Southern Association of Colleges and Schools

Accreditation Process

Counseling Center for Human Development

Student Life and Wellness
Division of Student Affairs
University of South Florida

May 1, 2000 - April 30, 2001
Student Affairs Assessment Report Worksheet
For
Counseling Center for Human Development
(Student Affairs Department)

May 1, 2000 – April 30, 2001

1. Institutional Mission/Goal(s) Reference (found on p. 10-11 of the
   USF Graduate Catalog 1999-2001):

   The University…prepares students for their personal lives (and) professional
   careers and contributions to society.

2. Strategic Plan 2000 Major Strategic Direction Linkage (bullet points
   found on p. 3 of the USF Strategic Plan 2000):

   Enhancing the quality of student Life and the intellectual climate to support
   teaching and learning.

3. Mission Statement of the Department Linkage:

   The mission of the Counseling Center is to enhance the intellectual, social, and
   emotional functioning of Students, faculty and staff through consultation,
   training, teaching, direct services, supervision of advanced graduate students,
   and through contributions to the human service professions.

4. Intended Administrative Objectives (each program should have 3-5):

   a) Increase access to Counseling Center Services for students, faculty and
      staff.

   b) Students, faculty and staff will be satisfied with the services they receive
      from the Counseling Center.

   c) Counseling Center services will be effective in increasing the intellectual,
      social and emotional functioning of students, faculty and staff.
*Note: There should be one form C for each intended objective listed on form B. The intended objective should be restated below.

**Intended Objective:**

Increase access to Counseling Center Services for students, faculty and staff.

**First Means of Assessment for Objective**

a. Means of unit assessment and criteria for success:

   There will be a 5% increase in requests for clinical and career services over 1999-2000.

b. Summary of assessment data collected:

   1976 students requested individual clinical and career services, an increase of 20%.

c. Use of results to improve unit services:

   Intended objective was exceeded. The Counseling Center’s broad array of outreach and consultation efforts at all levels across campus will continue in order to further enhance visibility of services and referral sources.

**Second Means of Assessment for Objective**

a. Means of unit assessment and criteria for success:

   The CIS will reveal a 5% increase in referrals from faculty/staff and advisors.

b. Summary of assessment data collected:

   356 students were referred by faculty/staff and advisors, an increase of 10%. However, most of this increase was from faculty and staff, rather than from advisors.
c. Use of results to improve unit services:

Multi-faceted outreach efforts will continue, including consultations through the College Liaison Program, with greater focus on establishing contacts with advisors. This should increase the number of referrals from this source in the coming year.

Third Means of Assessment for Objective

a. Means of unit assessment and criteria for success:

There will be a 5% increase in participation in outreach workshops and presentations.

b. Summary of assessment data collected:

9,394 individuals participated in CC (non-EAP) outreach workshops and presentations, a decrease from the previous year.

c. Use of results to improve unit services:

Greater emphasis this past year was placed on establishing consultation and liaison relationships across campus, while fewer theme-oriented workshops were offered than in the previous year. In the upcoming year, staff will be encouraged to provide more workshops on a wider range of topics. Additionally, the Counseling Center will seek to be a more active part of the new student Orientation program, reaching several thousand new students and their parents next year.

Fourth Means of Assessment for Objective

a. Means of unit assessment and criteria for success:

The number of counseling hours and the number of outreach/consultation contact hours provided for faculty and staff will increase by 5% from last year.

Base rates will be established for faculty and staff participation in EAP workshops and presentations.

b. Summary of assessment data collected:

684 counseling hours were provided to faculty and staff; 1205 outreach/consultation contact hours were provided. These represented only marginal increases from the previous year.

489 faculty and staff participated in over 50 outreach workshops presented by the EAP.

c. Use of results to improve unit services:

Public relations efforts will continue to emphasize campus awareness of the EAP in order to increase utilization of counseling and consultation services, as well as attendance at the numerous workshops offered by the EAP.
Fifth Means of Assessment for Objective

a. Means of unit assessment and criteria for success:

The number of students participating in Reading and Learning Program offerings – Fall and Spring courses, workshops, individual instructional sessions, and Learning Lab – will increase by 3%. Liaisons will be maintained with faculty and staff in the Colleges of Arts and Sciences, College of Education, Intercollegiate Athletics, Personal Excellence Program (PEP), Student Support Services, University Experience, and Evaluation and Testing.

b. Summary of assessment data collected:

389 students, a decrease of 8%, participated in 20 sections of Advanced Reading, Learning Strategies and Academic Strategies courses; 56 workshops were presented, an increase of 9%; 717 students, an increase of approximately 300%, were assisted in individual learning sessions; 3180 student hours, a decrease of 40%, were recorded in the Learning Lab. Program staff continued to work closely with and provided programming for the colleges and programs mentioned above.

c. Use of results to improve unit services:

The 8% decrease in student enrollment in courses was due to a dramatic and unanticipated decrease in the number of students admitted into the summer support programs whose students are served exclusively by the Advanced Reading course during Summer B session. Fall and spring courses, open to the entire university, experienced an increase in enrollment. Therefore, efforts will be made to retain enrollment in fall and spring courses, and fluctuations will be expected for summer enrollment.

The decrease in Learning Lab attendance was due to three circumstances: 1) The decrease in the summer Advanced Reading enrollment, which heavily utilizes the Lab as part of the curriculum; 2) More students were seen individually and in groups, which decreased the number of independent hours of Lab usage; and 3) Usage for the 1999-2000 year was partially based on an estimate because an accurate recording system was not in place. However, a database system for recording Lab attendance was implemented during the 2000-2001 year, so current and future numbers should more accurately reflect Lab usage.

The increase in the number of students seen individually will be used to seek additional funding to continue the current efforts and to expand into a more comprehensive learning support program.
Student Affairs Assessment Report Worksheet C
For
Counseling Center for Human Development

(Student Affairs Department)
May 1, 2000 – April 30, 2001

(Assessment Period Covered)

*Note: There should be one form C for each intended objective listed on form B. The intended objective should be restated below.

Intended Objective:

Students, faculty and staff will be satisfied with the services they receive from the Counseling Center.

First Means of Assessment for Objective

a. Means of unit assessment and criteria for success:

At least 90% of clinical/career clients completing an evaluation form will be satisfied or very satisfied with services, based on their responses to the following questions on the Counseling Center Evaluation Form:

1) I believe the USF Counseling Center responds to student needs;
2) I believe that the USF Counseling Center provides high quality services;
3) The USF Counseling Center has helped me deal with my concerns;
4) The USF Counseling Center has met my expectations;
5) If I needed help in the future, I would return to the Counseling Center.

b. Summary of assessment data collected:

100% of clinical/career clients completing an evaluation form were satisfied or very satisfied with services, based on their responses to the above questions.

c. Use of results to improve unit services:

Intended objective was exceeded. The CC will continue to maintain its professional and customer service practices and to identify any areas in which these can be improved.

Second Means of Assessment for Objective

a. Means of unit assessment and criteria for success:

Base rates will be established for respondents to the Counseling Center Workshop Evaluation Form item: “Overall, I consider this workshop...,,” indicating a level of satisfaction ranging from poor (1) to excellent (7).
b. Summary of assessment data collected:

86% of respondents to the Counseling Center Workshop Evaluation Form item: “Overall, I consider this workshop...”, indicated a level of satisfaction of five (5) or higher on a satisfaction scale ranging from poor (1) to excellent (7).

c. Use of results to improve unit services:

Data suggest that Counseling Center workshops are well received by those who attend. We will continue to offer a wide array of workshops and monitor measures of satisfaction and effectiveness.

**Third Means of Assessment for Objective**

a. Means of unit assessment and criteria for success:

At least 85% of respondents completing an evaluation form will indicate that EAP services were “mainly” or “very much” responsive to their needs.

b. Summary of assessment data collected:

95% of respondents completing an evaluation form indicated that EAP services were “mainly” or “very” responsive to their needs.

c. Use of results to improve unit services:

Objective was met. EAP staff will continue to insure client satisfaction by providing professional, courteous and effective service in a timely manner.

**Fourth Means of Assessment for Objective**

a. Means of unit assessment and criteria for success:

At least 85% of students completing a course/instructor evaluation form for R&L courses will moderately or strongly agree with the following statements: 1) I believe this course helped me with my reading skills and 2) This course is valuable in helping students succeed in their university courses.

b. Summary of assessment data collected:

86% of respondents completing an evaluation form indicated that they moderately or strongly agreed with statement #1. 81% of respondents agreed with statement #2.

c. Use of results to improve unit services:

Because a percentage of students did not make a clear connection between the general reading skills they developed and the reading skills necessary for university courses, the Reading and Learning Program will adopt a new textbook for the Fall, 2001 semester. The new text will contain longer readings from university texts across disciplines.
*Note: There should be one form C for each intended objective listed on form B. The intended objective should be restated below.

**Intended Objective:**

Counseling Center services will be effective in increasing the intellectual, social and emotional functioning of students, faculty and staff.

**First Means of Assessment for Objective**

**a. Means of unit assessment and criteria for success:**

For clinical and career services, base rates will be established for the Counseling Center Evaluation Form question: “I believe my concerns/problems are improving because of my counseling.”

For career counseling clients who participate in a new two-part group career intake and counseling process, base rates will be established for the Career Planning and Major Selection Workshop Feedback Form item: “This workshop provided the knowledge I needed for effective career planning and major selection.”

**b. Summary of assessment data collected:**

90% of clinical clients who responded to the Counseling Center Evaluation Form question: “I believe my concerns/problems are improving because of my counseling” indicated that they “mainly” or “very much” agreed with the statement.

83% of career group clients who responded to the Career Planning and Major Selection Workshop Feedback Form indicated that they “agreed” or “strongly agreed” with the item.

**c. Use of results to improve unit services:**

On the basis of initial data collection, clinical clients believe that they are benefiting from the counseling process. We will continue to monitor satisfaction indices and explore additional measures of counseling effectiveness.

On the basis of initial data collection, the new group career intake and counseling process for freshman and sophomore students was well received and will continue to be offered next year. We will continue to monitor satisfaction indices and explore additional measures of effectiveness.
Second Means of Assessment for Objective

a. Means of unit assessment and criteria for success:

Standardized instruments (Nelson Denny Reading Test) will show an average of 15% improvement in reading comprehension, reading rate and vocabulary for students enrolled in Advanced Reading. Students in Learning Strategies and Academic Strategies will produce a portfolio showing the ability to apply learning strategies to their paired course.

b. Summary of assessment data collected:

Standardized instruments showed an average of 16% improvement in reading comprehension, reading rate and vocabulary for students enrolled in Advanced Reading. 45% of the students showed gains of greater than 20% in their reading comprehension, reading rate and vocabulary. Students enrolled for the purpose of improving their scores on the Medical College Achievement Test (MCAT) demonstrated an average increase of 40% in their reading comprehension. Students in Learning Strategies and Academic Strategies produced portfolios meeting the criteria stated above.

c. Use of results to improve unit services:

The Reading and Learning Program staff will continue to utilize methods and activities for the general student population taking the Advanced Reading and Learning Strategies courses. The Program will seek additional resources to expand its course offerings for students preparing for graduate entrance exams.

Third Means of Assessment for Objective

a. Means of unit assessment and criteria for success:

The Counseling Center will be re-accredited by the International Association of Counseling Services and the psychology internship program will be re-accredited by the American Psychological Association.

b. Summary of assessment data collected:

The Counseling Center was re-accredited by IACS based on its annual report. The psychology internship program was re-accredited by APA based on an extensive self-study and site visit conducted every five years. The APA commended the Counselor Center’s internship program, citing numerous examples of excellence. Only one recommendation was made with regard to the evaluation form used to evaluate the progress of the interns. It was noted that there was not a one-to-one correspondence between the items on the evaluation form and the nine “competencies” articulated as program goals in training interns.

c. Use of results to improve unit services:

The Training Committee is in the process of revising its intern evaluation form such that there is a one-to-one correspondence between the items on the form and the nine specified “competencies” required to complete the internship.
Fourth Means of Assessment for Objective

a. Means of unit assessment and criteria for success:

Base rates will be established for respondents to the EAP Client Satisfaction Survey question: “I believe my concerns/problems are improving because of my counseling.”

b. Summary of assessment data collected:

75% of clients who responded to the EAP Client Satisfaction Survey the question: “I believe my concerns/problems are improving because of my counseling” indicated that they “mainly” or “very much” agreed with the statement.

c. Use of results to improve unit services:

EAP staff will closely monitor their clients’ progress throughout counseling and at termination.