

ASSESSMENT REPORT FOR

Student Counseling Services and Disability Services for Students

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

(Assessment Period Covered)

August 21, 2003

(Date Submitted)

Expanded Statement of Institutional Purpose Linkage:

Institutional Mission/Goal(s) Reference:

Texas A&M International University, a Member of the Texas A&M University System, is committed to the preparation of students for leadership roles in their chosen profession and in an increasingly complex, culturally diverse state, national, and global society...Through instruction, faculty and student research, and public service, Texas A&M International University is a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Administrative or Educational Support Unit Mission Statement:

Our goal is to empower college students to be capable and competent adults while adjusting to the challenges and transitions of University life as well as helping faculty and staff function more effectively in their work with students.

Intended Administrative Objectives:

- 1.** Ensure that student body is satisfied with unit's counseling services.
- 2.** Plan and implement academic workshops throughout the academic year to address concerns of the student body and to increase contact between Student Counseling Services (SCS) and TAMIU students.
- 3.** Provide support to students with disabilities.

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Intended Administrative or Educational Support Objective:

1. Student body is satisfied with our counseling services.

First Means of Assessment for Objective Identified Above:

1a. Means of Unit Assessment & Criteria for Success:

Mail Student Counseling Services Satisfaction Survey (SCSSS) with a goal of achieving 70% satisfaction and effectiveness rating. Every student who has used Student Counseling from September 1, 2002 to April 30, 2003 will be mailed a survey. Expected response rate of 50%. If this is not achieved, Student Counseling Services will call students to ask a phone response until a 50% response rate is achieved or until students cannot be reached or refuse to complete the survey.

1a. Summary of Assessment Data Collected:

Fifty percent response rate achieved. Sample was 80% female and 20% male. Percentage of respondents believing they would be more likely to stay in school because of counseling: 80.6%; believe they would do better academically because of counseling: 86%; would recommend Student Counseling Services to others or would return to use services: 4/73 (on a 1 to 5 scale with 5 being strongly agree); needs more advertising; more staff needed.

1a. Use of Results to Improve Unit Services:

Upcoming brochures will include photos of male and female students and staff; an effort will be made to hire a male counselor; will continue to advertise and increase outreach activities; have a Communications intern plan and implement a marketing plan for Student Counseling Services and Disability Services for Students.

Second Means of Assessment for Objective Identified Above:

1b. Means of Unit Assessment & Criteria for Success:

The Student Perception Survey (SPS) will be used to assess the obstacles to using counseling services. This survey is to be completed by students who DO NOT use Counseling Services to gather information about why they do not use services. The data will be collected via phone interview or by requesting students to complete the survey while they are on campus.

1b. Summary of Assessment Data Collected:

Sixty-nine percent of respondents rates Student Counseling Services as responsive or highly responsive to student needs; Twenty-one percent were undecided; Thirty-one percent did not know where the office is located; and Fourteen percent did not know Student Counseling Services existed.

1b. Use of Results to Improve Unit Service:

The key issue is more publicity about Student Counseling Services. Some of the ways our department will address this issue are: A communications intern is working on marketing our services; more collaboration with other offices; more activity; involvement with orientation programs.

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Intended Administrative or Educational Support Objective:

2. Plan and implement academic workshops throughout the academic year to address concerns of the student body and to increase contact between Student Counseling Services (SCS) and TAMIU students.

First Means of Assessment for Objective Identified Above:

2a. Means of Unit Assessment & Criteria for Success:

Provide at least one workshop monthly to assist the student body in personal academic development in which the average number of participants is 10.

2a. Summary of Assessment Data Collected:

Twenty-eight workshops were provided over this twelve-month period. Total attendees were 355 with an average attendance of 12.6 per workshop.

2a. Use of Results to Improve Unit Services:

This objective has successfully been reached. The next step would be to further develop workshop topics and implement them.

Second Means of Assessment for Objective Identified Above:

2b. Means of Unit Assessment & Criteria for Success

Have workshop participants complete a Program Evaluation form for workshops. Criteria for success will be average scores of 3.0 to 5.0 (on a 5 point scale with 1 = Strongly Disagree to 5 = Strongly Agree) on 70% of evaluation questions on this form.

2b. Summary of Assessment Data Collected:

Program evaluations were collected in 90% of the workshops. Most scores were in the 4 to 5 range, with about 15% of the group average in the 3.41 to 3.99 range. There were no group averages below 3.41. The criteria was achieved.

2b. Use of Results to Improve Unit Service:

Continue to provide top quality workshop presentations to student body and broaden the range of topics for workshops that are available through Student Counseling Services.

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Intended Administrative or Educational Support Objective:

3. Provide support to students with disabilities.

First Means of Assessment for Objective Identified Above:

3a. Means of Unit Assessment & Criteria for Success:

Mail, phone or survey face to face all currently registered students with disabilities with the Disability Services for Students Satisfaction Survey (DSSSS). The survey measures the level of satisfaction with Disability Services for Students and provides feedback about current services. Response rate will be 50% at a minimum.

3a. Summary of Assessment Data Collected:

23 of the 24 respondents stated that they are more likely to stay in school because of Disability Services for Students; 21 of 24 believe they will do better because of Disability Services for Students.

3a. Use of Results to Improve Unit Services:

Disability Services for Students will review feedback from the survey and design a plan to implement feasible and reasonable recommendations.

Second Means of Assessment for Objective Identified Above:

3b. Means of Unit Assessment & Criteria for Success

DSS will compile a list of students with disabilities each academic year with a goal of increasing number of registered students by 10% over last year's population.

3b. Summary of Assessment Data Collected:

95.83% of respondents believe that they are more likely to stay in school as a result of Disability Services for Students. 58.3% of respondents "mostly agreed" that they were provided with sufficient information regarding requirements needed to receive accommodations for their disability.

3b. Use of Results to Improve Unit Service:

DSS will promote an awareness of requirements needed to receive accommodations to students, faculty, administrators and staff through presentations, media forms, and bulletin boards.

SUPPORT DOCUMENTATION

Enter any document referenced above in this summary table. There are two examples listed below. If no documents are cited, please remove the two examples from the table.

SOURCE	LOCATION/Special Instructions
Student Counseling Services Satisfaction Survey	SACS Documentation Form (Killam Library Room 334-C)
Student Perception Survey	SACS Documentation Form (Killam Library Room 334-C)
Program Evaluation Form for Workshops	SACS Documentation Form (Killam Library Room 334-C)
Disability Services for Students Satisfaction Survey	SACS Documentation Form (Killam Library Room 334-C)

