

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Student Wellbeing

Leader(s): Erica Wade

Implementation Year: 2018 - 2019 Results and Findings

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).
Desired Outcomes and Achievements (Identify results expected)	A streamlined process for walk-in/crisis needs.
Achieved Outcomes and Results	We provided over 240 triage/walk-in and crisis appointments for the FY19 academic year.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY20 Objectives.)	We were successful in creating a walk-in process and procedure. We were able to determine the appropriate resources and clinical needs of the student. We also have determined that it would be important to continue reviewing the paperwork process for triage/walk-in clients.

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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
Desired Outcomes and Achievements (Identify results expected)	10 % change between 1 st , 12 th and final session and results in comparison to national averages
Achieved Outcomes and Results	Based on our CCAPS findings (pre and post changes) indicate that clients have gone from elevated to moderate/low distress in the following areas generalize anxiety (i.e., 45%), social anxiety (i.e., 51%), academic distress (i.e., 56.7%), eating concerns (46.7%), alcohol use (i.e., 16.7%), and overall distress level (31.7%).
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY20 Objectives.)	Based on our findings students distress level improved by their final session. Areas to continue to improve are focusing our programming/psychoeducation, and/or clinical intervention on the following symptomology (depression and hostility).

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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
Desired Outcomes and Achievements (Identify results expected)	At least 90% of evaluations are completed by clients seen for at least 8 or more sessions
Achieved Outcomes and Results	Findings from the client satisfaction survey indicate that 83% of participants expressed overall satisfaction with services, 67% noted that counseling helped them remain a student at GSU, and 42% indicated an increase in the following thinking clearly to reduce distress emotions and behaviors, increased emotional intelligence, and improvement in overall wellness. In addition, findings from the therapist bond survey illustrate that 92% of participants reported significant improvement from the therapeutic relationship.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY20 Objectives.)	We were successful in providing opportunity for student to give feedback to their clinicians to best improve our services. After reviewing the results, we determined that additional questions were needed to assist us in understanding the student's clinical experience in achieving overall wellness.

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Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Student Wellbeing

Leader(s): Robin Sweeney

Implementation Year: 2018 - 2019 Results and Findings

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 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.
Achieved Outcomes and Results	
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	

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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.
Achieved Outcomes and Results	
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)	