

## Year in Review

### Action Steps

**In light of the new [strategic direction](#) of the University can you modify your action steps or develop new action steps that will aid in the implementation of the University's Strategic Indicators?**

The SCC and SHP are instrumental in assisting ISU students in coping with their non-academic responsibilities at ISU in several ways:

- We provide primary interventions in the form of individual counseling, group counseling, crisis intervention, and assessment.
- We provide secondary interventions in the form of preventative education for students (workshops), training of student peer advisors (e.g., Bacchus and Gamma), and training of student affairs staff to better help students.
- We provide tertiary interventions by implementing quality healthy lifestyle informational programming to campus residents.

These functions provide students the support they need to thrive socially, encourage students to mix socially with a diverse population of their peers, and enable students to learn social, emotional, and academic coping skills. These contribute to students' life knowledge, skills, and personal development and thereby contributing to the ISU community, as well as the larger communities in which the students live and work.

### **Do you have any further progress you would like to report?**

The SCC was extremely successful in expanding student awareness of and access to all of its programs, especially with the addition to the SCC staff of our Student Health Promotions Outreach Educator. The SCC has substantially increased its contact with students each year since 2001-02, and is approaching the national average of 10% coverage of the student body for counseling centers. The SCC's focus is on providing coordinated academic and psychological support for self-identified "students-at-risk" who come to the Counseling Center. The SCC assists these at-risk students in their studies and in managing their stress coping problems, thereby helping them to stay at ISU. The SCC is also treating clients who are experiencing more and more severe psychological difficulties and helping them to stay in school and succeed at ISU. The SCC has developed and implemented a university-wide Suicide Prevention Program, as well, and is moving towards proposing a Suicide Attempt Reaction Protocol and Clearinghouse in the near future, as resources allow.

### Assessment

**What are two ways in which you evaluated the quality or effectiveness in your area last year?  
What changes did you make based on those assessments?**

The SCC evaluates the effectiveness of its services on the basis of a statistical analysis of its overall operations and client satisfaction analysis based on feedback forms. The statistical analyses examine the total numbers of individual counseling and group counseling client contact hours and outreach contact hours and cross reference these numbers with client demographics to assess whether or not the SCC is reaching sufficient numbers of students, sufficient diversity of students, and a broad enough cross-section of students to meet the mission goal of enhancing students' academic experience and emotional life here at ISU. The SCC then compares its year-end numbers with the IACS National Survey of Counseling Center directors for the previous year to see if the SCC's performance is meeting the mean averages of a broad sampling of American Counseling Centers (both accredited and non-accredited) for mid-sized universities with student populations between 7500 and 15,000 students.

The first statistical assessment provides the SCC with an evaluation of its year-to-year growth and performance in terms of its ability to reach ISU students and give them the types of services their traits and conditions demand. The second statistical evaluation provides the SCC with an assessment of whether or not it is adequately meeting national criteria for counseling centers in providing quality services. The client satisfaction surveys provide data on how SCC services are being received by students, covering areas such as initial front office contacts and appointment management, experiences with their assigned counselors, how the SCC services have affected their academic performance, and whether they would recommend services to others.

Over the course of the past three years, the SCC has used these statistics to expand its staffing, develop a group counseling program, enhance its outreach presentation areas, develop an athletic consulting program, increase public relations presentations, redesign its brochures, and alter its clinical operations to provide more intensive and comprehensive clinical services to accommodate students increased need for counseling and increased severity of disorders. The client feedback data allows us to assess client counseling outcomes based on their own perceptions of the effectiveness of their experiences with the SCC. This data can be used to refine and improve service delivery in an ongoing manner.

## **Future Goals**

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**Please describe the progress you have made on these action steps.**

The SCC is essentially a private, confidential counseling service. At present, we also serve as an educational service through our preventative outreach programming. Our primary function, however, is oriented towards individuals. As such, our contribution to the university is mainly through the enhancement of students' lives. Not only does this influence the students' immediate coping abilities, but it enhances students' abilities to reach their full potential and appreciate their college experience. It also has the extended effect on the university of creating positive, involved student representatives of ISU, who, in turn, positively affect those around them on campus and in the community.

The SCC's other primary means of enhancing ISU's reputation is through experiential learning (EL). The SCC serves as a training facility for ISU graduate students in Psychology who are in the process of becoming psychologists, and for co-op students from the Community Health program at ISU. We will continue to provide these opportunities.