IAI course selection and specific courses required for degrees and majors.  
80% students completing appointments can identify and choose JJC courses to fulfill major goals.  
Student point of contact survey  
Freshmen  
Counselors  
Question 3:  
4.56/5.0  
1-5 scale: disagree = 1 agree = 5 |
| Competency/Skill 4 | Students will learn and understand the semester planning process. | # of students who continue appointments for academic planning. | Question 4:  
4.38/5.0  
1-5 scale: disagree = 1  
agree = 5 |
| --- | --- | --- | --- |
| Competency/Skill 5 | Students will learn and complete course registration through technology methods of on-line and touchtone registration. | ITC report of percentage of on-line and touchtone registration. | All students  
Counselors  
Question 5:  
4.68/5.0  
1-5 scale: disagree = 1  
agree = 5 |
| Outcomes Measure: GPA | Students who receive educational planning will have higher GPA’s than students who have not received educational planning | Report showing grade point comparisons at the end of Fall 08 semester and Spring 09 semester | EP students compared to random sample of non-EP students  
Counselors  
ITC personnel to run reports  
A random sample of 72 students (6 per 9 F.t counselors/6 per 3 pt counselors were identified). 34 or 47% of students persisted to FA09 semester. 30 or 42% student did not return and 8 or 11% of the students graduated. |
| Outcomes Measure: retention by # of courses retained | EP students will have fewer withdrawn courses than non-EP students | Report showing comparisons of # of courses withdrawn between EP and random sample of non-EP students | EP students compared to random sample of non-EP students  
Counselors  
ITC personnel to run reports  
Of the 34 students that persisted from FL 08 to SP09 22 or 65% held gpa of 2.0 or better with no withdrawals. 9 or 26% of students demonstrated poor academic performance. 2 or 34 or 6% of students maintained high gpa (3.0+) had many withdrawals per semester. |
<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
<th>(No. of Surveys)</th>
<th>(No. of Responses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 6</td>
<td>4.38/5.0</td>
<td>(45 surveys)</td>
<td>(11 no responses)</td>
</tr>
<tr>
<td>Question 7</td>
<td>4.15/5.0</td>
<td>(40 surveys)</td>
<td>(13 no responses)</td>
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<tr>
<td>Question 8</td>
<td>N/A</td>
<td></td>
<td></td>
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<tr>
<td>Question 9</td>
<td>4.85/5.0</td>
<td>(60 surveys)</td>
<td>(0 no response)</td>
</tr>
<tr>
<td>Question 10</td>
<td>4.85/5.0</td>
<td>(61 surveys)</td>
<td>(0 no response)</td>
</tr>
<tr>
<td>Question 11</td>
<td>4.73/5.0</td>
<td>(41 surveys)</td>
<td>(0 no response)</td>
</tr>
<tr>
<td>Question 13</td>
<td>4.85/5.0</td>
<td>(59 surveys)</td>
<td>(0 no response)</td>
</tr>
<tr>
<td>Question 14</td>
<td>4.73/5.0</td>
<td>(60 surveys)</td>
<td>(0 no response)</td>
</tr>
<tr>
<td>Question 15</td>
<td>44 Excellent (73%)</td>
<td>(60 surveys)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>13 Good (22%)</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>2 Fair (3%)</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>1 Poor (2%)</td>
<td></td>
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</table>
Comments.........

Spring 2009

• Extremely helpful and encouraging. Can't wait to get back in school.
• ....was great, I walked in and (the counselor) already knew about my academic profile, (the counselor) did (their) homework. Thanks.
• Extremely helpful and friendly
• ....was GREAT!
• (The counselor) was so nice, made me feel comfortable and answered all my questions!
• Excellent!!
• Thank you
• A great asset to JJC students and staff
• Overall, I have a very good experience at JJV. Best teachers, staff members and counselors. Hope that it would become a 4yr college/university to help students and community.
• ....super kind and understanding....great. Thanks for having (the counselor)
• Very helpful
• ....was great
• ....really nice
• ....was helpful and answered all of my question

Fall 2008

• Great counselor
• ....was great. ....made me feel comfortable and answered all my questions.
• .....made me feel welcome and comfortable, as a returning older student.
• .....always above and beyond (their) professional obligations
• .....was very helpful
• Very helpful (smiley face)
• .....was very helpful and knew what was going on
• Very helpful with explaining which classes I need to take
• .....was very helpful and really listened to what I had to say or ask. .....is awesome!
• My advisor was wonderful....was very helpful and supportive
• ..... Is the best
• Very helpful
• ......was very, very helpful! ......was a pleasure to meet and talk with (the counselor)
• The counselor I had helped me a lot with what I am trying to do with my life. Before, I walked into the office I was unsure of what I wanted to do when. I walked out I have better knowledge and am looking forward to starting my career! Thanks!
• I am pleased with my counselor....is very helpful and I won't go to anyone else because of (the counselor's) knowledge. ....has helped me snap out of not being a "lazy student" has got me on track to earn my degree. ..... is awesome.
• ......is a very helpful guide in finding classes necessary for degree
• Thank you
• Glad was able to answer questions and I was able to ask. …..was very helpful (smiley face)
• ….was very nice, very helpful and made me feel at ease
• Great Advisor