

Institutional Effectiveness Report

Assessment Summary

Administrative Unit: *The Counseling Center*

Contact Person:

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Assessment Cycle (academic or calendar year): *Fiscal Year (July 1 – June 30)*

Mission (related to VSU mission):

The mission of the Counseling Center is to provide a broad range of services to meet the personal, social, and educational needs of our students, faculty and staff. These services shall include but not be limited to individual and group counseling, outreach programs, testing, training, consultation, crisis intervention, evaluation of services, and accountability research.

Assessment History (discuss here how and when the unit developed its current assessment program, what it used prior to starting that program to assess its effectiveness, etc.):

Prior to 1999 we assessed the utilization of our Services (individual and group counseling, etc.) and Outreach events (programs and seminars) through keeping frequency counts. We also regularly assessed Satisfaction and Needs through surveys of those who used our Services or attended our Outreach events.

In 1999 we initiated a self-study process for Accreditation by the International Association of Counseling Services (IACS) and then repeated the self-study for Re-Accreditation in 2004 and 2008. These experiences have led us to develop a more systematic and purposeful assessment of services and programs, and to the implementation of more ongoing assessment procedures and longitudinal research projects.

In 2003, the Division of Student Affairs adopted a Comprehensive Model to guide assessment throughout the Student Affairs (based on the model developed in Upcraft and Shuh, Assessment Practice in Student Affairs. Jossey Bass: 2001). This model requires us to do assess in a coordinated and comprehensive manner.

During in 1999, we began to work toward more systematic and purposeful assessment activities. The Re-accreditation experiences (in 2004 and 2008) have to respond to increased expectations for research and program assessment.

Documentation (Budget Requests, Annual Reports, Assessment Reports, Policy memoranda, etc.) is kept on file in the Counseling Center.

The following lists the Counseling Center goals for the three years (2005-2006 – 2007-2008).

Goals for Unit:

2005-2006

- 1 Consult with the Health Services Physician and the VP for Student Affairs in order to prepare a contract to hire a part-time psychiatrist to further evaluate students, prescribe medication, facilitate hospitalization and transportation and provide training and consultation for the staff.
- 2 To request additional funding (\$3,000) to cover cost associated with the recent Hiring of a new Psychologist in the Counseling Center. This money would be used by the department to cover travel expenses for professional development, licensure, office supplies, printing cost, and other necessary expenses on an annual basis.
- 3 Collaborate and consult with the new Director and Associate Director of Housing to provide beneficial services (i.e. programming, training, crisis intervention) to both students and staff.
- 4 To develop an assessment plan which will use our existing internal database, as well as, collect additional information from our program/training evaluation forms and institutional data to assess student satisfaction, needs and learning objectives.
- 5 To develop an effective working Sexual Assault Response Team (SART) protocol with the Haven to meet the needs of VSU students involved in sexual assaults.

2006-2007

- 6 To develop a collaborative working relationship among the Counseling Center, Health Services and the new part-time Psychiatrist. Additional funding of \$15,000 is necessary to support the terms of the existing contract with the psychiatrist, as well as, projected costs for additional time and services to meet the demands for psychiatric consultations and evaluations in the future.
- 7 Meet with the staff of the Student Success Center to present an overview of Counseling Center services and to discuss referrals, outreach programming, training, and consultation between the Counseling Center and the Student Success Center.
- 8 Develop a plan for creating a research data base for assessing needs, student satisfaction, and achievement of learning objectives for our Outreach programs (presentations, workshops, and seminars).
- 9 Research and develop a plan for assessing retention of students who use Counseling Center services.

- 10 Meet with the new Assistant Director for Health Promotions for the purpose of exploring how the Counseling Center and Health Promotions can better coordinate their services, by exchanging information regarding each department's mission and services.
- 11 Establish a baseline for assessing the utilization of the part-time psychiatrist, in terms of services provided, number of students seen, number of staffings, level of student satisfaction with services, and self-reported retention data.

2007-2008

- 12 To select, purchase and implement a computerized software program for scheduling appointments, meetings, record keeping and data-base development.
- 13 To develop and implement programming (i.e. seminars, groups) in collaboration with the staff of The Student Success Center.
- 14 To implement a plan for creating a research database for 1.) assessing needs, 2.) student satisfaction, and 3.) achievement of learning objectives for our Outreach programs (presentations, workshops, and seminars). Then, input and analyze the data.
- 15 To develop and implement a plan for assessing retention of the students who use the Counseling Center.
- 16 To complete the application for re-evaluation of IACS accreditation.
- 17 To collaborate with the Office of Human Resources and University Police to develop and present a program on Workplace/Campus Violence for the faculty and staff.

Assessments (include when and to whom these are administered, and align goals with specific assessments):

- **Budget Requests** (annually) – **Goals 1, 2, 6, 12**
- **Annual Reports** (annually) – **Goals 3, 5, 7, 10, 13, 16, 17**
- **Assessment Project Reports** (annually) – **Goals 4, 8, 9, 11, 14, 15**
- **Documents and Policy Statements** (as needed) – **Goals 3, 5, 7, 10, 13, 16, 17**

2005-2006

- Assessment Results (submit an electronic file of the data collected):
 - **Budget Requests** (2) were prepared and submitted: one of \$12,800 for the purpose of hiring a part-time Consulting Psychiatrist (approved) and one of \$3,000 in support for the newly hired psychologist (\$2,000 approved). (Goals 1 & 2)
 - **The FY2006 Annual Report** describes the successful collaborative activities with the newly hired leadership of Housing and Residence Life (meetings, training, mutual consultation). Likewise the Annual Report documents the successful collaboration with SART (meetings, mutual consultation). (Goals 3 & 5)
 - **Assessment Report:** Counseling Center Services: The data developed through the use The Counseling Center Evaluation Form from 1998 thru 2006 (N=1805) was analyzed. This assessment process generates *demographic data, satisfaction ratings, and solicits comments for improvements* of services during randomly selected weeks during the academic year. Results provide a *descriptive cross-section* of those who use our services and document *very high levels of client satisfaction* with Counseling Center Services. (Goal 4)
 - **Documents and Policy Statements:** The Lowndes County SART Protocol was developed and approved the University and Law Enforcement Agencies (Goal 5)

- Discussion/Dissemination of Results:
 - **Budget Requests:** A Consulting Psychiatrist was hired and support for the newly-hired psychologist became available.
 - **The Annual Report** is submitted to the VP for Student Affairs.
 - **Assessment Project Reports:** We affirm the Counseling Center Services Assessment process and the yearly analysis of the data. We decided to extend this process of analysis to the Counseling Center Program Evaluation Form. The Counseling Center Services Report is submitted to the Director and VP for Student Affairs and disseminated to staff members.
 - **Documents and Policy Statements:** The Lowndes County SART Protocol was disseminated to staff, and implemented.

- Modifications Made:
 - **For Goal 1:** accomplished. A consultant Psychiatrist was hired.
 - **For Goal 2:** accomplished. Financial support for the Psychologist is now available and will be ongoing.
 - **For Goal 3:** accomplished. Collaboration and mutual consultation will be ongoing.
 - **For Goal 4:** – No modifications were made. We will explore the application of this assessment model to the use of other assessment instruments.
 - **For Goal 5:** accomplished. Protocol developed and implemented.

2006-2007

- Assessment Results (submit an electronic file of the data collected):
 - A **Budget Request** for \$15,000 was prepared to support the terms of the existing part-time Consulting Psychiatrist and projected costs for additional time and services to meet increased demands for services (as documented by the results of Goal 11 described below). (Goal 6)
 - **Annual Report 2007** describes the successful collaboration between The Counseling Center and The Student Success Center (see also Documents and Policy section). The Annual Report also describes the successful consultations between the Counseling Center and The Office of Health Promotions (see also Documents and Policy section). (Goals 7 & 10)
 - **Assessment Project Reports** (Goals 8, 9, & 11)
 - The Counseling Center Services assessment project was completed (N=2108 over 10 years). Results provide a *descriptive cross-section* of those who use our services and document *very high levels of client satisfaction* with Counseling Center Services. (Ongoing)
 - An Assessment Plan for Programs was developed to create a research base for *assessing needs, student satisfaction, and achievement of learning objectives* for our Outreach Programs (presentations, workshops, and seminars). (Goal 8)
 - A Retention Research Project, assessing the impact of counseling services on academic progress and retention using both objective and self-report measures, was developed. Of necessity, we revised some of our data collection forms and piloted them during Spring Semester 2007. Beginning Fall Semester 2007 we will implement a year-long study of the effects of counseling on academic progress and retention. (Goal 9)
 - A Consulting Psychiatrist Evaluation Form, which assessed Student Satisfaction, Needs, and Retention-related information was developed and used during our scheduled evaluation weeks in Spring Semester 2007. Results indicated *high satisfaction ratings* with the service. Frequency count also demonstrated *extremely high demand* for the medical service. (Goal 11)
 - **Documents and Policy Statements:** Flyers demonstrating our cooperative programming with The Student Success Center and The Office of Health Promotions are available in the Center. (Goals 7 & 10)

2006-2007 (continued)

- Discussion/Dissemination of Results:
 - **Budget Requests:** The hours of the Consulting Psychiatrist were extended from 24 half days to 41 half days of consultation.
 - We will continue to consult with The Student Success Center as needed and co-present the Study Skill Workshops through the next year. We will continue to collaborate and co-present with the Office of Health Promotions as the opportunity arises. The **Annual Report** is submitted to the VP for Student Affairs.
 - **Assessment Project Reports:**
 - Counseling Center Services Assessment: The Analysis of the data generated by the Counseling Center Evaluation Form and the Consulting Psychiatrist Evaluation Form will be combined. This project will be completed each year. Results will be submitted to the Director and disseminated to staff and the VP for Student Affairs. (Ongoing)
 - The Retention Research Project and the Counseling Center Programs Assessment Plan will be implemented in 2007-2008.Reports will be submitted to the Director and disseminated to staff and the VP for Student Affairs.
 - **Documents and Policy statements:** We will continue consulting with the staff of the Student Success Center as they take on the responsibility of offering the seminars on Study Skills Development while we offer the seminar on Test Anxiety Management. We will continue working cooperatively with the Office of Health Promotions.

- Modifications Made:
 - **For Goal 6:** accomplished. The hours of the Consulting Psychiatrist were extended.
 - **For Goal 7:** accomplished. Consultation and cooperative programming is ongoing.
 - **For Goal 8:** accomplished. Programs Assessment Plan was approved to be implemented in 2007-2008.
 - **For Goal 9:** – accomplished. Retention Research Project was approved to be implemented in 2007-2008.
 - **For Goal 10:** accomplished. Consultation and cooperative programming is ongoing.
 - **For Goal 11:** accomplished. Assessment data enabled The Counseling Center to justify expansion of the services of the Consulting Psychiatrist.

2007-2008

- Assessment Results (submit an electronic file of the data collected):
 - A **Budget Request** was prepared to support the purchase of the Titanium Schedule for Student Counseling Centers Software to computerize all scheduling of appointments, meetings, record keeping, progress notes, and database development. The program was installed and made operational. (Goal 12)
 - **Annual Report 2008** describes the successful collaboration between The Counseling Center and The Student Success Center (see also Documents and Policy section). The Annual Report also describes the successful consultations between the Counseling Center and University Police in the development of Workplace/Campus Violence programming for faculty and staff (see also Documents and Policy section). (Goals 13 & 17)
 - **Assessment Project Reports** (Goals 14 & 15)
 - The Counseling Center Services Assessment project was completed (N=2470 over 11 years). Results provide a *descriptive cross-section* of those who use our services and document *very high levels of client satisfaction* with Counseling Center Services. (Ongoing)
 - *An Assessment Plan for Programs* was implemented whereby a research database (N=772 over three years) was created and analyzed. The results indicated that the program attendees *rated the presenter very highly*, and likewise *rated the accomplishment of the program learning objectives very highly* (Goal 14).
 - A Retention Research Project, assessing the impact of counseling services on academic progress and retention using both objective and self-report measures, was implemented Fall Semester. Data will be collected in Fall 2008 and analyzed in Spring 2009 (Goal 15).
 - **Documents and Policy Statements:** The Application for Re-Accreditation by IACS was completed January 31, 2008 (Goal 16). Flyers demonstrating our cooperative programming with The Student Success Center and The University police are available in the Center (Goals 13 & 17).

Discussion/Dissemination of Results:

- Assessment Results (submit an electronic file of the data collected):
 - A **Budget Request:** the Titanium Schedule for Student Counseling Centers Software has been installed and is now operational.
 - **Annual Report 2008:** our collaborative programming with The Student Success Center and The University Police are now ongoing.

2007-2008 (continued)

Discussion/Dissemination of Results: (continued)

- **Assessment Project Reports:**
 - The Counseling Center Services Assessment project will continue to be done annually and submitted to the Director and disseminated to staff and the VP for Student Affairs.
 - The Counseling Center Programs Assessment project will continue to be done annually and submitted to the Director and disseminated to staff and the VP for Student Affairs (Ongoing). (Goal 14)
 - The Retention Research Project is now in progress. A report will be submitted to the Director and disseminated to staff and the VP for Student Affairs. (Goal 15)
- **Documents and Policy Statements:** The Application for Re-Accreditation by IACS was completed January 31, 2008 (Goal 16). Flyers demonstrating our cooperative programming with The Student Success Center and The University police are available in the Center (Goals 13 & 17).
- **Modifications Made:**
 - **For Goal 12:** accomplished. Computerized system has been installed and is now operational.
 - **For Goal 13:** accomplished. Consultation and cooperative programming is ongoing.
 - **For Goal 14:** accomplished. Programs Assessment Plan was implemented and will be ongoing.
 - **For Goal 15:** – accomplished. Retention Research Project was implemented and is in progress during 2008-2009.
 - **For Goal 16:** accomplished. Re-Accreditation application was submitted. Re-Accreditation approved in August 2008.
 - **For Goal 17:** accomplished. Programs on Workplace/Campus Violence are ongoing.

Unit Director

Date

President/VP for Unit

Date

Adapted from: University of Alabama SACS site (<http://sacs.ua.edu/degreeInfo2.cfm?college=2&dept=50>) and

University of Western Kentucky SACS Accreditation Review Process

(<http://www.wku.edu/sacs/assessmentmanual.htm>)