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.”