Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Be sure to SAVE your progress as you work!

Administrative Unit
Student Affairs – Wellness and Holistic Support

Submission Year
2021-2022

Assessment Coordinator Name
Jalysa Green

Enter Assessment Coordinator Email
tclifton@lander.edu

Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
Students and faculty members will have improved access to information about disability services.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome

Students are familiar with the disability services available and know how to access them accordingly.

Timeframe for this Outcome
2020-2021 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "familiar" or "somewhat familiar."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "familiar" or "somewhat familiar."

Performance Target for "Not Met"
Less than 60% of responses indicate "familiar" or "somewhat familiar."

Assessment Measure Used	**Frequency of Assessment**
Student Survey	Student survey at the end of each semester + weekly check ins via email using Microsoft Forms.

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
87% of students that utilized Disability Services reported being familiar or somewhat familiar with the services available and knew how to access them accordingly.	3

6.5% were neutral and 6.5% were unfamiliar.

Comments/Narrative
The threshold for the outcome of "Students are familiar with the disability services available and know how to access them accordingly" was met. During the previous reporting period (2019-2020), 78% of survey participants indicated that they were familiar or somewhat familiar with services available through Disability Services. With a comparable number of participants, there was an increase in familiarity by 9%. The Office of Disability Services conducted a Disability 101 training for both incoming and continuing students. Policies, procedures, and best practices were updated to meet the criteria of the new laws as it relates to ADA, particularly assistance animals. An online submission portal was developed for ease of access. Since face-to-face interaction was limited (due to the pandemic), it was observed that students appeared to be struggling with using their accommodations while completing remote coursework. To resolve these challenges, the DS Director scheduled weekly remote meetings to offer additional support and sent out weekly check-ins to stay better informed about any unresolved concerns. Students that were on campus were encouraged to come into the office to walk through how to access remote class material, as necessary. Lastly, to increase staff competencies, disability access information/support by Jane Jarrow provided several professional development workshops regarding post-pandemic disability services management.

Resources Needed to Meet/Sustain Results
Continued professional development on the various areas of Disability Services. ($2000)

Explanation of How Resources Will Be Used
Information about laws and best practices will ensure the department is providing students with all the necessary information to be successful. Additionally, professional staff will be better prepared to communicate with students about accommodations and promote overall better understanding.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Faculty demonstrate an understanding of their role and the guidelines in place for student disability accommodations in the classroom.

Timeframe for this Outcome
2020-2021 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "strongly agree" or "agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "strongly agree" or "agree."

Performance Target for "Not Met"
Less than 60% of responses indicate "strongly agree" or "agree."

Assessment Measure Used	**Frequency of Assessment**
Faculty Survey	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
95% of faculty strongly agreed or agreed that Disability Services assisted them in working with students.	3
86% agreed that they have been provided adequate information and assistance to meet the needs of students with disabilities.	

Comments/Narrative
The threshold for the outcome of "Faculty demonstrate an understanding of their role and the guidelines in place for student disability accommodations in the classroom" was met. The 2019-2020 data was representative of student perception only; therefore, comparative data is not applicable. A faculty survey was developed and distributed during the 2020-2021 academic year. This will allow the Director to better gauge the needs of faculty so collaborative efforts can be strengthened and understanding can be further built upon. Moving forward, the Office of Disability has developed a training for all faculty to gain a better overall understanding of classroom accommodations and how the determinations for accommodations are made.

Resources Needed to Meet/Sustain Results
Informational pamphlets, continued access to Microsoft Teams. ($500)

Explanation of How Resources Will Be Used
The pamphlets will provide faculty and staff with tangible information. Access to Teams will allow for training flexibility to better engage an increased number of participants.

Goal Summary

Goal Summary/Comments
Disability Services hosted events, created intervention plans, and tracked students closely to avoid retention issues. Previously, faculty members have been trained as a part of the new hire on-boarding process, but have not been consistently trained thereafter. Annual full-faculty training will provide regular updates/refreshers about disability services to ensure faculty remain current on trends, expectations, and other aspects of the field. Overall, visibility was a key component that significantly contributed to the increased knowledge that students and faculty possess. In the future, departmental visibility will be further enhanced and expanded upon.

Changes Made/Proposed Related to Goal
"Disability" is becoming a taboo term. Discussions will be had about changing the terminology to "accessibility." As applicable, the purpose and mission of the department would remain the same, but a change in terminology may reflect more inclusivity and should therefore be considered.

Upload Files (if needed)

Goal 2

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
Disability Services will provide students with the quality of support needed to graduate from Lander University.

Pillar of Success Supported
Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?

Operational Outcome

Enter Outcome
Students are satisfied with the quality of accommodations provided by the Office of Disability Services.

Timeframe for this Outcome
2020-2021 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree" or "strongly agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "agree" or "strongly agree."

Performance Target for "Not Met"
Less than 60% of responses indicate "agree" or "strongly agree."

Assessment Measure Used	**Frequency of Assessment**
Student Survey	The conclusion of each semester.

Data Collected for this Timeframe (Results)   **Score (Met=3, Partially Met=2, Not Met=1)**
96% of students utilizing services in the Fall   3
agreed that their accommodations were
appropriate considering their disability and needs.

95% of the students utilizing services in the Spring
agreed that their accommodations were
appropriate considering their disability and needs.

Comments/Narrative
The threshold for the outcome of "Students are satisfied with the quality of accommodations provided by the Office of Disability Services" was met. During 2019-2020, 77% of survey participants that had access to services agreed they were satisfied with the quality of accommodations provided by the Office of Disability Services. Comparatively, in 2020-2021, there was significant progress made toward meeting this outcome. To maximize efficiency, the accommodation process utilized an online intake form that allowed students seeking accommodations the opportunity to request and submit documentation. This made the process more seamless, streamlined, and increased overall efficiency. Additionally, revamped relationships for testing were established with Synergy Counseling, which provided students with a local, convenient, and timely option for assessing their needs.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used
N/A

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of

an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Disability accommodations, as coordinated by the Office of Disability Services, contribute to students' academic success and positively impact the graduation rates of those served.

Timeframe for this Outcome
2020-2021 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree" or "strongly agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "agree" or "strongly agree."

Performance Target for "Not Met"
Less than 60% of responses indicate "agree" or "strongly agree."

Assessment Measure Used	**Frequency of Assessment**
Student Survey	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
89% of the students agreed their accommodations allowed them to fully participate in courses.	3
10% were neutral	
.02% disagreed	

Comments/Narrative
The threshold for the outcome of "Disability accommodations as coordinated by the Office of Disability Services contribute to students' academic success and positively impact the graduation rates of those served" was met. In 2019-2020, 80% of survey participants agreed that the disability accommodations provided contributed to their academic success. It is noteworthy to mention that the wording of this question was adjusted to better gauge whether the accommodations provided allowed them to fully participate in their respective courses. Previously, there was not a tracking mechanism specific to those that utilized disability services, to include when they established and/or when they graduated. (This report was established in Fall of 2020.)

Resources Needed to Meet/Sustain Results
Consistent tracking of semester-to-semester progress to monitor continued academic success as students matriculate to graduation, Assistive Technology and Scribes (cost based on circumstance - estimate unknown)

Explanation of How Resources Will Be Used
Monitoring of how services provided impact graduation rates. Providing support, technology, and

resources to ensure students have the tools to excel academically.

Goal Summary

Goal Summary/Comments
The impacts of COVID19 undeniably made it more challenging for students with disabilities. This was primarily due to limited, or some instances non-existent, in-person instruction. To alleviate this barrier, weekly check-ins via email and phone call were implemented to better track success and discuss any issues that arose from week-to-week. Further, grade monitoring was facilitated at midterm. Since many lectures were streamed, students were coached on the importance of reviewing the material and informed of note-taking strategies so they could better retain information. Additionally, Disability Services met with students to develop time management plans to increase their likelihood of success. Based on may unique needs that surfaced as a result of COVID, there became a need for assistive technology, which was purchased with CARES funding.

Since graduation is typically a 4-year endeavor, developing a goal of success by graduation rate would consist of 4-year tracking. Tracking academic success on a semester-by-semester basis will ensure Disability Services is aware of situations/circumstances that may negatively impact academic performance or dissatisfaction with the institution in general. Additional outcomes and performance targets may be added based on the availability of data, patterns and trends, and/or other notable considerations.

Lastly, Lander University Disability Services was featured in an article by Special Ed Connection (an on-line resource for information and guidance regarding all aspects of special education) as a model institution for receiving Disability Services post-secondary.

Changes Made/Proposed Related to Goal
N/A

Upload Files (if needed)

Goal 3

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
Health Services will provide students with quality, competent care.

Pillar of Success Supported
Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Students are satisfied with the quality of care received from the Office of Health Services.

Timeframe for this Outcome
2020-2021 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree" or "strongly agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "agree" or "strongly agree."

Performance Target for "Not Met"
Less than 60% of responses indicate "agree" or "strongly agree."

Assessment Measure Used	**Frequency of Assessment**
Health Services Survey	Following services rendered

Data Collected for this Timeframe (Results)

Score (Met=3, Partially Met=2, Not Met=1)
3

Percent score question 1 "I felt like I was treated courteously and with respect": 95.2% (40/42)

Percent score question 2 "I felt as though the nursing staff was sympathetic and listened carefully to my concerns": 90.5% (38/42)

Percent score question 3 "I received a satisfactory assessment, and was given quality education and advice to address my condition/concerns": 88.1% (37/42)

Comments/Narrative
Health Services reached the threshold "met" with 91.3% of students reporting satisfaction with the quality of services provided during the 2020/2021 academic year. Survey data was collected from tools administered after each student encounter to determine overall satisfaction with quality and competence of the services rendered. Quality data was extracted from three detailed questions pertaining to how the student perceived their visit. For previous reporting years, overall satisfaction with the health services space has been reported with a benchmark threshold of 100% (2019-2020 academic year). Determining satisfaction with overall quality, versus the physical space, provides more detailed feedback and will better serve as a tangible outcome for improvement in subsequent years.

Resources Needed to Meet/Sustain Results
Increased fiscal year budgeting to increase free-of-charge services offered to students, and to fund continuing education opportunities for professional staff to retain their credentials and remain current on best practice interventions. ($6000)

Explanation of How Resources Will Be Used
Medical supplies, laboratory testing fees, training aids, professional conferences/development.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Students are confident in the knowledge, skills, and abilities of nursing staff.

Timeframe for this Outcome
2020-2021 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree" or "strongly agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "agree" or "strongly agree."

Performance Target for "Not Met"
Less than 60% of responses indicate "agree" or "strongly agree."

Assessment Measure Used	**Frequency of Assessment**
Health Services Survey	Following services rendered

Data Collected for this Timeframe (Results)   **Score (Met=3, Partially Met=2, Not Met=1)**

Percent Score question 1 "I felt as though the nursing staff was knowledgeable about my condition/concerns": 90.5% (38/42)

3

Percent Score question 2 "I felt as though I could better manage my condition/address my concerns after visiting with the nurse": 88.1% (37/42)

Comments/Narrative
Health Services reached the threshold "met" with 89.3% of students reporting satisfaction with the competence Health Services' staff. Survey data was collected from tools administered after each student encounter to determine overall satisfaction with quality and competence of the services rendered. Competence data was extracted from two detailed questions pertaining to how the student perceived the knowledge, skills, and abilities of professional nursing staff to provide care, and positively direct the student's outcome after their visit. For previous reporting years, satisfaction with the

treatment received has been reported with a benchmark threshold of 98.6%% (2019-2020 academic year). Assessing competence provides a more direct answer to issues related to the delivery of care and distinguishes from surveying overall quality as a standalone data point. It is worth noting that the COVID19 pandemic may have influenced student's perception of the competence of professional staff as the delivery of care had to be altered to meet the most current public health guidance. Health Services also hired, and trained, a staff nurse during the 2020/2021 academic year. New staff's unfamiliarity with office operating procedures and resources may have caused this outcome score, despite being met, to be lower than anticipated.

Resources Needed to Meet/Sustain Results
Access to professional development for licensed staff to maintain competence with best practice interventions. ($6000)

Explanation of How Resources Will Be Used
Educational material, professional conferences/courses.

Goal Summary

Goal Summary/Comments
Overall, Health Services met the goal of "health services will provide students with quality, competent care." This is the first reporting year where quality and competence were assessed separately and directly. Ideally, quality and competence would be perceived at greater than 95%. Health Services' staff have worked diligently to maintain a needed partnership with the Montgomery Center for Family Medicine to grow an available order set in the Health Services office, and also to maintain physician access to students requiring more advanced medical care. The COVID19 pandemic and the orientation of new staff likely contributed to satisfaction scores being lower than anticipated.

Also noteworthy, the Health Services department of Wellness and Holistic Support saw tremendous growth during the 2020/2021 academic year. In cooperation with the Lander University School of Nursing, Health Services began serving as a clinical rotation for senior nursing students competing their community health education and experience, in August 2020; this rotation continued for Spring semester 2021, and grew into the implementation of a large scale, student led, collaborative, health fair program for the entire campus community. Additionally, during 2020/2021, Health Services was pleased to offer the campus community an expanded order set for assessment and treatment. Health Services staff began offering Depo-Provera® contraceptive injections in October 2020 for a nominal, market comparable, fee to students. The implementation of a fee-for-service program grew quickly during the 2020/2021 academic year, and expanded into offering all required vaccines for attendance to Lander University, tuberculin purified protein derivative placement and reading for tuberculosis skin testing, a comprehensive laboratory services option for the Lander community seeking blood or urine testing, while continuing to offer Depo-Prover® contraceptive injections. A fee-for-service model offers exceptional growth potential for Lander Health Services in the future, as it allows for more services to be offered while also ensuring the cost of the services will be covered with a small revenue stream remaining. In March 2021, Health Services was also able to partner with the South Carolina Department of Health and Environmental Control (DHEC) to offer the COVID19 vaccine to Lander students, faculty, staff, and family members of faculty and staff, at no charge.

As the college aged population continues to develop more chronic health problems, both physical and mental, there will be challenges in meeting the complex needs of these patients. There will be a need for an even larger order set, offering more services readily available to the community on campus, rather than having to utilize referral sources in the larger Greenwood community; which often come with a much higher price to patients. Additionally, if the population continues to grow, the patient traffic in Health Services may exceed the current staffing ratio and record keeping ability in the office; there may be a need to expand the Health Services staff and explore implementation of electronic charting and record

keeping. The Health Services office continues to assess through a population health lens to proactively meet expected challenges in the upcoming academic year. Targeted interventions for the campus community must not only meet one objective but be comprehensive and population specific to be successful. The intention of the Health Services office is to meet intervention goals by identifying students with complex health needs early in the academic year, and providing case management as needed, to include medication reconciliation and compliance education; health promotion planning; and referrals if necessary. Further, an increased presence on campus with creative, collaborative, student led, programming will help to provide relevant health information to the community at large.

Changes Made/Proposed Related to Goal
In future academic years, professional staff, at the point of care, will communicate that a survey tool will be sent to the student to encourage improved participation, which will ideally provide a more accurate representation of data.

Upload Files (if needed)

Goal 4

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
Health Services will be perceived as a professional office that values and protects confidentiality.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Students reported their confidentiality was safeguarded during visits to Health Services.

Timeframe for this Outcome
2020-2021

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate indicate "agree."

Performance Target for "Not Met"
Less than 60% of responses indicate indicate "agree."

Assessment Measure Used	**Frequency of Assessment**
Health Services Survey	Following services rendered

Data Collected for this Timeframe (Results)   **Score (Met=3, Partially Met=2, Not Met=1)**
Percent score question 1 "I felt confident that my   3
condition/concern was important and would be
protected": 95.2% (40/42)

Comments/Narrative
Health Services reached the threshold "met" with 95.3% of students reporting satisfaction with the level of confidentiality in Health Services. Survey data was collected from tools administered after each student encounter to determine overall satisfaction. This is the first-year confidentiality was surveyed in this manner, and data from previous reporting years is unavailable. Ensuring patients are aware of confidentiality practices, and the protection of their health information is a critical component to providing healthcare. In order for patients to utilize available services, they must feel as though the details of their concern will be protected, regardless of the characteristics of their needs.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used
N/A

Goal Summary

Goal Summary/Comments
Overall, Health Services achieved this goal with high marks. Despite the COVID19 pandemic, and the need to share information for contact tracing, Health Services staff intentionally safeguarded confidentiality; this is evident in student responses to the Health Services Survey. For future reporting years, confidentiality will continue to be a goal for professional staff in Health Services. Professional staff will be encouraged to discuss confidentiality with their patients and address any related issues at the time of service.

Changes Made/Proposed Related to Goal
N/A

Upload Files (if needed)

Goal 5

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
Counseling Services will provide a supportive, trusting environment in which student are comfortable seeking assistance.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Students that have received services report a willingness to seek future support from counseling center staff.

Timeframe for this Outcome
2020-2021 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate indicate "agree."

Performance Target for "Not Met"
Less than 60% of responses indicate indicate "agree."

Assessment Measure Used Electronic surveys (hosted on Microsoft Forms) sent only to students who received services	**Frequency of Assessment** Following services rendered and at the end of each semester
Data Collected for this Timeframe (Results) Question #6 of in-office electronic survey. "I would return to counseling in the future for help."	**Score (Met=3, Partially Met=2, Not Met=1)** 3

86% indicate "agree"

Comments/Narrative
The threshold for the outcome of "Students that have received services report a willingness to seek future support from counseling center staff" was met, with 86% of students indicating "agree". This outcome has been met for the second year in a row, with a slight improvement from the 2019-2020 score of 84.3%. This outcome provides a direct link to the larger goal and indicates that students trust

and find benefit from the services received through Counseling Services.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used
N/A

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Students feel comfortable in the Counseling Services waiting area.

Timeframe for this Outcome
2020-2021 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate indicate "agree."

Performance Target for "Not Met"
Less than 60% of responses indicate indicate "agree."

Assessment Measure Used	**Frequency of Assessment**
Electronic surveys (hosted on Microsoft Forms) sent only to students who received services	Following services rendered and at the end of each semester

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Question #10 of the in-office electronic survey. "The counseling waiting area was comfortable."	3

86.9% indicate "agree"

Comments/Narrative
The threshold for the outcome of "Students will feel comfortable in the counseling services waiting area" was met, with 86.9% of students indicating "agree" on question #10 of the in-office electronic survey. This outcome was not assessed during the 2019-2020 academic year; therefore, comparative data is

not available. This outcome is pertinent to the goal in that it helps to assess whether the facility might create a barrier to students seeking services in the future. Efforts were made to improve this area through painting and decoration during the 2020-2021 academic year and anecdotal reports along with data collected on surveys indicate the improvements were well received.

Resources Needed to Meet/Sustain Results
$500 in funding to provide continued improvements to counseling waiting area.

Explanation of How Resources Will Be Used
Further improvements to the waiting area through décor, lighting, educational information, and various anxiety reducing tools will be obtained and made available for student use.

Goal Summary

Goal Summary/Comments
Thresholds were met for the second consecutive year for outcome 1 and data received for outcome 2 were positive indicating the goal was achieved. As student comfort with and willingness to access services is vital to the effectiveness of counseling services, the department will continue to prioritize this goal. Maintenance, upkeep, and updating of the waiting area will be a regular part of daily operations and efforts will be made in counseling sessions to build rapport and help students meet goals as a means of ensuring future use of departmental services.

Changes Made/Proposed Related to Goal
Continue to monitor and adjust outcomes as needed for future reporting and make adjustments to facility as necessary.

Upload Files (if needed)

Goal 6

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
Counseling Services will provide students with the coping skills, strategies, and emotional support needed to achieve personal goals.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness

Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Students directly correlate attainment of personal goals with their counseling services experience.

Timeframe for this Outcome
2020-2021 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate indicate "agree."

Performance Target for "Not Met"
Less than 60% of responses indicate indicate "agree."

Assessment Measure Used	**Frequency of Assessment**
Electronic surveys (hosted on Microsoft Forms) sent only to students who received services	Following services rendered and at the end of each semester
Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Question #4 from in-office electronic survey. "My counselor helped me to meet my goals."	3

83% indicate "agree"

Comments/Narrative
The threshold for the outcome of "Students directly correlate attainment of personal goals with their counseling services experience" was met, with 83% of students indicating "agree" to this question on in-office surveys delivered. This score represents an improvement over the 2019-2020 score for this outcome, which was partially met with 70.3% of students indicating "agree". This improvement is most likely attributable to directing surveys specifically to students who received services and to a renewed focus within the department on helping students clearly identify and meet goals during the course of counseling sessions. The decision to utilize in-office surveys was made in order to eliminate feedback data from students that had not utilized counseling services during the course of the current academic year. (Skyfactor Institutional Specific Questions was previously utilized as departmental assessment tool.)

Resources Needed to Meet/Sustain Results
Continuing education funding for clinical staff. ($9000)

Explanation of How Resources Will Be Used
$9,000 in additional funding for continuing education will be used to provide clinical staff with the means to obtain mandatory continuing education through national and state level conferences in order to maintain licensure and stay up-to-date in regard to best practices and effective skills/intervention strategies.

Goal Summary

Goal Summary/Comments
Counseling Services made excellent progress in the improvement of the measured outcome for this goal. The increase from 70.3% to 83% who indicated "agree" represents the hard work of the clinical staff and a dedicated effort to obtain more accurate feedback through carefully developed and directed surveys delivered in a timely manner. As helping students to meet their goals is a top priority for the department counseling staff will continue to focus on the development of clearly defined goals during sessions and the pursuit of achieving these goals.

With a significant increase in demand for services, adequate case management and individualized attention remains challenging. Counseling Services started a graduate intern program this year. Doing so allowed allowed the department to provide more access to services, while also contributing to the development of the counseling profession at large. As clinically appropriate, staff also altered the length and frequency of sessions in order to see more students each week.
Due to the increased demand for services, Counseling Services desires to obtain funding for an additional full time counselor in the near future. (While the departmental budget will not currently support a new position, an FTE from a previously vacated Student Affairs position has been identified.)

Changes Made/Proposed Related to Goal
Counseling Services will work to deliver surveys within a week of completion of services and more frequently during the course of treatment.

Upload Files (if needed)