



## Counseling Center

#2 Plan cycle - 2  
Plan cycle 2020/2021  
7/1/20 - 6/30/21

## **Performance Objective 1 Attain accreditation for the Counseling Center.**

### **1 Assessment and Benchmark**

Benchmark: The Counseling Center at McNeese has historically never applied for, or achieved accreditation. Therefore, the benchmark would include applying for accreditation, completing a site visit, making any necessary changes/improvements, and receiving accreditation.

#### **1.1 Data**

2017-2018:

Counseling Center submitted the paper application for IACS accreditation, which was received by them on November 28,

2017. On January 29, 2018, we received written notice that we were approved for a site visit which will take place in six months or later (based on when a site visitor would be available).

2018-2019:

A site visit was completed in Nov. 2018. The site visitors then submitted their written report to the board for review and we provided a written response to their report. We received a letter dated April 24 notifying us that we were fully accredited in good standing by IACS.

2019-2020

The IACS accreditation is valid for 3 years but each year, it must be renewed by completing a short form describing any changes to the Counseling Center, like changes in staff, location, or services. The most significant changes were Career Services being moved under Enrollment Management and staff changes.

2020-2021

The IACS accreditation was renewed again. The most significant changes were Health Services being separated from Counseling Services, where each department has their own Director, and there were more staff changes.

#### **1.1.1 Analysis of Data**

2017-2018:

We plan to complete the site visit, and await information regarding if we met accreditation standards or if there are necessary improvements/changes that would need to be made in order to achieve accreditation.

2018-2019:

The site visitors and board noted areas for improvement including staffing levels, compensation, and office space.

Director will continue to advocate for those needs as suggested in IACS reports.

2019-2020

The site visitors and board noted areas for improvement including staffing levels, compensation, and office space.

The Previous Director was able to hire another counselor in Fall 2019.

2020-2021

The site visitors and board noted areas for improvement including staffing levels, compensation, and office space.

The previous Director left to pursue a job at another University, another counselor retired Summer 2020, and another counselor resigned Spring 2021 due to personal reasons.

#### **1.1.2 Plan for Continuous Improvement**

2020-2021

Director is working on rebuilding the staff for Counseling Services and is mindful of the remaining

recommendations from IACS regarding Salary and office space. There are plans underway for Counseling Services, Health Services, and an Ochsner Urgent Care to share office space while each one would maintain their individual/separate areas.

**Performance Objective 2 Improve outreach and awareness of counseling services.**

**1 Assessment and Benchmark**

- Benchmark: Events typically attended during the year include:  
 Parent Orientations (eight)  
 Preview Days (two)  
 Alcohol Awareness event & speaker (spring)  
 Sexual Assault Prevention event & speaker (fall)  
 International Student Mixers (spring and fall)  
 Finals De-Stress/Therapy Dogs (spring and fall)  
 Housing/Res Life Orientation for on-campus students (fall)  
 Wellness Wednesday (tabling event; second week of fall semester)

**1.1 Data**

2020-2021

| Event  | Participants   |
|--|--|
| Career Assessment Results Review (classrooms or online)                      | Cancelled by instructors due to Hurricane damages  |
| Counseling Services 101 Presentation   | 3 presentations<br>42 students   |
| Presentations: Stress Management, QPR Suicide Prevention Gatekeeper training | 27 for QPR; Unknown for Stress Management presentation because it was offered online and recorded for students to watch when they can. |

Additionally, tabling event held that year included:

Sleep hygiene

Canceled tabling events due to hurricane damage included:

Wellness Wednesday; and the Sexual Assault Prevention event

**1.1.1 Analysis of Data**

2020-2021

Unfortunately, due to Covid-19 and the 2 hurricanes that damaged our campus, we had to alter services provided to an online format or cancel. For the events that were changed to online, there are several reasons they may have been under utilized by students such as: them being displaced themselves, students dealing with damage to their homes, and very poor internet service.

**1.1.2 Plan for Continuous Improvement**

2020-2021

With campus repairs moving along, and the hope/intention that more students will return for in person classes for Fall 2021, we look forward to being able to provide our services in person as well.

With regards to technology issues, the internet in our area has become more stable thus allowing our office and students to engage in more online opportunities that we were unable to do in the Fall 2020 semester.

The past year has also opened up more opportunities to think about events in other ways that may appeal to students who are unable to physically come to an on-campus event but would still like to attend virtually.