

The Counseling and Testing Center 2006-07 NCA Summary Sheet

Program Name: Counseling Services

Program Goal:

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.
 - 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. 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 Group Sessions Evaluation Form (CCTCGSEF).
 - 2.2. Measure effectiveness of psycho-educational outreach programs conducted using Counseling & Testing Center Workshop/Session Evaluation Form (CCTCWSEF).

This program consists of two 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 six consecutive years.

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

In 2006-7 data was collected and findings reported for the six measures that made up this goal. New online assessments (streamlined CSUCCAB) show that the clients of the Center continued to rate the counseling services they receive as being effective and of high quality. The overall quality ratings for intake (91%) and ongoing sessions (90%) continued to be at or above 90%. Effectiveness as measured by the OQ showed that 18% (up from 15%) of students counseled had a "reliable change" that was indicative of both "statistically significant change and clinically significant change" (which would include self-reported reduction in symptom distress, better interpersonal relations and less conflict in one's social role). The majority of clients surveyed reported that counseling helped them achieve academic benefits (72% fall, 52% spring) and vocational benefits (80% fall, 64% spring). All of the partners of couples surveyed reported couples counseling to be effective and of high quality. Clients also rated the counseling facilities as being clean, comfortable, private, and conveying professionalism. The Center hopes to continue these high ratings when we are relocated to new offices on the 12th floor of Rhodes Tower in 2007-08. We have met with university architect's representatives and our vice president to address space and furnishing needs in the coming year.

2. To provide high quality and effective Psycho-Educational Programs to the CSU community.

The Center continued to promote, conduct, and evaluate psycho-educational services offered to the CSU community. In 2006-07 there was a modest decrease in the overall positive rating given by participants in psycho-educational groups from 2005-06 (93% decreased to 91%). There was an increase in the overall positive rating that participants in psycho-educational workshops in (2005-06, 73%: 2006-07, 88%).

The Center continued to promote its services through mass mailings (annual liaison letter) that inform faculty and staff of its services and through orientation presentations and community screening programs (such as depression and anxiety screening). In the coming year, the Center will continue its promotion efforts through the use of online postings, faculty and staff surveys, and posting and placement of informational brochures around campus.

List of Program Goals

Department or Unit Name: The Counseling and Testing Department

Individual Completing Form: Dr. Richard Yates

Date: 5/25/2007

Program Name: Counseling Services

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

Goal 2: To provide high quality and effective psycho-educational programs to the CSU community.

Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Counseling Services

Date: 5/25/2007

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% ;Cnslng 90% 2002-03: Intke 90%; Cnslng 88% 2003-04: Intke 94%; Cnslng 89% Effectiveness (OQ):sample 22 18% improved; had fewer symptoms. 2004-05: Intke 96%;Cnslng 88%; Effectiveness (OQ):sample 73 - 94% improved; had fewer symptoms 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 2006-2007: obtained with newly implemented online CSUCCAB - Intke 91%: n=111 (36% of 304 conducted intks; (-1% change) Cnslng 90%; n=61 (17% of N=368 clients) (-3%) Effectiveness (OQ): clients (18%) showed statistically and clinically "reliable change;" 88% of students were in ranges showing some positive change (but not in the statistically significant range)	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 2006-07: maintain use of OQ; explore use of online and/or computerized satisfaction survey 2007-08: review and implement feedbackand from online surveys to boost participation rate	2005-06: 67% increase in counseling sample and 1% imprvmnt cnsng outcome (OQ meas) 2006-07: CSUCCAB has been streamlined and now administered via online surveys
# 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) 2005-06: of all students surveyed, 78% in fall; 76% in spring achieved academic benefits (CCAB) 2006-07: of students surveyed, 72% in fall and 52% in spring achieved academic benefits (online 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. 2006-07: maintain; explore alternative measures of retention 2007-08 maintain	2005-06: 5% increase in reported achieved academic benefit for spring, as a result of counseling 2006-07: made the CSUCCSB an online evaluation
# 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 2005-06 :70% (+8%) reported benefits in fall and 68% (+9%) in spring from CCAB 2006-07: 80% (+10%) reported benefits in fall and 64% (-4%) in spring from online 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. 2006-07: include option for career satisfaction eval in online/computerized survey. 2007-08: maintain	2005-06: 8% increase in reported benefit in clarifying vocational direction in fall; 9% in spring 2006-07: made the CSUCCSB an online evaluation

#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. 2005-06: 2 couples; one registered improved scores; 5 couples had no change measures to date. 2006-07: 100 % of 4 couples surveyed by the CCECFSF rated their counseling as effective and of high quality	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. 2006-07: explore use of online and/or computerized satisfaction survey 2007-08: continue to explore use of online and/or computerized satisfaction survey	2005-06 developed and implemented separate assessment tools for couples 2006-07: fully implemented the CCECSF
# 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) 2005-06 93% avg positive rating for all groups, summer, fall, and spring (-2%) (using CSUGCGAF) 2006-07: 91% 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.	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 2006-07: Gather data specific to psychotherapy group counseling versus psycho-educational groups. 2007-08: maintain	2005-6: increased group offerings by 2 groups
# 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.	Assessment data is compiled on a per term basis and annually each academic year	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% 2005-06: satisfaction with -reception area 92% waiting area 87% counselors offices cleanliness 97% waiting area privacy 85% counselors office privacy 98% waiting area comfort 81% counselor office comfort 90% counselors offices conveyed professionalism 95% 2006-07: from online CCAB - satisfaction with:reception area 93%, waiting area 89%, counselors offices cleanliness 93%, waiting area privacy 87%, counselors office privacy 97%, waiting area comfort 77%, counselor office comfort 93%, counselors offices conveyed professionalism 97%	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: 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 2005-06: seek larger waiting area; improve privacy and comfort of counseling facilities 2007-08: adapt to new space in Rhodes Tower 12th floor	2005-06: Counselor office cleanliness 2% imprvmnt 2006-07: made the CSUCCSB an online evaluation; met with representatives of the university architect's office and effected a redesign of the new waiting area to ensure its comfortability and confidentiality

Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Counseling Services

Date: 5/25/2007

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 <u>Group Sessions</u> 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. 2005-06 93% avg positive rating for all groups, summer, fall, and spring (using CSUGCGAF) 2006-07: 91% 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: implement steps to improve utilization of groups and measurement of their effectiveness. 2004-5: maintain. 2005-06: maintain. 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 2007-08: Complete needs assessment initiated in 2006-07	

# 2. Measure effectiveness of <u>psycho-educational outreach programs</u> 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	2001-02: NA 2002-03: NA 2003-04: 67% effectiveness achieved with (CCTCWSEF). 2004-05: 88% effectiveness achieved with (CCTCWSEF) 2005-06: 73% effectiveness achieved with (CCTCWSEF) 2006-07: 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. 2006-07: review evaluations and adjust outreach programs to increase effectiveness. 2007-08: systematize collection of adjustment data and its reporting	2006-7: achieved 15% increase in effectiveness rating
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Departmental/Unit Self Assessment and Action Plan

Department or Unit Name: C & T Center

Individual Completing Form: Dr. Richard Yates

Program Name: Counseling Center

5/25/2007

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		