

Assessment of Learning Outcomes
University Counseling Center
2008 – 2009

I Report Period 6/15/08 – 6/15/09

II Student Learning Outcomes

- A. Students will learn to improve their problem solving and coping skills.
- B. Students will improve their decision-making skills and goal setting skills.
- C. Students will achieve greater insight and understanding of self.

III Method

A. The assessment tool used was the “Student Feedback Form.” It looks at age, gender, ethnicity, year in college, number of counseling sessions attended at the time of filling out the survey, and reasons for seeking counseling.

It looks at promptness of service upon request and has 16 questions that address learning outcomes, satisfaction and quality issues on a 5-point scale. (1 = strongly disagree, 5 = strongly agree) It has four open ended questions. Two about “the most helpful” and “least helpful” aspect of services received, one that asks about what new services they would like us to have in the future, and one that asks, “what reaction do you have to your counselor that you would like him or her to know?” They are kept in the waiting room and students are encouraged to fill one out after one or more sessions.

IV Results. (N 31)

- A. Students will learn to improve their problem solving and coping skills
 - 1. Responses to key questions. (% that answered with a 4 or a 5)
 - a. “Counseling has helped me learn better coping skills” (70%)
 - b. “Counseling has helped me improve my problem solving skills” (90%)
- B. Students will improve their decision-making and goal setting skills.
 - 1. Responses to key questions. (% that answered with a 4 or a 5)
 - a. “Counseling has helped me to improve my ability to make decisions and set goals” (71%)
 - b. “I am encouraged by my counselor to make my own decisions” (90%)
- C. Students will achieve greater insight and understanding of self.
 - 1. Responses to key question.
 - a. My counselor has helped me understand myself better” (93% chose a 4 or a 5)
- D. Average across all 5 measures = 83%

VI Additional Outcomes Measures

- A.** % that chose either a 4 or a 5
 1. “Experienced improvement in the condition or problem for which I sought services” (92%)
 2. “My counseling sessions have helped me stay in school” (85%)
- B.** From our New Group/Seminars evaluation form (N = 158)
 1. “I learned new skills that will help me stay in school” (90%)

VII Responses to Open Ended questions

- A.** 65% wrote a positive comment in response to the “Most helpful aspect of services I have received” question.
- B.** 13% wrote a critical comment in response to the “Least helpful aspect is” question.
 1. These comments were about either our lack of walk-in immediate on demand services; or about our busy appointment schedules that might make return visits harder to schedule.
- C.** 52% wrote comments in response to “What reactions do you have to your counselor that you would like him or her to know?”
 1. Comments were 100% positive with many extremely positive.
- D.** 16% responded to our “What new services would you like to see us have in the future?” question.
 1. Walk in services with no waiting until your scheduled appointment was the most requested.
 2. We had one request for medical services (one month before Dr. Winders started)
 3. One student requested support groups for Gay, Lesbian, Bi and Trans Gender (GLBT) students, and a depression support group and an anger management support group.
 4. One student would like us to have a message therapist.

IX Changes in Response to Assessment

- A.** Only 2 respondents said they were not seen within 10 days of their initial request, so it appears that we are still seeing people on a timely fashion, despite a 75% increase in scheduled appointments in F/Y '09.
- B.** We do see students as walk-ins, if both our schedules and theirs allows for an immediate 1 1/2 hours intake session. Otherwise they have to be scheduled. We do have the staffing needed to provide walk-in service at anytime on every day of the week.

- C.** We expect to hire a new counselor by 8/10 who should help us keep up with demand and keep us from having to consider a waiting list or long appointment time waits.
- D.** If we can find enough students interested in a GLBT, anger management or depression support group we will be happy to run one, but at this point, we have had only one request for these three groups all from the same student who also indicates that she is very happy with her counselor and the services she is currently receiving.
- E.** It would be great to have a massage therapist, but I do not see that as a critical need at this point.