**2016 – 2017 Divisional Assessment Process**

***Mission, Vision, Goals, Outcomes & Objectives***

***Part I***

**Please enter your information on this draft document and email it to your assessment liaison\* for review. Once your liaison has reviewed and returned it to you, submit final document. DRAFT DUE: July 1, 2016**, **to your department liaison**. **FINAL DOCUMENT DUE:** **August 1, 2016, to** **saemassess@oswego.edu**

**Department:** Counseling Services Center

**Submitted by:** Kate Wolfe-Lyga

**Review your assessment data from last year. Reaffirm or revise your Department Mission & Vision:**

**MISSION:**

The Counseling Services Center (CSC) meets the holistic mental health needs of SUNY Oswego students through direct therapeutic supports, as well as programming, outreach and collaboration with other campus stakeholders. These supports are identified and made accessible through the CSC’s commitment to social justice as a conceptual framework from which to deliver services.

**VISION:**

The CSC will be a center for excellence among college counseling centers, where students are provided pro-social opportunities to engage with staff and peers, promoting mental wellness and respect for community. Highly trained staff will serve as leaders in the field and promote an environment that embraces multi-culturalism and reduces barriers to success for marginalized populations.

**DEPARTMENT GOALS 2016-2017**

* **Review Department goals from 2015-2016.**
* **Are they still aligned with your mission & vision?**
* **What goals from 2015-2016 do you plan to keep? (please list below)**
* **Are there goals you need to modify?**
* **Set new department goals for 2016-2017.**

***Copy and paste the Goal/Outcome/Objective as many times as necessary for the goals you have chosen to pursue for 2016-2017.***

**GOAL:**

***To what do you aspire?***

The CSC is an accessible service to SUNY Oswego students who are marginalized (at-risk) as a result of societal barriers relative to their multi-cultural identity.

**OUTCOME:**

***Specify your desired effect on students (the outcome) that will contribute to the attainment of this goal (ABCD):***

Students from marginalized populations will use the CSC services at a higher rate than the campus population (>30%).

**OBJECTIVE:**

***What will you accomplish in the short term (2016-2017) (SMART)?***

The CSC will offer targeted programming to increase utilization by marginalized students.

**ASSESSMENT**

**Title of Assessment Project:**

Marginalized Affinity Group Outreach

**Method of assessing outcome:**

Tracking utilization of services by students who identify with marginalized groups as compared to the rest of the college population.

 **Do you need IR Approval\*\*** Yes \_\_\_\_\_\_ No \_\_\_\_x\_\_

**Expected Completion Date:** May 13, 2017

**Contact Person for the Project:** Kate Wolfe-Lyga

**GOAL:**

***To what do you aspire?***

The CSC creates a safe, welcoming space for students to access supports.

**OUTCOME:**

***Specify your desired effect on students (the outcome) that will contribute to the attainment of this goal (ABCD):***

10% more students will utilize consultation services (e.g. Let’s Talk) and group counseling services (as compared to the previous year.)

**OBJECTIVE:**

***What will you accomplish in the short term (2016-2017) (SMART)?***

CSC staff will identify the top reasons for which students are utilizing the in-residence consultation service “Let’s Talk,” during the Fall semester and use this information to inform services.

**ASSESSMENT**

**Title of Assessment Project:**

Let’s Talk Review

**Method of assessing outcome:** Short survey will be offered to each student who utilizes Let’s Talk consultation services during the Fall 2016 semester to determine why students self-select to use the service.

 **Do you need IR Approval\*\*** Yes \_\_\_\_\_\_ No \_\_x\_\_\_\_\_

**Expected Completion Date:** December 17, 2016

**Contact Person for the Project:** Kate Wolfe-Lyga

**ASSESSMENT**

**Title of Assessment Project:**

Student Opinion Questionnaire

**Method of assessing outcome:**

Satisfaction survey provided to students participating in any direct counseling services. Administrated in early November, late April and upon discharge.

 **Do you need IR Approval\*\*** Yes \_\_\_\_\_\_ No \_\_x\_\_\_\_

**Expected Completion Date:** May 13, 2017

**Contact Person for the Project:** Kate Wolfe-Lyga

OTHER ASSESSMENT PROJECTS:

**List other assessments your department plans to conduct during 2016-2017 (i.e. benchmarking, satisfaction, student employee evaluations, tracking, etc.)**

**Title of Assessment Project:**

Intercultural Dialogue

**Method of assessing outcome:**

Pre and post-test to determine if learning outcomes were attained as a direct result of presentations.

 **Do you need IR Approval\*\*** Yes \_\_\_\_\_\_ No \_\_x\_\_\_\_

**Expected Completion Date:** May 13, 2017

**Contact Person for the Project:** Kate Wolfe-Lyga

**NOTES:**

**\*\*If your project fits any one of the following criteria, IR Approval will be necessary:**

* Needs assessments to non-users of services or intended to determine student perceptions of services provided (outside of the Point of Service)
* Electronic surveys administered to more than 75 students.
* Surveys conducted for purpose of research (for professional development or publication)

\*Department Liaisons:

* **Kathy Evans:**Admissions, Orientation, Lifestyles
* **Rick Kolenda:**Financial Aid, Auxiliary Services, Health Center
* **Christy Huynh:**Community Services, Career Services, Athletics, Disability Services
* **Sara Rebeor:**Campus Life, Counseling, Residence Life, Student Conduct

Assessment Part I/2016-2017/mmm