

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Student Wellbeing

Leader(s): Erica Wade, Robin Sweeney

Implementation Year: 2018-2019

Goal 1: Provide student-centered services to empower and promote the physical, mental, and social health of GSU students to aid them in achieving self-advocacy, independence, knowledge, and life balance.

Objective 1:	Implement daily walk-in/intake service hours
Action Items	Advertise to the GSU community through email blasts to faculty and staff and include information on the counseling center website of the walk-in/intake hours available (i.e., Monday, Tuesday, Thursday, and Friday, 9-11 am and 1-3 pm; and Wednesdays at 11:00 am).
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Frequency of walk-ins utilized during available times and referral person/office.
Responsible Person and/or Unit (Data collection, analysis reporting)	Erica Wade, Director Counseling & Wellness, Katherine Helm-Lewis, Clinical Psychologist/Training Supervisor, counseling interns and staff
Milestones (Identify Timelines)	
Desired Outcomes and Achievements (Identify results expected)	To enhance accessibility of mental health counseling services

Objective 2:	Utilize the Counseling Center Assessment of Psychological Symptoms (CCAPS) instrument/tool to obtain a comprehensive assessment of students' distress level.
Action Items	Administer CCAPS at the 1 st and 12 th and final session
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	10 % change between 1 st , 12 th and final session and results in comparison to national averages
Responsible Person and/or Unit (Data collection, analysis reporting)	Katherine Helm-Lewis, Clinical Psychologist/Training Supervisor, counseling interns and staff
Milestones (Identify Timelines)	
Desired Outcomes and Achievements (Identify results expected)	To provide timely and relevant feedback to clinicians to inform their clinical practice and to utilize the assessment data for program development/outreach initiatives

Objective 3:	Develop and implement evaluation procedure to assess effectiveness of counseling services
Action Items	Create client satisfaction and therapist bond surveys to assess counseling services
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	At least 90% of evaluations are completed by clients seen for at least 8 or more sessions
Responsible Person and/or Unit (Data collection, analysis reporting)	Katherine Helm-Lewis, Clinical Psychologist/Training Supervisor, counseling interns and staff
Milestones (Identify Timelines)	
Desired Outcomes and Achievements (Identify results expected)	To demonstrate the impact and effectiveness of clinical services through empirical evidence

Objective 4:	Implement Self-Advocacy Skills workshops to all GSU students including freshmen and transfer students during orientation.
Action Items	<ul style="list-style-type: none"> • Conduct Self-Advocacy workshop during freshman and transfer orientation. • Offer Self-Advocacy workshops as part of the Student Success Workshops each semester. • Assess effectiveness of workshop
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Number of participants at each freshman/transfer orientation; Number of assessments collected; Number of registered ASSD freshmen that meet with Director
Responsible Person and/or Unit (Data collection, analysis reporting)	Robin Sweeney, Director of Student Disability Services
Milestones (Identify Timelines)	Self-Advocacy Skills workshops will be offered throughout AY 18-19 academic year starting with orientation in May 2018.
Desired Outcomes and Achievements (Identify results expected)	ASSD registered students develop a self-advocacy skill plan and demonstrate this skill at least 4 ways in meeting with the Director.

Objective 5:	Collaborate with the Director of Veterans Affairs and Testing Administration to identify ASSD students' testing accommodations and promote available resources.
Action Items	<ul style="list-style-type: none"> • Each semester update ASSD testing accommodation excel sheet on shared drive. • Add Testing Center forms and procedures to ASSD webpage. • Provide Veteran Services with ASSD publication to promote ASSD services.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Number of ASSD students utilizing testing accommodations. Number of ASSD students who utilize testing accommodations compared to students who do not utilized approved testing accommodations.
Responsible Person and/or Unit (Data collection, analysis reporting)	Robin Sweeney, Director of Student Disability Services Kevin Smith, Director of Veterans Affairs and Testing Administration
Milestones (Identify Timelines)	Process to provide resources and ASSD testing accommodation excel sheet will begin Fall 2018.
Desired Outcomes and Achievements (Identify results expected)	To increase number of students utilizing testing accommodations.