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Student Affairs Assessment Plan/Report for Counseling and Career Center: July 2005 - July 2006

University of South Florida St. Petersburg. Division of Student Affairs.

Diane McKinstry

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ASSESSMENT RECORD FOR
DEPARTMENT/UNIT
OF

Student Affairs – Counseling & Career Center
(Name of Administrative or Educational Support Department/Unit and Campus)

(Assessment Period Covered)

August 1, 2005
(Date Submitted)

Submitted by: Diane McKinstry
(Unit Assessment Representative)
Expanded Statement of Institutional Purpose Linkage:

**Institutional Mission/Goal(s) Reference:** Enter all or part of the USF mission statement that relates to this administrative service. The mission is located here: [http://usfweb.usf.edu/president/vis_val.html](http://usfweb.usf.edu/president/vis_val.html)

**USF St. Petersburg Goal:**

“Create a campus life that challenges, supports, and encourages student involvement in activities and programs that will enrich and enhance students’ university experience and empower them for lifelong success.”

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**Administrative or Educational Support Unit Mission Statement:** Include or write the unit’s mission. Some mission statement for USF administrative offices are located here: [http://www.acad.usf.edu/ie/missionadmin.htm](http://www.acad.usf.edu/ie/missionadmin.htm)

The Counseling and Career Center supports the holistic development of USF students and staff by providing a comprehensive array of professional services. These services are provided in an attempt to assist the USF community to achieve and maintain balanced living in regards to physical, emotional, vocational and relational functioning, thereby enabling individuals to fully realize their potential.

Recognizing that psychological, physical, cultural and spiritual factors greatly impact one’s ability to fully participate in and benefit from a university education, the Counseling and Career Center supports the holistic development of USF students by providing a comprehensive array of professional services.

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**Intended Administrative Objectives:**

Write at least three objectives that will be the focus of assessment activities.

1. Participants will be satisfied with Health & Wellness services, particularly the fitness assessment program.

2. Counseling services will improve clients’ psychological well-being.

3. Utilization of psychological counseling services will increase

4. Utilization of career counseling services will increase
Planning Instructions:

Identify at least three administrative objectives for assessment and complete the following portions of this plan. Objectives define a service, or a work process, or an outcome resulting from services. The completed plan is e-mailed to Oaplans@acad.usf.edu

Here are some examples of different types of administrative objectives.

| Outcome statements | • Students learn how to use library resources.  
| Process statements | • The library is efficient in book acquisitions.  
| Satisfaction statements | • The career center provides career development workshops for students.  
| Process statements | • Students will be able to write a resume.  
| Satisfaction statements | • Students are satisfied with library circulation services.  
| Process statements | • Vendors report that they are promptly paid.  

Reporting Instructions:

At the end of the assessment period, the assessment report is prepared and e-mailed to: Oareports@acad.usf.edu The report contains a summary of assessment findings identified. In addition, the report describes what changes (if any) were made as a result of a review of assessment findings. The discussion on use of results should, at the very least, indicate that faculty members reviewed the assessment findings.
Objective #1

What process, service, or outcome will be assessed?

Health and Wellness services

Participants’ satisfaction with Health and Wellness services, specifically the fitness assessment program.

ASSESSMENT PLAN - The completed assessment plan is e-mailed to Oaplans@acad.usf.edu at the beginning of the assessment period.

It is recommended that two means of assessment be prepared for each objective. One means of assessment may be sufficient.

Means of Assessment #1: Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.

A satisfaction survey will be administered to participants in order to assess their satisfaction with the fitness assessment program.

Criteria for Success: Describe the criteria for success related to this means of assessment.

75% of participants will rate their satisfaction with the fitness assessment program as above average or excellent.

Means of Assessment #2: Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.

A satisfaction survey will be administered to participants in order to assess their satisfaction with the fitness assessment program.

Criteria for Success: Describe the criteria for success related to this means of assessment.

Fewer than 40% of participants will rate their satisfaction with the fitness assessment program as below average or poor.

ASSESSMENT REPORT - These items are completed after assessment activities, at the end of the assessment period. Completed assessment reports are e-mailed to: Oareports@acad.usf.edu

Findings: What findings resulted from assessment activities?

Assessment #1

Assessment #2:

Use of Results: What changes, if any, were made in response to the findings? This section should indicate that staff members reviewed the assessment findings. How were results used to make improvements?
Objective #2

What process, service, or outcome will be assessed?

Psychological Counseling
To provide counseling services that improves clients’ psychological well-being.

ASSESSMENT PLAN - The completed assessment plan is e-mailed to Oapls@acad.usf.edu at the beginning of the assessment period.

It is recommended that two means of assessment be prepared for each objective. One means of assessment may be sufficient.

Means of Assessment #1: Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.
A psychological test, the OQ –45, will be administered to clients at the beginning (time 1) and end (time 2) of treatment in order to assess symptom severity and treatment effect.

Criteria for Success: Describe the criteria for success related to this means of assessment.
There will be a 10% reduction in the reported overall symptom severity score of clients from time 1 to time 2.

Means of Assessment #2: Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.
A psychological test, the OQ –45, will be administered to clients at the beginning (time 1) and end (time 2) of treatment in order to assess symptom severity and treatment effect.

Criteria for Success: Describe the criteria for success related to this means of assessment.
For at least 25% of clients, there will be a statistically significant reduction in distressing symptom score when comparing time 1 to time 2.

ASSESSMENT REPORT - These items are completed after assessment activities, at the end of the assessment period. Completed assessment reports are e-mailed to: Oareports@acad.usf.edu

Findings: What findings resulted from assessment activities?

Use of Results: What changes, if any, were made in response to the findings? This section should indicate that staff members reviewed the assessment findings. How were results used to make improvements?
Objective #3
What process, service, or outcome will be assessed?

**Psychological Counseling**

| Increased utilization of psychological counseling services. |

**ASSESSMENT PLAN** - The completed assessment plan is e-mailed to Oaplans@acad.usf.edu at the beginning of the assessment period.

It is recommended that **two means** of assessment be prepared for each objective. **One means of assessment may be sufficient.**

**Means of Assessment #1:** Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.

Comparison of the number of clients that utilize counseling services through the CCC for FY 2005-2006 vs. FY 2004-2005.

**Criteria for Success:** Describe the criteria for success related to this means of assessment.

| Increase the number of clients that use the CCC counseling services in FY 2005-2006 by 10% in comparison to the FY 2004-2005 statistics. |

**Means of Assessment #2:** Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome.

Measure the number of clinical visits: including phone counseling, crisis interventions, group, individual and couple sessions, workshops and consultations, provided during the FY 2005-2006 and compare to FY 2004-2005.

**Criteria for Success:** Describe the criteria for success related to this means of assessment.

Increase the number of clinical visits for FY 2005-2006 by 10% in comparison to the FY 2004-2005 statistics.

**ASSESSMENT REPORT** - These items are completed after assessment activities, at the end of the assessment period. Completed assessment reports are e-mailed to: Oareports@acad.usf.edu

**Findings:** What findings resulted from assessment activities?

**Assessment #1:**

**Assessment #2:**
Objective #4

What process, service, or outcome will be assessed?

Career Services

Utilization of career counseling services.

ASSESSMENT PLAN - The completed assessment plan is e-mailed to Oaplan@acad.usf.edu at the beginning of the assessment period.

It is recommended that two means of assessment be prepared for each objective. One means of assessment may be sufficient.

Means of Assessment #1: Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome. Increase in the number of clients receiving career counseling.

Criteria for Success: Describe the criteria for success related to this means of assessment. Increase in the number of clients receiving career counseling by 10% over the 2004-2005 statistics.

Means of Assessment #2: Describe the procedures, strategies, or means that will be used to collect information on the process, service, or outcome. Increase in the number of career counseling sessions provided to clients.

Criteria for Success: Describe the criteria for success related to this means of assessment. There will be a 10% increase in the number of career visits, including individual, group and workshop sessions when comparing the 2005-2006 and 2004-2005 academic years.

ASSESSMENT REPORT - These items are completed after assessment activities, at the end of the assessment period. Completed assessment reports are e-mailed to: Oareports@acad.usf.edu

Findings: What findings resulted from assessment activities?
Assessment #1:
Assessment #2:

Use of Results: What changes, if any, were made in response to the findings? This section should indicate that staff members reviewed the assessment findings. How were results used to make improvements?