ASSESSMENT REPORT/PLAN

College/Division: Student Affairs  Academic Year: 2010-2011
Department/Center/Office: University Counseling  Submission Date: 11/11/2011

MISSION STATEMENT:
The University Counseling Center (UCC) provides the university with professional services in the areas of psychological counseling and psychiatric services. In its work with students, the UCC recognizes the developmental nature of student life; therefore services may be educational and/or preventative in focus. The UCC operates as a psychological services unit and its operation is guided by the professional ethics of psychologists and relevant state law; therefore all student records are confidential and maintained separately from all other university records.

OBJECTIVES/GOALS:
For the 2010-2011 academic year, specific goals included
1. Refine the sexual assault advocates proposal and begin implementation
2. Launch an outreach campaign to educate the campus community about helping students in distress
3. Lead and maintain StudentVoice assessment activities, devise learning outcomes across all Student Affairs departments, and continue to administer benchmarking surveys
4. Host two to three faculty/staff professional development workshops regarding mental health issues facing college students.

For 2010-2011, the Office of Student Affairs established an Assessment Committee comprised of representatives from all departments. The committee worked weekly during the academic year to articulate Student Affairs domains and departmental learning outcomes. These outcomes will be assessed during the 2011-2012 academic year.

ASSESSMENT (What assessment tools are you using and how do they address the objective/goals cited above?):
A basic measure of success in reaching students is the utilization rate of students seeking assistance in the UCC. Statistics indicate that the numbers of students seeking assistance at the UCC continues to remain high. This assessment pertains to goal 2.

In addition, a NASPA consortium-sponsored benchmarking survey entitled Mental Health and Counseling was administered in January and February 2011. A survey of group members who participated in the Sexual Assault Survivors group was conducted in May 2011 and work study students at the UCC completed a Federal Work Study survey during the spring 2011 semester. These assessments pertain to goals 1, 3, and 4.

WHERE ARE THE ASSESSMENTS LOCATED?
All assessments are located on the UCC intranet within the departmental annual report and in the StudentVoice account.

EVALUATION METHODS (How were the assessments evaluated?):
The UCC Director shares the assessment results with the VPSA for accountability of departmental goals and for action planning/goal setting purposes.

RESULTS/OUTCOMES:
2010-2011 Counseling and Psychiatric Services Usage Statistics
- Individual Students Seen by Appointment  877
- Staff Time in Individual Appointments 3939

2011 Mental Health and Counseling Benchmark Survey
- Results/Findings
  Regarding overall findings:
  o 91% of students reported they believe they are loved by their families
  o 77% of students endorsed that they do not diet frequently
  o 42% of students indicated that they have attended counseling for mental health concerns
  o 25% of students reported that they have taken a prescribed medication for mental health concerns

  Regarding areas of concern:
  o 23% of students reported feeling moderately to extremely isolated and alone
  o 35% of students endorsed being moderately to extremely anxious when engaging in public speaking
  o 38% of students indicated experiencing moderate to extreme sleep difficulties

Spring 2011 Sexual Assault Survivors Group assessment
- Results/Findings
  Members of the spring 2011 Sexual Assault Survivors group reported an overall positive experience. Each
student endorsed that the group provided a unique power to foster connection with other survivors who "understand" and to diminish feelings of being "alone." Multiple group members reflected on the intensity and difficulty of material covered in group sessions while simultaneously voicing appreciation of the safe, supportive space that allowed healing to occur through honest sharing. Group members expressed appreciation of the facilitators' approach (e.g., non-structured/narrative, client-centered) while suggesting importance of increasing facilitators' redirection of conversation at various points. Members described the experience of group as: "hard," "welcoming," "supportive," "secure," "honest," "sincere," "amazing, healing," "really powerful, really intense," "eye opening," "self improving," "safe," and "a space to share."

Spring 2011 Federal Work Study Program (Counseling Center) assessment

- Results/Findings
  - Overall, the majority of students were very satisfied with their work study experience at the UCC:
    - 100% of students indicated that they were very satisfied with their work study placement
    - 100% of students endorsed being very satisfied with the supervision they received
    - 100% of students reported that they strongly agree that the work they performed at the UCC was important
    - 57% of students indicated that they strongly agree that their work study experience supports his or her career and/or academic goals

USE OF RESULTS (What modifications, adjustments were made based upon the evaluation of the assessment materials?):

2010-2011 Counseling and Psychiatric Services Usage Statistics
- In an effort to address high utilization rates, will research and determine need for an additional staff counselor by October 2011

2011 Mental Health and Counseling Benchmark Survey
- In an effort to address public speaking and sleep difficulties, the staff at the UCC will present programs on wellness and anxiety in various capacities during the 2011-2012 academic year. In addition, Student Health 101, an e-magazine specifically tailored for undergraduate students, was launched in January 2011 and covered topics including sleep hygiene and public speaking.

Spring 2011 Sexual Assault Survivors Group assessment
- Suggestions from members for future groups and facilitators include: extended time (more than 60 minutes) and brief "check-ins" with each group member each session, redirect conversation sooner when it becomes tangential or becomes overly negative. Facilitating counselors recommend an expanded first-meeting discussion about the potential effects of group members developing friendships outside of group including the ways such relationships may impact the group process and individual healing. Supervising psychologist recommended that facilitating counselors develop learning outcomes for group as well as quantitative measurement for end-of-semester evaluation.

Spring 2011 Federal Work Study Program (Counseling Center) assessment
- For the academic year 2011-2012, the UCC Work Study Program supervisor will meet with each individual work study student at the beginning of the fall semester to develop a specific plan to engage in work study activities that meaningfully support his or her academic/career goals. A follow-up meeting will be held during the spring 2011 semester to ensure progression toward goal achievement is being made.

RESOURCES/TIMELINE/APPROVALS (Based upon the modifications/adjustments included in the USE OF RESULTS section, identify the timeline, resources and approvals required to implement the change.):

Resources to support the goals for the upcoming year include UCC staff, operating budget funds, StudentVoice assessment software, and the HEAL committee. The StudentVoice benchmarking survey will be administered on a biennial basis. The Advocates initiative trainings will be supplemented with presentations by individuals from local domestic violence/rape crisis centers and from the Sexual Assault Nurse Examiner program. The UCC 2011-2012 assessment plan will consist of administering surveys at various points in the semester to measure all learning outcomes.

SIGNATURE: DEPT. CHAIR/DIRECTOR
Name: [Signature]
Date: 11/1/2011
Final Approval:

SIGNATURE: DEAN/VICE-PRESIDENT
Name: [Signature]
Date: [Signature]
Implementation Date: