

**Service Outcomes Assessment Follow-Up
2022-2023 Service Outcome (SO) Year End Reporting Form**

In response to SACSCOC 8.2, “The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”

Name of Service: Counseling Services

Outcome #1: Increase opportunities through our wellness initiative.

Action Items from Service Review:

Item #	Action Items: <i>(Action item identified in the 2021-22 service review.)</i>	Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)</i>
1	Create a Wellness Center (Assessed by: Existing space is repurposed into a new Wellness Center)	Wellness Center has been created and in progress for future use. The pre-existing testing center has been relocated. Discussion on the development of the center is ongoing.
2	Offer workshops and psychoeducational opportunities in the new Wellness Center (Assessed by: Number of workshop offerings provided, and number of participants are tracked)	No workshops have been offered yet due to the recent creation of space.

Baseline: N/A (New outcome)
Standard: 15 (Wellness offerings provided)
Target: 20 (Wellness offerings provided)

Provide narrative for analysis of (wellness initiative). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

The Wellness Center was created and continues to be under development for future workshops. Unfortunately, we have not been able to provide any workshops thus far.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Continued development of the Wellness Center for student growth.	Equip the center with the inventory needed to facilitate opportunities for individual and group activities.

2	Offer workshops and psychoeducational opportunities in the new Wellness Center.	Number of workshop offerings provided and number of participants are tracked.
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Outcome #2: Further utilize the case management model in serving students' needs.

Action Items from Service Review:

Item #	Action Items: <i>(Action item identified in the 2021-22 service review.)</i>	Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)</i>
1	Bison Pantry services	Bison Pantry was utilized daily with 869 participants this past year averaging 72 per month for food and/or hygiene products.
2	Manage funds for emergency needs	Funds were managed and tracked for the Longleaf Grant. The Longleaf Grant expired 9/30/2023 with \$96,253.07 spent out of \$96,256 available. The Finish Line Grant wasn't utilized due to the availability of funds from the Longleaf Grant (Finish Line Grant has since been relocated to Financial Aid).

Baseline: N/A (New outcome)

Standard: 898 (# of students (duplicated) receiving Bison Pantry services and emergency funds)

Target: 980 (# of students (duplicated) receiving Bison Pantry services and emergency funds)

The Bison Pantry was highly utilized and served 869 students over a 72-month period. Due to the expiring funding sources, we will no longer be able provide services in that capacity. We have a 5,000-dollar amount to operate moving forward indefinitely. We were provided 29,000 that equipped us to offer the previous services.

Moving forward, with loss of available funding, we will not be able to realistically serve the number of students that we have previously. The Bison Pantry will not be able to meet the standard and target identified in the Service Review due to the funding limitations. However, we will work with WCC's Director of Grants Development and Management in seeking additional funding sources.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Maintain Bison Pantry services	Number of recipients of supplies (food, hygiene) from Bison Pantry
2	Maintain the management of funds for emergency needs	Track funding requests for emergency needs utilizing Dreamkeepers Fund moved from Foundation to Clinical Services.

3	Work with Director of Grants Development and Management seeking other funding sources.	Meet with Tiffany Creech and work with her in seeking additional funding sources. Document results in outcome assessment.
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Approvals

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: *Dorothy Moore* 12/1/2023

Department Chair, Dean, Director, and/or AVP / Date: *Joanna Morrisette* 12/1/2023