



Malone University Counseling Center

Tim Morber and staff

2017/2018 Academic Year

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>Objective 1a: 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>Objective 1b: Students will have the opportunity to discuss their concerns and challenges privately and confidentially without concern for unnecessary breaches;</p> <p>Objective 1c: Students will feel safe and comfortable knowing</p>	<p>Objective 1a: 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 1b: 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: Is assessed through the annual Counseling Center student satisfaction</p>	<p>Objective 1a: Students responded with a 100% positive rating for this outcome during the survey period.</p> <p>Objective 1b: Students responded with a 99% positive satisfaction for the 2017 – 2018 academic year for this outcome measure.</p>	<p>Objective 1a: Counseling Center staff, which were varied from the Fall '17 semester to the Spring '18 semester, did an excellent job with protecting students' confidentiality and privacy. We will continue to offer this level of privacy to our students.</p> <p>Objective 1b: Staff continue to strive toward 100% excellent with this objective; we were close this academic year, but have some room to grow.</p>

<p>Goal 2: Students who access the Counseling Center will receive compassionate, non-judgmental, and respectful care from professional staff.</p>	<p>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>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 2b: Is assessed through the annual Counseling Center student satisfaction survey. Criterion for success is considered to be 95% or higher</p>	<p>Objective 1c: Students responded with a 90% positive satisfaction for this outcome measure during the survey period.</p> <p>Objective 2a: For the survey range (2017 – 2018 academic year) students surveyed reported 92.65% positive satisfaction with this outcome, missing our intended goal of 95% positive ratings.</p>	<p>Objective 1c: This outcome fell short of our goal for 95% positive outcomes. We will continue to explore opportunities for increased privacy and confidentiality on campus. Of note, there was an appreciable difference between our Fall survey (88.25%) and our Spring survey (92.65%). It is not known if this difference occurred due to staff turnover or student turnover. This will be an area to monitor in the future.</p> <p>Objective 2a: Despite missing our mark on this objective, students offered some positive remarks with regard to this outcome. This is a quality indicator which we agreed needs to be improved upon, especially with respect to NSSE Quality of Interactions High Impact Practices.</p>
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	<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>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 2b: Students responded with a 95.6% positive rating for the particular objective.</p> <p>Objective 2c: For the survey range (2017 – 2018 academic year) students surveyed reported 86.37% positive satisfaction with this outcome. For the survey period the outcome missed our goal by nearly ten points.</p>	<p>Objective 2b: Interestingly, the Center staff performed better during the Fall '17 semester when compared to the Spring '18 semester survey results. Again, attribution is difficult to determine especially with staff and student turnover from one semester to the next.</p> <p>Objective 2c: Again, there was an appreciable difference in our Fall '17 and Spring '18 semester outcomes. For the Fall, the result was 82.32% positive rating while for the Spring it was 90.42%. Both semesters fell short of our overall goal of 95%, which indicates Center staff will need to refocus our efforts, especially as this is a NSSE High Impact Practice.</p>
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<p>Goal 3: Counseling Center staff will promote a Christ-centered, biblical approach to the counseling process.</p>	<p>Objective 3a: Counseling Center staff will challenge students to 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>Objective 3a: 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 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>Objective 3a: Students responded with a 94.15% overall positive satisfaction for the 2017 – 2018 academic year for this outcome measure.</p> <p>Objective 3b: For the survey range (2017 – 2018 academic year) students surveyed reported 77.95% positive satisfaction with this outcome.</p>	<p>Objective 3a: This was another interesting area of data retrieval as survey takers rated this learning outcome with a 100% positive rating for the Spring '18 semester while only 88.3% rated it positively during the Fall '17 semester. As we move forward we will continue to emphasize the importance of faith in our counseling sessions.</p> <p>Objective 3b: Historically, this learning objective has been a challenge within the Counseling Center. This year is no exception. The differences between the Fall '17 (70.6%) and Spring '18 semesters (85.3%) are again notable, but clearly Center staff need to address this learning outcome more effectively.</p>
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