Missouri Valley College
Service Program
Assessment and Planning Report

Year: 2011-2012

Service Program: MVC Counseling Center           Supervisor: Rachel Mayfield, LPC

I. Mission

The Missouri Valley College Counseling Center supports the academic mission of the College by providing services and programs designed to help students maintain their emotional well-being in order to achieve their educational success. Our mission is inspired by the values of compassion, diversity, social responsibility, integrity, and accountability of individual students while also focusing on the milieu of the entire campus community.

II. Goals

- Provide counseling and/or referrals for personal and academic concerns for the college community.
- Provide crisis intervention/emergency counseling for students as warranted.
- Support the learning and retention of students through appropriate treatment and/or referral.
- Focus on areas of prevention and collaboration on campus through education, communication, and crisis intervention

III. Service outcomes

1. All members of the college community have access to counseling and/or referrals about personal and academic concerns.
2. Students, faculty, and staff experience fair, unbiased, and equitable service relating to mental health services.
3. Learning and Retention will be supported through appropriate treatment and/or referral.
4. Campus needs are met by therapists that are highly trained in areas of the profession.
5. Education, communication, and crisis intervention are used to focus on areas of prevention and collaboration.
### IV. Service delivery map

<table>
<thead>
<tr>
<th></th>
<th>Intake Assess</th>
<th>Individual Counseling</th>
<th>Professional Collaboration</th>
<th>24 Hour Crisis Response</th>
<th>Ethical &amp; Legal Guidelines</th>
<th>Campus Presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>All members have access to counseling and/or referrals about personal and academic concerns.</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Students, faculty, and staff experience fair, unbiased, and equitable service relating to mental health services.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Learning and Retention will be supported through appropriate treatment and/or referral.</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>X</td>
</tr>
<tr>
<td>Campus needs are met by therapists that are highly trained in areas of the profession.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Education, communication, and crisis intervention are used to focus on areas of prevention and collaboration.</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
V. Assessment tools

Service Outcome 1: All members of the college community have access to counseling and/or referrals about personal and academic concerns.

Assessment Tools for Service Outcome 1:
- MVC Counseling Center website current with services and relevant information
- Number of walk-ins, scheduled appointments, crisis interventions, drug and alcohol assessments, and other areas of service
- MVC Counseling Center is open from 9am-4pm M-F. Crisis Intervention is available 24/7.

Service Outcome 2: Students, faculty, and staff experience fair, unbiased, and equitable service relating to mental health services.

Assessment Tool for Service Outcome 2:
- Adherence to ethical and legal guidelines

Service Outcome 3: Learning and Retention will be supported through appropriate treatment and/or referral.

Assessment Tool for Service Outcome 3:
- Number of presentations
- Availability of information/referrals about testing and assessment

Service Outcome 4: Campus needs are met by therapists that are highly trained in areas of the profession.

Assessment Tool for Service Outcome 4:
- Credentials and experience of therapists
- Continued professional development of therapists

Service Outcome 5: Education, communication, and crisis intervention are used to focus on areas of prevention and collaboration.

Assessment Tool for Service Outcome 5:
- Number of presentations
- Availability of crisis-intervention services
- Number of collaborations with other offices/individuals

VI. Summary of Findings

Summary of Findings for Service Outcome 1:
- The MVC Counseling Center website is available through [www.moval.edu](http://www.moval.edu). When visiting the site, a person could obtain information about counseling related services, referrals, resources, frequently asked questions, upcoming events, policies and procedures, and contact information.
- The Counseling Center Director completes a monthly assessment for the Dean of Students. This assessment contains information/numbers regarding walk-ins, scheduled appointments, crisis interventions, drug and alcohol evaluations, and other areas of services from the Counseling Center. (See table below)
Based on the Monthly Assessment Reports provided to the Dean of Students for 2011-2012 academic year:

<table>
<thead>
<tr>
<th>Services</th>
<th>Fall</th>
<th>Spring</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk-ins</td>
<td>79</td>
<td>81</td>
<td>160</td>
</tr>
<tr>
<td>Scheduled Appointments</td>
<td>196</td>
<td>145</td>
<td>341</td>
</tr>
<tr>
<td>Crisis Intervention</td>
<td>17</td>
<td>18</td>
<td>35</td>
</tr>
<tr>
<td>Drug/Alcohol Assessments</td>
<td>15</td>
<td>12</td>
<td>27</td>
</tr>
<tr>
<td>Discipline (mandatory)</td>
<td>0</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Career Services</td>
<td>3</td>
<td>12</td>
<td>15</td>
</tr>
<tr>
<td>Initial Assessments (no services needed)</td>
<td>22</td>
<td>15</td>
<td>37</td>
</tr>
<tr>
<td>Financial Aid Appeals</td>
<td>N/A</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

Total Contacts: 631

- The Counseling Center is open from 9am-4pm M-F allowing approximately 35 hours of service to the students. There is an on-call therapist available 24/7. Typically, students prefer the times of 10am-3pm for appointments. At this time, students have not asked for later or earlier appointment times.

- Currently, the ratio of counselors to students is 1:1,400 (or current enrollment). According to the National Survey of Counseling Center Directors, the average ratio of counselors to students at schools similar in size to MVC is 1:875.6.

Summary of Findings for Service Outcome 2:

- The MVC Counseling Center staff are licensed professionals and are required to follow strict ethical and legal guidelines in regards to students and their counseling files. At this time, the American Counselors Association (ACA) is the ethical code guidelines being used by the Counseling Center.

- All information and files are confidential and secured in the Counseling Center office. Each student completes paperwork and an initial assessment during the first session. A treatment plan is then developed between the student and counselor. Progress notes are completed after each interaction between student and counselor. A discharge plan/summary is then completed at the end of treatment.

- The MVC Counseling Center utilizes information from the National Survey of Counseling Center Directors as a guideline for services, which is specific to colleges and universities. The National Survey of Counseling Center Directors is completed annually; however, the publication is one year behind. MVC utilized the 2010 results for the 2011-2012 academic year as a guideline for services. For example, the survey reported that 76 Counseling Centers hospitalized an average of 3.9 students per school per year; MVC hospitalized 1 student during the Fall 2011 semester.

- The National Survey of Counseling Center Directors (2010) stated that 6.7% of centers charge for counseling. MVC is consistent with this trend as the Counseling Center does not charge for services.

- Of the students who sought services nationally, 32.6% were males and 65.9% were females. MVC’s ratios of 42% of males and 58% females is slightly different and could be due the ratio of male to female students on campus.

- The survey reported that 33% of schools have on-campus psychiatric services available to students. MVC does not have psychiatrists on staff.
Summary of Findings for Service Outcome 3:

- Campus-wide presentations are supported by the Counseling Center. There are 2 Counseling Center sponsored presentations a year (1-Fall semester and 1-Spring semester).
- The Counseling Center also completes in-class presentations each semester when asked by instructors.
- Students are able to receive information/referrals about testing and assessment if they feel they could benefit from accommodation services.

Summary of Findings for Service Outcome 4:

- MVC continues to encourage its faculty and staff to be members of professional organizations. The Director of the Counseling Center is an active member of the American Counselors Association, the American College Counselors Association, the American Counselors Association of Missouri, the American Mental Health Counselors Association, and the Missouri Mental Health Counselors Association. By being a part of professional organizations, the MVC Counseling Center receives information on best practices and standards in the profession. The Director of the Counseling Center attended the American Counselor Association of Missouri annual conference in April 2012 and completed 33.5 continued education hours for the 2011-2012 academic year.
- The MVC Counseling Center staff are required to be licensed professionals through the State of Missouri. They are required to obtain and maintain liability insurance. It is strongly recommended that Counseling Center staff be involved in best practices of the profession. This is encouraged through membership in professional organizations and completing continuing education units.

Summary of Findings for Service Outcome 5:

- The MVC Counseling Center offers mental health education to the campus community through several different ways.

**Fall 2011**

- Aaron Likens, author of “Finding Kansas,” presented his ideas related to growing up with Asperger’s Syndrome to approximately 100 students, faculty, and staff members.
- In class presentations were completed for a lifetime wellness class, the nursing program students, and a freshman orientation class (Blossar Students).
- Trainings/Orientations included: RA and Hall Directors, Faculty and Staff during Welcome Orientation, and freshman and their parents during Freshman Orientation Question and Answer session.

**Spring 2012**

- Stacey Winter, Licensed Dietician, presented “Lifetime Wellness” to approximately 40 students, faculty, and staff.
- An in class presentation was completed for athletic training students.
- “Finding My Path” was an all-day event where students completed the Self-Directed Search and received one on one feedback related to their results; approximately 85 students completed the Self-Directed Search.
• Collaboration occurs through verbal and written contact with the Dean of Students, Campus Nurse Practitioners, Public Safety, Athletic Director, Assistant Athletic Director, Retention Coordinator, Campus Chaplain, RA’s and Hall Directors, and many others.
• Crisis Intervention services are available 24/7 to the students through an on-call counselor and Public Safety.

VII. Level of Achievement of Service Outcomes:
Level of Achievement of Service Outcome 1: All members of the college community have access to counseling and/or referrals about personal and academic concerns. Many members of the college community have made use of services offered, so this is evidence that this service outcome is achieved to a great extent. However, due to the high ratio of students to counselors, there are times when students must wait a week or more for an appointment. The number of counselors for the student body could be a limiting factor on achievement of this outcome.

Level of Achievement of Service Outcome 2: Students, faculty, and staff experience fair, unbiased, and equitable service relating to mental health services. Findings indicate that service outcome two is being achieved. The Counseling Center continues to follow the ACA guidelines and utilizes the information from the National Survey of Counseling Center Directors. However, the ratio of counselors to students could impact this service outcome in the future.

Level of Achievement of Service Outcome 3: Learning and Retention will be supported through appropriate treatment and/or referral. Evidence shows there is progress in achieving service outcome 3. A goal for the Counseling Center was to complete a minimum of 2 presentations a year. The Counseling Center achieved this goal. However, the student response during the campus-wide presentations varied from the Fall to Spring semester. There was great support from the faculty and staff during the fall semester. However, the amount of students who attended the Spring presentation was a lot lower when compared to the Fall semester presentation. Evaluations that were completed after the campus-wide presentations in Fall and Spring semesters support that students enjoy and benefit from having outside presenters come to campus. The “Finding My Path” major’s fair was deemed successful because the freshman orientation course is requiring all freshman to take the Self-Directed Search. The survey results show that the students who completed the process found it beneficial.

Level of Achievement of Service Outcome 4: Campus needs are met by therapists that are highly trained in areas of the profession. Findings indicate that service outcome four is being achieved. The Counseling Center Director is licensed in the State of Missouri, has malpractice insurance, attends annually conferences, and participates in continuing education hours. It would be beneficial if the Director attended the American College Counselors Association annual conference.
Level of Achievement of Service Outcome 5: Education, communication, and crisis intervention are used to focus on areas of prevention and collaboration. Evidence shows there is progress in achieving service outcome 5. The MVC Counseling Center engages in trainings and collaborations with many individuals on campus. The MVC Counseling Center has a webpage that offers information about our services and resources in regards to mental health services. The Counseling Center continues to bring outside presenters to campus to educate the campus community in regards to mental health issues. However, having only one counselor may limit the ability of the Counseling Center to continue to improve on this service outcome.

VIII. Staff/Clientele/Program information

Table 1. Staff Profile

<table>
<thead>
<tr>
<th>Total number of program staff</th>
<th>Female</th>
<th>Male</th>
<th>GA Full time</th>
<th>GA Part time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of program staff by gender</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>female</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>male</td>
<td>0</td>
<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>Highest degree for program staff</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>High school</td>
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<tr>
<td>Associate’s</td>
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<tr>
<td>Bachelor’s</td>
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<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>Master’s</td>
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<td>Doctorate</td>
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<tr>
<td>Years of professional experience in area</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>0-5</td>
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<tr>
<td>6-10</td>
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<td>11-15</td>
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<td>16-20</td>
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<tr>
<td>21+</td>
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</table>

*Part time is defined as 20 work hours a week or less.

IX. Analysis/Interpretation
At this time, the MVC Counseling Center is functioning well. The Counseling Center continues to achieve or make progress toward the service learning outcomes.

- The Counseling Center continues to educate the campus community about mental health services.
- The website continues to offer information to the students, parents, faculty, and staff in understanding the services of the Counseling Center.
- Presentations (campus-wide and in-class) continue engage the campus community in areas related to mental health.
- Communication continues to grow on campus about the Counseling Center’s services and collaborations with many campus offices/individuals.
- Crisis Intervention is available 24/7.
- Staff continue to follow best practices as set forth by the ACA and professional organizations.
The Counseling Center continues to value the quality of care it provides to the campus community, but due to the increase in individual services and limited employees, it could become an issue in the future. Ideally, the ratio of counselors to students needs to be smaller. The limited staff to serve a large student body could become an issue. For example, best practices show that the earlier a client is seen, the less of a need for crisis intervention services. Due to the limited staff and the scheduling of appointments, some clients are being scheduled one week later.

X. Action plan/Closing the loop
In order to best achieve service outcome #1, another counselor is greatly needed. At this time, services are being provided. However, the latest trends are showing an increase in the number of services provided to the campus community.

A recommendation for meeting service outcome #2 would be that the Counseling Center begins to utilize electronic record keeping of files. Several benefits include: generating reports, accuracy of those reports, less space needed (file cabinets). Another recommendation is for the Counseling Center to receive feedback from the college community about its services through a survey.

In order to best achieve service outcome #3, is to continue to bring outside presenters to campus at least one time a semester. However, it would be beneficial to offer more of these throughout the year. The Counseling Center should continue to be involved in Freshman Orientation weekend and Faculty/Staff Welcome Meetings. It is also recommended that the Counseling Center staff, the Retention Coordinator, and Director of Student Success work together to address retention efforts. A future goal to set for in-class presentations would be 2 presentations a semester. This would allow more students the opportunity to receive information about mental health services. It would also be beneficial to have a list of referrals and information made available to the students through the Counseling Center website.

In regards to service outcome #4, it is best to encourage counseling staff to continue being involved in professional organizations. It may also be beneficial for the counseling staff to present at a conference and encourage students to attend these conferences as well. Counseling staff will continue to be aware of best practices by being a part of these organizations.

A recommendation for best achieving service outcome #5 is incorporating the electronic magazine, Student Health 101 that will be implemented during the 2012-2013 academic year. Each month the magazine will be sent to the students and their parents and will include a section on health and wellness. Information about campus events and a link to the Counseling Center webpage can also be found in this electronic magazine. The Counseling Center should continue to educate faculty/staff/students on mental health information, research, and trends. This could be included during the Residential Assistant/Hall Director trainings, Faculty/Staff meetings, campus-wide presentations, in-class presentations, and collaborations with the Marshall community.

The Counseling Center would benefit from a feedback process from the students when they receive individual services. The challenge is maintaining confidentiality. However, consulting
with other campus counseling centers may be valuable since many are reportedly receiving feedback based on the National Survey of Counseling Center Directors. The service outcomes that could be measured by this are: 1, 2, 3, and 5.

Below: Please list all individuals who assisted in the completion of this report.
Rachel Mayfield