

The Counseling and Testing Center 2005 NCA Summary Sheet

Program Name: Outreach and Academic Services

Program Goal:

1. To offer the CSU community increasingly high quality outreach services.
 - 1.1. Staff at least 90% of the outreach requests submitted by members of CSU community; Service Request Record Forms (OSRRF).
 - 1.2. 90% of the consumers of outreach services will rate services as being of high quality; Counseling Center Workshop Evaluation Forms (CCWEF).
 - 1.3. 90% of surveyed respondents will indicate satisfaction with the outreach services provided.

2. To increase CSU community members' knowledge and awareness of the Counseling Center's outreach services.
 - 2.1. Informational sessions and program marketing to aware CSU community of outreach services.
 - 2.2. Periodic survey of CSU community to assess awareness and use of outreach services.
 - 2.3. Compile data on sources of referrals, request for outreach services, invitations to talk about services, and other indicants that reflect awareness and use of outreach services by members of the CSU community.

3. To provide the CSU community with consultation services of increasingly high quality.
 - 3.1. 90% of those who use the Center's consultation services and complete the Consultation Satisfaction Survey Form (CSSF) will indicate high satisfaction with the quality of the services they received.
 - 3.2. 80% of survey respondents will indicate that they would recommend the consultation services to other when appropriate; (CSSF).

This program consists of three major goals and eight outcome measures. Research was conducted and findings were achieved for all eight outcome measures. The program has now conducted research and collected data for two consecutive years. The program continued to show improvements in terms of steps taken to insure that program requests are responded to appropriately and efficiently. Overall, two of the three goals for this program were achieved and one was not met. Implementation of program components and collection of research data showed continued improvements over the past two years. Actions taken to have clinical staff complete the forms associated with collecting data for these program areas resulted in increased data being collected, compared to prior years. Goals were revised to comply with the Office of Assessment's recommendations to make them more client-centered and to measure quality and effectiveness, in addition to counting service units provided. Additional action steps are planned for 2006-07 that will result in further improvements in the quality and effectiveness of the programs offered to the CSU community.

To offer the CSU community increasingly high quality outreach services. In 2005-06, 98% of Outreach Service Request Record Form (OSRRF) was completed and submitted by the clinical staff compared to 99% in 2004-05 and 75% in 2003-04. The maintained improvement in the completion rate of these forms indicates a positive and

significant shift in the staff's practice of carrying out this procedure. The clinical staff has accepted the importance of completing OSRRF) and are doing so more consistently. In addition, administrative procedures have been implemented to further insure that they are completed. While all staff is still able to initiate outreach requests, they must submit such request to the Outreach coordinator, using the OSRRF. When a staff does not get the requester to fill out a form, they must gather the pertinent information and fill out the form themselves. In this way all requests are documented and tracked to ensure that requests are promptly and efficiently processed. In 2005-06 the two remaining measures for this goal were revised to gauge consumers' rating of the quality of the services that they received and their overall satisfaction with these services. A target of 90% was set for both measures. In both cases service recipients rated the quality and their satisfaction with services at 73% and 74%, respectively. As noted in Counseling Program, this was in part due to the impact of rating from high school students. However, the evaluations for these areas will be reviewed and steps will be taken to improve services in this area in the coming year.

To increase CSU community members' knowledge and awareness of the Counseling Center's outreach services. The Center continues to promote its services through various means. The primary methods used to date have been: distribution of the Center's brochures, participation in orientation programs for different departments, presentation in classes, distribution of informational flyers through the Center's Information Center, the distribution of an annual liaison letter to deans, chairpersons, and department heads, and the use of the Center's website (<http://www.csuohio.edu/counseling>). The Center reached out to the satellite campuses by providing them with information about its services and soliciting information from them about how they may make use of our services. The Center's plans to expand the number of information centers on campus were not realized, but more brochures were distributed to departments on campus.

To provide the CSU community with consultation services of increasingly high quality. This program area was significantly improved upon in 2005-06. Clinical staff significantly improved their collection of data for the measures in this area. The survey results indicated that clients who used consultation services rated it as being of high quality and indicated high satisfaction with these services. Due to the nature of type of requests that are dealt with by the Center, it is sometimes difficult and inappropriate to administer these measures. This was a major and significant feedback that clinical staff reported shared in discussions of this research area. The Center plans to use online/computerized surveys in the coming year, which is hoped will allow greater options in completing measures of this area.

List of Program Goals

Department or Unit Name: The Counseling and Testing Center

Individual Completing Form: Dr. Richard Yates

Date: 2/27/2006

Program Name: Outreach and Academic Services

Goal 1:

To offer the CSU community increasingly high quality outreach services.

Goal 2:

To increase CSU community members' knowledge and awareness of the Counseling Center's outreach services.
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Goal 3:

To provide the CSU community with consultation services of increasingly high quality.

Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Outreach and Academic Services

Date: 2/27/2006

Goal #1

To offer the CSU community increasingly high quality outreach services.

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
#1. Staff at least 90% of the outreach requests submitted by members of CSU community: Outreach Service Request Record Forms (OSRRF).	Completion data is compiled on a per term basis and annually each academic year	2003-04: 75% completion achieved with OSRRF 2004-05: 99% completion achieved with OSRRF	Assessment findings are reviewed by the Director and the assessment officer and are presented to staff at the end of the academic year.	2003-04: 2004-05: maintain 2005-06: maintain	
#2. 90% of sampled consumers of outreach workshops and presentation services will rate services as being of high quality; Counseling Center Workshop Evaluation Forms (CCWEF).	Completion data is compiled on a per term basis and annually each academic year	2003-04: 26% completion achieved with CCWEF. 2004-05: 75% completion achieved with CCWEF.	Assessment findings are reviewed by the Director and the assessment officer and are presented to staff at the end of the academic year.	2003-04: 2004-05: maintain 2005-06: maintain	
#3 90% of survey respondents will indicate satisfaction with the outreach services provided.	Completion data is compiled on a per term basis and annually each academic year	2003-04: 67% satisfaction achieved with CCWEF. 2004-05: 88% satisfaction achieved with CCWEF.	Assessment findings are reviewed by the Director and the assessment officer and are presented to staff at the end of the academic year.	2004-05: improve the surveys completed. 2005-06: continued staff instruction to complete assessments.	

Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Outreach and Academic Services

Date: 2/27/2006

Goal #2 To increase CSU community members' knowledge and awareness of the Counseling Center's outreach services.

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
#1. Informational sessions and program marketing to aware CSU community of outreach services.	Assessment data is compiled on an annual basis.	2003-04: 65 activities (Info. Tables, orientations, health fair participation, and mailings) 2004-05: 33 activities (Info. Tables, orientations, health fair participation, and mailings)	Assessment findings are reviewed by the Director and the assessment officer and are presented to staff at the end of the academic year.	2004-05: maintain 2005-06: maintain	
#2. Annual survey of CSU community to assess awareness and use of outreach services.	Assessment data is compiled on an annual basis.	2003-04: approximately 450 referrals generated from promotional activities. 2004-05: Approximately 500 referrals generated from promotional activities	Assessment findings are reviewed by the Director and the assessment officer and are presented to staff at the end of the academic year.	2004-05: maintain 2005-06: maintain	

<p>#3. Compile data on sources of referrals, request for outreach services, invitations to talk about services, and other indicants that reflect awareness and use of outreach services by members of the CSU</p>	<p>Assessment data is compiled on an annual basis.</p>	<p>2003-04: 4000 academic,health, and psycho-educational items; 2000 brochures. 2004-05: 5000 academic,health, and psycho-educational items; 2000 brochures</p>	<p>Assessment findings are reviewed by the Director and the assessment officer and are presented to staff at the end of the academic year.</p>	<p>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: Outreach and Academic Services

Date: 2/27/2006

Goal #3

To provide the CSU community with consultation services of increasingly high quality.

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
# 1. 90% of those who use the Center's consultation services and complete the Consultation Satisfaction Survey Form (CSSF) will indicate high satisfaction with the quality of the services they received.	Completion data is compiled on a per term basis and annually each academic year	2003-04: NA 2004-05: 142 conducted for year; 10% surveys completed.	Assessment findings are reviewed by the Director and the assessment officer and are presented to staff at the end of the academic year.	2004-05: educate staff on use of CSSF 005-06: restructure evaluation procedure to have support staff remind staff to carry out CSSF	
# 2. 80% of survey respondents will indicate that they would recommend the consultation services to other when appropriate; (CSSF).	Satisfaction data is compiled on a per term basis and annually each academic year.	2003-04: NA 2004-05: 100% of respondents in fall and 98% in spring indicated positive rating of service	Assessment findings are reviewed by the Director and the assessment officer and are presented to staff at the end of the academic year.	2004-05: Calculate collected data. 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: Outreach and Academic

Date: 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	N/A	N/A
2. Outcomes			
* Outcomes that are directly measurable are defined for each goal.	Yes	N/A	N/A
3. Research Completed			
* Research is systematically conducted to evaluate success or failure in achieving student learning or service outcomes.	No	systematically collect data on outreach and educational programs provided through the Center, using specified outcome measures.	Collect data from records for 2005-6 by June 2006.
4. Findings			
* Research results are analyzed and interpreted; findings are determined.	Yes	Analyze and interpret data collected and determine findings for each program goal.	Final analysis and interpretation of 2004-5 research finding to be completed by June 2006.
5. Review Process			
* Findings are discussed and reviewed by appropriate groups and individuals; recommendations are made for action.	Yes	Copies of 2005-6 finding to be provided to staff and VP; Center staff to conduct discussions of findings; seek recommendations from Center staff and from VP.	Copy of initial findings submitted to VP and staff by July 2006. Discussion of findings and recommendations by Ctr. Staff and VP to be done by August 2006.
6. Actions			
* Recommendations are acted upon.	Yes	Contingent on outcome of research process.	No later than August 2006.
7. Improvement			
* Actions result in documented improvements in student learning or services.	No	Contingent on outcome of research process.	No later than June 2006.

List of Program Goals

Department or Unit Name: The Counseling and Testing Center

Individual Completing Form: Dr. Richard Yates

Date: 5/19/2006

Program Name: Outreach and Academic Services

Goal 1:

To offer the CSU community increasingly high quality outreach services.

Goal 2:

To increase CSU community members' knowledge and awareness of the Counseling Center's outreach services.
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Goal 3:

To provide the CSU community with consultation services of increasingly high quality.

Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Outreach and Academic Services

Date: 5/19/2006

Goal #1 To offer the CSU community increasingly high quality outreach services.

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
#1. Staff at least 90% of the outreach requests submitted by members of CSU community: Outreach Service Request Record Forms (OSRRF). Measure revised from 04-05.	Completion data is compiled on a per term basis and annually each academic year	2005-06: 98% of 69 requests were staffed	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	
#2. 90% of sampled consumers of outreach workshops and presentation services will rate services as being of high quality; Counseling Center Workshop Evaluation Forms (CCWEF). (revised from last year)	Completion data is compiled on a per term basis and annually each academic year	2005-06: 74% of sampled participants (23 programs; 357 participants) rated programs as being of high quality (CCWEF).	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: review and revise outreach presentations and presentation approaches to reflect feedback from consumers (2005-06).	
#3 90% of survey respondents will indicate satisfaction with the outreach services provided. (revised from 2004-05)	Completion data is compiled on a per term basis and annually each academic year	2005-06: 73% satisfaction achieved with CCWEF.	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: review and revise outreach presentations and presentation approaches to reflect feedback from consumers (2005-06).	

Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Outreach and Academic Services

Date: 5/19/2006

Goal #2 To increase CSU community members' knowledge and awareness of the Counseling Center's outreach services.

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
#1. Informational sessions and program marketing to aware CSU community of outreach services. (Revised from last year)	Assessment data is compiled on an annual basis.	2005-06: 12 activities (Info. Tables, orientations, mailings (students, faculty, and staff)	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	2006-07: increase promotional activities by 50% (mailings via email to staff and faculty; & other pormotional activities).	
#2. Periodic survey of CSU community to assess awareness and use of outreach services. (Revised from last year)	Assessment data is compiled on an annual basis.	2005-06: One survey was done in 2004-05 of CSU community.	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: conduct a CSU community-wide survey to assess awarenss and use of outreach services.	

<p>#3. Compile data on sources of referrals, request for outreach services, invitations to talk about services, and other indicants that reflect awareness and use of outreach services by members of the CSU community. (Revised from</p>	<p>Assessment data is compiled on an annual basis.</p>	<p>2005-06: 5200 academic, health, and psycho-educational items; 4000 brochures</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>2006-07: maintain</p>	<p>4% increase in academic, health, and psychoeducational items; 100% increase in brochures distributed.</p>
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Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Outreach and Academic Services

Date: 5/19/2006

Goal #3

To provide the CSU community with consultation services of increasingly high quality.

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
# 1. 90% of those who use the Center's consultation services and complete the Consultation Satisfaction Survey Form (CSSF) will indicate high satisfaction with the quality of the services they received. (Revised)	Completion data is compiled on a per term basis and annually each academic year	2005-06: 100% (n=13; N=183, all consults; 7%)	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.	2005-06:increased survey sample (n) to 30% or greater	
# 2. 80% of survey respondents will indicate that they would recommend the consultation services to other when appropriate; (CSSF). (Revised)	Satisfaction data is compiled on a per term basis and annually each academic year.	2005-06: 100% (n=13; N=183, all consults; 7%)	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.	2005-06:increased survey sample (n) to 30% or greater	

Departmental/Unit Self Assessment and Action Plan

Department or Unit Name: C & T Center

Individual Completing Form: Dr. Richard Yates

Program Name: Outreach and Academic

Date: 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	N/A	N/A
2. Outcomes			
* Outcomes that are directly measurable are defined for each goal.	Yes	N/A	N/A
3. Research Completed			
* Research is systematically conducted to evaluate success or failure in achieving student learning or service outcomes.	Yes	N/A	N/A
4. Findings			
* Research results are analyzed and interpreted; findings are determined.	Yes	N/A	N/A
5. Review Process			
* Findings are discussed and reviewed by appropriate groups and individuals; recommendations are made for action.	Yes	N/A	N/A
6. Actions			
* Recommendations are acted upon.	Yes	N/A	N/A
7. Improvement			
* Actions result in documented improvements in student learning or services.	Yes	N/A	N/A