

**Cornell College**  
**Departmental / Program Assessment Plan**  
Assessment Project Outline

Department / Program:	Counseling Services
Person Submitting this Form:	Brenda Lovstuen
Date:	5/4/12

Outcome(s) Being Assessed:

Students will be able to identify counseling resources and services on and off campus that benefit their emotional health and well-being.

Students will use counseling resources and services on and off campus that benefit their emotional health and well-being.

Students will identify and use ways to enhance their personal and educational development (e.g., self-care behaviors, problem solving and decision making strategies).

Students will be able to identify mental health issues and coping strategies.

Students will be able to articulate how counseling services (and resources) on campus are valuable/useful to them.

Assessment Question(s):

*Given the outcome(s) being assessed, what do we want to find out? What information will be useful to us?*

1. What mental health concerns do students experience (e.g., depression, anxiety) and what is the prevalence of each concern?
2. What types of mental health services do students think they need or want (e.g., short-term Co, open-ended Co, psychiatric services, etc.)?
3. Do students think their mental health service needs are met by campus and local resources? What barriers do they perceive to getting their mental health service needs met?
4. What do key staff (e.g., subset of Student Affairs staff) think are the mental health concerns and mental health service needs of students?
5. Do key staff think students' mental health needs are met by campus and local resources? What barriers do they perceive?

Intended Uses of the Assessment:

*How will the results of the assessment be used? How can we ensure the information will be useful to us?*

-To identify and advocate for additional campus services (e.g., increased Counseling Center and/or other campus staffing related to mental health needs of students, more training of Counseling Center and/or other campus staff in areas of student need, increased transportation options to off-campus mental health services, additional insurance options through Cornell)

-To help guide identification of additional off-campus referral resources to meet student needs

-To help identify whether any current service is not seen as a need and thus may be adapted or discontinued

Gathering and Analyzing Evidence:

What is the best way to get the information we need? What evidence already exists? From whom do we need to collect information? Use the grid below – or one of your own making – to outline your plan for collecting and analyzing evidence.

Method to Collect Evidence	Method to Analyze Evidence	Assessment Question Addressed	Timeline
* one method per row			Collect/Analyze
Quality Of Life Survey	Freq., mean, range (?)	1, 2, 3	Fall '12? / Fall '13?
NCHA Survey	Freq., mean, range (?)	1	Fall '12? / Fall '13?
Incoming Student Survey	Freq., mean, range (?)	1, 2 (? content unknown)	Fall '12 / Fall '13
Satisfaction Survey?	Freq., mean, range (?)	1, 2, 3	Spring '13 / Spr. '14
Survey of faculty/staff?	Freq., mean, range (?)	4, 5	Spring '13?/Spr.'14?

*Method to Collect Evidence: brief description of what will be collected, how, by whom.*

*Method to Analyze Evidence: brief description of how evidence will be analyzed, by whom.*

*Assessment Question Addressed: specify which outcome / question is being addressed.*

*Timeline: when will data be collected and analyzed.*

Interpreting Evidence:

What strategy will we use to make meaning of the results? How will we ensure we use the information? Our plan for interpreting the results and using them to inform our practice is:

Most data from surveys will likely be quantitative and analyzed appropriately so we can see frequencies, averages, and ranges for each presenting concern, so we can more easily assess the need for services related to different types of concerns.

Any qualitative data will also be rated and analyzed so that it is understandable to Counseling staff and can be communicated to additional constituencies (e.g., in annual report).

Institutional Research staff will be consulted about the results if/when questions arise regarding interpreting the results.

Involvement:

Who will be involved in this assessment project? What role will each of us play?

Brenda Lovstuen, Ph.D., and Alice Fridman Glass, Ph.D., will work with Becki Elkins/ Institutional Research staff to identify existing relevant data from surveys/research.

Counseling staff will work with IR and Residence Life staff to add questions to the Quality of Life survey.

IR staff will suggest additional options that may be available for gathering and/or analyzing data, and may assist with data analysis.

Natalie Klostermann will help with data entry and possibly data analysis.

Counseling Staff will be the primary drafters of written reports of the project.

**Cornell College**  
**Departmental / Program Assessment Plan**  
 Assessment Project Outline

Department / Program:	Counseling Services
Person Submitting this Form:	Brenda Lovstuen
Date:	5/4/12

Outcome(s):

Students will be able to identify counseling resources and services on and off campus that benefit their emotional health and well-being.

Students will use counseling resources and services on and off campus that benefit their emotional health and well-being.

Students will identify and use ways to enhance their personal and educational development (e.g., self-care behaviors, problem solving and decision making strategies). *–this was not included in the original version; I simply cannot recall or find notes about if we left it out for a reason...do you recall if we may have decided it did not seem to fit w/ a needs assessment? or did I just somehow not copy it?*

Students will be able to identify mental health issues and coping strategies.

Students will be able to articulate how counseling services (and resources) on campus are valuable/useful to them.

Assessment Question(s):

*Given the outcome(s) being assessed, what do we want to find out? What information will be useful to us?*

1. What mental health concerns do students experience (e.g., depression, anxiety) and what is the prevalence of each concern?
2. What types of mental health services do students think they need or want (e.g., short-term Co, open-ended Co, psychiatric services, etc.)?
3. Do students think their mental health service needs are met by campus and local resources? What barriers do they perceive to getting their mental health service needs met?
4. What do key faculty and staff (e.g., subset of Student Affairs staff) think are the mental health concerns and mental health service needs of students? *--keep??*
5. Do faculty and staff think students' mental health needs are met by campus and local resources? What barriers do they perceive? *--keep??*

Intended Uses of the Assessment:

*How will the results of the assessment be used? How can we ensure the information will be useful to us?*

- To identify and advocate for additional campus services (e.g., increased Counseling Center and/or other campus staffing related to mental health needs of students, more training of Counseling Center and/or other campus staff in areas of student need, increased transportation options to off-campus mental health services, additional insurance options through Cornell)
- To help guide identification of additional off-campus referral resources to meet student needs
- To help identify whether any current service is not seen as a need and thus may be adapted or discontinued

### Gathering and Analyzing Evidence:

*What is the best way to get the information we need? What evidence already exists? From whom do we need to collect information? Use the grid below – or one of your own making – to outline your plan for collecting and analyzing evidence.*

Method to Collect Evidence	Method to Analyze Evidence	Assessment Question Addressed	Timeline
* one method per row			Collect/Analyze
Quality Of Life Survey	Freq., mean, range (?)	1, 2, 3	Fall '12? / Fall '13?
NCHA Survey	Freq., mean, range (?)	1	Fall '12? / Fall '13?
Incoming Student Survey	Freq., mean, range (?)	1, 2 (? content unknown)	Fall '12 / Fall '13
Satisfaction Survey?	Freq., mean, range (?)	1, 2, 3	Spring '13 / Spr. '14
Survey of faculty/staff?	Freq., mean, range (?)	4, 5	Spring '13?/Spr. '14?

*Method to Collect Evidence: brief description of what will be collected, how, by whom.*

*Method to Analyze Evidence: brief description of how evidence will be analyzed, by whom.*

*Assessment Question Addressed: specify which outcome / question is being addressed.*

*Timeline: when will data be collected and analyzed.*

### Interpreting Evidence:

*What strategy will we use to make meaning of the results? How will we ensure we use the information? Our plan for interpreting the results and using them to inform our practice is:*

Most data from surveys will likely be quantitative and analyzed appropriately so we can see frequencies, averages, and ranges for each presenting concern, so we can more easily assess the need for services related to different types of concerns.

Any qualitative data will also be rated and analyzed so that it is understandable to Counseling staff and can be communicated to additional constituencies (e.g., in annual report).

Institutional Research staff will be consulted about the results if/when questions arise regarding interpreting the results.

### Involvement:

*Who will be involved in this assessment project? What role will each of us play?*

Brenda Lovstuen, Ph.D., and Alice Fridman Glass, Ph.D., will work with Becki Elkins/ Institutional Research staff to identify existing relevant data from surveys/research. Counseling staff will work with IR and Residence Life staff to add questions to the Quality of Life survey. IR staff will help suggest additional options that may be available for gathering and/or analyzing data, and may assist with data analysis. Counseling Staff will be the primary drafters of written reports of the project.