

# Student Learning Outcome and Service Area Outcome Report: Counseling Services 2016-2018



# SLO/SAO Overview of Results

Type	Outcome	Results
SLO – Year 1 FY17	Students, staff, and faculty will be familiar with Counseling Services location and hours.	<b>Year to year comparison (fall, spring, &amp; summer)</b> 34% increase individual student sessions  90% could identify how to meet with a personal counselor in post-workshop surveys
SLO – Year 2 FY18	Students, staff, and faculty will be familiar with Counseling Services location and hours.	<b>Year to year comparison (fall and spring only)</b> 15% increase individual student sessions 80% could identify how to meet with a personal counselor in post-workshop surveys
SAO – Year 1 FY17	Students will have an improved sense of well-being and a reduction of symptoms.	97% of post-session surveys: “helpful” 98% of post-workshop surveys: “I learned something useful I can apply to my life as a student”
SAO – Year 2 FY18	Students will have an improved sense of well-being and a reduction of symptoms.	99% post-session surveys: “helpful” 96% post-workshop surveys: “I learned something useful I can apply to my life as a student” 74% return for a second appointment 97% of students who returned for a second appointment in fall 2017 successfully enrolled in Spring 2018



# COUNSELING SERVICES, Use of Results

- Significant increases in individual sessions provided, fewer presentations due to lack of staff available
- High need nationally - 50% of college students experience a mental health concern each year, and fewer than half of them receive professional help.
- Workshops and class presentations are efficient ways for colleges to offer mental health support and teach preventative measures.
- Students respond positively to the quality and relevance of the topics presented, and become aware of services available
- Evidence-based strategies bring positive results (97% of students seen two or more times in the fall 2017 enrolled in spring 2018)



# COUNSELING SERVICES, Use of Results

- During FY19 and FY20, CS will continue to provide individual and group counseling, and will expand outreach efforts to address the unmet need.
- A second counselor will be hired to start in fall 2018 to assist in additional programming.

Action Item	Owner	Timeline
Schedule and visit every EDUC1300 class	Counselors	Fall & Spring
Schedule and visit division/dept. meetings	Counselors	Fall & Spring
Attend every NSO	Counselors	Summer
Upgrade PAC website with free mental health screening tools	Rhonda	Fall
Partner with Advising probation workshops	Counselors	Fall & Spring



# 2017-2018 Assessment Plan

## Palo Alto College Student Success SLO/SAO Assessment Cycle Template

DEPARTMENT NAME: Counseling Services

Academic Year: 2017-2018

Department Mission: To promote wellness, academic success, and retention in the Palo Alto College community by providing mental health counseling, resources, consultation, and outreach. Counseling Services will be a vital resource for personal and student development to the entire PAC community in pursuit of success and excellence.

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
1. Students, staff, and faculty will be familiar with Counseling Services location and hours.	Strategic Direction 1: Empowering Students for Success ILOs 1, 3, 6	Surveys by email and to classes after presentations. CS will continue to track number of students seen individually and through events and presentations and will compare visit numbers to prior year.	After each presentation  Full review at the end of each semester (Fall and Spring)	Student Success Division Meetings, College Leadership, and E-Team at the end of each semester
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
1. Students will have an improved sense of well-being and a reduction of symptoms.	Strategic Direction 1: Empowering Students for Success ILOs 1, 3, 6	Pre/post surveys (symptom checklist) in person during intake and after 3 sessions are completed.  Ask student after each session, "Was this helpful?"  Track PGR and Persistence rates at the end of each semester for students  Track % of students who have a second appointment	For those students completing 3 sessions  Full review at the end of each semester (Fall and Spring) Full review at the end of each semester (Fall and Spring)	Student Success Division Meetings, College Leadership, and E-Team at the end of each semester

