



Malone University Counseling Center

Tim Morber and staff

2018-2019

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 confidentially without concern for unnecessary breaches;</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 satisfaction survey. Criterion for success is considered to be 95% or higher positive rating on this objective.</p>	<p><i>Objective 1a:</i> For the survey range (2018-19) students surveyed reported 97.9% positive satisfaction with this outcome. For the survey period the outcome exceeded the criterion for success.</p> <p><i>Objective 1b:</i> Students responded with a 97.2% positive satisfaction for the 2018-19 academic year for this outcome measure, thus just superseding the 95% criterion for success.</p>	<p><i>Objective 1a:</i> Center staff will continue to provide students with written and verbal explanation of their right to privacy and confidentiality. Counseling Center offices have students' rights conspicuously displayed.</p> <p><i>Objective 1b:</i> Center staff discussed this in comparison to Objective 1a. The Center's Informed Consent form addresses this objective clearly and explicitly.</p>

<p>Goal 2: Students who access the Counseling Center will receive compassionate, non-judgmental, and respectful care from professional staff.</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>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: For the survey range (2018-19) students reported a positive outcome 91.4% of the time, thus falling short of meeting the criterion for success.</p> <p>Objective 2a: Survey questions for Objective 2a were curiously and erroneously absent from the Student Satisfaction Survey during this rating period, therefore students were not polled regarding this learning objective.</p>	<p>Objective 1c: It is interesting to note a 6.2% variance in the Fall '18 semester outcome (88.3%+) and that of the Spring '19 semester (94.5%+). Both in the Fall and Spring one student surveyed indicated they Strongly Disagreed with criterion questions, which raises an interesting question as to this particular student's overall Counseling Center experience.</p> <p>Objective 2a: This oversight (failing to include questions surveying Objective 2a) was the sole responsibility of Center director Tim Morber who remorsefully accepts 40 lashes with a wet noodle for this egregious error. It shan't happen again.</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>'19 semester outcomes ratings were 95.88%.</p> <p>Objective 3a: For the survey range (2018-19) students surveyed reported 90% positive satisfaction with this outcome, which fell short of the 95% criterion for success.</p> <p>Objective 3b: Students responded with a lowly 75.6% positive satisfaction for 2018-19 for this outcome measure, far below the threshold for success.</p>	<p>consideration regarding consumers' satisfaction with the Counseling Center.</p> <p>Objective 3a: Goal 3 of the Counseling Center Learning Outcome Objectives has traditionally been one in which the Center falls short of its stated criterion for success. This survey period continues this trend. Of interesting note, there was little difference in terms of students' experiences from one semester to the next.</p> <p>Objective 3b: This outcome measure has failed to meet the desired criterion for success. Again, this continues a trend since these student satisfaction surveys have been utilized. For this particular Objective, there was a 10% variation from the Fall '18 semester (70.6%) compared with the Spring '19 semester</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 (2018-19) students surveyed reported 85% overall positive satisfaction with this outcome. For the survey period the outcome fell significantly short of the criterion for success. Again, it is notable the differences in rating between the Fall '18 and the Spring '19 semesters: Fall '18 students surveyed indicated a 78.4% positive experience while Spring '19 students polled reported a 91.67% positive outcome. This 13.27% differential may again be accounted for with staffing changes; however, this cannot be easily or correctly implied as the only factor.</p>	<p>(80.6%). Staff discussion of this criterion realized a renewed effort at faith integration with counseling.</p> <p>Objective 3c: The entire Goal 3 Learning Outcome needs to be addressed in terms of student satisfaction. What is it that students seek in terms of growth and development that will allow them to feel they have benefitted intrapersonally, socially, relationally, and in other ways? Coming to an understanding of these criteria may help Center staff to reach students where they feel they have benefitted from their counseling experience.</p>
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