

## Counseling Services, Macon

Semester reporting: Spring Semester 2020

Division: Student Affairs - Counseling Services

Academic and Student Support Assessment

### Details about the Academic or Student Support Area

<b>Prepared on:</b>	9/9/2020 4:27:58 PM
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<b>Type of support services offered:</b>	Student Support
<b>For which campus are these assessments being submitted? A separate assessment report is needed for each location a program is offered.</b>	Macon
<b>Approximately how many students were served in this center/area this year?</b>	320

## Data and Reporting of Student Learning

### SLO 1

<b>SLO 1: What is the first Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)</b>	Students will indicate counseling services was beneficial to their continued matriculation
<b>SLO 1: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability, )</b>	In house survey given to students with 3 or more sessions
<b>SLO 1: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on.....).</b>	80% of students will indicate counseling services was beneficial to their continued matriculation.
<b>SLO 1: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)</b>	50
<b>SLO 1: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)</b>	With the closure of campus and shift on online learning and tele-health services, the assessment schedule was disrupted as the counselors' focus shifted to assuring they had the training to offer tele-health and the number of student appointments decreased during the campus closure. However, previous years' data indicated that students typically indicate that counseling is beneficial to the student(s) staying enrolled.

**SLO2**

<b>SLO 2: What is the second Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)</b>	Students will indicate ease of using online appointment scheduling system.
<b>SLO 2: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)</b>	During initial intake sessions, students will be asked about their experience and answers documented.
<b>SLO 2: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).</b>	75
<b>SLO 2: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)</b>	80
<b>SLO 2: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)</b>	Of the students who used the online scheduling system prior to campus closure, the majority of students continued to acknowledge that the online system was easy to use. Again, the campus closure due to the COVID pandemic impacted the overall survey cycle as priorities had to shift.

**SLO3**

<b>SLO 3: What is the third Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)</b>	Students will indicate distance/virtual counseling services were beneficial to their continued matriculation.
<b>SLO 3: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)</b>	Survey Monkey; Students with 2 or more sessions will receive the survey.
<b>SLO 3: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).</b>	50% of students will indicate distance/virtual counseling services were beneficial to their continued matriculation.
<b>SLO 3: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)</b>	65% of students surveyed after 2 or more sessions indicated that counseling was beneficial to their continued matriculation.
<b>SLO 3: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)</b>	N/A

**SLO4**

<b>SLO 4: What is the fourth Student Learning Outcome for this support area? Student learning outcomes should be stated in measurable terms (i.e. students will be able to.....)</b>	N/A
<b>SLO 4: What instrument (assessment type) was used to measure student's ability to demonstrate mastery of this learning outcome? (i.e. survey, participation, exam, assignment with rubric, speech, demonstration of ability)</b>	N/A
<b>SLO 4: What target performance level would a student need to achieve on the assessment instrument to demonstrate mastery of this learning outcome? (i.e. 80% of all students will earn an average grade of 75% or better on...).</b>	0
<b>SLO 4: During this assessment cycle, what percent of the students who participated in this assessment demonstrated mastery of this learning outcome? (this should be a number between 0-100)</b>	0
<b>SLO 4: Evidence of changes based on an analysis of the results: What changes were implemented, if applicable, based on an analysis of the students' performance on these student learning outcomes? (Evidence of the improvement must be kept and filed in the support area including but not limited to: changes in delivery of services, operations, service processes, etc... Both old versions and new versions should be kept on file for 10 years.)</b>	N/A

**Additional Assessment Information**

<p><b>Additional Assessment Open Text Comment Box</b></p>	<p>The Student Learning Outcome for the 2020/2021 AY is: Students will be able to identify at least three (3) factors or features of anxiety and depression and at least one (1) resource during Virtual Outreach Sessions/Workshops. Counseling Services will utilize a post-test to measure student's understanding of the information presented during the sessions/workshops. The target performance will be 80% of students completing the post-test will be able to identify three factors associated with anxiety and depression and at least one resource they can consider utilizing.</p>
<p><b>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</b></p>	<p>Campus closure at the onset of the pandemic caused Counseling Services to shift to a more triage model of operations, making sure that counselors had the proper training to offer tele-counseling services and that proper referrals were made for those students who had returned home, but were still seeking assistance and support.</p>

