



Malone University Counseling Center

Tim Morber and staff

2019-2020

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 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</p>	<p>Objective 1a: For the survey range (2019-2020) students surveyed reported 98.15% positive satisfaction with this outcome. For the survey period the outcome exceeded the criterion for success. We received 2 negative ratings and 1 neutral rating for this area.</p> <p>Objective 1b: Students responded with a 97.5% positive satisfaction for the 2019-20 academic year for this outcome measure, thus just superseding the 95% criterion for success. There was 1 negative and 1 neutral rating.</p>	<p>Objective 1a: 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. With the less than positive ratings we may need to re-educate staff regarding students' rights within the Counseling Center.</p> <p>Objective 1b: Center staff discussed the neutral and negative ratings and as a result more emphasis will be placed with making students' rights known upfront.</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 2b: Students will feel safe and listened to during their counseling experience;</p>	<p>positive rating on this objective. 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 2b: Is assessed through the</p>	<p>Objective 1c: For the survey range (2019-20) students reported a positive outcome 96.88% of the time, thus meeting the criterion for success within this area. There were 2 neutral ratings and 3 negative ratings during the respective survey periods.</p> <p>Objective 2a: For the 2019-2020 survey semesters, students rated their experience with 98.18% positive results with 2 negative outcomes and 1 neutral rating.</p> <p>Objective 2b: Students rated their outcomes with a 97.5% positive rating for the 2019-2020 survey period for this particular</p>	<p>Objective 1c: Staff seemed to respond well to the students' need for real and implied confidentiality, unlike our results from the previous academic year.</p> <p>Objective 2a: There appears to be a trend developing with each goal and objective area receiving at least 1 or a few more of the neutral and negative ratings. During discussion it was hypothesized that a couple of students have a strongly negative experience within the Counseling Center.</p> <p>Objective 2b: Counselors' primary skill is to be professional listeners and it</p>
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	<p>Objective 2c: Students will feel they have benefitted in a positive way from their counseling experience.</p>	<p>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. The trend continues with 1 neutral and 1 negative response.</p> <p>Objective 2c: Students responded with a 94.18% overall positive satisfaction during 2019-20 year for this outcome measure, which barely missed our targeted goal of 95% positive responses. Interestingly, this particular objective was met with 6 neutral and 11 negative responses overall, the second most strongly negative outcomes in the survey period.</p>	<p>would appear our students felt listened to during the past academic year; still, there appears to be one or more student(s) for whom the counseling experience was less than satisfactory.</p> <p>Objective 2c: This objective is a bit of a conundrum for staff as a large majority indicated having benefitted from their experience within the Counseling Center and at least 11 students reporting negative outcomes in this area. It would appear we either hit or missed the mark here, with also a number of students feeling rather neutral about their experience.</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 3c: Students will realize a sense of improved spirituality and intrapersonal growth, which will benefit them socially and relationally.</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</p>	<p>Objective 3a: For the survey range (2019-20) students surveyed reported 95.05% positive satisfaction with this outcome, which just barely met the 95% criterion for success. Again, there were neutral (3) and negative (1) ratings for this objective.</p> <p>Objective 3b: Students responded with the lowest outcome during the 2019-2020 survey period with an 82.8% positive rating, falling short of our target.</p> <p>Objective 3c: For the survey range (2019-20) students surveyed reported 90.12% overall positive satisfaction with this outcome. While we missed our targeted goal of 95% or higher positive ratings, this</p>	<p>Objective 3a: It feels like a positive gain to have met this objective at the 95% positive ratings for it has traditionally been an area of shortfall within the Counseling Center throughout the years.</p> <p>Objective 3b: This outcome measure has failed to meet the desired criterion for success. This continues a trend since these student satisfaction surveys have been utilized. Compared with the previous academic year we did show improvement, but still missed our mark overall.</p> <p>Objective 3c: This was another area of hit or miss in terms of students' outcomes.</p>
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