

**The Counseling and Testing Center
2006 NCA Summary Sheet**

Overall Summary for Counseling and Testing Programs

The Counseling and Testing Center has implemented all three of its major assessment goals: The Counseling Program, The Outreach and Academic Program, and the Testing Services Program. Two years worth of research has been carried out for all goals, although several outcome measures were not implemented. It is believed that procedures that have been implemented will result in full implementation of all goals and outcome measures in 2006-07. Those measures that were not implemented reflect upon their challenging nature within the counseling context. Due to the manner and timing of some measures, it is difficult for therapist to follow up on clients, when faced with time constraints and a tendency to err on the side of being minimally intrusive. Plans are being developed to turn to technological methods to carry out these tasks, in addition to working with clinicians to adjust their mindsets around carrying out these assessments.

The Counseling Program has collected data for all outcome measures for 2005-06, for 2004-05, and for the majority of these programs for 2003-4. Data collected from surveys indicated that clients are highly satisfied with the quality and effectiveness of the majority of counseling services that they receive through the Center. The Center will continue to take action steps to maintain current high ratings and to improve those ratings that fall short of benchmarks.

The second program area, Outreach and Academic Services, has also been fully implemented for 2005-06, 2004-05, and was substantially implemented in 2003-04. Findings were reported for all of the goals for this program. The Center will continue to use evaluation and assessment data to improve clients' satisfaction and program effectiveness. While satisfaction ratings were not low for this type of programming, they were not in line with our established benchmarks in some cases. Additional procedures will be implemented to increase the number of programs offered, the quality of these programs, and satisfaction of members of the CSU community who use these services.

Improving the quality of Testing Services, the third program area, was substantially implemented for the past three years 2003-04 to 2005-06. Findings were achieved for all except two outcome measures in 2005-06. Findings were not achieved for Goal #3 outcome measures that surveyed CSU students satisfaction with career-and related instruments' usefulness in helping them address career concerns, and that surveyed members of the CSU community for their satisfaction with psychological test taken through the Testing Center. This area is a small percentage (less than 10%) of the total cases seen by Counseling Center clinical staff. Data from the Counseling and Testing Center Assessment Blank found that over 73 percent of the overall sample found counseling helpful in clarifying their career directions. Nevertheless, steps will be taken to improve the collection of data for these areas in the coming year.

