

**Assessment of Non-Academic Outcomes (2003-2004)****Unit: Counseling and Testing Services****Date: 1-30-2004****Person Completing Form: Tim Lane, Ph.D., Asst. Director** e-mail: [tlane@unt.edu](mailto:tlane@unt.edu)**Head of the Department: Judy McConnell, Ph.D. Director**

**Mission:** The mission of Counseling and Testing Services, in support of the Missions of the University of North Texas and Division of Student Development, is to provide services to UNT students which promote healthy adjustment and academic success while helping students manage, reduce, or eliminate academic, developmental, cultural, personal, social or vocational problems which interfere with optimal academic achievement or retention at UNT. The services which support the mission include developmental career counseling and testing, counseling services for personal growth, psychotherapy for a wide range of concerns, crisis response, referrals, and advocacy for students as well as education and consultation for students, faculty, and staff. Testing services include psychological and career testing, academic, achievement and other forms of testing, including computer based testing, which supports the academic mission of the University.

The primary goals of Counseling and Testing Services include provision of: (1) developmental career services to students, (2) personal counseling to students, (3) customer service, (4) testing services to meet the needs of the campus community, (5) assessment of the needs of students and the campus community to more effectively meet those needs, (6) a quality practicum experience to graduate students in psychology and counselor education departments enhancing their professional training and development.

Expected Outcomes	Assessment Tool/measurement	Assessment results	Changes made based on results	How do changes help UNT meet the Vision and support student learning?
Goal 1 80 % of Students participating in personal counseling will report improvement in the condition or problems for which they sought services.	Satisfaction Survey (Each semester, currently Fall 2003)	More than 80% of students Agreed or Strongly Agreed that their presenting problems or condition improved.	Increased communication and liasoning with Student Health Center and Office of Students Rights and Responsibilities.	Optimizes improvement of conditions or problems for which students sought services thus supports academic effectiveness, and retention at the University.
Goal 2 70% of Students participating in career counseling will report improvement by being more knowledgeable and aware of career options, and insightful about themselves as related to choosing a major and career.	Satisfaction Survey (Each semester, currently Fall 2003)	More than 80% of students Agreed or Strongly Agreed that they are more knowledgeable, aware of career options and insightful about their major and career direction.	Continued analysis of services for ways to increase effectiveness for all students.	Improvement in knowledge, awareness and insight into one's career choice and major will result in improved retention and graduation rates.

Expected Outcomes	Assessment Tool/measurement	Assessment results	Changes made based on results	How do changes help UNT meet the Vision and support student learning?
<p>Goal 3 85% of Students will report satisfaction about interactions with office staff, procedures and professional staff of CTS.</p>	<p>Satisfaction Survey (Each semester, currently Fall 2003)</p>	<p>83% to 97% of students rated interactions with staff and office procedures positively.</p>	<p>Intake forms updated, procedures reviewed and staff performance enhanced with targeted training (i.e. HIPAA).</p>	<p>Excellent services encourage student's use of services, thus facilitating academic, career, and personal development linked to improving retention and graduation rates.</p>
<p>Goal 4 (future assessment) 80 % of persons using the testing services will rate the services as good or better, and the staff as helpful.</p>	<p>Satisfaction Survey (Spring 2004)</p>	<p>To be completed: Fall 2004</p>	<p>Results allow examination of the need for targeted staff training, changes in procedures or location to meet student needs.</p>	<p>Results suggest ways to effectively deliver testing services that facilitate undergraduate and graduate student application and enrollment at UNT, or career and personal development for current students.</p>
<p>Goal 5: (future assessment) Regularly examine all aspects of services against the results of a current Student Needs Survey as well as a Faculty/Staff Needs Assessment.</p>	<p>Needs-Assessment (Spring 2004)</p>	<p>To be completed: Summer or Fall 2004</p>	<p>Examine current services with respect to the results of the needs assessment, and change, add or eliminate programs that do not meet the needs of students or faculty/staff.</p>	<p>Results of the survey help guide development of programs that may be more effective in meeting student needs as they related to the missions and goals of the center, division and university.</p>
<p>Goal 6: Provide an effective practicum learning experience to graduate students, enhancing their education and professional development.</p>	<p>Practicum Student Satisfaction &amp; Needs Survey (annual)</p>	<p>100% of practicum students rated the supervision experience as very good to excellent. Ratings of didactic training topics varied by topic, with 90% rated as very useful.</p>	<p>Didactic topic and speaker changes occurred. Practicum Manual was revised.</p>	<p>Assessed the effectiveness of the overall practicum experience so that all aspects, including supervision, maximize student learning, personal and professional development.</p>