

University of Louisiana at Lafayette

Detailed Assessment Report 2015-2016 Counseling and Testing

As of: 11/21/2016 10:27 AM CENTRAL

(Includes those Action Plans with Budget Amounts marked *One-Time, Recurring, No Request.*)

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Retention rates of students in counseling

At least 95% of students receiving services through C&T will have either enrolled in classes at UL or graduated prior to the following semester.

Related Measures

M 1: Client retention rates

Measured through ISIS System Enrollment data, retention rates of the students utilizing the C&T services each semester will be assessed. Twenty (20) charts, of students receiving counseling for that semester, will be randomly selected at the end of each semester to determine whether the student enrolled in classes at UL or graduated prior to the following semester. The random sample is achieved by listing the students who received counseling for that semester in alphabetical order and dividing the total number of students by 20. Twenty (20) charts are selected based on the resulting number.

Number of students assessed = 140

Source of Evidence: Activity volume

Target:

At least 95% of the students utilizing the Counseling and Testing center services will either remain at UL or graduate by the following semester.

Finding (2015-2016) - Target: Partially Met

For the FA 15' semester through the SP 16' semester, a retention rate of 83% was achieved.

Related Action Plans (by Established cycle, then alpha):

Tracking Client Retention

Modified our assessment protocol by beginning to track whether C&T students stayed in school at UL.

Established in Cycle: 2009-2010

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Client retention rates | **Outcome/Objective:**
Retention rates of students in counseling

Retention Rate tracking

Counselors will continue to inquire about academics as part of the counseling sessions.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Client retention rates | **Outcome/Objective:**
Retention rates of students in counseling

retention rate

Counselors will continue to inquire about academics as part of the counseling sessions

Established in Cycle: 2011-2012

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Client retention rates | **Outcome/Objective:**
Retention rates of students in counseling

Retention 2012-2013

Counselors will continue to inquire about academics as part of the counseling sessions.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Client retention rates | **Outcome/Objective:**
Retention rates of students in counseling

Client Retention Rates

Counselors will continue to inquire about academics as part of the counseling sessions.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Client retention rates | **Outcome/Objective:**
Retention rates of students in counseling

Retention Rates

Counselors will continue to inquire about academics as part of the counseling sessions.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Client retention rates | **Outcome/Objective:**
Retention rates of students in counseling

Client Retention Rates

Counselors will continue to inquire about academics as part of the counseling sessions.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Client retention rates | **Outcome/Objective:**
Retention rates of students in counseling

O/O 4: Leading regional test center

The Counseling & Testing center will become a leading regional test center.

Connected Documents

[10-11 Testing evaluation #1](#)
[Testing evaluation](#)

Related Measures

M 4: Assess individuals served

The number of individuals testing at the C&T Center will increase from the current average of 6,778 individuals per year to 8,133 individuals per year. Utilization statistics will be used to determine the number of individuals testing at C&T.

Number of students assessed = 4540

Source of Evidence: Activity volume

Connected Documents

[10-11 Testing evaluation #1](#)
[Testing evaluation](#)

Target:

The number of individuals testing at C&T will increase from the current average of 6,778 individuals per year to 8,133 individuals per year.

Connected Documents

[10-11 Testing evaluation #1](#)
[Testing evaluation](#)

Finding (2015-2016) - Target: Not Met

During the SU15 through SP16 semesters, 3093 tests were administered.

Related Action Plans (by Established cycle, then alpha):

Enhanced Testing Service

Began providing at least 3 test taking workshops per year.

Established in Cycle: 2009-2010

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Assess individuals served | **Outcome/Objective:**
Leading regional test center

Connected Document

[10-11 Testing evaluation #1](#)

Informational workshops

Began providing at least 3 test taking workshops per year

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Assess individuals served | **Outcome/Objective:**
Leading regional test center

Becoming a leading testing site

The Counseling and Testing center will continue to strive to become a leading testing site by increasing the amount of exams offered and testing

options such as date/time and delivery method (online vs paper and pencil). During the Sp 12 semester the center began offering an exam online that was previously unavailable. Informational workshops will also continue to be offered.

Established in Cycle: 2011-2012

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Assess individuals served | **Outcome/Objective:**
Leading regional test center

Assess tests administered

Decrease range of tests administered to accommodate for mandatory administration of the ACT in high school and a decrease in the number of testers requesting a Praxis exam. Objective to increase Praxis numbers will be established by adding computer based testing.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Assess individuals served | **Outcome/Objective:**
Leading regional test center

National Test Site

Next year, the center will add more testing options for students and make test administration adjustments as needed based on individuals served.

Established in Cycle: 2014-2015

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Assess individuals served | **Outcome/Objective:**
Leading regional test center

Leading Regional Test Center

Next year, the center will add more computer based testing options for students and make test administration adjustments as needed based on individuals served.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Assess individuals served | **Outcome/Objective:**
Leading regional test center

O/O 9: Increase licensed therapists

Due to an increased rate of counselors to students with psychological problems that require participation in therapy, provisions will be made to accommodate an additional staff counselor.

Related Measures

M 9: Increase Licensed Therapists

The Counseling & Testing Center will provide services to more students by increasing trained staff members to improve the quality of participation in therapy.

Source of Evidence: Professional standards

Target:

We will gauge our success by an additional counselor joining the staff by May 2014.

Finding (2015-2016) - Target: Not Reported This Cycle

Will assess again 16'-17'.

Related Action Plans (by Established cycle, then alpha):

Written Approval

Will follow through with attaining written approval for full time counselor position.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Increase Licensed Therapists |

Outcome/Objective: Increase licensed therapists

Increase Licensed Therapists

Ongoing communication will be maintained with the VP of Student Affairs in order to continue service delivery.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Increase Licensed Therapists |

Outcome/Objective: Increase licensed therapists

Analysis Questions and Analysis Answers

How were assessment results shared and evaluated within the unit?

A meeting to discuss the findings was held within the unit.

Identify which action plans [created in prior cycle(s)] were implemented in this current cycle. For each of these implemented plans, were there any measurable or perceivable effects? How, if at all, did the findings appear to be affected by the implemented action plan?

In this cycle, the action plans of retention rate and increasing licensed therapists were implemented. We were able to maintain consistency with our retention rate. Regarding the therapists, we were able to hire one additional counselor for our center.

What has the unit learned from the current assessment cycle? What is working well, and what is working less well in achieving desired outcomes?

Our unit has learned the following from this year's assessment cycle:

Working Well:

- Participation with other departments
- Utilizing assessment data to regularly monitor assessment progress
- Conducting regular assessment meetings to ensure target goals are being implemented
- Assessing clients academic concerns in counseling sessions in order to address retention

Working Less Well:

- Increasing our staff is still an area of concern. We will continue to identify ways in which to increase our service delivery.
- Counseling topic presentations aren't being done regularly. We will continue to provide counseling related presentations and will include clery act requirements topics.