



Introduction

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.

2021-2022:

The IACS accreditation was renewed again. The only significant change was us hiring a new counselor in August 2021.

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.

2021-2022:

At the beginning of the year (Jan. 2022), we began offering in-person sessions again while also offering virtual appointments. Over the past year we have noticed significant increases in our numbers.

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.

2021-2022:

The plan for our office to move and be housed with the Student Health Services and an Ochsner Urgent Care are moving forward and the building is being renovated and we will hopefully move by the end of this year or early next year. To meet the needs of the students, we will have a part-time counselor starting for the Fall 2022 semester.

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 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

2021-2022:

See attached file.

[Counseling Center events July 1, 2021 - June 30, 2022](#) [XLSX 13 KB]

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.

2021-2022:

The main takeaway from the data is that our office and other offices on campus are returning/have returned to "normal" operations for the most part since Covid and the hurricane damage. More students also appear to be back on campus so they are not displaced like they were after the hurricanes.

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.

2021-2022:

For the Fall 2021 semester, we were still only offering online, virtual sessions. While many students reported that they liked or even preferred this option, there were students who expressed wanting a return to in person sessions. This also affected the rest of the campus, as many events had less student attendance due to Covid and hurricane displacement.

For the Spring 2022 semester (starting at the beginning of the semester), I made the decision to offer in person sessions again while also keeping the options for the online, virtual sessions. As the rest of the campus started offering more in person events, we offered more in person events in line with the events we offered pre-Covid and pre-hurricane damage. We will continue offering in person events in line with what the University suggests or requires. We will adjust our event planning to follow any health guidelines like those for Covid or any weather related closures like hurricanes, floods, etc.

We will not be participating in the International Student Mixers due to the Office of International Programs no longer offering them but they stated that Enrollment Management has plans to have events for the International students so once they do, we would like to participate.

2 Assessment and Benchmark

Benchmark: Monitor attendance as an indicator of the overall mental health of the campus.

2.1 Data

Overall Attendance:

Academic Year	Appointments		Clients	
	#	% change	#	% change
2020-2021	831	—	157	—
2021-2022*	1,672	101.2%	261	66.2%

*See attached file for more detailed statistics.

[Counseling Center Stats 2020-2021 and 2021-2022](#) [XLSX 13 KB]

2.1.1 Analysis of Data

2021-2022:

Yes, we met our benchmark. The increases in our services are very apparent. This is most likely due to the University in general getting more "back to normal operations". There have been more students on campus and the number of classes offered in person have increased. Additionally, students are reporting that their living situation has returned to a more "normal" status and them being living on campus or near campus is improving our numbers.

As things level out (barring any unforeseen events like Covid or weather disasters), I expect these increases to lessen (as it plateaus) as we get back to our typical numbers. This is especially true since we are down to 2 counselors. We are expecting to pick up a part-time counselor who may help increase our numbers due to the extra availability.

2.1.2 Plan for Continuous Improvement

2021-2022:

For the Fall 2021 semester, we were still only offering online, virtual sessions. While many students reported that they liked or even preferred this option, there were students who expressed wanting a return to in person sessions.

For the Spring 2022 semester (starting at the beginning of the semester), I made the decision to offer in person sessions again while also keeping the options for the online, virtual sessions. Many students are still using the virtual sessions for convenience.