

2007 MASTER PLAN/PROGRESS REPORT

Educational Support Unit: Kay Doré Counseling Clinic/Department of Psychology

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Date Submitted: May 24, 2007

Mission: The mission of the Kay Doré Counseling Clinic (KDCC) at McNeese State University is to provide excellent mental health counseling training, provide low cost clinical services to needy individuals in the community, provide educational activities to the public and others in the professional community, and to implement research that relates to the enhancement of the mission and services of the KDCC.

The KDCC offers practicum and internship alternatives for students pursuing the MA in Psychology with a Counseling Psychology Concentration and students pursuing the MEd in School Counseling. Also, clinically oriented classes are held in the KDCC where up-to-date audio and video equipment is utilized. Faculty who are Licensed Professional Counselors and/or licensed psychologists provide supervision of students.

In addition to its training function, the KDCC is a service site for mental health counseling for those who qualify. Those eligible for services include individuals who are at the poverty level, those who do not have insurance, those who may have insurance but do not have coverage for counseling services, those who are from single parent families, students other than McNeese State University students, and grandparents who have legal custody of grandchildren. Because the KDCC receives no University funds, there is a fee for counseling. This fee is under \$20 per 50 minute session. Funds from client fees are used to send KDCC interns to professional conferences and workshops and to cover the costs of maintaining the Clinic.

It is the mission of the KDCC to provide educational activities to the public. This includes co-sponsoring, with the Department of Psychology, continuing education presentations for mental health professionals as well as providing mental health related educational opportunities to the community.

Finally, in an effort to meet the needs of students and those who are served by the KDCC, research activities associated with improving the activities of the Clinic are implemented. Evaluations are done on all activities, new assessment instruments are developed, and supervision activities are evaluated in order to continue to seek higher levels of excellence.

Institutional Mission Reference: McNeese State University, a selective admissions institution, provides education, research, and service that support our core values of student success, academic excellence, fiscal responsibility, and university-community alliances. With licensed faculty closely supervising student counselors working in the KDCC and the ability for students to utilize up-to-date audio and video equipment of their counseling, student success and academic excellence are enhanced. The KDCC maintains fiscal responsibility because counseling services are fee based. Funds generated by client fees enable the KDCC to operate without requiring special University funding. Because clients who qualify for services are mainly from the general public, university-community alliances are essential and fostered. The University's fundamental educational mission of offering specific graduate curricula distinguished by academic excellence is supported by the KDCC. Numerous graduate classes in the counseling curricula require experiential coursework early-on in the programs. The University engages in collaborative ventures to benefit industry and to enhance economic development and cultural growth in this region and beyond, and the KDCC supports this mission by providing not only counseling services to aid individuals to become more productive members of society but also provides educational information to the community and surrounding areas regarding mental health issues. The foundation for student success begins with faculty commitment to excellence in teaching, research, and creative and scholarly activity. The KDCC provides an outstanding setting for faculty to engage in excellent supervision and guidance of students. Opportunities for research and scholarly activity are numerous based on program evaluation requirements and the ability to access potential research subjects. At McNeese State University students cultivate skills for critical thinking and effective expression and gain an understanding of the global community. By requiring students who counsel in the KDCC to videotape sessions, review their tapes, and analyze their progress, critical thinking is enhanced. In addition, an understanding of the global community is supported by the requirement in several experiential courses that clients of a different ethnicity from the counselor must be seen. The final University mission statement is also supported by the KDCC. The learning and social environment of the KDCC integrates discipline-specific knowledge with the values of lifelong learning, ethical responsibility, and civic

engagement by providing a comfortable facility for graduate students in the counseling programs where they can develop lifelong professional skills, learn the value of continuing to enhance skills and knowledge through ongoing educational activities, and receiving personal benefits of helping those less fortunate in our community.

Assessment Methods Utilized:

- X Student Opinion Survey (SOS)
- _____ National Survey of Student Engagement (NSSE)
- X Internally-developed Survey (evaluation of student counselor by volunteer student clients)
- _____ Faculty Roster
- X Annual Performance Review (APR)
- X Community Involvement
- X Exit Survey/Interview/Exam
- X Grant Activity
- X Number of Publications
- X Participation in MSU Committees/Organizations
- X Participation in Professional Committees/Organizations
- X Student Evaluation of Instruction (SEI)
- _____ Unit Audit
- X Data collection via Excel spreadsheet
- _____ Data collection via Access database
- X Other - Please describe: Evaluation of student counselor by clients from general public

Data Repository Location:

File room, KDCC

File room, KDCC

Administrator's office

Administrator's office

Administrator's office

Administrator's office

Administrator's office

Administrator's office

Administrator's office

Administrator's office

Administrator's office

File room, KDCC

Educational (Support Unit) Performance Objective 1: Engage in collaborative ventures and campus and community activities which enhance economic development and cultural growth.

<u>Expected Level of Achievement</u>	<u>Actual Data From Assessment</u>	<u>Actions/Decisions</u>
<p>I. The KDCC will provide no fewer than two presentations to the professional community (i.e. mental health providers, attorneys, financial consultants) each academic year. The assessment data will be documented on the KDCC appointment calendar and activities file.</p> <p>II. The KDCC will host no fewer than one meeting for a professional organization interested in and/or utilizing KDCC services. The assessment data will be documented on the KDCC appointment calendar and activities file.</p>	<p>I. In the academic year 2006-2007 the KDCC provided 8 presentations to professional community groups (LPCs of Southwest Louisiana, Lake Charles Mental Health, The Open Door, Collaborative Professionals of Southwest Louisiana (CPSWLA), Calcasieu Community Clinic, Office of Probation) on the services of the KDCC and mental health concerns.</p> <p>II. The KDCC hosted eight meetings of CPSWLA.</p>	<p>I. A. Maintain—The KDCC will continue to provide presentations to community groups.</p> <p>B. Develop—Based on activity in 2006-2007, data related to presentations will be divided into two categories in 2007-2008.</p> <p>Category I: will include only KDCC marketing presentations.</p> <p>Category II: will include content presentations done by both student counselors and the administrator. Evaluations by participants will be collected.</p> <p>C. Develop—An advisory board will be established to aid in strategic planning for marketing the KDCC to past and future entities.</p> <p>II. A. Revise—The KDCC will host no fewer than two meetings for one or more professional organizations interested in and/or utilizing KDCC services.</p>

Educational (Support Unit) Performance Objective 2: Demonstrate excellence in teaching in order to enhance student recruitment, retention, and graduation.

<u>Expected Level of Achievement</u>	<u>Actual Data From Assessment</u>	<u>Actions/Decisions</u>
This objective does not apply to KDCC activities.		

Educational (Support Unit) Performance Objective 3: Demonstrate commitment to research and creative and scholarly activity.

<u>Expected Level of Achievement</u>	<u>Actual Data From Assessment</u>	<u>Actions/Decisions</u>
<p>I. Student counselors will be required to research etiology, progression, and characteristics of DSM-IV disorders seen in clients in order to accurately diagnose clients.</p> <p>Oral exam notations by supervisor, formal Internship assessments completed by supervisor at midterm and end of course will indicate 85% accuracy on diagnoses of clients.</p> <p>II. Students counselors will develop appropriate options for clients.</p> <p>Student counselors will present no less than two formal written treatment plans for clients and two informal treatment plans for clients.</p>	<p>I. First-year benchmark.</p> <p>II. First-year benchmark.</p>	<p>I. Develop—This is an initial objective.</p> <p>II. Develop—This is an initial objective.</p>

Educational (Support Unit) Performance Objective 4: Utilize resources efficiently and effectively to support the university mission.

<u>Expected Level of Achievement</u>	<u>Actual Data From Assessment</u>	<u>Actions/Decisions</u>
<p>I. Eighty percent of operating expenses including supplies (paper, pens, tissues, etc.), advertisements of KDCC services, and Xerox maintenance contract will be generated from client fees.</p> <p>II. Ninety percent of the salary for a second student worker for the KDCC will be funded through client fees.</p> <p>III. No fewer than two activities related to continuing education will be funded by the KDCC Foundation account in 2006-2007 for student counselors, the administrator and clinical faculty supervising students in practicum and/or internship.</p>	<p>I. In 2006-2007, 90% of supplies, advertisements, and Xerox maintenance were covered by funds generated by client fees. The KDCC Foundation account covered</p> <p>II. One hundred percent of salary for a second student worker for the KDCC was funded through client fees</p> <p>III. Monies from the KDCC Foundation account funded six educational activities for student counselors, the KDCC administrator, and clinical faculty supervising students in practicum and internship in 2006-2007.</p>	<p>I. Maintain—The current process for utilization of funds is sufficient for maintaining the mission of the University.</p> <p>II. Maintain—The current process for utilization of funds is sufficient for maintaining the mission of the University.</p> <p>III. Maintain—The current process for utilization of funds is sufficient for maintaining the mission of the University.</p>

Resources Allocated:

Monetary Resources—Monies to support KDCC activities come from two sources, client fees and donated monies from the William Doré family. The Dore donations comprise the Kay Doré Counseling Clinic Foundation account. While client generated monies fluctuate depending on number of clients seen in a given year, the Foundation funds do not increase.

Personnel Resources—One student counselor fulfills course requirements for Internship at the KDCC by providing counseling to clients from the general public and assisting the KDCC administrator. This student counselor is paid through an administrative graduate assistantship. It has become necessary to have an additional student counselor for the KDCC, and this student is paid at an hourly student worker rate based on number of client hours per week. The funds which pay this student counselor's work in the Clinic come from client generated fees.

Equipment Resources—Due to the malfunction of the student counselor's computer, it was necessary to purchase a new computer system for the KDCC. Funds from the KDCC Foundation account were utilized for this purpose due to large expense for this item.

Supply Resources—The supplies necessary for operating the KDCC such as tissues, blank video tapes, paper, file materials, and books and other educational literature for client and student usage are paid for by a combination of client generated fees and Foundation monies. These supply resources will be maintained.
