

**The Counseling and Testing Center
2006-07 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 sampled consumers of outreach workshops and presentations 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 alert 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 others 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 (except for the needs assessment (in 2.3) which is in process). The program has now conducted research and collected data for four consecutive years.

1. To offer the CSU community increasingly high quality outreach services. In 2006-07, 90% of outreach requests were staffed meeting the 90% benchmark criterion. At the same time, 86% of participants surveyed rated these programs as high in quality. While this result does not meet the 90% criterion, it does represent strong movement in the right direction (an increase of 12% from 74% to 86%). Similarly, ratings of satisfaction also increased (from 73% to 80%), yet remain short of the 90% criterion.

2. 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 was able to increase its informational sessions/marketing efforts from 12 to 18 activities (an increase of 50% over 2005-06).

3. To provide the CSU community with consultation services of increasingly high quality. The survey results indicated that clients who used consultation services rated them as being of high quality and indicated high satisfaction with these services. For the second year in a row, 100% of survey respondents rated consultation services high in satisfaction and quality. These results exceeded the respective outcome measure criteria of 90% and 80%. Due to the nature and type of requests that are dealt with by the Center, it is oftentimes 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 more 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: 5/25/2007

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: 5/25/2007

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	2003-04: 75% completion achieved with OSRRF 2004-05: 99% completion achieved with OSRRF 2005-06: 98% of 69 requests were staffed 2006-2007: 90% of 65 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.	2003-04: 2004-05: maintain 2005-06: maintain 2006-07: maintain 2007-08: 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	2003-04: 26% completion achieved with CCWEF. 2004-05: 75% completion achieved with CCWEF. 2005-06: 74% of sampled participants (23 programs; 357 participants) rated programs as being of high quality (CCWEF). 2006-2007: 86% of sampled participants (10 programs; 165 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.	2003-04: 2004-05: maintain 2005-06: maintain 2006-07: review and revise outreach presentations and presentation approaches to reflect feedback from consumers (2005-06). 2007-08: develop formal documentation for revisions from feedback	2006-07: achieved 12% increase in quality rating

#3 90% of surveyed 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	2003-04: 67% satisfaction achieved with CCWEF. 2004-05: 88% satisfaction achieved with CCWEF. 2005-06: 73% satisfaction achieved with CCWEF. 2006-2007: 80% 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.	2004-05: improve the surveys completed. 2005-06: continued staff instruction to complete assessments. 2006-07: review and revise outreach presentations and presentation approaches to reflect feedback from consumers (2005-06). 2007-08: develop formal documentation for revisions from feedback	2006-07: achieved 7% increase in quality rating
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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: 5/25/2007

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 alert 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) 2005-06: 12 activities (Info. Tables, orientations, mailings (students, faculty, and staff) 2006-07: 18 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 academic yr.	2004-05: maintain 2005-06: maintain 2006-07: increase promotional activities by 50% (mailings via email to staff and faculty; & other promotional activities). 2007-08: maintain	2006-07 increased promotional activities by 50% (mailings via email to staff and faculty; & other promotional activities)

#2. Periodic survey of CSU community to assess awareness and use of outreach services. (Revised from 2005)	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 2005-06: One survey was done in 2004-05 of CSU community. 2006-07: Work on needs assessment initiated.	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.	2004-05: maintain 2005-06: maintain 2006-07: conduct a CSU community-wide survey to assess awareness and use of outreach services. 2007-08: Complete needs assessment initiated in 2006-07	:
#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 2005)	Assessment data is compiled on an annual basis.	2003-04: 4000 academic, health, and psycho-educational items; 2000 brochures. 2004-05: 5000 academic, health, and psycho-educational items; 2000 brochures 2005-06: 5200 academic, health, and psycho-educational items; 4000 brochures 2006-07: 2438 academic, health, and psycho-educational items; 3868 brochures	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.	2004-05: maintain 2005-06: maintain 2006-07: maintain 2007-08: maintain	2005-06: 4% increase in academic, health, and psychoeducational items; 100% increase in brochures distributed.

Program Assessment Report

Department or Unit Name: Counseling & Testing Center

Individual Completing Form: Dr. Richard Yates

Program Name: Outreach and Academic Services

Date: 5/5/2007

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	2003-04: NA 2004-05: 142 conducted for year; 10% surveys completed. 2005-06: 100% (n=13; 7% of N=183, all consults) 2006-07: 100% (n=4; 2% of N=230, all consults)	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.	2004-05: educate staff on use of CSSF 2005-06: restructure evaluation procedure to have support staff remind staff to carry out CSSF 2005-06: increased survey sample (n) to 30% or greater 2007-2008: maintain	2006-07: 100% of consultees completing the CSSF indicated high satisfaction
# 2. 80% of survey respondents will indicate that they would recommend the consultation services to others when appropriate; (CSSF). (Revised)	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 2005-06: 100% (n=13; 75 of N=183, all consults) 2006-07: 100% (n=4; 2% of N=230, all consults)	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.	2004-05: Calculate collected data. 2005-06: maintain. 2005-06: increased survey sample (n) to 30% or greater 2007-08: maintain	2006-07: 100% of consultees completing the CSSF would recommend Counseling Center consultation services

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: 5/25/2007

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	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