

Assessment : 2007 - 2008 : Administrative Support :
Counseling Services

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GOAL: ADA-Adaptive Technology

Objective

ADA-Assessment Of Adaptive Technology

Assess the quality and utility of adaptive technology equipment from the perspective of student users, along with disability experts from peer institutions.

Associated Goals: ADA-Adaptive Technology

Indicator

ADA-Data From Peer Institutions

Data will be collected from a selection of experts from peer institutions regarding the quality of the adaptive technology currently available to SHSU students.

Criteria

ADA-Comparison with TSUS Institutions

Adaptive technology quality will be equal to or greater than that of other institutions in the Texas State University System.

Finding

ADA-Adaptive Technology

SHSU needs to improve the accessibility of alternative text formats as well as the general availability of adaptive technology across campus.

Actions for Objective:

Action

ADA-Adaptive Technology Update

Services for Students with Disabilities has updated its options for alternative text formats, bringing it more in line with accepted standards. Two programs used to enhance e-text have been made available across the campus computer network, with plans for more to follow.

GOAL: CC-Multicultural Awareness**Objective****CC-Diversity/Inclusiveness**

The population of students served will reflect the diversity of the SHSU student body to demonstrate the inclusiveness of the agency, as well as to communicate to the university the value of this inclusive posture.

Associated Goals: CC-Multicultural Awareness

Indicator

CC-Racial/Ethnic Demographics

Data reflecting racial/ethnic demographics to be compared with the general student population.

Criteria

CC-Racial/Ethnic Representation

Racial/ethnic demographics of students receiving clinical services will be comparable to those of the broader campus population.

Finding

CC-Racial/Ethnic Demographics

Use of CC by racial/ethnic minority students for the '08 academic year was approximately 30%. This is at the upper end of the range of students of racial/ethnic minority status on SHSU's campus (28-30%).

Actions for Objective:

Action

CC-Multicultural Outreach

Efforts to create outreach programs and marketing materials geared towards members of diverse communities will continue.

GOAL: CC-Service Provision**Objective****CC-Brief Therapy**

Provide time limited counseling and psychological services to the SHSU student population, which meet the mental health needs of those students.

Associated Goals: CC-Service Provision

Indicator

CC-Clinical Productivity

Data reflecting number of students seen for services, number of sessions provided, and client satisfaction.

Criteria

CC-Client Satisfaction

An increase in 5% of total number of students seen and sessions provided. A satisfaction rate of 80% for those receiving clinical services.

Finding

CC-Client Satisfaction Survey Results

Due to an unusually low client response rate (N=17), there is insufficient data to accurately measure client satisfaction for the current academic year.

Actions for Objective:

Action

CC-Client Satisfaction Data Collection

Procedures for administering the client satisfaction survey will be restructured in an effort to obtain a statistically significant sample size.

GOAL: CC-Service Provision**Objective****CC-Outreach**

Provide workshops and other preventive educational outreach programs focused on psychological and emotional health to the SHSU student population.

Associated Goals: CC-Service Provision

Indicator

CC-Outreach Assessment

Conduct evaluations of the effectiveness of the outreach initiatives provided by the Counseling Center staff.

Criteria

CC-Outreach Evaluation Results

85% of students completing an evaluation of an outreach program will communicate overall satisfaction with the program.

Finding

CC-Outreach Evaluation Results

Results from workshop evaluations indicate a high degree of satisfaction with outreach programming.

Actions for Objective:

Action

CC-Outreach Procedures

The procedures used for administering outreach evaluation forms will be revisited and revised as necessary to ensure more consistent data collection.

GOAL: CC-Training**Objective****CC-Graduate Training Program**

Provide training opportunities to graduate students in the mental health professions that will contribute to their ability to further learn and apply psychological principles with clients from the SHSU student population.

Associated Goals: CC-Training

Indicator

CC-Training Effectiveness

Formal evaluation of clinical services provided by graduate student trainees in addition to evaluation of training program effectiveness by said trainees.

Criteria

CC-Trainee Evaluation

All graduate students will receive passing grades in their practicum course. Clinical supervisors will rate graduate students as moderately effective or higher in the application of psychological principles with clients.

Finding

CC-Prac. Student Eval. Results

All graduate students indicated that their practicum experiences either met or exceeded their expectations across all aspects of training.

Actions for Objective:

Action

CC-Practicum Evaluation

Practicum experience evaluation form will be revised to capture more detailed impressions (e.g. using a 5-point Likert scale vs. 3-point).