LARAEC

Counseling Subject Matter Experts

Focus Group Summary of Questions

(LAUSD, BUSD, CCUSD, and MUSD)

1. What made you come back to Adult School?
	* Learn a new skill
	* Be independent
	* Achieve educational goals
	* Upgrade skills (2)
	* Finish High School Diploma (5)
	* Improve English skills for a better profession (8)
	* Finish HiSET and then work on High School diploma
	* Jobs are looking for at least a high school diploma
	* Great example/role models for family and community (4)
	* Be more confident
	* Communication (2)
	* Help children in school
	* Take the Pharmacy Technician course
	* Receive teacher support
	* Get skills to go to college (2)
	* Went to other schools and wasn’t getting what I needed
	* Close to home
	* Want to get a well-paid job
	* Wants to expand opportunity through affordable CNA program
	* Wants to continue in a trade
	* Good trade programs and good teachers
	* Turnover of staff has improved school and is now motivated to continue
	* Better future, better job, and job security (3)
	* Enjoys sense of community Lost my job
	* To get my Cosmetology license
	* Because I love school
	* To have some formal certification
	* To get into the medical field
	* To get a small career and help my mom have her dreams come true – because its hard for immigrants
	* To break the statistics because I was a teen mom
	* Why not?

2a) What was your registration process like?

* + Quick and easy (8)
	+ Pleasantly surprised with the maintaining of records
	+ Friendly and helpful (4)
	+ Good advice
	+ Good services
	+ Good manners
	+ Provide necessary tools and classes that are needed
	+ Confusing schedule, when testing is in progress
	+ Given wrong info (3)
	+ Unclear about office location
	+ First time was difficult because of exams, long lines and long waiting list
	+ More staff for registration
	+ Longer time frames for registration
	+ Triage in smaller groups
	+ Provide correct info to walk ins
	+ Registration online
	+ Clear signage
	+ Person to monitor long lines
	+ Main Office staff ignored them Demographic information, test, interview about goals
	+ Not easy to register – called twice and no call back - teacher/staff assistance was not helpful, waited for over an hour and still received no help
	+ Counselors are more helpful
	+ Felt welcomed helped
	+ I am being sponsored, but I waited a year for the organization to find me the program; and they took care of most of the paperwork.
	+ I came for ESL classes and thought someone would help me in Spanish but they didn’t.
	+ I had to take an assessment test
	+ We had to take the Medical Terminology class before we could enroll in the Medical Asst. program, but then found out that other students didn’t need it. This put us back a semester to take the MA program.
	+ Long process
	+ Provided info about my current education level

2b) How can it be improved?

* Explain that students can get an ID during registration
* Happy with registration process

(students were satisfied with registration process but instead gave general improvement ideas for school/program) (2)

* Not Difficult
* No Improvement
* Want conversation classes
* Guest speakers and students ask questions (this is a practice at our school)
* Offer TOEFL test
* Weekend CTE classes – Pharmacy Technician
* High School is too accelerated – 2 years – slow it down
* High School is stressful
* Grandchildren allowed in childcare (this is allowed at our school) I was on wait list for 2 years, but when I was called I had to pay right away or lose my spot. They should give people more time to get their lives in order and enroll.
* They should give us more time to make this major decision. I had to quit work.
* They should standardize the requirements so it’s fair for everyone.
* They should provide more guidance about the programs
* They should talk to us more instead of just giving us the registration papers.
* They people in the front office should be more compassionate and take care of needs of students, not just give us narrow answers
* I would like someone to guide me more when I first registered. I’m still confused.
* They need to be more patient with the new students.
* They should have something like Counseling interns helping out in the office.
* They should have more informational meetings.
* There should be more posters or signs about the school and programs all around.
* They should use social media, like Instagram or Facebook.
* Reduced time on waiting lists

3a) What have you met with a school counselor about?

* + For registration (2)
	+ Classes needed to graduate
	+ When finishing classes and enrolling in new ones
	+ Say hello
	+ Transcript evaluation (3)
	+ Name changes
	+ Clarification on class offerings
	+ 4 had never come to speak to counselor
	+ Grad plans (2)
	+ Safety issues
	+ Job searching (2)
	+ Career exploration
	+ Next steps after program
	+ Job placement services Scholarship
	+ Engineering – information regarding third party contractors Things like books and uniforms
	+ Keeping track of our hours for Cosmo
	+ How to finish our program in time
	+ Regarding one of the teachers that I had an issue with
	+ About classes when I first enrolled
	+ Moving to another level
	+ Best program options

3b) If you haven’t met with a school counselor, what would you like to meet about?

* Translated diplomas – finished H.S. in Russia – can’t find a translator
* Scholarship information
* Personality test that will help decide goals (school has Career Cruising/College 101)
* Field trips
* Finding jobs
* Career options specific to CTE medical programs at BAS To develop a plan (starting with ESL)
* To get more or clearer information about classes and programs
* Some guidance for college
* About having a ceremony for our (CTE) program to feel some sense of accomplishment
* To develop a plan to switch to a long term goal.
* To help to communicate with teacher about the students’ needs
* How to develop a plan

4) Once you finished this step in your education, what is the next step or plan?

* + High School Equivalency students want to earn their High School Diploma to go to college or pursue a CTE career.
	+ ESL students wanted to earn their high school equivalency certificate or pursue a CTE career
	+ CTE students want to continue to improve computer skills or for personal growth Level 6 ESL 🡪 H.S. Diploma 🡪 Pharmacy Technician Program
	+ Computer class 🡪 Office job
	+ H.S. Diploma 🡪 Community College 🡪 Transfer to 4-year school 🡪 Computer Engineer
	+ H.S. Diploma 🡪 University 🡪 Veterinary Scientist
	+ ESL 🡪 H.S. Diploma 🡪 Community College
	+ H.S. Diploma 🡪 Slawson Center for Child Development
	+ GEs completing prerequisites for Nursing
	+ Vocational/Medical Assistant
	+ Work/Employment (6)
	+ Community College (4)
	+ Finish classes and pass my CBEST
	+ To go to college to have more education in Business to grow my business
	+ To start a business
	+ HSE/Diploma

5) Please name anything you need help with that prevents you from coming to or staying in school.

* + No family support
	+ Childcare issues (5)
	+ Transportation (1)
	+ Work Schedules (4)
	+ Family Obligations
	+ Tired (2)
	+ Economic issues (2)
	+ Personal motivation Need to find a job
	+ H.S. is stressful but a good challenge. Helps students grow. Teachers and assistants are very helpful. Students can rely on staff, teacher, and other students for motivation.
	+ Medical appointments Parking issues
	+ Security (of parking area)
	+ Some classes are offered at the same time
	+ Students Schedules

6) What school counseling services do you feel are needed here?

* + Job placement
	+ Career exploration (3)
	+ Individual Counseling appointments
	+ Classroom visits by Counselor (2)
	+ Discussion of goals
	+ Provide an overview of the school system in the United States
	+ Crisis counselors
	+ Career Counseling
	+ Job Postings
	+ Patience when students are asking a lot of questions
	+ Conversation Classes
	+ More info on HiSet process from beginning to end
	+ Want more time on tests
	+ College Counselor on staff No response
	+ General consensus was that needs are being met
	+ Tutoring
	+ Transition services to help acclimate back into school setting
	+ Library for GED books
	+ Student forum for knowledge/opinions of graduates from CTE classes/programs
	+ Lunch truck during the day
	+ Emotional or mental health issues
	+ Someone to give us options for the programs offered at the school
	+ Information for students regarding who the Counselors are and when they are available
	+ More information than just flyers
	+ A list of names and contact information of the counselors
	+ The website or office to have more photos to show us what the classes do

7) Does anyone have anything that they would like to add?

* + More time for Counselors
	+ More Staff
	+ Would like conversation classes Teachers are very professional.
	+ Have everyone see counselors to help see where students are at and where they are going.
	+ Thanks for having adult schools. Ultimately, students learn and help the community.
	+ Love this school! Been here 4-5 years in multiple programs – finished H.S. and taking CTE classes.
	+ Wants information to share with ESL classmates about H.S. Diploma.
	+ Students from any program can go to the counseling office.
	+ Desire to volunteer and give back to the community.
	+ Drug Addiction Education/Awareness/Acknowledgment:
	+ More personal support
	+ Ask questions about what’s going on in personal life
	+ Check in
	+ Compassionate care and referral
	+ We need a cafeteria for the students who come straight from work or leave to work straight from class
	+ Another microwave for students use
	+ More security in the parking lot
	+ We need an elevator key for students with special needs
	+ We need an email contact for the school for the special programs that some students are enrolled in that require that (ie: housing services).
* “This adult school is motivating for me because it is pushing me to study.”
* “Everything is positive for me. Thank you very much for your support.”
* “Thank you all members that make our school possible.”
* “I really think counseling is very helpful. Counselor was really willing to help and gave me the right information.”
* “We have a great staff. Thank you for the help you give us.”
* “I’m proud about this school.”
* “To have more educational textbooks in the student lounge.”