

Counseling and Accessibility Services

Office or Department of Student Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

Prepared on: 7/15/2020 11:53:04 AM	Prepared by: predita.howard@mga.edu
For which department or area are you reporting?	Counseling and Accessibility Services
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.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The mission of the Office of Counseling and Accessibility Services is to provide professional confidential support to students by addressing personal crisis situations and offering remedies and/or referrals.
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none">1. To provide MGA students non-academic support to address psychological and accessibility issues.2. To provide MGA students with the resources for off or on campus referrals.3. To help MGA students develop the ability to identify positive traits to make ethical, healthy choices.
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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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	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).
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The number of articles submitted
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	4 articles
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)	75% (3 articles)
Objective 1: Did your department meet this objective?	The department did not meet this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learn that by using these platforms we were able to reach a larger number of people. None we will continue to utilize these resources.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	2. Counseling and Accessibility Services will create a brochure to let the Students, Faculty and Staff know of our name change and services.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Measured it by the creation of a brochure
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%
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)	100%
Objective 2: Did your department meet this objective?	The department met this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned that a lot of students didn't realize our office existed on campus. Continue to distribute the brochure

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	3. Counseling and Accessibility Services will be offering five support groups for our students beginning Fall 2019.
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Offering 5 support groups
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	5 Support groups
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)	65%
Objective 3: Did your department meet this objective?	The department did not meet this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	While student participation was low the institution closure further prevented us from offering other groups. We will continue these but by offering them virtually.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	4.Counseling and Accessibility Services will be modifying protocols for animals on campus.
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Policy was reviewed and revised
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Policy was reviewed and revised
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)	100%
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned that these are policies that will need to be continually reviewed and updated

Future Plans

<p>Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<ol style="list-style-type: none"> 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). 2. Counseling and Accessibility Services will be offering five support groups for our students beginning Fall 2020. 3. Counseling Services will survey at least 75% of students using Telehealth Services. 4. Accessibility Services will track the number of service and emotion support animal requests.
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>As we continue to increase the awareness of our services within the campus community, and due to associated issues with COVID-19 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>

Open Box for Additional Comments

<p>Open Text Box For Assessment Comments:</p>	
<p>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>It prevented us from continuing the support groups in the Spring but allowed us alternate ways of offering groups.</p>

