Several initiatives were begun with the advent of our WEAVE reporting. It immediately became clear that our Center needed to obtain greater numbers of evaluations in all areas of our mission. Foremost among these were assessments of our consultative and outreach functions. A staff member was identified to take the lead on this issue, as well as overseeing the recording and reporting of data which resulted. This lead to a doubling of evaluations obtained over three cycles. In the clinical area reminders were created for the purpose of re-administering the CCAPS, a measure of clinical outcome in our counseling services. Regular reporting of outcomes in performance evaluations also were begun, so staff members are held accountable for the evaluations.

Over three cycles we have initiated several action plans in cases in which we fell short of our targets. These included improvements reported by clients in the areas of citizenship, ethics and goal setting during the course of their counseling. This is a challenging task because such issues cannot and should not always be addressed in every course of therapy. Still, as a result of planned training and discussion, subsequent evaluations revealed meeting the targets in all three areas. We also developed a plan to enhance the delivery of psychological testing in our Center, an item of concern to our accrediting agency, IACS. A staff psychologist was assigned this task and increased the number of instruments available for our use. His next step in this improvement plan is to encourage the increased use of the tests. Meetings will be held this fall for that purpose. One completed action plan involved another staff member developing enhanced partnerships for our outreach function and the marketing of related events. Her efforts in this area have resulted in a 100% increase in outreach participation by students, which was driven by much better marketing of events. This in turn resulted in obtaining many more evaluations of these programs, and much better confidence in the outcome data which indicate students acquire learning in the desired direction.

In the current cycle we will focus on improving learning about other cultures and groups while in counseling. The task has been assigned and further training and discussion among staff will occur this fall.

Overall, I would say our assessment efforts are resulting in greater attention to the mission of the Center and the strategic priorities of the Division of Student Affairs. With greater attention, greater numbers of students are being reached and are providing evaluations of our services. In most of the areas we are evaluating a greater percentage students are endorsing learning in the directions stated in our goals and objectives.

**Mission / Purpose**

Our mission is to help UA students achieve academic success and personal growth through quality brief counseling and psychological services, outreach and consultative services, and training of mental health professionals.

**Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans**

**SLO 1: Brief counseling and psychological services**
Brief counseling and psychological services (learning): Students will acquire or increase psychological competence and well-being by improving their ability to do the following (70% or more will endorse improvement at “slightly” or above, on a “not at all” to “significantly” five-point Likert scale).

**Connected Document**
Counseling Center Timetable

**Related Measures**

**M 1: Work on their personal problems**
Work on their personal problems
Source of Evidence: Administrative measure - other

**Target:**
Endorsement rate of 90% or higher.

**Finding (2013-2014) - Target: Met**
Endorsement rate of 98%, N=106 active client sample.

**M 2: Increase self understanding**
Increase self understanding
Source of Evidence: Administrative measure - other

**Target:**
Endorsement rate of 90% or higher.

**Finding (2013-2014) - Target: Met**
Endorsement rate of 95.2%, N=106.
M 3: Become a more involved citizen

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 40% or higher.

Finding (2013-2014) - Target: Met
Endorsement rate of 54.7%, N=106.

M 4: Manage stress and negative feelings

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 90% or higher.

Finding (2013-2014) - Target: Met
Endorsement rate of 96.2%, N=106.

M 5: Understand other cultures or groups

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 30% or higher.

Finding (2013-2014) - Target: Not Met
Endorsement rate of 24.5%, N=106.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

Culture and Diversity in Therapy
Established in Cycle: 2013-2014
Improve the culture and diversity endorsement rate to above 30% for therapy clients.

M 6: Engage in healthier relationships

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 80% or higher.

Finding (2013-2014) - Target: Met
Endorsement rate of 80.2%, N=106.

M 7: Develop a personal sense of ethics

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 40% or higher.

Finding (2013-2014) - Target: Met
Endorsement rate of 42.5%, N=106.

M 8: Reduce distress or symptoms

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 85% or higher.

Finding (2013-2014) - Target: Met
Endorsement rate of 92.4%, N=106.

M 9: Adjust to college life

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 40% or higher.

Finding (2013-2014) - Target: Met
Endorsement rate of 56.6%, N=106.

M 10: Communicate well with others

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 75% or higher.

Finding (2013-2014) - Target: Met
Endorsement rate of 78.3%, N=106.

M 11: Take an active role with their goals

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 75% or higher.

**Finding (2013-2014) - Target: Met**
Endorsement rate of 82.1%, N=106.

M 12: Use supportive resources
Use supportive resources

**Target:**
Endorsement rate of 75% or higher.

**Finding (2013-2014) - Target: Met**
Endorsement rate of 85.8%, N=106.

M 13: Perform academically
Perform academically

**Target:**
Endorsement rate of 40% or higher.

**Finding (2013-2014) - Target: Met**
Endorsement rate of 57.5%, N=106.

M 14: Stay in school
Stay in school

**Target:**
Endorsement rate of 40% or higher.

**Finding (2013-2014) - Target: Met**
Endorsement rate of 57.5%, N=106.

**SLO 2: Students evaluated will on average will report improvement in at least four of seven clinical profiles**

Brief counseling and psychological services (learning): Students evaluated will on average report improvement in at least four of seven clinical profiles (CCAPS) over the course of an academic year

**Connected Document**
Counseling Center Timetable

**Related Measures**

M 15: CCAPS Change Scores
CCAPS Change Scores Compared to National Average

**Source of Evidence:** Evaluations

**Target:**
Improvement is reported on four or more clinical profiles compared to the national average.

**Finding (2013-2014) - Target: Met**

CC Intake N = 1079 CC Follow Up N = 262

CCAPS scores were below the national average (indicative of more clinical improvement) in the following profiles:

<table>
<thead>
<tr>
<th>Profile</th>
<th>Intake</th>
<th>Follow Up</th>
<th>National Average at Intake</th>
<th>National Average at Follow Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression</td>
<td>1.80</td>
<td>1.58</td>
<td>1.53</td>
<td></td>
</tr>
<tr>
<td>Generalized Anxiety</td>
<td>1.91</td>
<td>1.60</td>
<td>1.81</td>
<td></td>
</tr>
<tr>
<td>Social Anxiety</td>
<td>1.95</td>
<td>1.77</td>
<td>1.77</td>
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</tr>
<tr>
<td>Academic Distress</td>
<td>2.07</td>
<td>1.85</td>
<td>1.88</td>
<td></td>
</tr>
<tr>
<td>Eating Concerns</td>
<td>1.06</td>
<td>1.00</td>
<td>0.99</td>
<td></td>
</tr>
<tr>
<td>Hostility</td>
<td>1.08</td>
<td>0.92</td>
<td>1.04</td>
<td></td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>0.93</td>
<td>0.67</td>
<td>0.76</td>
<td></td>
</tr>
<tr>
<td>Distress Index</td>
<td>1.89</td>
<td>1.64</td>
<td>1.64</td>
<td></td>
</tr>
</tbody>
</table>

*Notes: Statistical significance was not measured. In all cases departures from the national average amounted to less than one standard deviation.

Scores are on a four-point Likert scale with 0 being "not at all like me" to 4 being "a lot like me”.

SLO 4: Students will acquire the concepts and skills for improvement of mental health covered in each program

Outreach services (learning): Students will acquire the concepts and skills for improvement of mental health covered in each program (i.e., 70% or more will endorse acquisition at “agree” or above, on a “strongly disagree” to “strongly agree” four-point Likert scale)

**Connected Document**
Counseling Center Timetable

**Related Measures**

M 17: I have gained knowledge concerning the covered topic
Outreach activity participant evaluation: I have gained knowledge concerning the covered topic

**Source of Evidence:** Student course evaluations on learning gains made

**Target:**
Endorsement rate of 90% or higher.

**Finding (2013-2014) - Target: Met**
**Endorsement rate of 91.44%, N=442.**

**M 18: This program helped me learn something about being a good world citizen**  
Outreach activity participant evaluation: *This program helped me learn something about being a good world citizen*  
Source of Evidence: Student course evaluations on learning gains made  
**Target:**  
Endorsement rate of 25% or higher.  
**Finding (2013-2014) - Target: Met**  
Endorsement rate of 88.05%, N=442.

**M 19: This program helped me learn something about understanding other cultures or groups**  
Outreach activity participant evaluation: *This program helped me learn something about understanding other cultures or groups*  
Source of Evidence: Student course evaluations on learning gains made  
**Target:**  
Endorsement rate of 75% or higher.  
**Finding (2013-2014) - Target: Met**  
Endorsement rate of 78.97%, N=442.

**M 20: This program helped me learn something about personal ethics**  
Outreach activity participant evaluation: *This program helped me learn something about personal ethics*  
Source of Evidence: Student course evaluations on learning gains made  
**Target:**  
Endorsement rate of 60% or higher.  
**Finding (2013-2014) - Target: Met**  
Endorsement rate of 85.26%, N=442.

**M 21: This program helped me learn something about being engaged in my community**  
Outreach activity participant evaluation: *This program helped me learn something about being engaged in my community*  
Source of Evidence: Student course evaluations on learning gains made  
**Target:**  
Endorsement rate of 60% or higher.  
**Finding (2013-2014) - Target: Met**  
Endorsement rate of 80.35%, N=442.

**M 22: I plan on making changes in my life related to the covered topic**  
Outreach activity participant evaluation: *I plan on making changes in my life related to the covered topic.*  
Source of Evidence: Student course evaluations on learning gains made  
**Target:**  
Endorsement rate of 40% or higher.  
**Finding (2013-2014) - Target: Met**  
Endorsement rate of 79.44%, N=442.

**SLO 5: Faculty and staff will report increased competence in interacting with distressed students**  
Consultation services (learning): (i.e., an average 75% true response rate on the measured items)  
**Connected Document**  
[Consultation Center Timetable](#)  
**Related Measures**  

**M 23: did the consultation help you to... Manage my emotions**  
Online consultation evaluation form: *did the consultation help you to... Manage my emotions*  
Source of Evidence: Student course evaluations on learning gains made  
**Target:**  
Rate of endorsement 30% or higher.  
**Finding (2013-2014) - Target: Met**  
Endorsement rate of 57%, N=29.

**M 24: did the consultation help you to.... Respond to student behavior**  
Online consultation evaluation form: *did the consultation help you to.... Respond to student behavior*  
Source of Evidence: Student course evaluations on learning gains made  
**Target:**  
Endorsement rate of 60% or higher.  
**Finding (2013-2014) - Target: Met**  
Endorsement rate of 77%, N=29, no endorsements of "false".

**M 25: did the consultation help you to... Develop a plan of action**  
Online consultation evaluation form: *did the consultation help you to... Develop a plan of action*  
Source of Evidence: Student course evaluations on learning gains made  
**Target:**  
Endorsement rate of 90% or higher.  
**Finding (2013-2014) - Target: Met**  
Endorsement rate of 77%, N=29, no endorsements of "false".

**M 26: did the consultation help you to... Identify resources**  
Online consultation evaluation form: *did the consultation help you to... Identify resources*
Source of Evidence: Student course evaluations on learning gains made

**Target:**
Endorsement rate of 80% or higher.

**Finding (2013-2014) - Target: Met**
Endorsement rate of 87%, N=29.

**M 27: did the consultation help you to... Refer the student**
Online consultation evaluation form: *did the consultation help you to... Refer the student*

Source of Evidence: Student course evaluations on learning gains made

**Target:**
Endorsement rate of 80% or higher.

**Finding (2013-2014) - Target: Met**
Endorsement rate of 73%, N=29, no endorsements of "false".

**M 28: did the consultation help you to... Follow up as needed**
Online consultation evaluation form: *did the consultation help you to... Follow up as needed*

Source of Evidence: Student course evaluations on learning gains made

**Target:**
Endorsement rate of 60% or higher.

**Finding (2013-2014) - Target: Met**
Endorsement rate of 67%, N=29.

**SLO 6: Trainees will report improved skill level in five skill sets related to mental health services for college students**
Training of mental health professionals (learning): Trainees will report improved skill level in five skill sets related to mental health services for college students (i.e., a 75% response rate or higher at "somewhat agree" or above on a "strongly disagree" to "strongly agree" five point Likert scale)

**Connected Document**
Counseling Center Timetable

**Related Measures**

**M 29: Annual Trainee Assessment of Placement Form: Counseling skills**
Annual Trainee Assessment of Placement Form: *Counseling skills*

Source of Evidence: Evaluations

**Target:**
Average endorsement of 4 or higher on a 5-point Likert scale.

**Finding (2013-2014) - Target: Met**
Average endorsement of 5, N=4.

**M 30: Annual Trainee Assessment of Placement Form: Group skills**
Annual Trainee Assessment of Placement Form: *Group skills*

Source of Evidence: Evaluations

**Target:**
Average endorsement of 3 or higher on a 5-point Likert scale.

**Finding (2013-2014) - Target: Met**
Average endorsement of 3, N=4.

**M 31: Annual Trainee Assessment of Placement Form: Outreach/Consultation skills**
Annual Trainee Assessment of Placement Form: *Outreach/Consultation skills*

Source of Evidence: Evaluations

**Target:**
Average endorsement of 4 or higher on a 5-point Likert scale.

**Finding (2013-2014) - Target: Met**
Average endorsement of 4, N=4.

**M 32: Annual Trainee Assessment of Placement Form: Assessment skills**
Annual Trainee Assessment of Placement Form: *Assessment skills*

Source of Evidence: Evaluations

**Target:**
Average endorsement of 3 or higher on a 5-point Likert scale.

**Finding (2013-2014) - Target: Met**
Average endorsement of 3.5, N=4.

- **Related Action Plans (by Established cycle, then alpha):**
  For full information, see the Details of Action Plans section of this report.

**Development of Testing Services**

*Established in Cycle: 2011-2012*
Staff needs to discuss ways to enhance testing services in the Center.

**M 33: Annual Trainee Assessment of Placement Form: Crisis management skills**
Annual Trainee Assessment of Placement Form: *Crisis management skills*

Source of Evidence: Evaluations

**Target:**
Average endorsement of 4 or higher on a 5-point Likert scale.
Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

**OthOtcm 3: Outreach services (operational): Programs will be offered broadly across the campus environment**

Outreach services (operational): Programs will be offered broadly across the campus environment (i.e., average impact score of 12 or higher on a 30-point scale)

**Connected Document**
Counseling Center Timetable

**Related Measures**

**M 16: Average Environmental Impact Score for all delivered programs**
Average Environmental Impact Score for all delivered programs

Source of Evidence: Evaluations

**Target:**
Average Impact Score of 13 or higher.

**Finding (2013-2014) - Target: Met**
Average Impact Evaluation Score equaled 15.48 on a scale of 1 to 30, N=125.

**OthOtcm 7: Center will demonstrate evidence of managing service demands effectively**

Due to accreditation and benchmarking standards, the Center will demonstrate evidence of managing service demands effectively (operational), (i.e., at least 5000 visits provided and avoidance of waiting list)

**Connected Document**
Counseling Center Timetable

**Related Measures**

**M 34: Number of counseling visits provided**
Number of counseling visits provided (includes groups and crises) plus true or false on the existence of a waiting list

Source of Evidence: Activity volume

**Target:**
5500 sessions provided.

**Finding (2013-2014) - Target: Met**
6560 sessions provided.

**OthOtcm 8: at least 200 programs provided and 10,000 contacts achieved**

Due to accreditation and benchmarking standards, the Center will demonstrate evidence of maintaining or increasing outreach services (operational), (i.e., at least 200 programs provided and 10,000 contacts achieved)

**Connected Document**
Counseling Center Timetable

**Related Measures**

**M 35: Number of outreach programs provided**
Number of outreach programs provided

Source of Evidence: Activity volume

**Target:**
200 programs provided.

**Finding (2013-2014) - Target: Met**
253 programs provided.

**M 36: Number of outreach contacts**
Number of outreach contacts

Source of Evidence: Administrative measure - other

**Target:**
10,000 contacts achieved.

**Finding (2013-2014) - Target: Met**
20301 contacts achieved.

**OthOtcm 9: maintaining or increasing consultation services**

Due to accreditation and benchmarking standards, the Center will demonstrate evidence of maintaining or increasing consultation services (operational), (i.e., at least 3500 consultation contacts achieved.)

**Connected Document**
Counseling Center Timetable

**Related Measures**

**M 37: Number of consultation contacts achieved**
Number of consultation contacts achieved

Source of Evidence: Administrative measure - other

**Target:**
3500 contacts achieved.

**Finding (2013-2014) - Target: Met**
4084 contacts achieved.
### Development of Testing Services
Staff needs to discuss ways to enhance testing services in the Center.

- **Established in Cycle:** 2011-2012
- **Implementation Status:** In-Progress
- **Priority:** Medium
- **Relationships (Measure | Outcome/Objective):**
  - **Measure:** Annual Trainee Assessment of Placement Form: Assessment skills
  - **Outcome/Objective:** Trainees will report improved skill level in five skill sets related to mental health services for college students
- **Projected Completion Date:** 01/2013
- **Responsible Person/Group:** Greg Vander Wal

### Culture and Diversity in Therapy
Improve the culture and diversity endorsement rate to above 30% for therapy clients.

- **Established in Cycle:** 2013-2014
- **Implementation Status:** Planned
- **Priority:** Medium
- **Relationships (Measure | Outcome/Objective):**
  - **Measure:** Understand other cultures or groups
  - **Outcome/Objective:** Brief counseling and psychological services
- **Implementation Description:** A training session will be held in the Center concerning this topic.
- **Projected Completion Date:** 11/2014
- **Responsible Person/Group:** Kim Jenkins-Richardson
- **Additional Resources:** None
Mission / Purpose

Our mission is to help UA students achieve academic success and personal growth through quality brief counseling and psychological services, outreach and consultative services, and training of mental health professionals.

Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: Brief counseling and psychological services
Brief counseling and psychological services (learning): Students will acquire or increase psychological competence and well-being by improving their ability to do the following (70% or more will endorse improvement at “slightly” or above, on a “not at all” to “significantly” five-point Likert scale).

Related Measures

M 1: Work on their personal problems
Work on their personal problems
Source of Evidence: Administrative measure - other
Target: Endorsement rate of 90% or higher.
Finding (2012-2013) - Target: Met
Endorsement rate of 96.8%.

M 2: Increase self understanding
Increase self understanding
Source of Evidence: Administrative measure - other
Target: Endorsement rate of 90% or higher.
Finding (2012-2013) - Target: Met
Endorsement rate of 95.6%.

M 3: Become a more involved citizen
Become a more involved citizen
Source of Evidence: Administrative measure - other
Target: Endorsement rate of 40% or higher.
Finding (2012-2013) - Target: Met
Endorsement rate of 46.9%.

M 4: Manage stress and negative feelings
Manage stress and negative feelings
Source of Evidence: Administrative measure - other
Target: Endorsement rate of 90% or higher.
Finding (2012-2013) - Target: Met
Endorsement rate of 92.4%.

M 5: Understand other cultures or groups
Understand other cultures or groups
Source of Evidence: Administrative measure - other
Target: Endorsement rate of 30% or higher.
Finding (2012-2013) - Target: Met
Endorsement rate of 30.4%.

M 6: Engage in healthier relationships
Engage in healthier relationships
Source of Evidence: Administrative measure - other
Target: Endorsement rate of 80% or higher.
Finding (2012-2013) - Target: Met
Endorsement rate of 81.6%.

M 7: Develop a personal sense of ethics
Develop a personal sense of ethics
M 8: Reduce distress or symptoms
Reduce distress or symptoms
Source of Evidence: Administrative measure - other

**Target:**
Endorsement rate of 85% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 91.3%.

M 9: Adjust to college life
Adjust to college life
Source of Evidence: Administrative measure - other

**Target:**
Endorsement rate of 40% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 47.9%.

M 10: Communicate well with others
Communicate well with others
Source of Evidence: Administrative measure - other

**Target:**
Endorsement rate of 75% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 78.2%.

M 11: Take an active role with their goals
Take an active role with their goals
Source of Evidence: Administrative measure - other

**Target:**
Endorsement rate of 75% or higher.

**Finding (2012-2013) - Target: Not Met**
Endorsement rate of 73.9%.

**Related Action Plans (by Established cycle, then alpha):**
For full information, see the Details of Action Plans section of this report.

**Goal Setting Training**
*Established in Cycle: 2012-2013*
Staff will attend a training session on goal setting in therapy.

M 12: Use supportive resources
Use supportive resources
Source of Evidence: Administrative measure - other

**Target:**
Endorsement rate of 75% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 78.2%.

M 13: Perform academically
Perform academically
Source of Evidence: Administrative measure - other

**Target:**
Endorsement rate of 40% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 51.1%.

M 14: Stay in school
Stay in school
Source of Evidence: Administrative measure - other

**Target:**
Endorsement rate of 40% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 52.2%.

**SLO 2:** Students evaluated will on average report improvement in at least four of seven clinical profiles
Brief counseling and psychological services (learning): Students evaluated will on average report improvement in at least four of seven clinical profiles (CCAPS) over the course of an academic year

**Connected Document**
Counseling Center Timetable
**Related Measures**

**M 15: CCAPS Change Scores**  
CCAPS Change Scores Compared to National Average  
Source of Evidence: Evaluations

- **Target:**  
  Improvement is reported on four or more clinical profiles compared to the national average.

**Finding (2012-2013) - Target: Met**

CC Intake N = 1123 CC Follow Up N = 345

CCAPS scores were below the national average (indicative of more clinical improvement) in the following profiles:

<table>
<thead>
<tr>
<th>Profile</th>
<th>Intake</th>
<th>Follow Up</th>
<th>National Average at Intake</th>
<th>National Average at Follow Up</th>
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<tbody>
<tr>
<td>Depression</td>
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<td>Generalized Anxiety</td>
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<td>1.56</td>
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<td>1.81</td>
</tr>
<tr>
<td>Social Anxiety</td>
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<td>1.81</td>
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<td>0.76</td>
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<tr>
<td>Distress Index</td>
<td>1.86</td>
<td>1.34</td>
<td>1.64</td>
<td>1.64</td>
</tr>
</tbody>
</table>

*Notes: Statistical significance was not measured. In all cases departures from the national average amounted to less than one standard deviation.*

**SLO 4: Students will acquire the concepts and skills for improvement of mental health covered in each program**

Outreach services (learning): Students will acquire the concepts and skills for improvement of mental health covered in each program (i.e., 70% or more will endorse acquisition at “agree” or above, on a “strongly disagree” to “strongly agree” four-point Likert scale)

**Connected Document**  
Counseling Center Timetable

**Related Measures**

**M 17: I have gained knowledge concerning the covered topic**

Outreach activity participant evaluation: I have gained knowledge concerning the covered topic  
Source of Evidence: Student course evaluations on learning gains made

- **Target:**  
  Endorsement rate of 90% or higher.

**Finding (2012-2013) - Target: Not Met**

Endorsement of 66.67%.

**Related Action Plans (by Established cycle, then alpha):**

For full information, see the Details of Action Plans section of this report.

**Increase Outreach Evaluations**

*Established in Cycle: 2012-2013*

The CC needs to develop a method of obtaining at least 50 outreach evaluations per year.

**M 18: This program helped me learn something about being a good world citizen**

Outreach activity participant evaluation: This program helped me learn something about being a good world citizen  
Source of Evidence: Student course evaluations on learning gains made

- **Target:**  
  Endorsement rate of 25% or higher.

**Finding (2012-2013) - Target: Met**

Endorsement of 100%.

**M 19: This program helped me learn something about understanding other cultures or groups**

Outreach activity participant evaluation: This program helped me learn something about understanding other cultures or groups  
Source of Evidence: Student course evaluations on learning gains made

- **Target:**  
  Endorsement rate of 75% or higher.

**Finding (2012-2013) - Target: Not Met**

Endorsement of 33.33%.

**Related Action Plans (by Established cycle, then alpha):**

For full information, see the Details of Action Plans section of this report.

**Increase Outreach Evaluations**

*Established in Cycle: 2012-2013*

The CC needs to develop a method of obtaining at least 50 outreach evaluations per year.

**M 20: This program helped me learn something about personal ethics**

Outreach activity participant evaluation: This program helped me learn something about personal ethics  
Source of Evidence: Student course evaluations on learning gains made

- **Target:**
Endorsement rate of 60% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement of 96.67%.

**M 21: This program helped me learn something about being engaged in my community**
Outreach activity participant evaluation: *This program helped me learn something about being engaged in my community*

Source of Evidence: Student course evaluations on learning gains made

**Target:**
Endorsement of 60% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement of 100%.

**M 22: I plan on making changes in my life related to the covered topic**
Outreach activity participant evaluation: *I plan on making changes in my life related to the covered topic.*

Source of Evidence: Student course evaluations on learning gains made

**Target:**
Endorsement rate of 40% or higher.

**Finding (2012-2013) - Target: Not Met**
Endorsement of 33.33%.

**Related Action Plans (by Established cycle, then alpha):**
For full information, see the Details of Action Plans section of this report.

**Increase Outreach Evaluations**
*Established in Cycle: 2012-2013*
The CC needs to develop a method of obtaining at least 50 outreach evaluations per year.

**SLO 5: Faculty and staff will report increased competence in interacting with distressed students**
Consultation services (learning): (i.e., an average 75% true response rate on the measured items)

**Connected Document**
Counseling Center Timetable

**Related Measures**

**M 23: did the consultation help you to... Manage my emotions**
Online consultation evaluation form: *did the consultation help you to... Manage my emotions*

Source of Evidence: Student course evaluations on learning gains made

**Target:**
Rate of endorsement 30% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 67%.

**M 24: did the consultation help you to.... Respond to student behavior**
Online consultation evaluation form: *did the consultation help you to.... Respond to student behavior*

Source of Evidence: Student course evaluations on learning gains made

**Target:**
Endorsement rate of 60% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 100%.

**M 25: did the consultation help you to... Develop a plan of action**
Online consultation evaluation form: *did the consultation help you to... Develop a plan of action*

Source of Evidence: Student course evaluations on learning gains made

**Target:**
Endorsement rate of 90% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 100%.

**M 26: did the consultation help you to... Identify resources**
Online consultation evaluation form: *did the consultation help you to... Identify resources*

Source of Evidence: Student course evaluations on learning gains made

**Target:**
Endorsement rate of 80% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 100%.

**M 27: did the consultation help you to... Refer the student**
Online consultation evaluation form: *did the consultation help you to... Refer the student*

Source of Evidence: Student course evaluations on learning gains made

**Target:**
Endorsement rate of 80% or higher.

**Finding (2012-2013) - Target: Met**
Endorsement rate of 100%.

**M 28: did the consultation help you to... Follow up as needed**
Online consultation evaluation form: did the consultation help you to… Follow up as needed
Source of Evidence: Student course evaluations on learning gains made

Target:
Endorsement rate of 60% or higher.

Finding (2012-2013) - Target: Met
Endorsement rate of 100%.

SLO 6: Trainees will report improved skill level in five skill sets related to mental health services for college students
Training of mental health professionals (learning): Trainees will report improved skill level in five skill sets related to mental health services for college students (i.e., a 75% response rate or higher at “somewhat agree” or above on a “strongly disagree” to “strongly agree” five point Likert scale)

Connected Document
Counseling Center Timetable

Related Measures

M 29: Annual Trainee Assessment of Placement Form: Counseling skills
Annual Trainee Assessment of Placement Form: Counseling skills
Source of Evidence: Evaluations
Target:
Average endorsement of 4 or higher on a 5-point Likert scale.

Finding (2012-2013) - Target: Met
Average endorsement of 5.

M 30: Annual Trainee Assessment of Placement Form: Group skills
Annual Trainee Assessment of Placement Form: Group skills
Source of Evidence: Evaluations
Target:
Average endorsement of 3 or higher on a 5-point Likert scale.

Finding (2012-2013) - Target: Met
Average endorsement of 3.

M 31: Annual Trainee Assessment of Placement Form: Outreach/Consultation skills
Annual Trainee Assessment of Placement Form: Outreach/Consultation skills
Source of Evidence: Evaluations
Target:
Average endorsement of 4 or higher on a 5-point Likert scale.

Finding (2012-2013) - Target: Met
Average endorsement of 4.5

M 32: Annual Trainee Assessment of Placement Form: Assessment skills
Annual Trainee Assessment of Placement Form: Assessment skills
Source of Evidence: Evaluations
Target:
Average endorsement of 3 or higher on a 5-point Likert scale.

Finding (2012-2013) - Target: Met
Average endorsement of 4.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

Development of Testing Services
Established in Cycle: 2011-2012
Staff needs to discuss ways to enhance testing services in the Center.

M 33: Annual Trainee Assessment of Placement Form: Crisis management skills
Annual Trainee Assessment of Placement Form: Crisis management skills
Source of Evidence: Evaluations
Target:
Average endorsement of 4 or higher on a 5-point Likert scale.

Finding (2012-2013) - Target: Met
Average endorsement of 5.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtm3: Outreach services (operational): Programs will be offered broadly across the campus environment
Outreach services (operational): Programs will be offered broadly across the campus environment (i.e., average impact score of 12 or higher on a 30-point scale)

Connected Document
Counseling Center Timetable

Related Measures

M 16: Average Environmental Impact Score for all delivered programs
Average Environmental Impact Score for all delivered programs
Source of Evidence: Evaluations

Target:
Average Impact Score of 13 or higher.

Finding (2012-2013) - Target: Met
Average Impact Score equaled 14.44.

OthOtcm 7: Center will demonstrate evidence of managing service demands effectively
Due to accreditation and benchmarking standards, the Center will demonstrate evidence of managing service demands effectively (operational), (i.e., at least 5000 visits provided and avoidance of waiting list)

Connected Document
Counseling Center Timetable

Related Measures

**M 34: Number of counseling visits provided**
Number of counseling visits provided (includes groups and crises) plus true or false on the existence of a waiting list

Source of Evidence: Activity volume

Target:
5500 sessions provided.

Finding (2012-2013) - Target: Met
6977 sessions provided.

OthOtcm 8: at least 200 programs provided and 10,000 contacts achieved
Due to accreditation and benchmarking standards, the Center will demonstrate evidence of maintaining or increasing outreach services (operational), (i.e., at least 200 programs provided and 10,000 contacts achieved)

Connected Document
Counseling Center Timetable

Related Measures

**M 35: Number of outreach programs provided**
Number of outreach programs provided

Source of Evidence: Activity volume

Target:
200 programs provided.

Finding (2012-2013) - Target: Met
253 programs provided.

**M 36: Number of outreach contacts**
Number of outreach contacts

Source of Evidence: Administrative measure - other

Target:
10,000 contacts achieved.

Finding (2012-2013) - Target: Met
13,195 contacts achieved.

Related Action Plans (by Established cycle, then alpha):
- Improve Outreach Collaboration
  Established in Cycle: 2011-2012
  Improve outreach collaboration to increase student contacts.

For full information, see the Details of Action Plans section of this report.

OthOtcm 9: maintaining or increasing consultation services
Due to accreditation and benchmarking standards, the Center will demonstrate evidence of maintaining or increasing consultation services (operational), (i.e., at least 3500 consultation contacts achieved.)

Connected Document
Counseling Center Timetable

Related Measures

**M 37: Number of consultation contacts achieved**
Number of consultation contacts achieved

Source of Evidence: Administrative measure - other

Target:
3500 contacts achieved.

Finding (2012-2013) - Target: Met
3,856 consultation contacts achieved.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Development of Testing Services
Staff needs to discuss ways to enhance testing services in the Center.

Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: Medium

Relationships (Measure | Outcome/Objective):
**Measure:** Annual Trainee Assessment of Placement Form: Assessment skills | **Outcome/Objective:** Trainees will report improved skill level in five skill sets related to mental health services for college students

**Projected Completion Date:** 01/2013  
**Responsible Person/Group:** Greg Vander Wal

**Improve Outreach Collaboration**  
Improve outreach collaboration to increase student contacts.

**Established in Cycle:** 2011-2012  
**Implementation Status:** Terminated  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**

- **Measure:** Number of outreach contacts  
  **Outcome/Objective:** at least 200 programs provided and 10,000 contacts achieved

**Projected Completion Date:** 11/2012  
**Responsible Person/Group:** Jen Turner

**Goal Setting Training**  
Staff will attend a training session on goal setting in therapy.

**Established in Cycle:** 2012-2013  
**Implementation Status:** Finished  
**Priority:** Medium

**Relationships (Measure | Outcome/Objective):**

- **Measure:** Take an active role with their goals  
  **Outcome/Objective:** Brief counseling and psychological services

**Projected Completion Date:** 11/2013  
**Responsible Person/Group:** BJ Guenther

**Increase Outreach Evaluations**  
The CC needs to develop a method of obtaining at least 50 outreach evaluations per year.

**Established in Cycle:** 2012-2013  
**Implementation Status:** Finished  
**Priority:** High

**Relationships (Measure | Outcome/Objective):**

- **Measure:** I have gained knowledge concerning the covered topic  
  **Outcome/Objective:** Students will acquire the concepts and skills for improvement of mental health covered in each program
- **Measure:** I plan on making changes in my life related to the covered topic  
  **Outcome/Objective:** Students will acquire the concepts and skills for improvement of mental health covered in each program
- **Measure:** This program helped me learn something about understanding other cultures or groups  
  **Outcome/Objective:** Students will acquire the concepts and skills for improvement of mental health covered in each program

**Projected Completion Date:** 09/2013  
**Responsible Person/Group:** Jen Turner
Mission / Purpose

Our mission is to help UA students achieve academic success and personal growth through quality brief counseling and psychological services, outreach and consultative services, and training of mental health professionals.

Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: Brief counseling and psychological services
Brief counseling and psychological services (learning): Students will acquire or increase psychological competence and well-being by improving their ability to do the following (70% or more will endorse improvement at “slightly” or above, on a “not at all” to “significantly” five-point Likert scale)

Related Measures

M 1: Work on their personal problems
Work on their personal problems
Source of Evidence: Administrative measure - other
Target:
Endorsement rate of 90% or higher.
Finding (2011-2012) - Target: Met
Endorsement rate of 95.9%.

M 2: Increase self understanding
Increase self understanding
Source of Evidence: Administrative measure - other
Target:
Endorsement rate of 90% or higher.
Finding (2011-2012) - Target: Met
Endorsement rate of 95.9%.

M 3: Become a more involved citizen
Become a more involved citizen
Source of Evidence: Administrative measure - other
Target:
Endorsement rate of 40% or higher.
Finding (2011-2012) - Target: Not Met
Endorsement rate of 38.4%.

Related Action Plans (by Established cycle, then alpha):

For full information, see the Details of Action Plans section of this report.

Citizenship training needed
Established in Cycle: 2011-2012
Participate in training related to the Division's goals in this area.

M 4: Manage stress and negative feelings
Manage stress and negative feelings
Source of Evidence: Administrative measure - other
Target:
Endorsement rate of 90% or higher.
Finding (2011-2012) - Target: Met
Endorsement rate of 91.8%.

M 5: Understand other cultures or groups
Understand other cultures or groups
Source of Evidence: Administrative measure - other

M 6: Engage in healthier relationships
Engage in healthier relationships
Source of Evidence: Administrative measure - other
Target:
Endorsement rate of 80% or higher.
Finding (2011-2012) - Target: Met
Endorsement rate of 83.6%.
M 7: Develop a personal sense of ethics

Develop a personal sense of ethics

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 40% or higher.

Finding (2011-2012) - Target: Not Met
Endorsement rate of 39.7%.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

Ethics team discussion and action plan
Established in Cycle: 2011-2012
The team will need to discuss how to apply this target in clinical and outreach work.

M 8: Reduce distress or symptoms

Reduce distress or symptoms

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 85% or higher.

Finding (2011-2012) - Target: Met
Endorsement rate of 89.1%.

M 9: Adjust to college life

Adjust to college life

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 40% or higher.

Finding (2011-2012) - Target: Met
Endorsement rate of 49.3%.

M 10: Communicate well with others

Communicate well with others

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 75% or higher.

Finding (2011-2012) - Target: Met
Endorsement rate of 76.7%.

M 11: Take an active role with their goals

Take an active role with their goals

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 75% or higher.

Finding (2011-2012) - Target: Met
Endorsement rate of 76.7%.

M 12: Use supportive resources

Use supportive resources

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 75% or higher.

Finding (2011-2012) - Target: Met
Endorsement rate of 79.5%.

M 13: Perform academically

Perform academically

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 40% or higher.

Finding (2011-2012) - Target: Met
Endorsement rate of 45.3%.

M 14: Stay in school

Stay in school

Source of Evidence: Administrative measure - other

Target:
Endorsement rate of 40% or higher.

Finding (2011-2012) - Target: Met
Endorsement rate of 47.9%.

SLO 2: Students evaluated will on average will report improvement in at least four of seven clinical profiles

Brief counseling and psychological services (learning): Students evaluated will on average report improvement in at least four of seven clinical profiles (CCAPS) over the course of an academic year

Connected Document
Related Measures

M 15: CCAPS Change Scores
CCAPS Change Scores Compared to National Average
Source of Evidence: Evaluations

Target:
Improvement is reported on four or more clinical profiles compared to the national average.

Finding (2011-2012) - Target: Met
CC Intake N = 1018 CC Follow Up N = 202
CCAPS scores were below the national average (indicative of more clinical improvement) in the following profiles:

<table>
<thead>
<tr>
<th>Profile</th>
<th>Intake</th>
<th>Follow Up</th>
<th>National Average at Intake</th>
<th>National Average at Follow Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression</td>
<td>1.69</td>
<td>1.18</td>
<td>1.57</td>
<td>1.51</td>
</tr>
<tr>
<td>Generalized Anxiety</td>
<td>1.81</td>
<td>1.63</td>
<td>1.56</td>
<td>1.69</td>
</tr>
<tr>
<td>Social Anxiety</td>
<td>1.85</td>
<td>1.79</td>
<td>1.73</td>
<td>1.69</td>
</tr>
<tr>
<td>Academic Distress</td>
<td>1.98</td>
<td>1.87</td>
<td>1.92</td>
<td>1.92</td>
</tr>
<tr>
<td>Eating Concerns</td>
<td>1.02</td>
<td>0.99</td>
<td>0.92</td>
<td>0.92</td>
</tr>
<tr>
<td>Hostility</td>
<td>1.08</td>
<td>0.70</td>
<td>0.89</td>
<td>0.89</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>0.89</td>
<td>0.58</td>
<td>0.73</td>
<td>0.71</td>
</tr>
</tbody>
</table>

*Notes: The Family Distress profile was not evaluated as it was altered by CCMH during the year. Statistical significance was not measured. In all cases departures from the national average amounted to less than one standard deviation.

SLO 4: Students will acquire the concepts and skills for improvement of mental health covered in each program
Outreach services (learning): Students will acquire the concepts and skills for improvement of mental health covered in each program (i.e., 70% or more will endorse acquisition at “agree” or above, on a “strongly disagree” to “strongly agree” four-point Likert scale)

Connected Document
Counseling Center Timetable

Related Measures

M 17: I have gained knowledge concerning the covered topic
Outreach activity participant evaluation: I have gained knowledge concerning the covered topic
Source of Evidence: Student course evaluations on learning gains made

Target:
Endorsement rate of 90% or higher.

Finding (2011-2012) - Target: Met
Endorsement of 92%.

M 18: This program helped me learn something about being a good world citizen
Outreach activity participant evaluation: This program helped me learn something about being a good world citizen
Source of Evidence: Student course evaluations on learning gains made

Target:
Endorsement rate of 25% or higher.

Finding (2011-2012) - Target: Met
Endorsement of 25%.

M 19: This program helped me learn something about understanding other cultures or groups
Outreach activity participant evaluation: This program helped me learn something about understanding other cultures or groups
Source of Evidence: Student course evaluations on learning gains made

Target:
Endorsement rate of 75% or higher.

Finding (2011-2012) - Target: Met
Endorsement of 75%.

M 20: This program helped me learn something about personal ethics
Outreach activity participant evaluation: This program helped me learn something about personal ethics
Source of Evidence: Student course evaluations on learning gains made

Target:
Endorsement rate of 60% or higher.

Finding (2011-2012) - Target: Met
Endorsement of 67%.

M 21: This program helped me learn something about being engaged in my community
Outreach activity participant evaluation: This program helped me learn something about being engaged in my community
Source of Evidence: Student course evaluations on learning gains made

Target:
Endorsement of 60% or higher.
Finding (2011-2012) - Target: Met
Endorsement of 67%.

M 22: I plan on making changes in my life related to the covered topic
Outreach activity participant evaluation: I plan on making changes in my life related to the covered topic.
Source of Evidence: Student course evaluations on learning gains made
Target:
Endorsement rate of 40% or higher.
Finding (2011-2012) - Target: Met
Endorsement of 42%.

SLO 5: Faculty and staff will report increased competence in interacting with distressed students
Consultation services (learning): (i.e., an average 75% true response rate on the measured items)
Connected Document
Counseling Center Timetable
Related Measures

M 23: did the consultation help you to... Manage my emotions
Online consultation evaluation form: did the consultation help you to... Manage my emotions
Source of Evidence: Student course evaluations on learning gains made
Target:
Rate of endorsement 30% or higher.
Finding (2011-2012) - Target: Met
Endorsement of 39%.

M 24: did the consultation help you to... Respond to student behavior
Online consultation evaluation form: did the consultation help you to... Respond to student behavior
Source of Evidence: Student course evaluations on learning gains made
Target:
Endorsement rate of 60% or higher.
Finding (2011-2012) - Target: Met
Endorsement of 62%.

M 25: did the consultation help you to... Develop a plan of action
Online consultation evaluation form: did the consultation help you to... Develop a plan of action
Source of Evidence: Student course evaluations on learning gains made
Target:
Endorsement rate of 90% or higher.
Finding (2011-2012) - Target: Met
Endorsement of 92%.

M 26: did the consultation help you to... Identify resources
Online consultation evaluation form: did the consultation help you to... Identify resources
Source of Evidence: Student course evaluations on learning gains made
Target:
Endorsement rate of 80% or higher.
Finding (2011-2012) - Target: Met
Endorsement of 85%.

M 27: did the consultation help you to... Refer the student
Online consultation evaluation form: did the consultation help you to... Refer the student
Source of Evidence: Student course evaluations on learning gains made
Target:
Endorsement rate of 80% or higher.
Finding (2011-2012) - Target: Met
Endorsement of 85%.

M 28: did the consultation help you to... Follow up as needed
Online consultation evaluation form: did the consultation help you to... Follow up as needed
Source of Evidence: Student course evaluations on learning gains made
Target:
Endorsement rate of 60% or higher.
Finding (2011-2012) - Target: Met
Endorsement of 69%.

SLO 6: Trainees will report improved skill level in five skill sets related to mental health services for college students
Training of mental health professionals (learning): Trainees will report improved skill level in five skill sets related to mental health services for college students (i.e., a 75% response rate or higher at “somewhat agree” or above on a “strongly disagree” to “strongly agree” five point Likert scale)
Connected Document
Counseling Center Timetable
Related Measures
M 29: Annual Trainee Assessment of Placement Form: Counseling skills
Annual Trainee Assessment of Placement Form: Counseling skills
Source of Evidence: Evaluations
Target:
Average endorsement of 4 or higher on a 5-point Likert scale.
Finding (2011-2012) - Target: Met
Average endorsement of 5.

M 30: Annual Trainee Assessment of Placement Form: Group skills
Annual Trainee Assessment of Placement Form: Group skills
Source of Evidence: Evaluations
Target:
Average endorsement of 3 or higher on a 5-point Likert scale.
Finding (2011-2012) - Target: Met
Average endorsement of 3.

M 31: Annual Trainee Assessment of Placement Form: Outreach/Consultation skills
Annual Trainee Assessment of Placement Form: Outreach/Consultation skills
Source of Evidence: Evaluations
Target:
Average endorsement of 4 or higher on a 5-point Likert scale.
Finding (2011-2012) - Target: Met
Average endorsement of 5.

M 32: Annual Trainee Assessment of Placement Form: Assessment skills
Annual Trainee Assessment of Placement Form: Assessment skills
Source of Evidence: Evaluations
Target:
Average endorsement of 3 or higher on a 5-point Likert scale.
Finding (2011-2012) - Target: Not Met
Average endorsement of N/A.

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

Development of testing services.
Established in Cycle: 2011-2012
Staff needs to discuss ways to enhance testing services in the Center.

M 33: Annual Trainee Assessment of Placement Form: Crisis management skills
Annual Trainee Assessment of Placement Form: Crisis management skills
Source of Evidence: Evaluations
Target:
Average endorsement of 4 or higher on a 5-point Likert scale.
Finding (2011-2012) - Target: Met
Average endorsement of 5.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 3: Outreach services (operational): Programs will be offered broadly across the campus environment
Outreach services (operational): Programs will be offered broadly across the campus environment (i.e., average impact score of 12 or higher on a 30-point scale)
Connected Document
Counseling Center Timetable

Related Measures

M 16: Average Environmental Impact Score for all delivered programs
Average Environmental Impact Score for all delivered programs
Source of Evidence: Evaluations
Target:
Average Impact Score of 13 or higher.
Finding (2011-2012) - Target: Met
Average Impact Score equaled 13.35.

OthOtcm 7: Center will demonstrate evidence of managing service demands effectively
Due to accreditation and benchmarking standards, the Center will demonstrate evidence of managing service demands effectively (operational), (i.e., at least 5000 visits provided and avoidance of waiting list)
Connected Document
Counseling Center Timetable

Related Measures

M 34: Number of counseling visits provided
Number of counseling visits provided (includes groups and crises) plus true or false on the existence of a waiting list
Source of Evidence: Activity volume
Target:
5500 sessions provided.
Finding (2011-2012) - Target: Met
5707 sessions provided, wait list established March 2012.

OthOtcm 8: at least 200 programs provided and 10,000 contacts achieved
Due to accreditation and benchmarking standards, the Center will demonstrate evidence of maintaining or increasing outreach services (operational), (i.e., at least 200 programs provided and 10,000 contacts achieved)

Connected Document
Counseling Center Timetable

Related Measures

M 35: Number of outreach programs provided
Number of outreach programs provided
Source of Evidence: Activity volume
Target: 200 programs provided.
Finding (2011-2012) - Target: Met
209 programs provided.

M 36: Number of outreach contacts
Number of outreach contacts
Source of Evidence: Administrative measure - other
Target: 10,000 contacts achieved.
Finding (2011-2012) - Target: Not Met
9327 contacts achieved.

Related Action Plans (by Established cycle, then alpha):
Improve outreach collaboration
Established in Cycle: 2011-2012
Improve outreach collaboration to increase student contacts.
For full information, see the Details of Action Plans section of this report.

OthOtcm 9: maintaining or increasing consultation services
Due to accreditation and benchmarking standards, the Center will demonstrate evidence of maintaining or increasing consultation services (operational), (i.e., at least 3500 consultation contacts achieved.)

Connected Document
Counseling Center Timetable

Related Measures

M 37: Number of consultation contacts achieved
Number of consultation contacts achieved
Source of Evidence: Administrative measure - other
Target: 3500 contacts achieved.
Finding (2011-2012) - Target: Met
3674 contacts achieved.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Citizenship training needed
Participate in training related to the Division's goals in this area.
Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: Medium

Relationships (Measure | Outcome/Objective):
Measure: Become a more involved citizen | Outcome/Objective: Brief counseling and psychological services
Projected Completion Date: 09/2012
Responsible Person/Group: BJ Guenther

Development of testing services.
Staff needs to discuss ways to enhance testing services in the Center.
Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: Medium

Relationships (Measure | Outcome/Objective):
Measure: Annual Trainee Assessment of Placement Form: Assessment skills | Outcome/Objective: Trainees will report improved skill level in five skill sets related to mental health services for college students
Projected Completion Date: 01/2013
Responsible Person/Group: Lee Keyes

Ethics team discussion and action plan
The team will need to discuss how to apply this target in clinical and outreach work.
Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: Medium
Relationships (Measure | Outcome/Objective):
  Measure: Develop a personal sense of ethics | Outcome/Objective: Brief counseling and psychological services
Projected Completion Date: 10/2012
Responsible Person/Group: Jen Turner

**Improve outreach collaboration**
Improve outreach collaboration to increase student contacts.
Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: High
Relationships (Measure | Outcome/Objective):
  Measure: Number of outreach contacts | Outcome/Objective: at least 200 programs provided and 10,000 contacts achieved
Projected Completion Date: 11/2012
Responsible Person/Group: Jen Turner
### Timetable: What Assessment Measures will be Administered When for Each Expected Outcome

<table>
<thead>
<tr>
<th>Description of Program Or Initiative</th>
<th>Brief counseling and psychological services (learning): Students will acquire or increase psychological competence and well-being by improving their ability to do the following (70% or more will endorse improvement at “slightly” or above, on a “not at all” to “significantly” five-point Likert scale).</th>
<th>Brief counseling and psychological services (learning): A majority of students served will report improvement in at least four of seven clinical profiles (CCAPS) over the course of an academic year.</th>
<th>Outreach services (operational): Programs will be offered broadly across the campus environment (i.e., average impact score of 12 or higher on a 30-point scale).</th>
<th>Outreach services (learning): Students will acquire the concepts and skills for improvement of mental health covered in each program (i.e., 70% or more will endorse acquisition at “agree” or above, on a “strongly disagree” to “strongly agree” four-point Likert scale).</th>
<th>Consultation services (learning): Faculty and staff will report increased competence in interacting with distressed students (i.e., an average 75% true response rate on the measured items).</th>
<th>Consultation services (learning): Faculty and staff will report increased skill level in five skill sets related to mental health services for college students (i.e., a 75% response rate or higher at “somewhat agree” or above on a “strongly disagree” to “strongly agree” five-point Likert scale).</th>
<th>Training of mental health professionals (learning): Trainees will report improved skill level in five skill sets related to mental health services for college students (i.e., a 75% response rate or higher at “somewhat agree” or above on a “strongly disagree” to “strongly agree” five-point Likert scale).</th>
<th>Due to accreditation and benchmarking standards, the Center will demonstrate evidence of managing service demands effectively (operational), (i.e., at least 5000 visits provided and avoidance of waiting list).</th>
<th>Due to accreditation and benchmarking standards, the Center will demonstrate evidence of maintaining or increasing outreach services (operational), (i.e., at least 200 programs provided and 10,000 contacts achieved).</th>
<th>Due to accreditation and benchmarking standards, the Center will demonstrate evidence of maintaining or increasing consultation services (operational), (i.e., at least 4,000 consultation contacts achieved).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partnership with VASW</td>
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<td>Training</td>
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