STUDENTAFFAIRS ASSESSMENT PLAN
2007 - 2008

Department: __COUNSELING CENTER_____

1)   Tracking

The first component of a student affairs assessment program is *keeping track of who uses your student services, programs and facilities*. Furthermore, how many clients are using student affairs offerings, and how are they described by gender, race, age, class standing, residence and other important variables?

Current Means of Assessment (who, what, when, how reported, etc.)

Users of Counseling Center programs and services are tracked through the following methods.

- *Each person seen for counseling completes an **intake form** which provides information about gender, race, age, classification, etc.*

- *A **head count** is taken, as much as possible, of attendees at groups/seminars and all outreach activities.*

- *Semester and annual reports **record the number** of persons and contact hours involved in 1) individual counseling services, 2) groups/seminars, 3) outreach activities, 4) supervision, 5) training, and 6) other services which are offered throughout the year.*

Proposed and/or Additional Means of Assessment for 2007-2008 (who, what, when, how reported, etc.)

*We will be converted to **Titanium**, a computerized scheduling and data management system during the 2007-2008*

Results of Assessment

Results are reported in the Semester and Annual reports

2)   Needs
The second component of this model is *assessing student and other clientele needs.* The basic principle is that we should meet the needs of our students and other clientele.

Current Means of Assessment (who, what, when, how reported, etc.)

*Assessment of needs is currently done **informally** through the following means.*
- ***Regular meetings** with various departments on campus (i.e., Housing, Student Health, Public Safety, etc.) lend support to the needs for existing programs.*
- ***Consultations with other Counseling Center Directors** & personnel at other universities are used as a benchmark for what is needed and desired on different campuses.*
- ***Verbal/written communications from previous clients** who have used or heard about the services.*

- ***Responses** on last items ("Suggestions and Comments") of our*
Program Evaluation Forms
Counseling Center Evaluation Forms
Consulting Psychiatrist Evaluation Form.
All support the need for existing programs and future offerings.

Proposed and/or Additional Means of Assessment for 2007-2008 (who, what, when, how reported, etc.)

- *Beginning in May 2008 after the end of the Spring Semester, The Counseling Center staff will develop a process, called **May Planning**, to formally assimilate the informal information described above. An outline of that proposed process is **attached**.*

- *No systematic study of needs seems indicated at this time.*

Results of Assessment

Reported in the Annual report of the data analysis of the above forms.
***May planning** will result in a written report submitted to the Director*

3)   Satisfaction

The third component is *assessing student and other clientele satisfaction with our services, programs and facilities, and demonstrating that those experiences are consistent with the institution's goals.*

Current Means of Assessment (who, what, when, how reported, etc.)

Satisfaction with Counseling Center services and programs is measured through the following means.

- ***The Counseling Center Evaluation Form*** *is our instrument for assessing satisfaction with Counseling Center services and facilities. Each semester, three weeks are selected at random (two weeks are selected during the Summer), and everyone using Center services is asked to complete the Counseling Center Evaluation Form. Each year in May, the results are added to our ongoing data base, tabulated and analyzed, distributed to Counseling Center staff, and made available to interested parties.*
- ***The Consulting Psychiatrist Evaluation Form*** *is used in the same manner as the Counseling Center evaluation form*
- ***Program Evaluation Forms*** *are collected after all Counseling Center groups, seminars, training programs and various outreach programs/presentations.*
- ***Verbal/written communications*** *from current and previous clients provide invaluable information regarding needs-based decisions.*

Proposed and/or Additional Means of Assessment for 2007-2008 (who, what, when, how reported, etc.)

None planned at this time

Results of Assessment

*Reported in the **Annual Report** of the data analysis of the above forms.*

4)   Student Cultures and Campus Environments

It is important to examine the *collective perceptions of a campus and the student cultures where they conduct their day-to-day lives*. Remember each student lives in his/her own cultural environment and all students do not have the same interests, friends and classes. Assessing the campus environment *determines and evaluates how the conditions and elements of the campus affect student learning and growth*. Each campus is unique and different.

Current Means of Assessment (who, what, when, how reported, etc.)

Assessment of Student Cultures and Campus Environments is currently done informally through the following means.

- *Regular meetings with various departments on campus (i.e., Housing, Student Health, Public Safety, etc.) provide important data regarding the experience of being a student at VSU.*

- *Consultations with other Counseling Center Directors & personnel at other universities likewise provide important data regarding the experience of being a student at comparable institutions.*

- *Verbal/written communications from current and previous clients provide invaluable information about student environments and cultures.*

Proposed and/or Additional Means of Assessment for 2007-2008 (who, what, when, how reported, etc.)

- *Beginning in May 2008 after the end of the Spring Semester, The Counseling Center staff will develop a process, called **May Planning**, to formally assimilate the informal information described above. An outline of that proposed process is **attached**.*

- *We need to better understand the University environment and student cultures. VSU is participating in the National Survey of Student Engagement, and we look forward to using the data generated by this study.*

Results of Assessment

***May planning** will result in a written report submitted to the Director*

5)   Outcomes

A fifth critical component is *assessing outcomes.* For those who use our services, programs and facilities, is there an effect on their academic success, learning, or development, particularly when compared to those non-users? Not all outcomes important to student services and programs are learning outcomes. There may be other outcomes important to effective student services, such as the delivery of services in a timely and efficient manner.

Current Means of Assessment (who, what, when, how reported, etc.)

*Systematic assessment of specific counseling outcomes is especially difficult because of issues of **client confidentiality**. More informally, however, we receive feedback from individual students, The Office of Testing (Regents Exam results), Registrar, Dean of Students, Health Services and faculty communication regarding positive individual outcomes of counseling.*

Proposed and/or Additional Means of Assessment for 2007-2008 (who, what, when, how reported, etc.)

*1. A year-long study developed by the Counseling center, begun Fall 2007, will examine the **effects of counseling on academic progress and retention**.*

*2. A project beginning the development of a database generated through the use of the Counseling Center Program Evaluation Form. This form asks participants to rate how well they believe that program **learning outcomes were met**.*

Results of Assessment

*The **results of the projects will be reported** in Summer and Fall of 2008*

6)   Benchmarking

How does the quality of our services, programs and facilities *compare* with like institutions? The key is to compare ourselves to like institutions that have good assessment programs and collect good data.

Current Means of Assessment (who, what, when, how reported, etc.)

We do benchmarking assessment through the following means.

- *Using **feedback from regular meetings of Counseling Center Directors** in Georgia and the Annual National Survey of Counseling Center Directors, sponsored by the Association of University and College Counseling Center directors and The American College Counseling Association.*
- ***Making web site comparisons** with other schools.*
- ***Attending conferences and meetings** on the local, state, regional and national levels and using information from these events.*
- *Using **information developed from membership in professional organizations**.*
- *Meeting **the requirements for Full Accreditation** through the application process and satisfactorily completing the Annual Progress reports*

Proposed and/or Additional Means of Assessment for 2007-2008 (who, what, when, how reported, etc.)

- *Beginning in May 2008 after the end of the Spring Semester, The Counseling Center staff will develop a process, called **May Planning**, to formally assimilate the informal information described above. An outline of that proposed process is **attached**.*

- *No systematic benchmarking study seems indicated at this time.*

Results of Assessment

May planning *will result in a written report submitted to the Director*

7)   Measuring Effectiveness

A seventh component is *assessing effectiveness - through reference to national or professional standards and/or through measuring cost effectiveness*. How do our services, programs, and facilities compare to accepted national standards (Council for the Advancement of Standards (CAS) for Student Services/Development Programs, various national and regional accrediting agencies, and professional organizations)? Are the benefits students derive from what we offer worth the cost, and how do we know that?

Current Means of Assessment (who, what, when, how reported, etc.)

- *The Counseling Center has **Full Accreditation** through the International Association of Counseling Services, Inc. (IACS).*

- *The **Annual Report** describes the effectiveness of the The Counseling Center, most specifically in Table 2: Progress Toward Common Institutional Goals.*

Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)

- *We will **continue to meet the standards** required of Full Accreditation through maintaining the required levels of practice, and satisfactorily completing yearly progress reports required by the accrediting organization.*

Results of Assessment

Receiving *full Accreditation*

*The Annual **Reports***