

Definition of Unit

Counseling Center Mission Statement

Reporting Year:

2018-2019

Providing Department:

Counseling Center

Department/Unit Contact:

Patricia Smith

Mission/Vision/Goal Statement:

As a member of the Division of Student Affairs, the Counseling Center's mission is to elevate healthy student development during the college experience as this contributes to the attainment of student educational objectives at Tennessee Technological University. In our efforts to accomplish this, the Counseling Center seeks to offers a wide range of mental health, educational, career, and consultative services to students and other members of the campus promoting student resilience,

Services Provided	Supportive Outcome
Counseling, Consultation, Outreach, and Prevention Education	Counseling center service participants will gain KNOWLEDGE regarding counseling center and community resources, coping skills, and crisis prevention.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will UNDERSTAND how to differentiate between effective and ineffective coping and resources.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will collaborate with center staff and may choose to APPLY from psychoeducation and support received.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will ANALYZE choices and make decisions for individual student success
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will EVALUATE choices and decisions made for personal student success
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center services participants will CREATE and design goals and objects for continued and future student success

Intended Outcomes / Objectives:

Objective 1.1: Present workshops on suicide prevention/intervention to the campus community.

Strategy 1.1.1: Offer Question, Persuade, Refer suicide prevention training to incoming freshmen via the University Freshman Orientation classes.

Performance Indicator: All instructors for the University Freshman Orientation Classes will be notified regarding availability of Question, Persuade, Refer trainings.

Expected Outcome: There will be a 10 % increase in Freshman Orientation Class instructors that attend Question, Persuade, Refer trainings through the Counseling Center.

Strategy 1.1.2: Provide Question, Persuade, Refer suicide prevention training to campus community to include all students, faculty, and staff.

Performance Indicator: The campus community will be notified via social and digital media, advertisement flyers, and the campus information source (Tech Times).

Expected Outcome: A minimum of 100 individuals that were notified will receive Question, Persuade, Refer suicide prevention training to include faculty, staff, and students (campus community).

Objective 1.2: Strengthen the ability to meet student needs regarding suicide prevention/intervention through professional development and knowledge enhancement.

Strategy 1.2.1: The Counseling Center will maintain one counselor assigned as a suicide prevention/intervention coordinator.

Performance Indicator: The suicide prevention/intervention coordinator will coordinate the Question, Persuade, Refer gatekeeper instructor trainings.

Expected Outcome: The suicide prevention/intervention coordinator will participate in the required continuing education units to maintain this certification.

Strategy 1.2.2: The Counseling Center staff will maintain current training in suicide prevention/intervention.

Performance Indicator: The Counseling Center staff will obtain training in suicide prevention/intervention through community resources and/or Counseling Center suicide prevention/intervention coordinator.

Expected Outcome: The Counseling Center staff will participate in continuing education as it relates to suicide prevention/intervention.

Strategy 1.2.3: Provide a suicide prevention training workshop for graduate counseling students.

Performance Indicator: Masters level trainees from the Educational Psychology Department will be used to assist the suicide prevention/intervention coordinator during the academic year.

Expected Outcome: Use of trainees will enable an increase in the number of campus community members that may attend the Question, Persuade, Refer suicide prevention workshops.

Goal II: Increase campus and community wide visibility and student awareness of Counseling Center services through targeted outreach programs and building a collaborative network of community resources.

Prevention Education	gain KNOWLEDGE regarding counseling center and community resources, coping skills, and crisis prevention.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will UNDERSTAND how to differentiate between effective and ineffective coping and resources.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will collaborate with center staff and may choose to APPLY from psychoeducation and support received.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will ANALYZE choices and make decisions for individual student success
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will EVALUATE choices and decisions made for personal student success
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center services participants will CREATE and design goals and objects for continued and future student success

Intended Outcomes / Objectives:

Objective 2.1: Provide campus-wide education, support, and advocacy for students who are veterans.

Strategy 2.1.1: Make connections with and provide support to student veterans.

Performance Indicator: The Counseling Center will collaborate with the campus Veterans Affairs Department to contact student veterans and offer a supportive and educational materials as well as referral information to student veterans regarding transition from military to student life.

Expected Outcome: Student veterans will gain a better understanding of resources and support available to them through the Counseling Center.

Strategy 2.1.2: Increase connections to university and community resources that can assist student veterans.

Performance Indicator: The counseling center will sponsor a Veteran's Day related outreach program that will provide information regarding resources available to student veterans and military science students.

Expected Outcome: The Counseling Center will be better prepared with referral sources and knowledge about university and community resources.

Strategy 2.1.3: The Counseling Center will develop information/referral materials specifically for student veterans.

Performance Indicator: The Counseling Center will provide an interactive display of materials in the Roaden University Center.

Expected Outcome: The student veteran population will have increase of resource and referral knowledge.

Objective 2.2: Provide campus-wide education, support, and advocacy for students who reside in the Learning Villages.

Strategy: 2.2.1: Build collaborative relationship with the Learning Village staff to gather information on perceived student needs and provide education about Counseling Center resources.

Performance Indicator: With the assistance from the residential life staff, the Counseling Center will identify and meet to discuss student needs and resources.

Expected Outcome: Greek Life will have an increase in knowledge of available counseling center services and resources to assist them in personal development.

Strategy 2.2.5: Build a collaborative relationship with Educational Psychology and Counseling Department in order to provide support and professional development for students seeking a degree in counseling.

Performance Indicator: Communication will increase between the Educational Psychology and Counseling Department resulting in an increase of assistance in outreach programming from graduate level counseling students.

Expected Outcome: Educational Psychology and Counseling graduate students will have an increase in knowledge of Counseling Center services available and be provided opportunities to participate in professional development activities.

Strategy 2.2.6: Provide psycho-education and support to the campus community targeting substance abuse prevention through outreach programming.

Performance Indicator: The Counseling Center will collaborate with various campus departments with regard to programming for substance abuse awareness.

Expected Outcome: Campus communality will have an increase in knowledge with regard to substance abuse prevention programming, services and support.

Strategy 2.2.7: Build a collaborative relationship with Tech Village staff to verbally evaluate student needs, provide support, and increase knowledge of Counseling Center services.

Performance Indicator: The Counseling Center will provide Tech Village staff with counseling center information via online newsletter, counseling center website, digital and social media, and flyers.

Intended Outcomes / Objectives:

Objective 3.1: The Counseling Center will

Counseling, Consultation, Outreach, and
Prevention Education

resources.

Counseling Center service participants will
collaborate with center staff and may choose

Expected Outcome: There will be an increase in knowledge of Counseling Center services and increase of student engagement in Counseling Center programs and activities.

Goal V: rape and sexual assault prevention outreach programming

Define Goal:

Provide for the psychological and emotional welfare of students through rape and sexual assault prevention outreach programming.

Supportive Outcomes for student participants of counseling center services

Services Provided	Supportive Outcome
Counseling, Consultation, Outreach, and Prevention Education	Counseling center service participants will gain KNOWLEDGE regarding counseling center and community resources, coping skills, and crisis prevention.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will UNDERSTAND how to differentiate between effective and ineffective coping and resources.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will collaborate with center staff and may choose to APPLY from psychoeducation and support received.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will ANALYZE choices and make decisions for individual student success
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will EVALUATE choices and decisions made for personal student success
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center services participants will CREATE and design goals and objects for continued and future student success

Intended Outcomes / Objectives:

Provide for the academic success of students through student success workshops, academic counseling, coaching , and consultation.

Supportive Outcomes for student participants of counseling center services

Services Provided	Supportive Outcome
Counseling, Consultation, Outreach, and Prevention Education	Counseling center service participants will gain KNOWLEDGE regarding counseling center and community resources, coping skills, and crisis prevention.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will UNDERSTAND how to differentiate between effective and ineffective coping and resources.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will collaborate with center staff and may choose to APPLY from psychoeducation and support received.
Counseling, Consultation, Outreach, and Prevention Education	Counseling Center service participants will

Expected Outcome: A minimum of 100 individuals that were notified will participate in academic success outreach programming

Assessment Tools

Assessment of Goal I: Question Persuade Refer Pre & Post

Survey Data

Goal/ Outcome/ Objective:

Goal 1: Provide for the psychological and emotional welfare of students through suicide prevention/intervention workshops

Type of Tool:

Survey, Tracking Spreadsheet

Frequency of Assessment:

1 x per semester

Rationale:

Assessment of QPR pre and post survey data will be acquired through tracking spreadsheets and pre/post surveys at the close of each QPR training. These assessment activities support the goal of providing for the psychological and emotional welfare of students through suicide prevention/intervention workshops by assessing attendance and engagement.

Assessment of Goal I: Question Persuade Refer Requests

Goal/ Outcome/ Objective:

Goal 1: Provide for the psychological and emotional welfare of students through suicide prevention/intervention workshops

Type of Tool:

Tracking Spreadsheet

Frequency of Assessment:

1 x per semester

Rationale:

Assessment of QPR requests will be acquired with tracking spreadsheets.

Assessment of Goal II: Outreach programming**Goal/ Outcome/ Objective:**

Increase campus and community wide visibility and student awareness of Counseling Center services through targeted outreach programs and building a collaborative network of community resources

Type of Tool:

Meeting Records, Survey, Tracking Spreadsheet

Frequency of Assessment:

1 time per semester

Rationale:

Assessment of outreach programming events and programs will be acquired with meeting records, surveys, and tracking spreadsheets. These assessment activities support this goal of increasing campus and community wide visibility and student awareness of Counseling Center services through targeted outreach programs and building a collaborative network of community resources by assessing level of engagement and attendance.

Assessment of Goal III: Community Partnership

Goal/ Outcome/ Objective:

The Counseling Center will develop a partnership with local community mental health agencies

Type of Tool:

Meeting Records, Survey, Tracking Spreadsheet

Frequency of Assessment:

1 x per semester

Rationale:

Assessment of community partnerships will be acquired with meeting records, surveys, and tracking spreadsheets. These activities support the goal of developing partnerships with campus partners and local community mental health agencies by assessing number of partnerships and partnership engagement.

Assessment of Goal IV: Social and Digital Media

Goal/ Outcome/ Objective:

Expand social media and digital media outlets to engage students in mental health services provided at the Counseling Center

Type of Tool:

Tracking Spreadsheet

Frequency of Assessment:

1 x per semester

Rationale:

Assessment of social and digital media outlets will be acquired with tracking spreadsheets. This assessment activity supports this goal of expanding social media and digital media outlets to

engage students in mental health services provided at the Counseling Center by assessing innovation and engagement.

Assessment of Goal V: Rape and Sexual Assault Prevention

Goal/ Outcome/ Objective:

Present workshops related to rape and sexual assault prevention to the campus community

Type of Tool:

Advisory Board, Meeting Records, Survey, Tracking Spreadsheet

Frequency of Assessment:

1 x per semester

Rationale:

Assessment of rape and sexual assault prevention will be acquired with surveys, tracking spreadsheets and meeting records. These activities support the goal of presenting workshops related to rape and sexual assault prevention to the campus community to assess attendance and engagement.

Assessment of Goal VI: Academic Success

Goal/ Outcome/ Objective:

Provide for the academic success of students through student success workshops, academic counseling, coaching, and consultation

Type of Tool:

Meeting Records,Survey,Tracking Spreadsheet

Frequency of Assessment:

1 x per semester

Rationale:

Assessment of academic success workshops includes meeting records, surveys, and tracking records. These assessment activities support the goal of providing for the academic success of students through student success workshops, academic counseling, coaching, and consultation by assessing attendance and student engagement.

Results**Results of Goal I: QPR Pre/post test survey****Goal/Objective/Outcome Number:**

Provide for the psychological and emotional welfare of students through suicide prevention/intervention workshops

Results:

During the 2018-19 academic year, outreach products that included flyers that promoted Question, Persuade, Refer training were strategically posted in high traffic areas on campus. Question, Persuade, Refer tracking records indicate that 365 faculty, staff, students, and community members received training in QPR format of suicide prevention. The 365 individuals that received training included freshman students, students from the educational psychology department, students across all classifications and majors, community members, as well as faculty and staff. The Question, Persuade, Refer suicide prevention training that was offered during the 2018-19 academic year was provided by the Center for Student Information and Support (CSIS) through a physical booth, digital and soc

departments which increased visibility and awareness of campus counseling services. These results may be connected to the Tech Tomorrow Priority Action *Engagement for Impact*.

Attachments:

Results of Goal II: Outreach Programming

Goal/Objective/Outcome Number:

Increase campus and community wide visibility and student awareness of Counseling Center services through targeted outreach programs and building a collaborative network of community resources

Results:

During the 2017-18 academic year, the Tennessee Technological University Counseling Center participated in ongoing meetings that involved outreach program and prevention planning. The TTU Counseling Center partnered with and/or developed outreach programming with the educational psychology department, Greek life, learning villages, and student veterans. Program surveys reflect that program participants felt programs were above average in effectiveness. In addition, substance abuse program surveys reflect that program participants felt the substance abuse programming to be above average in effectiveness. Sixty prevention and programming planning meetings with community and campus partners were sponsored by the counseling center. Approximately 2500 students were reached and participated in TTU Counseling Center outreach programming during this academic year based on foot traffic and attendance tracking. Approximately 1100 outreach awareness bags were distributed to the campus community. These results may be linked to the Tech Tomorrow Priority Action *Engagement for Impact*.

Attachments:

Results of Goal III: Community Partnerships

Goal/Objective/Outcome Number:

The Counseling Center will develop partnership with local community mental health agencies in order to build collaborative relationships

Results:

During the 2018-19 academic year the Tennessee Technological University Counseling Center tracking documentation reflected a total of 60 campus and community partnerships. The counseling center completed 11 programs with campus and community partners during the 2018-19 academic year. Program surveys in which the counseling center partnered with a community partner indicate students mostly agreed that these programs were effective. These results may be connected to the Tech Tomorrow Priority Actions *Engagement for Impact and Exceptional Stewardship*.

Attachments:

Results of Goal IV: Social Media and Digital Media

Goal/Objective/Outcome Number:

Goal 4: Expand social media and digital media outlets to engage students in mental health services provided at the counseling center

Results:

During the 2018-19 academic year the Tennessee Technological University Counseling Center tracking spreadsheet documented a total of 1701 social media followers that engaged in mental health services provided by the TTU Counseling Center. Social Media outlets utilized included Facebook, Twitter, Pinterest, Instagram, and You Tube. There were 4743 social media prevention posts to the counseling center social media outlets this academic year. The counseling center An in-house digital signage system was developed this academic year to inform the campus of counseling center services and increase student engagement in counseling center programming. Total reach for this academic year for the in-house signage system was 2500 members of the campus community. In addition, 2 counseling center PSA's were sustained for digital signage, social media, and are posted to the counseling center website. This result was based on estimated amount of foot traffic in the counseling center. These results may be linked to the Tech Tomorrow Priority Action *Innovation in All We Do*.

Attachments:

Results of Goal V: Rape and sexual assault prevention outreach programming

Goal/Objective/Outcome Number:

Provide for the psychological and emotional welfare of students through rape and sexual assault prevention outreach programming

Results:

During the 2018-19 academic year the Tennessee Tech University counseling center staff received training specific in sexual violence prevention at the Rape Prevention Education Institute in Nashville, TN. The counseling center partnered with the nursing department with their sexual assault prevention grant. The counseling center director is on the advisory board for this grant. In addition, the counseling center agreed to offer consultation and trainings relevant to this grant. The counseling center launched the 30 Days 30 Ways to SOAR against sexual violence campaign and sponsored Denim Day 2019 on campus. The counseling center also completed tabling and a booth

Link to Assessment:

Tracking assessments and pre/post surveys supported the strategies for the psychological and emotional welfare of students for the 2018-19 academic year.

Link to 'Tech Tomorrow' Strategic Plan:

Experiential Learning

Goal II: Modifications Provide for the psychological and emotional welfare of students**Goal/Objective/Outcome Number:**

Increase campus and community wide visibility and student awareness of Counseling Center services through targeted outreach programs and building a collaborative network of community resources

Program Changes and Actions due to Results:

Meeting records, surveys, and tracking spreadsheets for the 2018-19 academic year results supported the Tennessee Technological University Counseling Center's goal to increase campus and community wide visibility and student awareness of Counseling Center services through targeted outreach programs and building a collaborative network of community providers. The Tennessee Technological University Counseling Center staff will continue the same strategies and assessments for the 2019-20 academic year. The counseling center will compile a list of campus and community providers in an effort to target campus visibility and awareness about counseling center services.

Link to Assessment:

Meeting records, surveys, and tracking spreadsheets for the 2018-19 academic year results supported the Tennessee Technological University Counseling Center's goal to increase campus and community wide visibility and student awareness of Counseling Center services through targeted outreach programs and building a collaborative network of community providers.

Link to 'Tech Tomorrow' Strategic Plan:

Alumni/Friend Engagement, Experiential Learning, High Impact Practices

Goal III: Modifications Develop partnerships with local community health agencies**Goal/Objective/Outcome Number:**

The Counseling Center will develop a partnership with local community mental health agencies

Program Changes and Actions due to Results:

Meeting records, surveys, and tracking spreadsheets for the 2018-19 academic year results supported the Tennessee Technological University Counseling Center's partnership with campus partners and local community mental health agencies. The counseling center met this goal. The Tennessee Technological University Counseling Center staff will continue to expand this strategy in the 2019-2020 academic year to include campus departments and other than mental health community agencies that support the mission of the counseling center and Tennessee Technological University. The same assessments for the 2019-20 academic year will be used. The counseling center will compile a list of community and campus partnerships in order to evaluate current and future partnerships.

Link to Assessment:

Meeting records, surveys, and tracking spreadsheet results supported the strategies for partnership with local community mental health agencies for the 2019-20 academic year.

Link to 'Tech Tomorrow' Strategic Plan:

Experiential Learning, High Impact Practices, Sustainable Partnerships

Goal IV: Modifications Social media and digital media**Goal/Objective/Outcome Number:**

Expand social media and digital media outlets to engage students in mental health services provided by the Counseling Center

Program Changes and Actions due to Results:

Tracking spreadsheets for the 2018-19 academic year results supported the Tennessee Technological University Counseling Center's goal to expand social media and digital media outlets to engage students in mental health services. The counseling center met this goal. During the 2019-20 academic year the Tennessee Technological University Counseling Center staff will

Link to 'Te

Goal VI:

Counseling Center will use the same assessments for the 2019-2020 academic year as these are

