

**Service Outcomes Assessment Follow-Up
2023-2024 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 2022-23 Service Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 service outcome year-end report.)</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 2024-2025 action items table below.)</i>
1	Continued development of the Wellness Center for student growth. (Assessed by: Equip the center with the inventory needed to facilitate opportunities for individual and group activities.)	We are still working on the development of the Wellness Center. We have been able to identify and renovate a space for the Wellness Center. We have equipped it with furniture and therapeutic inventory. We hope to continue with more growth to allow activities within the center.
2	Offer workshops and psychoeducational opportunities in the new Wellness Center. (Assessed by: Number of workshop offerings provided and number of participants are tracked.)	Various wellness initiatives were offered. There were campus wide offerings in a universal space (ie. Atrium, The Pitt) therefore data was not collected regarding participation. Each month there was a Wellness Campaign on a specific mental health topic that highlighted and encouraged breaking the stigma of mental health concerns. Tracking will occur for more specific offerings such as QPR trainings in the future.

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

Insert Data / Chart

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 feedback provided via email and/or conversation on the offerings will support our ongoing Wellness Campaigns.

2024-2025 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. (Assessed by: Equip the center with the inventory needed to facilitate opportunities for individual and group activities.)	More therapeutic inventory is desired and a management system of the Wellness Center to allow more activities for individuals and groups.
2	Offer workshops and psychoeducational opportunities in the new Wellness Center. (Assessed by: Number of workshop offerings provided and number of participants are tracked.)	QPR trainings along with other specific training opportunities will be provided. Tracking of the foot traffic in the Center will be gathered.

Outcome #2: Further utilize the case management model in serving students' needs.

Action Items from 2022-23 Service Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 service outcome year-end report.)</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 2024-2025 action items table below.)</i>
1	Maintain Bison Pantry services (Assessed by: Number of recipients of supplies (food, hygiene) from Bison Pantry)	Bison Pantry services were offered and will continue. Approximately 200 services were provided.
2	Maintain the management of funds for emergency needs (Assessed by: Track funding requests for emergency needs utilizing Dreamkeepers Fund moved from Foundation to Clinical Services.)	Ongoing management of funding for emergency needs in place. No money was used from Dreamkeepers Fund.
3	Work with Director of Grants Development and Management seeking other funding sources. (Assessed by: Meet with Tiffany Creech and work with her in seeking additional funding sources. Document results in outcome assessment.)	Ongoing conversations and collaboration with Grants Development for funding opportunities to supported Clinical Services.

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)

Insert Data / Chart

Provide narrative for analysis of (utilization of case management). *(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 data allows us to continue to maintain and provide inventory for our Bison Pantry. This will continue to be managed through a request form.

2024-2025 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 (Assessed by: Number of recipients of supplies (food, hygiene) from Bison Pantry)	Review of services provided via data collection.

2	Maintain the management of funds for emergency needs (Assessed by: Track funding requests for emergency needs utilizing Dreamkeepers Fund moved from Foundation to Clinical Services.)	Track funding requests for emergency funds.
---	--	---

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 11/20/2024

Department Chair, Dean, Director, and/or AVP / Date: Joanna Morrisette 11/20/2024