

2019-2020: Counseling Center

Definition of Unit

Providing Department:

Counseling Center

Department/Unit Contact:

Patricia Smith

Mission/Vision 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 offer a wide range of mental health, educational, career, and consultative services to students and other members of the campus community that supports the university's mission of promoting student resilience, "personal growth and a healthy society." In addition, the Counseling Center strives to enhance the student experience as guided by the university Tech Tomorrow strategic plan. This is accomplished through primary prevention, counseling, and outreach programming. Social and digital outlets are used through technology to create a counseling center that is approachable and student friendly. Counseling services are being expanded through grant funding that will service residential and commuter students with a key priority on incoming Freshman.

Expected Outcome: The counseling center will use campus newsletter to notify Freshman about 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 will be notified about 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 (e)4 (l)-2 (i)-2

DRILL DOWN-----

RELATED ITEM LEVEL 1

Assessment of Goal I: Question Persuade Refer Requests

Frequency of Assessment:

1 x per semester

Rationale:

Assessment of QPR requests will be acquired with tracking spreadsheets. This assessment activity supports the goal of providing for the psychological and emotional welfare of students through suicide prevention/intervention workshops by assessing attendance and continuity of partnerships.

RELATED ITEM LEVEL 2

Results of Goal I: Question Persuade Refer Workshop Request

Results:

During the 2019-2020 academic year, the Tennessee Technological University Counseling Center tracking spreadsheet documented 6 requests from the Tennessee Technological University campus community for Question, Persuade, and Refer workshops during the academic year. These results are somewhat consistent with the 2018 academic year. These requests came from freshman orientation class instructors, campus psychology instructors, and general campus community. These results may be linked to the Tech Tomorrow Priority Action *Education for Life*

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.

Define Goal:

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.

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.

Performance Indicator: The Counseling Center will offer 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 Veteran's Day related outreach programming 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 referral informational materials via the counseling center website.

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

Objective 2.2 Provide campuswide 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: Communication will increase between residential life staff resulting in an increase of attendance to outreach programming from the Counseling Center.

Strategy: 2.2.2 Provide a list of outreach programs and program request forms to Learning Village Directors via campus newsletter, social and digital media, and flyers.

Performance Indicator: Residential life staff and/or residents will be notified about counseling center programming per semester.

Expected Outcome: Learning Village residents will have an increase in knowledge of available Counseling Center services and resources to assist them in personal development.

Strategy 2.2.3 Build collaborative relationship with Greek Life staff to gather information on perceived PanHellenic student needs and provide education about Counseling Center resources.

Performance Indicator: With the assistance of Greek Life, the Counseling Center will identify and meet to discuss PanHellenic needs and resources.

Expected Outcome: Communication will increase between Greek Life resulting in an increase of request for outreach programming from the Counseling Center.

Strategy 2.2.4 Provide a list of outreach programs and program requests forms to Greek Life via online newsletter, flyers, digital and/or social media.

Performance Indicator: Greek Life representatives will be notified about one counseling center program per semester.

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 in 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 psychoeducation 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 community 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 monitor 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.

Expected Outcome: Tech Village staff and students will have an increased knowledge of Counseling Center services, resources, and programming availability.

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RELATED ITEM LEVEL 1

Assessment of Goal II: Outreach programming

Frequency of Assessment:

1 time per semester

Rationale:

Assessment of outreach programming events and programs will be acquired with planning 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.

RELATED ITEM LEVEL 2

Results of Goal II: Outreach Program Requests

Results:

During the 20192020 academic year the Tennessee Technological University Counsel Center tracking spreadsheet documented a total of 80 requests for outreach programming. This is an increase in requests from the 2018 academic year in which there were 60 outreach requests. Programs targeted stu v-1 (uP1s6 (a (6 (a)-1 (e10 (i)12 (c)4 (pr)-7 (ar)-1 1 (e)(c)4 (p(ot)-2 (a

Results of Goal II: Outreach Programming

Results:

During the 2019~~2020~~ 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, Project Awaken, TAB, and Soaring Eagles Peer

Goal III : develop partnerships with local community mental health agencies

Define Goal:

The Counseling Center will develop a partnership with local campus and community partners.

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 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

Strategy 3.1.2The Counseling Center will build a referral resource list for students.

Performance IndicatorThe Counseling Center will develop a list that is available to students upon request.

Goal III: Modifications Develop partnerships with local community health agencies

Program Changes and Actions due to Results:

Meeting records, surveys, and tracking spreadsheets for the 2019-2020 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 2020-2021 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 counseling center will continue to initiate meetings and programming with existing campus and community partners. The same assessments for the 2020-2021 academic year will be used. The counseling center will maintain 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 2020-2021 academic year.

Goal IV: social media and digital media

Define Goal:

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

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 ps(2 (s)1 (eo)-4 (o)52 484.56 I-6 (er)s)-5

Strategy 4.1.2 The Counseling Center will utilize the in-house digital signage system.

Performance Indicator: Flyers, posters, and social media tips will be regularly posted on the campus digital signage system.

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

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RELATED ITEM LEVEL 1

Assessment of Goal IV: Social and Digital Media

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.

RELATED ITEM LEVEL 2

Results of Goal IV: Social Media and Digital Media

Results:

During the 2019-2020 academic year the Tennessee Technological University Counseling Center tracking spreadsheet documented a total of 2034 social media followers engaged in mental health and prevention related posts provided by the TN Tech Counseling Center. This was an increase of 790 followers. Social Media outlets utilized included Facebook, Twitter, Pinterest, Instagram, and You Tube. The counseling center utilizes an inhouse digital signage system was maintained 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 2200 members of the campus community. This is a slight decrease due to the tornado and COVID-19 changes during the spring 2020 semester. This academic year

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

Strategy 5.2.1The Counseling Center staff will maintain current training in rape and sexual assault awareness and prevention.

Performance IndicatorThe Counseling Center staff will obtain training in rape and sexual assault awareness and prevention through community resources.

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

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RELATED ITEM LEVEL 1

Assessment of Goal V: Rape and Sexual Assault Prevention

Frequency of Assessment:

Goal VI: provide for the Academic success of students

Define Goal:

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

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RELATED ITEM LEVEL 1

Assessment of Goal VI: Academic Success

Frequency of Assessment:

1 x per semester

Rationale:

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

RELATED ITEM LEVEL 2

Results of Goal VI: Academic Success of Students

Results:

During the 2019-2020 academic year the Tennessee Technological University Counseling Center maintained the center's student success digital workshop series on the counseling center website. Based on the number of views and reach based on visual traffic the estimated reach is 1000. Campus community has unlimited access to these online workshops via the counseling center website. These results may be linked to the Tech Tomorrow Strategic Plan *Innovation in All We Do*.

Attachments: