



Malone University Counseling Center

Tim Morber and staff

2016-2017 Report

Mission Statement: It is the mission of the Malone University Counseling Center to provide quality Christian/Bible-based behavioral health care to the students of Malone University utilizing best care practices through individual and group modalities to promote mental, emotional, behavioral, and spiritual health in an effort to aid in academic, personal, spiritual, and relational development in fulfillment of the Malone University Mission Statement.

Unit Goals: Goal 1: The Counseling Center offers a private and confidential environment for students to discuss problems, concerns, and challenges.

Goal 2: Students who access the Counseling Center will receive compassionate, non-judgmental, and respectful care from professional staff.

Goal 3: Counseling Center staff will promote a Christ-centered, biblical approach to the counseling process.

Program Goals:	Expected Performance Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
<p>Goal 1:</p> <p>The Counseling Center offers a private and confidential environment for students to discuss problems, concerns, and challenges.</p>	<p><i>Objective 1a:</i> Counseling Center staff make students aware of their right to privacy and confidentiality as well as the need to break confidentiality for safety sake;</p> <p><i>Objective 1b:</i> Students will have the opportunity to discuss their concerns and challenges privately and</p>	<p><i>Objective 1a:</i> Is assessed through the annual Counseling Center student satisfaction survey. Criterion for success is considered to be 95% or higher positive rating on this objective.</p> <p><i>Objective 1b:</i> Is assessed through the annual Counseling Center student</p>	<p><i>Objective 1a:</i> For the 2016/17 survey range students reported 98.1% positive rating for this item.</p> <p><i>Objective 1b:</i> Students who responded to the survey reported a 96.1% satisfaction on this objective.</p>	<p><i>Objective 1a:</i> One of the comments received during this survey period was, “<i>Location not exactly confidential.</i>” While this has been an ongoing concern for some time, the Center does what it can to maintain as private and confidential a setting as possible with campus space limitations. With the 98% positive rating, this demonstrates that even with a less-than-confidential location the staff are doing well to maintain students’ privacy and confidentiality within and outside of the Center’s offices. (See objective 1b below.)</p> <p><i>Objective 1b:</i> Center staff will continue to provide a safe, private, and confidential environment for students to</p>

<p>Goal 2: Students who access the Counseling Center will receive compassionate, non-judgmental, and respectful care from professional staff.</p>	<p>confidentially without concern for unnecessary breaches;</p> <p>Objective 1c: Students will feel safe and comfortable knowing their personal information is kept private and confidential.</p> <p>Objective 2a: Counseling Center staff will be accepting, non-critical, and respectful of students;</p>	<p>satisfaction survey. Criterion for success is considered to be 95% or higher positive rating on this objective.</p> <p>Objective 1c: Is assessed through the annual Counseling Center student satisfaction survey. Criterion for success is considered to be 95% or higher positive rating on this objective.</p> <p>Objective 2a: Is assessed through the annual Counseling Center student satisfaction survey. Criterion for success is considered to be 95% or higher positive rating on this objective.</p>	<p>Objective 1c: Students surveyed reported 95% positive satisfaction with this particular objective</p> <p>Objective 2a: For the survey range (Fall 2016 & Spring 2017) students reported a 94.3% level of satisfaction, just shy of the goal.</p>	<p>share and discuss personal concerns and issues in spite of challenges with location.</p> <p>Objective 1c: Overall, it would appear students had a safe, comfortable experience during their counseling.</p> <p>Objective 2a: In reviewing the data there was at least one indication of dissatisfaction among the survey items, but no particular evidence to pinpoint the cause of this “Disagree” response. Staff will work more diligently to provide a compassionate and non-threatening environment for students.</p>
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<p>Goal 3: Counseling Center staff</p>	<p>Objective 2b: Students will feel safe and listened to during their counseling experience;</p> <p>Objective 2c: Students will feel they have benefitted in a positive way from their counseling experience.</p> <p>Objective 3a: Counseling Center staff will challenge students to</p>	<p>Objective 2b: Is assessed through the annual Counseling Center student satisfaction survey. Criterion for success is considered to be 95% or higher positive rating on this objective.</p> <p>Objective 2c: Is assessed through the annual Counseling Center student satisfaction survey. Criterion for success is considered to be 95% or higher positive rating on this objective.</p> <p>Objective 3a: Is assessed through the annual Counseling</p>	<p>Objective 2b: Students surveyed reported 96.1% positive satisfaction with this outcome.</p> <p>Objective 2c: During the Fall '16 & Spring '17 semesters survey takers reported 91.4% satisfaction with this learning outcome, which falls far short of the Center's criterion for success.</p> <p>Objective 3a: Surveyed students reported an</p>	<p>Objective 2b: Despite the overall positive rating on this objective, one student left this comment, "Remember to listen, please." It was a sobering reminder that as counselors that's what we are supposed to do first and foremost, <i>listen</i>.</p> <p>Objective 2c: This is an objective the Center has struggled with for the past couple of years. It is a chief concern as it ranks as an important outcome – our students' perception that they benefitted positively. Perhaps we need to be more adherent to what one student noted, "...session(s) (are) for the student's benefit..."</p> <p>Objective 3a: This learning outcome, also central to what we believe is our calling in</p>
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<p>will promote a Christ-centered, biblical approach to the counseling process.</p>	<p>consider spiritual character development as a part of their counseling;</p> <p>Objective 3b: Students will have the opportunity to integrate their faith within the counseling process;</p>	<p>Center student satisfaction survey. Criterion for success is considered to be 95% or higher positive rating on this objective.</p> <p>Objective 3b: Is assessed through the annual Counseling Center student satisfaction survey. Criterion for success is considered to be 95% or higher positive rating on this objective.</p>	<p>84.6% positive experience with this particular objective, well short of our targeted outcome goal.</p> <p>Objective 3b: Not surprisingly, students surveyed reported 73.1% positive satisfaction with this outcome. For the survey period the outcome appeared far below the criterion for success. There were 6 “Neutral” responses, which accounts for a majority or the less-than-positive ratings.</p>	<p>the Center, historically has been rated less-than-optimal again this year, like Objective 3b. Part of the understanding of this lies in counselor training – many times issues of religion and spirituality are generally not initiated by the counselor, but counselors are encouraged to respond once the topic has been broached.</p> <p>Objective 3b: This outcome measure has failed to meet the desired criterion for success as might be expected with the outcome for objective 3a regarding faith-based counseling. This will continue to be an area we explore not only with students seeking counseling but with practicum and internship students as well.</p>
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	<p>Objective 3c: Students will realize a sense of improved spirituality and intrapersonal growth, which will benefit them socially and relationally.</p>	<p>Objective 3c: Is assessed through the annual Counseling Center student satisfaction survey. Criterion for success is considered to be 95% or higher positive rating on this objective.</p>	<p>Objective 3c: For the survey range (Fall '16 & Spring '17) students surveyed reported an overall rating of 83.8% positive satisfaction with this outcome, which falls short of the desired goal (and is similar to our last survey period results).</p>	<p>Objective 3c: Of particular concern for this objective was the 11.5% of respondents indicating they “Disagree” with the statement “My quality of life has improved as a result of counseling.” Our overall goal for counseling is that students derive some positive benefit, and if this is not happening for more than 10% of the students who participated in the survey, we need to be more conscientious of how to make this happen. One thought is to incorporate a monthly monitoring of their experience so the counselors can make necessary adjustments during the course of the counseling process.</p>
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