

## Counseling

### Student Affairs

#### Administrative Unit Assessment

FY 19 (July 2018-July 2019)

#### Department and Assessment Report Information

Prepared on:7/18/2019 1:19:42 PM	By:predita.howard@mga.edu
For which department or area are you reporting?	Counseling
What is the name and MGA email address of the person responsible for this report?	Predita Howard predita.howard@mga.edu

#### Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	The mission of the Office of Counseling is to provide professional confidential support to students by addressing personal crisis situations and offering remedies and/or referrals.
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<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	<ol style="list-style-type: none"><li>1. To provide MGA students non-academic support to address psychological symptoms.</li><li>2. To provide MGA students with the resources for off or on campus referrals.</li><li>3. To help MGA students develop the ability to identify positive traits to make ethical, healthy choices.</li></ol>
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## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Counseling Services will provide "How and When to Refer Student to Counseling Services" workshops for faculty and staff to increase knowledge about the resources of Counseling Services, what can and should be referred, and the best ways to refer students.
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Survey faculty and staff participants
<b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	Five (5) workshops will be offered during FY 18.
<b>Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	Only two (2) workshops were offered during FY 18.
<b>Objective 1: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Coordinating the counseling staff's schedules and availability at times that are convenient with faculty/staff is difficult. We will provide Faculty and Staff with a link to our Web page to resources on How and When to refer by putting it On Inside MGA.

## Objective 2

<b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Counseling Services will evaluate the effectiveness of the online appointment scheduling program in providing students more effective and timely access to services.
<b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	At initial meeting with counselors (intake session), students were asked and their answers documented.
<b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	50% of students will indicate use of online appointment scheduling program was effective and timely access to services.
<b>Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	85% agreed the system was beneficial.
<b>Objective 2: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Students felt they could easily access our services through online scheduling. We will continue to utilize the online schedule system.

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Students who receive counseling services will indicate whether or not they feel counseling was beneficial in resolving their presenting problem.
<b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Survey at the end of third session
<b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	75% of students receiving counseling services will indicate counseling was beneficial
<b>Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	95% of students reported that counseling was beneficial in helping them to resolve the presenting problem.
<b>Objective 3: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Students are able to identify ways and resources to help them in the resolution of their presenting problem, while applying the same skills learned to other areas, problems, and challenges in their lives.

**Objective 4**

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	n/a
<b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	n/a
<b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	n/a
<b>Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	n/a
<b>Objective 4: Did your department meet this objective?</b>	n/a
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	n/a

## Future Plans

<p><b>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</b></p>	<ol style="list-style-type: none"><li>1. Counseling and Accessibility Services will create a “Counselor’s Corner” section of their web page with four articles on well being and will submit the links to these articles to Inside MGA (faculty/staff) and the Knightly News (students).</li><li>2. Counseling and Accessibility Services will create a brochure to let the Students, Faculty and Staff know of our name change and services.</li><li>3. Counseling and Accessibility Services will be offering five support groups for our students beginning Fall 2019.</li><li>4. Counseling and Accessibility Services will be modifying protocols for animals on campus.</li></ol>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>As we work to increase the awareness of our services within the campus community, we recognize that we may also see an increased need for additional staff to properly address the growing awareness and need for both counseling and accessibility services.</p>

Form run:

Tuesday, January 14, 2020