

2016 Counseling Department Encounters Documented in Starfish
DOES NOT INCLUDE All ENCOUNTERS (e.g., e-mail phone) -- ONLY THOSE DOCUMENTED IN STARFISH
(includes missed appointments, but not cancelled appointments)

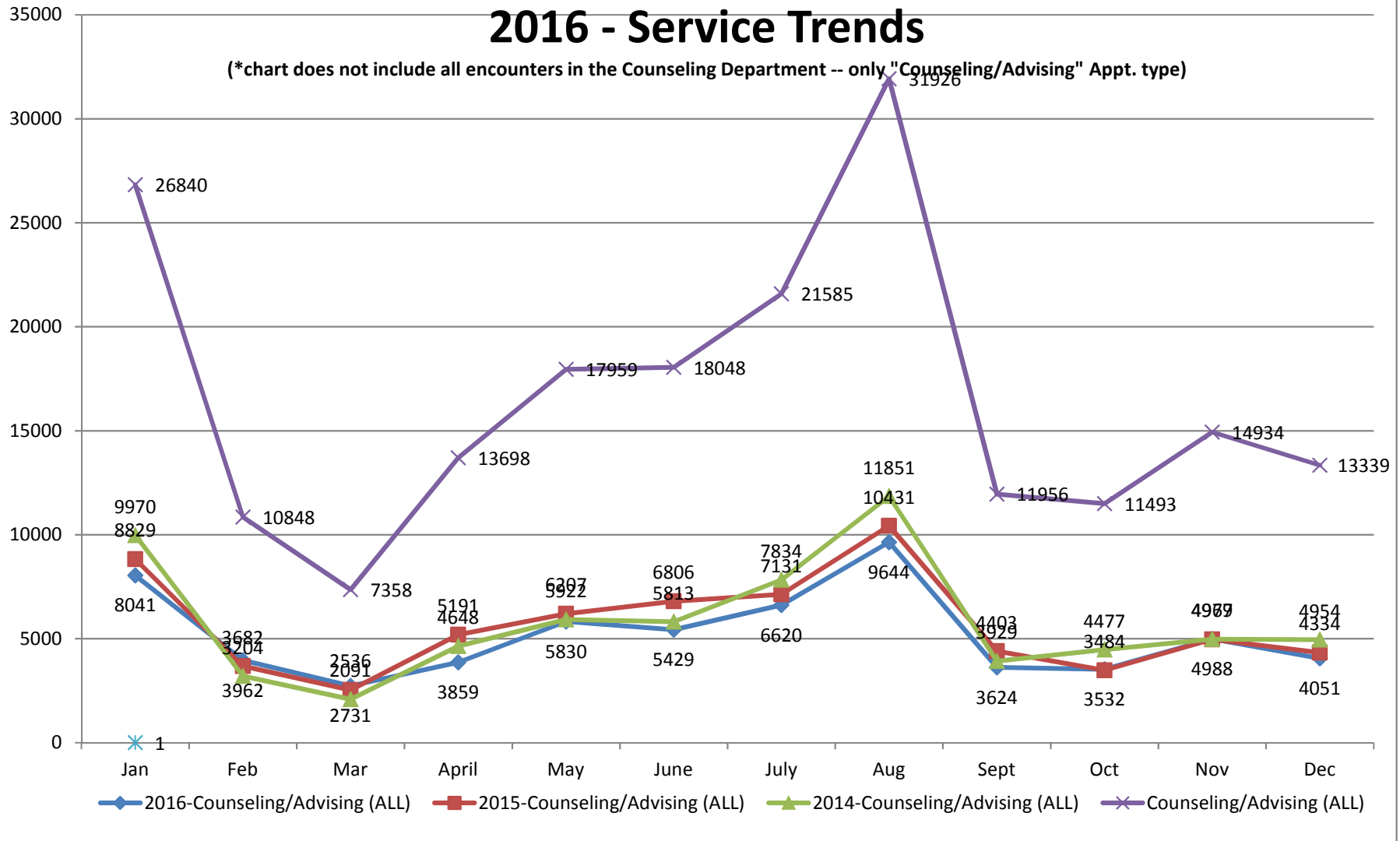
Total Encounters	69567
Unique Students	28268
Number of Visits-Average	2.43
FT Counselor:Student Load-Average	892.4
FT Counselor:Student Load-Average (G)	963
FT Counselor:Student Load-Average (R)	849.5
FT Counselor:Student Load-Average (T)	977.8

2014-2016 - Counseling/Advising Appointment Type*

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
2016-Counseling/Advising (ALL)	8041	3962	2731	3859	5830	5429	6620	9644	3624	3532	4988	4051	62311
2015-Counseling/Advising (ALL)	8829	3682	2536	5191	6207	6806	7131	10431	4403	3484	4969	4334	68003
2014-Counseling/Advising (ALL)	9970	3204	2091	4648	5922	5813	7834	11851	3929	4477	4977	4954	69670
Counseling/Advising (ALL)	26840	10848	7358	13698	17959	18048	21585	31926	11956	11493	14934	13339	199984

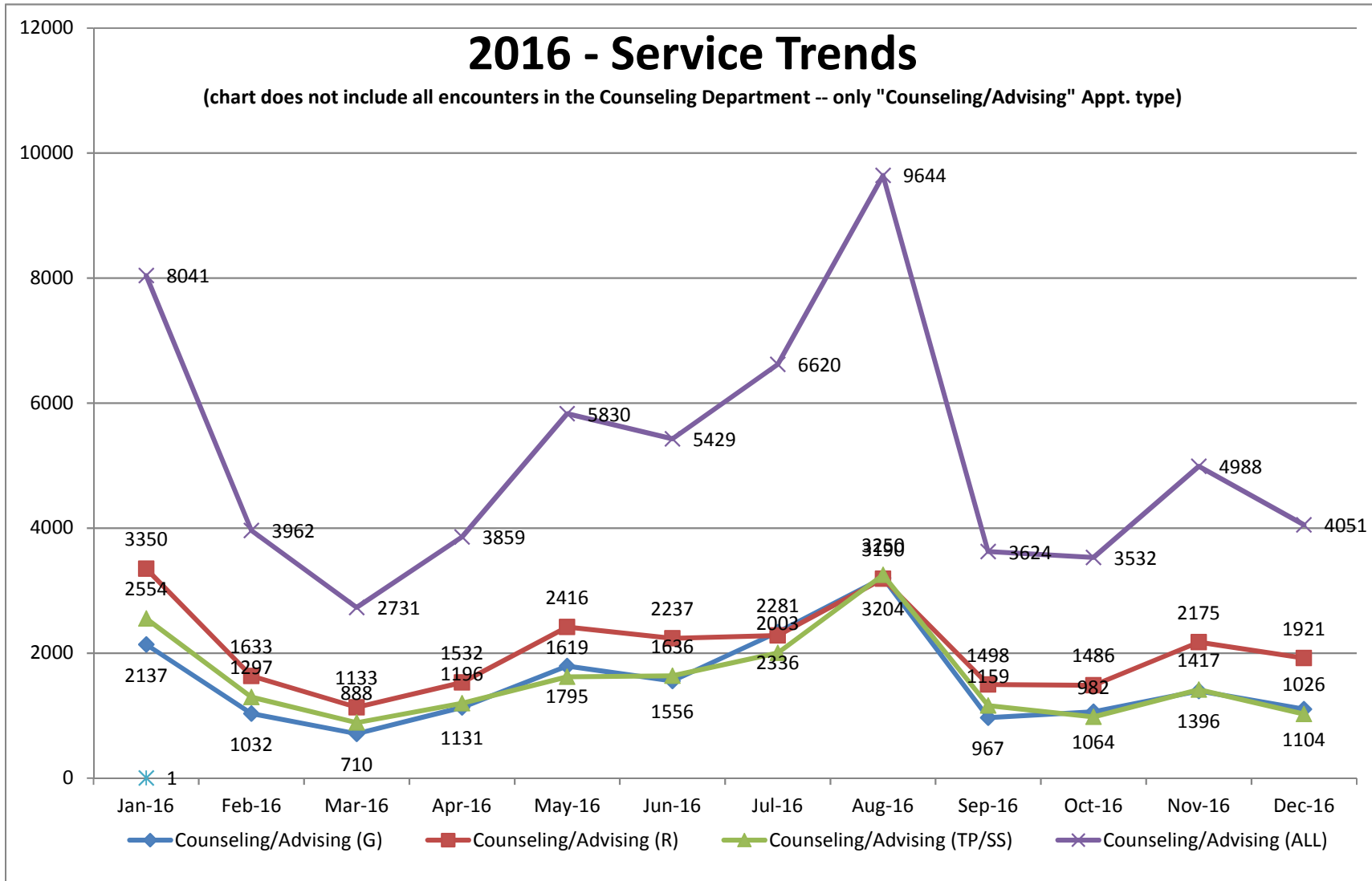
2016 - Service Trends

(*chart does not include all encounters in the Counseling Department -- only "Counseling/Advising" Appt. type)



2016 Counseling/Advising Appointment Type

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	2016
Counseling/Advising (G)	2137	1032	710	1131	1795	1556	2336	3204	967	1064	1396	1104	18432
Counseling/Advising (R)	3350	1633	1133	1532	2416	2237	2281	3190	1498	1486	2175	1921	24852
Counseling/Advising (TP/SS)	2554	1297	888	1196	1619	1636	2003	3250	1159	982	1417	1026	19027
Counseling/Advising (ALL)	8041	3962	2731	3859	5830	5429	6620	9644	3624	3532	4988	4051	62311



**January 2016
Encounters Logged in Starfish**

Appointment Type	Did Not Attend	Attended	Total
Front Desk Counseling Department - T	0	28	28
Academic Orientation (IMAP)	55	365	420
Academic Orientation (MAP)	14	67	81
ACE Session (G)	2	30	32
Career Planning (G)	0	1	1
Online/E-mail Advising	0	111	111
Front Desk Counseling Department (T)	0	28	28
Counseling/Advising (G)	228	1909	2137
Counseling/Advising (R)	336	3014	3350
Counseling/Advising (TP/SS)	320	2554	2874
Transfer Planning (G)	2	25	27
	957	8132	9089

February 2016
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	5	82	87
Academic Orientation (MAP)	0	0	0
Athletic Advising (TP/SS)	0	1	1
Career Planning (G)	0	5	5
Counseling/Advising (G)	138	894	1032
Counseling/Advising (R)	186	1147	1333
Counseling/Advising (TP/SS)	134	1163	1297
MC Scholars (RV)	0	1	1
Online/E-mail Advising	2	23	25
Rockville Athletic/BTM Advising	0	1	1
Transfer Planning (G)	1	8	9
	466	3325	3791

17.50%

March 2016
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	0	72	72
Academic Orientation (MAP)	0	4	4
Career Planning (G)	1	1	2
Counseling/Advising (G)	74	636	710
Counseling/Advising (R)	141	992	1133
Counseling/Advising (TP/SS)	101	787	888
MC Scholars (RV)	0	3	3
Online/Email Advising	0	10	10
Transfer Planning (G)	0	5	5
	317	2510	2827

April 2016
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	8	109	117
Academic Orientation (MAP)	10	66	76
Career Planning (G)	1	2	3
Counseling/Advising (G)	107	1024	1131
Counseling/Advising (R)	247	1532	1779
Counseling/Advising (TP/SS)	137	1059	1196
MC Scholars (RV)	0	2	2
Online/Email Advising	0	96	96
Transfer Planning (G)	0	14	14
	510	3904	4414

13.00%

May 2016
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	40	144	184
Academic Orientation (MAP)	31	153	184
Career Planning (G)	0	1	1
Counseling/Advising (G)	241	1554	1795
Counseling/Advising (R)	339	2077	2416
Counseling/Advising (TP/SS)	217	1402	1619
MC Scholars (RV)	0	1	1
Online/Email Advising	0	213	213
Transfer Planning (G)	1	17	18
	869	5562	6431

13.00%

June 2016
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	62	267	329
Academic Orientation (MAP)	26	112	138
Academic Success Program (ASP)	0	2	2
Career Planning (G)	1	1	2
Counseling/Advising (G)	202	1354	1556
Counseling/Advising (R)	351	2237	2588
Counseling/Advising (TP/SS)	231	1636	1867
Online/Email Advising	0	85	85
Transfer Planning (G)	0	8	8
	873	5702	6575

July 2016
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	33	145	178
Academic Orientation (MAP)	39	138	177
Academic Success Program (ASP)	1	15	16
Career Planning (G)	0	1	1
Counseling/Advising (G)	327	2009	2336
Counseling/Advising (R)	248	2033	2281
Counseling/Advising (TP/SS)	225	1778	2003
Online/Email Advising	0	54	54
Transfer Planning (G)	1	18	19
	874	6191	7065

August 2016
Counseling Department - Encounters Logged

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	66	511	577
Academic Orientation (MAP)	62	236	298
Academic Success Program (ASP)	4	25	29
Athletic Advising - T	0	1	1
Career Planning (G)	0	1	1
Counseling/Advising (G)	470	2734	3204
Counseling/Advising (R)	391	3190	3581
Counseling/Advising (TP/SS)	389	3250	3639
Online/Email Advising	0	278	278
Transfer Planning (G)	0	9	9
	1382	10235	11617

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September 2016
Counseling Department - Encounters Logged

Appointment Type	Did Not Attend	Attended	Total
Career Planning (G)	0	5	5
Counseling/Advising (G)	139	925	1064
Counseling/Advising (R)	187	1299	1486
Counseling/Advising (TP/SS)	121	861	982
MC Scholars	0	6	6
Online/Email Advising	0	59	59
Transfer Planning (G)	1	40	41
	448	3195	3643 *

October 2016
Counseling Department - Encounters Logged

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)			
ACE Session			
Career Planning (G)			
Counseling/Advising (G)			
Counseling/Advising (R)			
Counseling/Advising (TP/SS)			
F-1 Appointment			
MC Scholars			
Online/Email Advising (D)			
SAP - Financial Aid Appeal			
STSU Class Appointments			
Transfer Planning			
	0	0	0

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*~many encounters/e-mails still not logged; # much lower than reality

November 2016
Counseling Department - Encounters Logged

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	4	93	97
Academic Orientation (MAP)	4	62	66
Athletic Advising - T	0	1	1
Career Planning (G)	0	6	6
Counseling/Advising (G)	279	1117	1396
Counseling/Advising (R)	312	1863	2175
Counseling/Advising (TP/SS)	182	1235	1417
MC Scholars	0	10	10
Online/Email Advising	0	191	191
Transfer Planning	4	49	53
	785	4627	5412

December 2016
Counseling Department - Encounters Logged

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	0	143	143
Academic Orientation (MAP)	7	41	48
Career Planning (G)	1	4	5
Counseling/Advising (G)	242	862	1104
Counseling/Advising (R)	313	1608	1921
Counseling/Advising (TP/SS)	146	880	1026
Online/Email Advising (D)	1	181	182
Transfer Planning	8	41	49
	718	3760	4478