

The Counseling and Testing Center
Goal Revisions based on Office of Assessment 2004 & 2005 recommendations

Program Name: Counseling Services

Based on the recommendations made by the NCA Assessment Committee, Office of Assessment, goals and outcome measures for the Counseling Program were changed to reflect a **client-centered** focus. The changes are listed below:

Program Goals (old goals):

1. To provide effective and high quality counseling services to CSU students.
 - 1.1. Measure of effectiveness and quality of personal counseling services will be obtained using the CSU Counseling Center Assessment Blank (CSU CCAB) and Outcome Questionnaire (OQ).
 - 1.2. Measure of effectiveness and quality of academic counseling sessions for fall and spring semesters; taken from the CSU CCAB.
 - 1.3. Measure of effectiveness and quality of vocational counseling sessions for fall and spring semesters; taken from the CSU CCAB. Use Career Maturity Inventory (CMI) and Career Assessment Inventory (CAI) to measure career development.
 - 1.4. Measure the effectiveness of couples counseling sessions using the CSU CCAB
 - 1.5. Measure the effectiveness of group counseling sessions using the CSU CCAB.
 - 1.6. Measure of quality and professionalism of Counseling Center environment (clean and pleasant, private, comfortable, professional appearance, and quiet) for fall, and spring semesters; taken from CSU CCAB.

2. To provide high quality and effective psycho-educational programs to the CSU community.
 - 2.1. Measure effectiveness of psycho-educational groups conducted using Counseling & Testing Center Workshop/Session Evaluation Form (CTCWSEF).
 - 2.2. Measure effectiveness of psycho-educational outreach programs conducted using Counseling & Testing Center Workshop/Session Evaluation Form (CTCWSEF)..

Program Goal (revised):

1. CSU students will rate counseling services received through the Counseling Center as being of effective and of high quality.
 - 1.1. Measure of effectiveness and quality of personal counseling services will be obtained using the CSU Counseling Center Assessment Blank (CSU CCAB) and Outcome Questionnaire (OQ).
 - 1.2. Measure of effectiveness and quality of academic counseling sessions for fall and spring semesters; taken from the CSU CCAB.
 - 1.3. Measure of effectiveness and quality of vocational counseling sessions for fall and spring semesters; taken from the CSU CCAB.
 - 1.4. Measure the quality and effectiveness of couples counseling sessions using the CSU Evaluation of Couple/Family Sessions Form (CCECFSEF).
 - 1.5. Measure the quality and effectiveness of group counseling sessions using the CSU Group Sessions Evaluation Form (CCGSEF).
 - 1.6. Measure of quality and professionalism of Counseling Center environment (clean and pleasant, private, comfortable, professional appearance, and quiet) for fall, and spring semesters; taken from CSU CCAB.

2. CSU students will rate psycho-educational programs provided by the Counseling Center as being educational and of high quality.
 - 2.1. Measure effectiveness of psycho-educational outreach programs conducted using Counseling & Testing Center Workshop/Session Evaluation Form (CCTCWSEF).
 - 2.2. Measure of effectiveness and quality of personal counseling services will be obtained using the CSU Counseling Center Assessment Blank (CSU CCAB) and Outcome Questionnaire (OQ).

The following changes have also been implemented:

Research Methodology:

1. Information regarding the method of administration and the response rate of assessment surveys will be included in subsequent research findings.
2. Additional information will be provided on the Outcome Questionnaire to clarify what it measures.
3. Research results will be made available to clients, students, faculty, and staff through postings on the Center's website and reports placed in the waiting area.
4. The Department of Counseling and Testing is participating in a National effort to develop benchmark data for college counseling centers. Until such data is available, attempts will be made to collect data from urban 13 universities.

List of Program Goals

Department or Unit Name: The Counseling and Testing Department

Individual Completing Form: Dr. Richard Yates

Date: 2/27/2006

Program Name: Counseling Services

Goal 1:

Goal 2:

Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Counseling Services

Date: 2/27/2006

Goal # 1 To provide effective and high quality Counseling Services to CSU students.

Outcome Measures (numbers)	Research Completed	Findings	Review	Actions	Improvements
#1. Measure of effectiveness and quality of personal counseling services will be obtained using the CSU Counseling Center Assessment Blank (CSU CCAB) and Outcome Questionnaire (OQ).	Assessment data is compiled on a per term basis and annually each academic year	Satisfaction CCAB: 2001-02: Intke 93% ; Cnsing 90% 2002-03: Intke 90%; Cnsing 88% 2003-04: Intke 94%; Cnsing 89% Effectiveness (OQ):sample 22 18% improved; had fewer symptoms. 2004-05: Intke 96%; Cnsing 88%; Effectiveness (OQ):sample 73 94% improved; had fewer symptoms Satisfaction CCAB:	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait area publications at end of each academic yr.	2001-02: Maintain student satisfaction; Begin use of OQ-45 to measure counseling effectiveness. 2002-03: implement OQ45 2003-04: maintain use of OQ45 amd CCAB 2004-05: maintain use of OQ45 amd CCAB. 2005-06: maintain use of OQ45 and CCAB	
# 2. Measure of effectiveness and quality of academic counseling sessions for fall and spring semesters; taken from the CSU CCAB.	Assessment data is compiled on a per term basis and annually each academic year	2001-02: 65% students surveyed achieved academic benefits from counseling. (CCAB) 2002-03: of surveyed studnets, 82% in fall & 81% in spring achieved academic benefits (CCAB) 2003-04: of all students surveyed, 50% in fall; 58% in spring achieved academic benefits (CCAB). 2004-05: of all students surveyed, 81% in fall; 71% in spring achieved academic benefits (CCAB)	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait area publications at end of each academic yr.	2001-02: measure gpa change as a function of academic counseling; administer study skills survey. 2002-03: same as 2001-2 2003-04: same as 2001-2 2004-05: maintain. 2005-06: maintain.	
# 3. Measure of effectiveness and quality of vocational counseling sessions for fall and spring semesters; taken from the CSU CCAB.	Assessment data is compiled on a per term basis and annually each academic year	2001-02: NA 2002-03: NA 2003-04: NA 2004-05 :62% reported benefits in fall and 59% in spring from CCAB	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait area publications at end of each academic yr.	2001-02: NA 2002-03: NA 2003-04: Add items to the CSU CCAB to measure quality of career counseling; add use of Career Maturity Index and Career Assessment Inventory. Collaborate with career services and co-sponsor groups thus increasing numbers. 2004-05: maintain. research goals. 2005-06: maintain. research goals.	
#4. Measure the quality and effectiveness of couples counseling sessions using the CSU Evaluation of Couple/Family Sessions Form (CCECFSF).	Assessment data is compiled on a per term basis and annually each academic year	2001-02: NA 2002-03: NA 2003-04: NA 2004-05: measure of effectiveness was obtained using OQ45 relationship scale.	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait area publications at end of each academic yr.	2001-02: NA 2002-03: NA 2003-04: NA 2004-05 educate staff in consist use of couple outcome measures. 2005-06: implement use of Couple's Assessment Form (CCCAF). continue use of OQ.	
# 5. Measure the quality and effectiveness of group counseling sessions using the CSU Group Sessions Evaluation Form (CCGSEF).	Assessment data is compiled on a per term basis and annually each academic year	2001-02: NA 2002-03: NA 2003-04: 68% positive rating, using CSUCCAB 2004-05 95% avg positive rating for all groups, summer, fall, and spring (using CSUGCGAF)	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait area publications at end of each academic yr.	2001-02: NA 2002-03: NA 2003-04: Offer more group programs to reach 15-20% of center clients. 2004-05: Work with interns to expand group offerings 2005-06 increase promotion and offer refreshmnts	

<p># 6. Measure of quality and professionalism of Counseling Center environment (clean and pleasant, private, comfortable, professional appearance, and quiet) for fall, and spring semesters; taken from CSU CCAB.</p>	<p>Assessment data is compiled on a per term basis and annually each academic year</p>	<p>2001-02: satisfaction with-reception area 98% waiting area 95% counselors offices cleanliness 92% waiting area privacy 88% counselors office privacy 94% waiting area comfort 91% counselor office comfort 90% counselors offices conveyed professionalism 93% 2002-03: NA 2003-04: satisfaction with-reception area 99% waiting area 87% counselors offices cleanliness 96% waiting area privacy 84% counselors office privacy 99% waiting area comfort 97% counselor office comfort 92% counselors offices conveyed professionalism 99% 2004-05: satisfaction with-reception area 97% waiting area 97% counselors offices cleanliness 95% waiting area privacy 86% counselors office privacy 98% waiting area comfort 86% counselor office comfort 93% counselors offices conveyed professionalism 96%</p>	<p>Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait area publications at end of each academic yr.</p>	<p>2001-02: Install blinds on balcony windows to increase privacy in reception and Wait Area. Relocate Waiting Area cubicle to increase privacy. 2002-03: NA 2003-04: Increase psychiatrist hours and maintain comfortable furniture/atmosphere. 2004-05: maintain. 2005-06: maintain.</p>	
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Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Counseling Services

Date: 2/27/2006

Goal #2 To Provide high quality and effective Psycho-Educational Programs to the CSU community.

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
#1. Measure effectiveness of psycho-educational groups conducted using Counseling & Testing Center Workshop/Session Evaluation Form (CCTCWSEF).	Assessment data is compiled on a per term basis and annually each academic year	2001-02: NA 2002-03: NA 2003-04: 68% effectiveness achieved with (CCTCGSEF). 2004-05 95% avg positive rating for all groups, using CCTCGSEF.	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait-area publications at end of each academic yr.	2001-02: NA 2002-03: NA 2003-04: implement steps to improve utilization of groups and measurement of their effectiveness. 2004-5: maintain. 2005-06: maintain.	
# 2. Measure effectiveness of psycho-educational outreach programs conducted using Counseling & Testing Center Workshop/Session Evaluation Form (CCTCWSEF)..	Assessment data is compiled on a per term basis and annually each academic year	2001-02: NA 2002-03: NA 2003-04: 67% effectiveness achieved with (CCTCWSEF). 2004-05: 88% effectiveness achieved with (CCTCWSEF)	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait-area publications at end of each academic yr.	2001-02: NA 2002-03: NA 2003-04: work with staff to increase completion of evaluations. 2004-05 maintain. 2005-06: maintain.	

Departmental/Unit Self Assessment and Action Plan

Department or Unit Name: C & T Center

Individual Completing Form: Dr. Richard Yates

Program Name: Counseling Center

2/27/2006

NCA Level 2 Assessment Criteria	Meets Level 2 Criteria? Y or N	Action Steps to Get to Level 2	Timetable for Action Steps (see base NCA time chart)
1. Goals			
* The Program has specific student learning or student service goals. These goals reflect the discipline or service area professional standards.	Yes		
2. Outcomes			
* Outcomes that are directly measurable are defined for each goal.	Yes		
3. Research Completed			
* Research is systematically conducted to evaluate success or failure in achieving student learning or service outcomes.	Yes		
4. Findings			
* Research results are analyzed and interpreted; findings are determined.	Yes		
5. Review Process			
* Findings are discussed and reviewed by appropriate groups and individuals; recommendations are made for action.	Yes		
6. Actions			
* Recommendations are acted upon.	Yes		
7. Improvement			
* Actions result in documented improvements in student learning or services.	Yes		

List of Program Goals

Department or Unit Name: The Counseling and Testing Department

Individual Completing Form: Dr. Richard Yates

Date: 5/19/2006

Program Name: Counseling Services

Goal 1:

Goal 2:

Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Counseling Services

Date: 5/19/2006

Goal # 1 To provide effective and high quality Counseling Services to CSU students.

Outcome Measures (numbers)	Research Completed	Findings	Review	Actions	Improvements
#1. Measure of effectiveness and quality of personal counseling services will be obtained using the CSU Counseling Center Assessment Blank (CSU CCAB) and Outcome Questionnaire (OQ).	Assessment data is compiled on a per term basis and annually each academic year	2005-06: Intke 92% ; n=74/ 29% of total intakes N=302 ; (-4%) Cnslng 93%; n=209/N=268 (78% of all clients) (+5%) Effectiveness (OQ):sample est. 227 95% some pos change; 15% sig pos change	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait-area publications at end of each academic yr.	2006-07: maintain use of OQ; explore use of online and/or computerized satisfaction survey	2005-06: 67% increase in counseling sample and 1% imprvmnt cnsing outcome (OQ meas)
# 2. Measure of effectiveness and quality of academic counseling sessions for fall and spring semesters; taken from the CSU CCAB.	Assessment data is compiled on a per term basis and annually each academic year	2005-06: of all students surveyed, 78% in fall; 76% in spring achieved academic benefits (CCAB)	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait-area publications at end of each academic yr.	2006-07: maintain; explore alternative measures of retention.	2005-06: 5% increase in reported achieved academic benefit for spring, as a result of counseling
# 3. Measure of effectiveness and quality of vocational counseling sessions for fall and spring semesters; taken from the CSU CCAB.	Assessment data is compiled on a per term basis and annually each academic year	2005-06 :70% (+8%) reported benefits in fall and 68% (+9%) in spring from CCAB	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait-area publications at end of each academic yr.	2006-07: include option for career satisfaction eval in online/computerized survey.	2005-06: 8% increase in reported benefit in clarifying vocational direction in fall; 9% in spring
#4. Measure the quality and effectiveness of couples counseling sessions using the CSU Evaluation of Couple/Family Sessions Form (CCECFSE).	Assessment data is compiled on a per term basis and annually each academic year	2005-06: 2 couples; one registered improved scores; 5 couples had no change measures to date.	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait-area publications at end of each academic yr.	2006-07: explore use of online and/or computerized satisfaction survey	2005-06 developed and implemented separate assessment tools for couples
# 5. Measure the quality and effectiveness of group counseling sessions using the CSU Group Sessions Evaluation Form (CCGSEF).	Assessment data is compiled on a per term basis and annually each academic year	2005-06 93% avg positive rating for all groups, summer, fall, and spring (-2%) (using CSUGCGAF)	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait-area publications at end of each academic yr.	2006-07: Gather data specific to psychotherapy group counseling versus psycho-educational groups.	2005-6: increased group offerings by 2 groups

<p># 6. Measure of quality and professionalism of Counseling Center environment (clean and pleasant, private, comfortable, professional appearance, and quiet) for fall, and spring semesters; taken from CSU CCAB.</p>	<p>Assessment data is compiled on a per term basis and annually each academic year</p>	<p>2005-06: satisfaction with - reception area 92% waiting area 87% counselors offices cleanliness 97% waiting area privacy 85% counselors office 98% waiting area comfort 81% counselor office comfort 90% counselors offices conveyed professionalism 95%</p>	<p>Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait-area publications at end of each academic yr.</p>	<p>2005-06: seek larger waiting area; improve privacy and comfort of counseling facilities</p>	<p>2005-06: Counselor office cleanliness 2% imprvmnt</p>
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Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Counseling Services

Date: 5/19/2006

Goal #2 To Provide high quality and effective Psycho-Educational Programs to the CSU community.

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
#1. Measure effectiveness of <u>psycho-educational groups</u> conducted using Counseling & Testing Center Workshop/Session Evaluation Form (CCTCWSEF).	Assessment data is compiled on a per term basis and annually each academic year	2005-06 93% avg positive rating for all groups, summer, fall, and spring (using CSUGCGAF)	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait-area publications at end of each academic yr.	2006-07: Move this outcome measure to the Outreach and Academic Services program; respond to clients' feedback that resulted in decreased satisfaction; carry out needs assessment to identify topics in high demand for grps	
# 2. Measure effectiveness of psycho-educational outreach programs conducted using Counseling & Testing Center <u>Workshop/Session</u> Evaluation Form (CCTCWSEF)..	Assessment data is compiled on a per term basis and annually each academic year	2005-06: 73% effectiveness achieved with (CCTCWSEF)	Assessment findings are reviewed by the Director, the assessment officer, with CC staff, and shared with clients via on-line posting and wait-area publications at end of each academic yr.	2006-76: review evaluations and adjust outreach programs to increase effectiveness.	

Departmental/Unit Self Assessment and Action Plan

Department or Unit Name: C & T Center

Individual Completing Form: Dr. Richard Yates

Program Name: Counseling Center

5/19/2006

NCA Level 2 Assessment Criteria	Meets Level 2 Criteria? Y or N	Action Steps to Get to Level 2	Timetable for Action Steps (see base NCA time chart)
1. Goals			
* The Program has specific student learning or student service goals. These goals reflect the discipline or service area professional standards.	Yes		
2. Outcomes			
* Outcomes that are directly measurable are defined for each goal.	Yes		
3. Research Completed			
* Research is systematically conducted to evaluate success or failure in achieving student learning or service outcomes.	Yes		
4. Findings			
* Research results are analyzed and interpreted; findings are determined.	Yes		
5. Review Process			
* Findings are discussed and reviewed by appropriate groups and individuals; recommendations are made for action.	Yes		
6. Actions			
* Recommendations are acted upon.	Yes		
7. Improvement			
* Actions result in documented improvements in student learning or services.	Yes		