



**UNIT/PROGRAM NAME:** Wellness Center  
**OFFICE OF PRIMARY RESPONSIBILITY:** Wellness Center  
**ASSESSMENT COORDINATOR:** Kim Shannon, Debra J. Franks, Jalysa O. Green  
**SUBMISSION DATE OF THE REPORT:** Monday, October 01, 2018

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### **ACADEMIC YEAR 2017-2018**

#### **INSTRUCTIONS:**

To comply with institutional effectiveness expectations, units/programs **MUST**:

- identify expected outcomes,
- assesses the extent to which it achieves these outcomes, and
- provide evidence of improvement based on analysis of the results

Guidance for preparing Unit Goals and Indicators of Success Reports:

- Use multiple assessments (Indicators of Success) for each Unit Goal.
- Reports must demonstrate engagement in on-going planning and assessment which is consistent over time to enable the unit to evaluate students, courses or a program. Shared widely within and across programs, the results of this assessment must be used to inform decisions about curricular and programmatic revisions. At appropriate intervals, program and learning outcomes and assessment methods should be evaluated and revised.
- Develop and/or use methods and instruments that are uniquely suited to the goal statements/Indicators of Success and that are supported by faculty/unit.
- Each Report must contain “mature data” (at least five years - sufficient information used as a basis for sound decision making).
- Each Report must provide evidence of improvement, based on the analysis of the assessment results, as opposed to a plan for improvement.

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**1. UNIT/PROGRAM GOAL 1:** (Wellness Center) Students are satisfied with the Wellness Center Programs presented

1.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

1.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Academic Year 2017-2018

1.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES<sup>1</sup>**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
1.3.1. Percent Score: Evaluation responses of “strongly agree” and “agree” to: "Over-all the presentation /program was worth my time", “The presentation/program/event was enjoyable”, “I would attend this presentation/program /event if offered in the future”, or “I would recommend this presentation /program to my friends”.	<b>91% (577/634)</b>	<b>Between 85% and 100% of responses are answered "strongly agree" or "agree"</b>	Between 60% and 84.9% of responses are answered "strongly agree" or "agree"	Less than 60% of responses are answered "strongly agree" or "agree"	<b>3.00</b>

1.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 3.00

1.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
1.5.1.	Skyfactor Benchworks Resident Assessment (0Q7) Institutional Specific Questions	Annually

<sup>1</sup> Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

**1.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: 9/14/2018**

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

1.6.1. **OUTCOME 1 COMMENTS:** The threshold of 85% was met for this indicator with a score of 91% (577/634). All of the student responses to the evaluation indicate that students were satisfied by answering “agree” or strongly agree” to “Over-all the presentation /program was worth my time”, “The presentation/program/event was enjoyable”, “I would attend this presentation/program /event if offered in the future”, or “I would recommend this presentation /program to my friends”. The only programs offered due to limited staff coverage were: House Calls, Mental Health Awareness, De-stress Fest, and Safe Spring Break program. No action required

1.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

1.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

**1.7. SUMMARY COMMENTS FOR OUTCOMES 1:**

The indicator of success, “Students are satisfied with the Wellness Center Programs”, supports student retention efforts in providing students with information that could assist with them in being a successful student. This is evidenced by 91% of the students reporting satisfaction with the programs provided.

**1.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1:** No changes made or proposed. Continue to monitor.

**2. UNIT/PROGRAM GOAL 2:** (Wellness Center) Students increased knowledge/awareness of the presentation/program subject when attending Wellness Center programs and the material presented influenced them to make positive changes in their behaviors/choices.

**2.1. STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 3. Robust Student Experience

**2.2. TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Academic Year 2017-2018

**2.3. INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES<sup>2</sup>**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
2.3.1 Evaluation response of “strongly agree”, “agree”, and/or “mildly agree” to: “This presentation/program/event increased my knowledge/awareness of the subject” and “The material presented will influence me to make positive changes in my behaviors/choices”.	<b>91% (574/634)</b>	<b>Between 85% and 100% of responses are answered "strongly agree" or "agree"</b>	Between 60% and 84.9% of responses are answered "strongly agree" or "agree"	Less than 60% of responses are answered "strongly agree" or "agree"	<b>3.00</b>

**2.4. AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 3.00

**2.5. ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
2.5.1.	Skyfactor Benchworks Resident Assessment (0Q6) Institutional Specific Questions	Annually

**2.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES –** Date Reviewed: 9/14/2018

<sup>2</sup> Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

**2.6.1. OUTCOME 1 COMMENTS:** This indicator of success was met for the unit program goal of “Students increased knowledge/awareness of the presentation/program subject when attending Wellness Center programs and the material presented influenced them to make positive changes in their behaviors/choices.” The data document that 91% (574/634) of the student responses to the evaluations indicate that students gained awareness/knowledge of the subject and would make positive changes in their behaviors/choices. The only programs offered due to limited staff coverage were: House Calls (9/18/2017), Mental Health Awareness 10/2-5/2017), De-stress Fest (12/5/2017), and/or Safe Spring Break (3/1/2018). No Action required.

**2.6.1.1. ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

**2.6.1.2. EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

**2.7. SUMMARY COMMENTS FOR OUTCOMES 1:**

The data document that 91% (574/634) of the student responses to the evaluations indicate that students gained awareness/knowledge of the subject and would make positive changes in their behaviors/choices. This result supports Lander University’s Pillar 3: Robust Student Experience: Ensuring Student Safety. The only programs offered due to limited staff coverage were: House Calls (9/18/2017), Mental Health Awareness 10/2-5/2017), De-stress Fest (12/5/2017), and/or Safe Spring Break (3/1/2018). No Action required.

**2.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1:** No changes made or proposed. Continue to monitor.

**3. UNIT/PROGRAM GOAL 3:** (Wellness Center) The Wellness Center presentations and programs represent a collaborative Student Affairs effort and reflect current issues/concerns, etc.

**3.1. STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 3. Robust Student Experience

**3.2. TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** 2017-2018 Academic Year

**3.3. INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES<sup>3</sup>**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
3.3.1. Number Score: Student Affairs Departments will collaborate on at least 3 programs/events.	<b>8 Collaborative Programs</b>	<b>3 or more programs occur with 2 or more Student/Academic Affairs sponsors or participants.</b>	1-2 programs occur with 2 or more Student/Academic Affairs sponsors or participants.	No programs occur with 2 or more Student/Academic Affairs sponsors or participants.	<b>3.00</b>
3.3.2. Number Score: At least 4 Wellness Center Programs or Presentations will reflect Healthy Campus 2020 initiatives and/or student feedback.	<b>9 Programs</b>	<b>4 or more Wellness Center Programs reflect Healthy Campus 2020 objectives and/or student feedback.</b>	1-3 Wellness Center Programs reflect Healthy Campus 2020 objectives and/or student feedback.	No Wellness Center Programs reflect Healthy Campus 2020 objectives and/or student feedback.	<b>3.00</b>

**3.4. AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 3.00

**3.5. ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
3.5.1.	Student Affairs Marketing/Program Summary Report	Annually
3.5.2.	Student Affairs Marketing/Program Summary Report	Annually

<sup>3</sup> Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

**3.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: 9/14/2018**

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

**3.6.1. OUTCOME 1 COMMENTS:** Collaboration occurred on eight events/programs: Greek 101 (9/9/2017), House Calls (9/18/2017), Depression Screenings (10/2-20/2017), Domestic Violence Awareness Week (10/19/2017), Self-Defense Workshop (11/03/2017), Moonshine Run (10/25/2017), “De-stress Fest” (12/05/2017), and Safe Spring Break (3/1/2018). This met the established threshold of providing collaborative programs with more than one department. No plan of action required.

**3.6.1.1. ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

**3.6.1.2. EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

**3.6.2. OUTCOME 2 COMMENTS:** There were nine programs reflecting the Healthy Campus 2020 initiatives and/or student feedback: Collaboration occurred on eight events/programs: Greek 101 (9/9/2017), House Calls (9/18/2017), Depression Screenings (10/2-20/2017), Domestic Violence Awareness Week (10/19/2017), Self-Defense Workshop (11/03/2017), Moonshine Run (10/25/2017), “De-stress Fest” (12/05/2017), Generation Rx (11 programs fall & spring semester) and Safe Spring Break (3/1/2018). This met the established threshold of providing collaborative programs with more than one department. Each represented the following 2020 Healthy Campus Initiatives: Health Impediments to Academic Performance, Injury & Violence Prevention, Mental Health, Physical Activity and Fitness, Sexually Transmitted Diseases, and Substance abuse.

**3.6.2.1. ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

**3.6.2.2. EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

**3.7. SUMMARY COMMENTS FOR OUTCOMES 1-2:**

Collaboration on programming among departments helps to support a robust student experience by providing opportunities for students to participate in one event that provides activities/information/resources for students in one place at the same time – “a one stop shop”. The Wellness Center collaborated with the Lander University Police Department, Campus Recreation, Career Services, Academic Affairs, Community Representatives, and various student groups. This occurred on eight events/programs: Greek 101 (9/9/2017), House Calls (9/18/2017), Depression Screenings (10/2-20/2017), Domestic Violence Awareness Week (10/19/2017), Self-Defense Workshop (11/03/2017), Moonshine Run (10/25/2017), “De-stress Fest” (12/05/2017), Generation Rx (11 programs fall & spring semester) and Safe Spring Break (3/1/2018). This met the established threshold of providing at least 3 collaborative programs with more than two departments. There were nine programs following the 2020 Healthy Campus Initiatives.

**3.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-2:** No changes made or proposed. Continue to monitor.



**4. UNIT/PROGRAM GOAL 4: (Counseling Services) Students are satisfied with Counseling Services' office, services, and staff.**

4.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

4.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** 2017-2018 Academic Year

4.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES<sup>4</sup>**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
4.3.1. Students are satisfied with Counseling services' office environment.	<b>Lander Mean:6.12</b> Select Six: 5.86 Carnegie Mean:5.67 All Institutions: 5.85	<b>Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.	Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	<b>3.00</b>
4.3.2. Students are satisfied with Counseling services' office service.	<b>Lander Mean:6.21</b> Select Six: 6.18 Carnegie Mean: 6.11 All institutions:6.14	<b>Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.	Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	<b>3.00</b>
4.3.3. Students are satisfied with individual counseling meetings.	Lander Mean:6.00 <b>Select Six: 6.02</b> <b>Carnegie Mean:6.06</b> All Institutions: 5.80	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions,	<b>Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer</b>	Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie	<b>2.00</b>

<sup>4</sup> Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

			Carnegie peer institutions and all surveyed institutions.	<b>institutions, Carnegie peer institutions, and all surveyed institutions.</b>	peer institutions and all surveyed institutions.	
4.3.4.	Students are satisfied with their individual counseling relationship.	Lander Mean:5.99 <b>Select Six:6.28</b> <b>Carnegie Mean: 6.19</b> <b>All Institutions 6.10</b>	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.	<b>Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	<b>1.00</b>
4.3.5.	Students are satisfied with their group counseling leader.	Lander Mean:6.06 <b>Select Six:6.23</b> <b>Carnegie Mean:6.26</b> All Institutions 5.35	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	<b>Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.</b>	Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	<b>2.00</b>
4.3.6.	Students are satisfied with their group counseling relationships.	<b>Lander Mean: 5.62</b> <b>Select Six: 6.65</b> <b>Carnegie Mean: 5.79</b> All Institutions: 5.16	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	<b>Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.</b>	Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	<b>2.00</b>
4.3.7.	Counseling services enhanced knowledge integration.	<b>Lander Mean: 5.55</b> Select Six: 5.38 Carnegie Mean: 5.21 All Institutions: 5.31	<b>Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie</b>	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer	Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie	<b>3.00</b>

			<b>peer institutions and all surveyed institutions.</b>	institutions, and all surveyed institutions.	peer institutions and all surveyed institutions.	
4.3.8.	Overall, students were satisfied with Counseling Services.	Lander Mean:5.60 <b>Select Six:5.87</b> <b>Carnegie Mean:5.82</b> <b>All Institutions: 5.79</b>	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.	<b>Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	<b>1.00</b>

**4.4. AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS: 2.13**

**4.5. ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

<b>Indicator of Success</b>	<b>Assessment Instruments</b>	<b>Frequency of Assessment</b>
4.5.1.	Skyfactor Benchmark Counseling Services Assessment Survey	Annually
4.5.2.	Skyfactor Benchmark Counseling Services Assessment Survey	Annually
4.5.3.	Skyfactor Benchmark Counseling Services Assessment Survey	Annually
4.5.4.	Skyfactor Benchmark Counseling Services Assessment Survey	Annually
4.5.5.	Skyfactor Benchmark Counseling Services Assessment Survey	Annually
4.5.6.	Skyfactor Benchmark Counseling Services Assessment Survey	Annually
4.5.7.	Skyfactor Benchmark Counseling Services Assessment Survey	Annually
4.5.8.	Skyfactor Benchmark Counseling Services Assessment Survey	Annually

**4.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: 9/14/2018**

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

4.6.1. **OUTCOME 1 COMMENTS:** The threshold for the indicator, “*Students are satisfied with Counseling Services’ office environment*”, was met. Lander University’s mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University’s mean score was ranked 3/7 for the select six comparison group, 1/3 for the Carnegie Class comparison groups, and 4/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring the satisfaction of students with the Counseling Services’ office environment, each question’s mean was above all of the benchmark means except for one – *students did not feel comfortable in the waiting room*.

4.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

4.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

4.6.2. **OUTCOME 2 COMMENTS:** The threshold for the indicator, “*Students are satisfied with office services in Counseling Services*”, was met. Lander University’s mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University’s mean score was ranked 4/7 for the select six comparison group, 2/3 for the Carnegie Class comparison groups, and 5/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring the satisfaction of students with the Counseling Services’ office environment, the means for two questions were above all of the comparison group means. The means for three of the questions did not meet the threshold of being above any comparison means: *office staff members were professional, office staff members were welcoming, and information is kept confidential*. These criteria have consistently not been met.

4.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2:** None

4.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

4.6.3. **OUTCOME 3 COMMENTS:** The threshold for the indicator, “*Students are satisfied with individual counseling meetings*”, was partially met. Lander University’s mean score was above only the mean score for all institutions and not the select six or Carnegie Class mean scores. Lander University’s mean score was ranked 4/7 for the select six comparison group, 2/3 for the Carnegie Class comparison groups, and 6/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring the satisfaction of students with the individual counseling meetings, the means for two questions were not above the select six comparison group means – *the counselor spent as much time with the student as needed and appointments were scheduled within a time frame meeting the student’s needs*.

4.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** None

4.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

4.6.4. **OUTCOME 4 COMMENTS:** The threshold for the indicator, “*Students are satisfied with their individual counseling relationship*”, was not met. Lander University’s mean score was not above any of the comparison group mean scores. Lander University’s mean score was ranked 4/7 for the select six comparison group, 2/3 for the Carnegie Class comparison groups, and 6/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring the satisfaction of students with their individual counseling relationships, none of the criteria met the established thresholds. Students did not positively respond to any of the following: *able to talk about topics important to them, make their own decisions, felt respected as a person, understood concerns brought to counseling, had concerns clarified, and would not recommend a friend seek counseling.*

4.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** None

4.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

4.6.5. **OUTCOME 5 COMMENTS:** The threshold for the indicator, “*Students are satisfied with their group counseling leader*”, was partially met. Lander University’s mean score was only above the mean score for all institutions. Lander University’s mean score was ranked 5/6 for the select six comparison group, 3/3 for the Carnegie Class comparison groups, and 5/11 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring the satisfaction of students with their group counseling leader, two of the three criteria were not met. Students responded in agreement that group counseling covered important topics but, did not affirmatively respond to the following: *it was a positive environment and group counseling sessions had meaningful discussions.*

4.6.5.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** None

4.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

4.6.6. **OUTCOME 5 COMMENTS:** The threshold for the indicator, “*Students are satisfied with their group counseling relationships*”, was partially met. Lander University’s mean score was only above the mean score for all institutions. Lander University’s mean score was ranked 3/6 for the select six comparison group, 2/3 for the Carnegie Class comparison groups, and 4/11 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring the satisfaction of students with their group counseling relationships, only two of the eight criteria were met.

4.6.6.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** None

4.6.6.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

4.6.7. **OUTCOME 5 COMMENTS:** The threshold for the indicator, “*Counseling services enhanced knowledge integration*”, was met. Lander University’s mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University’s mean score was ranked 3/7 for the select six comparison group, 1/3 for the Carnegie Class comparison groups, and 4/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring this indicator of success, the means for all three questions were above all of the comparison group means.

4.6.7.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** None

4.6.7.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

4.6.8. **OUTCOME 5 COMMENTS:** The threshold for the indicator, “*Overall, students were satisfied with Counseling Services*”, was not met. Lander University’s mean score was not above any of the comparison group mean scores. Lander University’s mean score was ranked 7/7 for the select six comparison group, 3/3 for the Carnegie Class comparison groups, and 12/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring this indicator, none of the criteria met the established thresholds.

4.6.8.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** None

4.6.8.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

4.7. **SUMMARY COMMENTS FOR OUTCOMES 1-8:**

For this reporting period, the set thresholds for three of the eight indicators of success were met, three of the thresholds were partially met, and two were not met for the Unit Program Goal of, “Students are satisfied with Counseling Services’ office, services, and staff.” This was a slight improvement from the last reporting period. The data indicate an increase in the average overall score of 2.13 when compared to overall score of 1.94 from the last reporting period. Some areas did show improved performance but other areas indicated a decrease in performance. In terms of plans of action to be addressed, the following five areas were discussed: (1) Of the four criteria for the indicator: “*Students are satisfied with Counseling Services’ office environment*” - the threshold for success was met on three and not met on one – students did not feel comfortable in the waiting room. (2) Of the five criteria for the indicator, “*Students are satisfied with Counseling Services’ office service*”, the means for two questions were above all of the comparison group means. The means for three of the questions did not meet the threshold of being above any comparison means: *office staff members were professional, office staff members were welcoming, and information is kept confidential*. These criteria have consistently not been met. 3) Of the three criteria for the indicator, “*Students are satisfied with individual counseling meetings*”, the means for two questions were not above the select six comparison group means – *the counselor spent as much time with the student as needed and appointments were scheduled within a time frame meeting the student’s needs*. (4) Of the six criteria

measuring the satisfaction of students with their individual counseling relationships, none of the criteria met the established thresholds. Students did not positively respond to any of the following: *able to talk about topics important to them, make their own decisions, felt respected as a person, understood concerns brought to counseling, had concerns clarified, and would not recommend a friend seek counseling.* (5 & 6) *Students are satisfied with their group counseling leader*", was partially met. Lander University's mean score was only above the mean score for all institutions. In breaking down the survey responses to specific questions measuring the satisfaction of students with their group counseling leader, two of the three criteria were not met. Students responded in agreement that group counseling covered important topics but, did not affirmatively respond to the following: it was a positive environment and group counseling sessions had meaningful discussions. *Students are satisfied with their group counseling relationships*", was partially met. Lander University's mean score was only above the mean score for all institutions. In breaking down the survey responses to specific questions measuring the satisfaction of students with their group counseling relationships, only two of the eight criteria were met. For this reporting period, different types of groups were formed and facilitated in an effort to lessen the impact of student perceptions of mandated groups. However, survey responses did not improve. (7) Improvement was seen for the indicator, "Counseling Services enhanced knowledge integration". All thresholds for success were met. This indicator was considered for removal but since it showed improvement, it will continue to be included as a measure. (8) Of the five criteria for the indicator, "Overall, students were satisfied with Counseling Services"; the threshold for success was not met. Since there was only a slight increase in the performance on the indicators for the unit/program goal of "**Students are satisfied with Counseling Services' office, services, and staff,**" changes will be proposed. One of the main factors contributing to the Department of Counseling Services' performance is the increase in the number of students presenting to counseling services. For the 2016/2017 Academic Year, 295 students presented for counseling, 943 sessions were scheduled and 769 sessions were kept. For this reporting period, 416 students presented for counseling, 1138 sessions were scheduled and 865 sessions were kept. Even with employing three full time counselors during the 2017/2018 Academic year, survey results did not significantly improve. Again, the number of students and counseling sessions continue to increase.

**4.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-8:** The following changes were made to try to improve the results for the unit/program goal, "**Students are satisfied with Counseling Services' office, services, and staff:** (1) The Counseling Services waiting area was remodeled into a more private and comfortable space. (2) A meeting was held with all Wellness Center Office staff members to encourage and remind staff to make an intentional effort to be more friendly and accepting when students present to the Wellness Center. (3) Due to the trend of rising mental health issues and the number of students seeking out counseling services, the Vice President of Student Affairs placed the Office of Counseling Services under the supervision of a Licensed Professional Counselor by reorganizing staff member responsibilities. The Office of Counseling Services is still housed within the Wellness Center, with an additional office added for the supervisor. Staff reorganization placed departmental functions and counseling staff members under the supervision of the Behavioral Intervention Team Director. This change will hopefully positively impact assessment results. (4) Students not perceiving that their information is held confidential has been an issue for the past three reporting periods. Again, all staff members discussed this issue and agreed to hold each other accountable, to close doors when staffing or talking about students, to make sure names are covered on exposed paperwork, and to try to maintain an awareness of this issue. These efforts have been instituted before without any improvement seen. One issue with the physical properties of the Wellness Center is the lack of soundproofing in the ceiling. Conversations can easily be overheard despite the use of sound machines. Soundproofing the Wellness center in some manner will be pursued.





**5. UNIT/PROGRAM GOAL 5:** (Counseling Services) Participation in counseling services enhanced a student's academic, social, and personal development.

5.1. STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED: 3. Robust Student Experience

5.2. TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS: 2017-2018 Academic Year

5.3. INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES<sup>5</sup>

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
5.3.1. Participating in counseling services enhanced the student's cognitive complexity.	<b>Lander Mean: 5.35</b> Select Six:5.22 Carnegie Mean: 5.21 All Institutions: 5.17	<b>Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.	Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	<b>3.00</b>
5.3.2. Participating in counseling services enhanced the student's intrapersonal development.	Lander Mean: 5.27 <b>Select Six: 5.39</b> Carnegie Mean: <b>5.43</b> All Institutions: <b>5.29</b>	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	<b>Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.</b>	<b>Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	<b>1.00</b>
5.3.3. Participating in counseling services enhanced the student's interpersonal competence.	Lander Mean: 5.22 <b>Select Six: 5.40</b> Carnegie Mean <b>5.38</b> All Institutions: <b>5.28</b>	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer	<b>Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer</b>	<b>1.00</b>

<sup>5</sup> Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

			peer institutions and all surveyed institutions.	institutions, Carnegie peer institutions, and all surveyed institutions.	<b>institutions, Carnegie peer institutions and all surveyed institutions.</b>	
5.3.4.	Participating in counseling services enhanced the student's understanding of personal differences.	Lander Mean:5.37 <b>Select Six:5.45</b> <b>Carnegie Mean:5.42</b> <b>All Institutions: 5.37</b>	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.	<b>Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	<b>1.00</b>
5.3.5.	Participating in counseling services enhanced the student's practical competencies.	Lander Mean:5.39 <b>Select Six:5.49</b> <b>Carnegie Mean:5.42</b> <b>All Institutions: 5.41</b>	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.	<b>Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	<b>1.00</b>
5.3.6.	Overall, participating in counseling services enhanced the student's academic, personal, and social development.	Lander Mean:5.33 <b>Select Six: 5.48</b> <b>Carnegie Mean5.38</b> <b>All Institutions: 5.40</b>	Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.	<b>Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	<b>1.00</b>

5.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 1.33

5.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

<b>Indicator of Success</b>	<b>Assessment Instruments</b>	<b>Frequency of Assessment</b>
5.5.1.	Skyfactor Benchworks Counseling Services Assessment Survey	Annually
5.5.2.	Skyfactor Benchworks Counseling Services Assessment Survey	Annually
5.5.3.	Skyfactor Benchworks Counseling Services Assessment Survey	Annually
5.5.4.	Skyfactor Benchworks Counseling Services Assessment Survey	Annually
5.5.5.	Skyfactor Benchworks Counseling Services Assessment Survey	Annually
5.5.6.	Skyfactor Benchworks Counseling Services Assessment Survey	Annually

**5.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: 9/14/2018**

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

5.6.1. **OUTCOME 1 COMMENTS:** The threshold for the indicator, *“Participating in counseling services enhanced the student’s cognitive complexity”*, was met. Lander University’s mean score was above all the comparison group means. This indicator did show improvement from the last reporting period where it was partially met. Lander University’s mean score was ranked 3/7 for the select six comparison group, 1/3 for the Carnegie Class comparison groups, and 4/14 for all institutions using the same survey. Continue to monitor.

5.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

5.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

5.6.2. **OUTCOME 2 COMMENTS:** The threshold for the indicator, *“Participating in counseling services enhanced the student’s intrapersonal development”*, was not met. Lander University’s mean score was not above any of the comparison group mean scores. Lander University’s mean score was ranked 6/7 for the select six comparison group, 3/3 for the Carnegie Class comparison groups, and 8/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring this indicator, only one of the four met the established threshold – *“Students can advocate for themselves as a result of participating in counseling services”*. None of the four questions met the thresholds during the last reporting period.

5.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2:** None

5.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

5.6.3. **OUTCOME 3 COMMENTS:** The threshold for the indicator, “*Participating in counseling services enhanced the student’s interpersonal competence*” was not met. Lander University’s mean score was not above any of the comparison group mean scores. Lander University’s mean score was ranked 7/7 for the select six comparison group, 3/3 for the Carnegie Class comparison groups, and 10/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring this indicator, only one of the three met the established threshold – “*Students can build meaningful relationships as a result of participating in counseling services*”. None of the three questions met the thresholds during the last reporting period.

5.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** None

5.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

5.6.4. **OUTCOME 4 COMMENTS:** The threshold for the indicator, “*Participating in counseling services enhanced the student’s understanding of personal differences*” was not met. Lander University’s mean score was not above any of the comparison group mean scores. Lander University’s mean score was ranked 5/7 for the select six comparison group, 2/3 for the Carnegie Class comparison groups, and 8/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring this indicator, neither of the two met the established threshold. Last reporting period one criterion had met the threshold.

5.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** None

5.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

5.6.5. **OUTCOME 5 COMMENTS:** The threshold for the indicator, “*Participating in counseling services enhanced the student’s practical competencies*” was not met. Lander University’s mean score was not above any of the comparison group mean scores. Lander University’s mean score was ranked 5/7 for the select six comparison group, 2/3 for the Carnegie Class comparison groups, and 8/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring this indicator, only two of the 8 met their thresholds. Last reporting period five criteria had met their thresholds.

5.6.5.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** None

5.6.5.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

5.6.6. **OUTCOME 6 COMMENTS:** The threshold for the indicator, “*Overall, participating in counseling services enhanced the student’s academic, personal, and social development*” was not met. Lander University’s mean score was not above any of the comparison group mean scores. Lander University’s mean score was ranked 5/7 for the select six comparison group, 2/3 for the Carnegie Class comparison groups, and 9/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring this indicator, only one of the 5 met its threshold – *participating in counseling services improved academic performance*. Last reporting period, one criterion had met its threshold.

5.6.6.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 5:** None

5.6.6.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

5.7. **SUMMARY COMMENTS FOR OUTCOMES 1-6:**

The threshold for the Unit Program Goal indicator of “Participation in counseling services enhanced a student’s academic, social, and personal development” was partially met. Only one of the six indicators met the established threshold of having a mean higher than all of the comparison groups. These results could be due to the data documenting the number of counseling sessions and students served consistently increasing. There was no improvement shown with consistent staff or clinical supervision.

5.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-6:** Since improvement was not seen on this unit/program goal of “Participation in counseling services enhanced a student’s academic, social, and personal development” and limited improvement was seen on the unit/program goal of “Students are satisfied with Counseling Services’ office, services, and staff”, the survey system will change. Currently all Lander University students receive the Skyfactor Benchwork Counseling Assessment Survey. The survey offers incentives for students to take it, so students who have previously taken it due to a visit to the Wellness Center, may keep taking it every year they are at Lander University without presenting again for services. In processing the results of the data, the Wellness center staff decided to return to the use of a paper and pencil survey for students to take at the time of their discharge. This would capture more current feedback and hopefully show improved results.

**6. UNIT/PROGRAM GOAL 6: (Counseling Services)** Overall, the Office of Counseling Services is effective in its provision of services to students.

6.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

6.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** Academic Year 2017-2018

6.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES<sup>6</sup>**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
6.3.1 Overall, Counseling Services was effective in its provision of services to students.	Lander Mean: 5.45 <b>Select Six: 5.67</b> <b>Carnegie Mean: 5.60</b> <b>All Institutions 5.60</b>	Lander’s Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	Lander’s Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.	<b>Lander’s Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	<b>1.00</b>

6.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 1.00

6.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
6.5.1.	Skyfactor Benchworks Counseling Services Assessment Survey	Annually

6.6. **REVIEW AND SUMMARY OF EXPECTED OUTCOMES –** Date Reviewed: 9/14/2018

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

<sup>6</sup> Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

6.6.1. **OUTCOME 1 COMMENTS:** The threshold for the indicator, “*Overall, Counseling Services was effective in its provision of services to students*” was not met. Lander University’s mean score was not above any of the comparison group mean scores. Lander University’s mean score was ranked 7/7 for the select six comparison group, 3/3 for the Carnegie Class comparison groups, and 12/14 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring this indicator, only one of the 10 met its threshold – participating in counseling services improved academic performance. Last reporting period, only one criterion had met its threshold

6.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

6.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

6.7. **SUMMARY COMMENTS FOR OUTCOMES 1:**

The threshold for the indicator, “*Overall, Counseling Services was effective in its provision of services to students*” was not met. Lander University’s mean score was not above any of the comparison group mean scores. In breaking down the survey responses to specific questions measuring this indicator, only one of the 10 met its threshold – participating in counseling services improved academic performance. Last reporting period, only one criterion had met its threshold

6.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1:** Since improvement was not seen on this unit/program goal of “*Overall, Counseling Services was effective in its provision of services to students*”, the survey system will change. Currently all Lander University students receive the Skyfactor Benchwork Counseling Assessment Survey. The survey offers incentives for students to take it, so students who have previously taken it due to a visit to the Wellness Center, may keep taking it every year they are at Lander University without presenting again for services. In processing the results of the data, the Wellness center staff decided to return to the use of a paper and pencil survey for students to take at the time of their discharge. This would capture more current feedback and hopefully show improved results.

**7. UNIT/PROGRAM GOAL 7: (Disability Services) Disability Services is effective in its provision of services to students.**

**7.1. STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

**7.2. TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** 2017-2018 Academic Year

**7.3. INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES<sup>7</sup>**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
7.3.1 Students reported the Disability Coordinator assisted them in utilizing their accommodations by providing information, support, and resources.	<b>Mean Score: 6.51</b>	<b>Mean score is 5.6 or above</b>	Mean score is between 4.20 – 5.59	Mean score is below 4.20.	<b>3.00</b>
7.3.2 Students reported receiving appropriate accommodations helped them be a successful student at Lander University.	<b>Mean Score: 6.79</b>	<b>Mean score is 5.6 or above</b>	Mean score is between 4.20 – 5.59	Mean score is below 4.20.	<b>3.00</b>
7.3.3 Overall, students reported they were satisfied with the assistance they received from Disability Services' staff.	<b>Mean Score: 6.72</b>	<b>Mean score is 5.6 or above</b>	Mean score is between 4.20 – 5.59	Mean score is below 4.20.	<b>3.00</b>
7.3.4 Procedures for establishing a disability case and contact information is posted on the Wellness Center website.	<b>Posted on Website</b>	<b>Posted on Wellness Center Website</b>	Not Applicable	Not posted on Wellness Center website	<b>3.00</b>

**7.4. AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 3.00

<sup>7</sup> Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.



**7.5. ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

<b>Indicator of Success</b>	<b>Assessment Instruments</b>	<b>Frequency of Assessment</b>
7.5.1.	Skyfactor Benchworks Counseling Services Assessment Institutional Question: 0Q6	Annually
7.5.2.	Skyfactor Benchworks Counseling Services Assessment Institutional Question: 0Q4	Annually
7.5.3.	Skyfactor Benchworks Counseling Services Assessment Institutional Questions: 0Q5	Annually
7.5.4.	Wellness Center Website	Actual Time

**7.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: 9/14/2018**

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

7.6.1. **OUTCOME 1 COMMENTS:** The threshold for the indicator, “*Students reported the Disability Coordinator assisted them in utilizing their accommodations by providing information, support, and resources*” was met with a mean score of 6.51. This was a slight improvement from last reporting period of a mean score of 5.76. No plan of action required.

7.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

7.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

7.6.2. **OUTCOME 2 COMMENTS:** The threshold for the indicator, “*Students reported receiving appropriate accommodations helped them be a successful student at Lander University*” was met with a mean score of 6.79. This was an improvement from last reporting period of a mean score of 6.02. No plan of action required.

7.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 2:** None

7.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

7.6.3. **OUTCOME 3 COMMENTS:** The threshold for the indicator, “*Overall, students reported they were satisfied with the assistance they received from Disability Services’ staff*” was met with a mean score of 6.79. This was an improvement from last reporting period of a mean score of 5.96. No plan of action required.

7.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 3:** None

7.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

7.6.4. **OUTCOME 4 COMMENTS:** The threshold for the indicator, “Procedures for establishing a disability case and contact information is posted on the Wellness Center website Disability Services’ staff” was met.

7.6.4.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 4:** None

7.6.4.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

**7.7. SUMMARY COMMENTS FOR OUTCOMES 1-4:**

All four indicators of success for the unit/program goal of “*Disability Services is effective in its provision of services to students*” were met. The only criterion partially met was around accessibility to Lander University’s website. A new website design was released at the beginning of the 2018 Fall semester. This will be monitored.

**7.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-4:** No changes made or proposed.

**8. UNIT/PROGRAM GOAL 8:** (Disability Services) The Lander University campus is accessible.

8.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

8.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** 2017-2018 Academic Year

8.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES<sup>8</sup>**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
8.3.1 Students with a self-reported disability indicate Lander University is accessible.	<b>Lander Mean: 6.17</b> Select Six: 5.95 Carnegie Mean: 6.13 All Institutions 5.93	<b>Lander's Skyfactor mean score is above the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.</b>	Lander's Skyfactor mean score is above only one of the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions, and all surveyed institutions.	Lander's Skyfactor mean score is above none the mean scores of the following comparison groups: select six peer institutions, Carnegie peer institutions and all surveyed institutions.	3.00

8.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 3.00

8.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
8.5.1.	Skyfactor Benchworks Student Campus Climate and Safety Assessment Survey	Annually

8.6. **REVIEW AND SUMMARY OF EXPECTED OUTCOMES –** Date Reviewed: 9/14/2018

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

<sup>8</sup> Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

8.6.1. **OUTCOME 1 COMMENTS:** The threshold for the indicator, “*Students with a self-reported disability indicate Lander University is accessible*”, was met. Lander University’s mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University’s mean score was ranked 2/7 for the select six comparison group, 2/4 for the Carnegie Class comparison groups, and 12/42 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring this indicator, six out of the seven questions’ mean was above all of the benchmark means except for one – web sites are accessible.

8.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

8.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

8.7. **SUMMARY COMMENTS FOR OUTCOMES 1:**

The threshold for the unit/program goal of, “*The Lander University campus is accessible*” was met. Lander University’s mean was above all of the Skyfactor Benchworks mean comparison groups. Accessibility is an important factor in retaining students with documented needs.

8.8. **CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1:** For the 2017/2018 Academic Year, the entire Lander University website was redesigned. If improvement is not seen on this measure for the indicator of success, “*Students with a self-reported disability indicate Lander University is accessible*”, then this information will be communicated with the Disabilities Accommodation Committee.

**9. UNIT/PROGRAM GOAL 8:** (Health Services) The Office of Health services is effective in its provision of services to students.

9.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

9.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** 2017-2018 Academic Year

9.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES<sup>9</sup>**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
9.3.1 Students with Students reported the nurse was competent and able to help them with their health concerns.	<b>Mean Score: 6.58</b>	<b>Mean score is 5.95 or above.</b>	Mean score is between 5.00 – 5.94.	Mean score is below 5.00.	3.00
9.3.2 Students reported the nurse understood their concerns and issues.	<b>Mean Score: 6.65</b>	<b>Mean score is 5.95 or above.</b>	Mean score is between 5.00 – 5.94.	Mean score is below 5.00.	3.00
9.3.3 Overall, students reported they were satisfied with the treatment they received from the nurses in the Wellness Center.	<b>Mean Score: 6.65</b>	<b>Mean score is 5.95 or above.</b>	Mean score is between 5.00 – 5.94.	Mean score is below 5.00.	3.00

9.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 3.00

9.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
9.5.1.	Skyfactor Benchworks Counseling Services Assessment Institutional Questions: 0Q1	Annually

<sup>9</sup> Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.

9.5.2.	Skyfactor Benchworks Counseling Services Assessment Institutional Questions: 0Q2	Annually
9.5.3.	Skyfactor Benchworks Counseling Services Assessment Institutional Questions: 0Q3	Annually

**9.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: 9/14/2018**

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

9.6.1. **OUTCOME 1 COMMENTS:** The threshold for the indicator, “*Students with Students reported the nurse was competent and able to help them with their health concerns*”, was met with a mean score of 6.58. This was an improvement from the last reporting period with a mean score of 6.22.

9.6.1.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

9.6.1.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

9.6.2. **OUTCOME 2 COMMENTS:** The threshold for the indicator, “*Students reported the nurse understood their concerns and issues*”, was met with a mean score of 6.65. This was an improvement from the last reporting period with a mean score of 6.23.

9.6.2.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

9.6.2.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

9.6.3. **OUTCOME 3 COMMENTS:** *The threshold for the indicator, “Overall, students reported they were satisfied with the treatment they received from the nurses in the Wellness Center”, was met with a mean score of 6.65. This was an improvement from the last reporting period with a mean score of 6.25.*

9.6.3.1. **ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

9.6.3.2. **EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

**9.7. SUMMARY COMMENTS FOR OUTCOMES 1-3:**

All three indicators of success for the unit/program goal of “*The Office of Health services is effective in its provision of services to students*” were met. The only criterion partially met was around accessibility to Lander University’s website. A new website design was released at the beginning of the 2018 Fall semester. This will be monitored

**9.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-3:** No changes made or proposed other than the Wellness Center staff decided to return to the use of a paper and pencil survey for students to take at the time of their discharge. This would capture more current feedback and needed changes could occur quicker.

**10. UNIT/PROGRAM GOAL 8: (Wellness Center) Staff act in a professional (customer service) manner.**

10.1. **STRATEGIC PLANNING FRAMEWORK PILLAR SUPPORTED:** 2. Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

10.2. **TIMEFRAME FOR ASSESSMENT OF THIS GOAL AND INDICATORS OF SUCCESS:** 2017-2018 Academic Year

10.3. **INDICATORS OF SUCCESS/STUDENT LEARNING OUTCOMES, SUMMARY OF OUTCOME DATA AND EXPECTED OUTCOMES<sup>10</sup>**

Indicator of Success / Student Learning Outcome	Summary Data for this Timeframe	Expected Outcome: Met (3)	Expected Outcome: Partially Met (2)	Expected Outcome: Not Met (1)	Score
10.3. Students reported the Wellness Center staff members are welcoming.	<b>Mean Score: 6.79</b>	<b>Mean score is 5.95 or above.</b>	Mean score is between 5.00 – 5.94.	Mean score is below 5.00.	<b>3.00</b>
10.3. Students reported the Wellness Center staff members treated them with respect.	<b>Mean Score: 6.86</b>	<b>Mean score is 5.95 or above.</b>	Mean score is between 5.00 – 5.94.	Mean score is below 5.00.	<b>3.00</b>

10.4. **AVERAGE SCORE FOR ALL INDICATORS OF SUCCESS:** 3.00

10.5. **ASSESSMENT INSTRUMENTS AND FREQUENCY OF ASSESSMENT:**

Indicator of Success	Assessment Instruments	Frequency of Assessment
10.5.1.	Skyfactor Benchworks Counseling Services Assessment Institutional Questions: 0Q9	Annually
10.5.2.	Skyfactor Benchworks Counseling Services Assessment Institutional Questions: 0Q10	Annually

<sup>10</sup> Expected Outcomes **must** be mutually exclusive for Met, Partially Met and Not Met.



**10.6. REVIEW AND SUMMARY OF EXPECTED OUTCOMES – Date Reviewed: 9/14/2018**

(THE FOCUS OF NARRATIVE SHOULD BE ON PROVIDING EVIDENCE OF IMPROVEMENT, BASED ON THE ANALYSIS OF THE ASSESSMENT RESULTS, AND NOT A PLAN FOR IMPROVEMENT):

**10.6.1. OUTCOME 1 COMMENTS:** The threshold for the indicator, “*Students reported the Wellness Center staff members are welcoming*”, was met with a mean score of 6.79. This was an improvement from the last reporting period with a mean score of 6.35.

**10.6.1.1. ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

**10.6.1.2. EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

**10.6.2. OUTCOME 2 COMMENTS:** The threshold for the indicator, “*Students reported the Wellness Center staff members treated them with respect*” was met with a mean score of 6.86. This was an improvement from the last reporting period with a mean score of 6.43.

**10.6.2.1. ADDITIONAL RESOURCES REQUIRED TO ACHIEVE OR SUSTAIN RESULTS FOR INDICATOR OF SUCCESS 1:** None

**10.6.2.2. EXPLANATION OF HOW RESOURCES WILL BE USED:** Not Applicable

**10.7. SUMMARY COMMENTS FOR OUTCOMES 1-2:**

Both indicators of success for the unit/program goal of “*The Office of Health services is effective in its provision of services to students*” were met.

**10.8. CHANGES MADE/PROPOSED TO PROGRAM AS A RESULT OF OUTCOMES 1-3:** No changes made or proposed other than the Wellness Center staff decided to return to the use of a paper and pencil survey for students to take at the time of their discharge. This would capture more current feedback and needed changes could occur quicker.