

Standing Requirements

## Objectives and/or Learning Outcomes

### Counseling Center Strategic Action Mapping

#### Objective 1.1: Create Opportunities for Personal Growth

Outcome	Mapping
Quality individual, and group counseling The Counseling Center provides individual, and group therapy for enrolled students.	<b>University Learning Outcomes:</b> 5C: Knowledge of self
Increase understanding of mental health and wellness The Counseling Center teaches GST Courses on mental health and wellness topics that enhance the students' personal growth.	<b>University Learning Outcomes:</b> 1E: Capacity for life-long learning,, 5C: Knowledge of self
Student growth through programming The Counseling Center provides opportunities for growth through a variety of programming, such as QPR: suicide prevention education, Sexual Assault Awareness Activities, Mental Health Awareness Event and other campus events and class presentations.	<b>University Learning Outcomes:</b> 1E: Capacity for life-long learning,, 5A: Engage in university and community activities, 5C: Knowledge of self
Psycho-educational wellness through Wellness Wednesdays The Counseling Center is initiating a Wellness Wednesday program that will provide psycho-educational "wellness" information that is open to all members of the campus community.	<b>University Learning Outcomes:</b> 1E: Capacity for life-long learning,, 5A: Engage in university and community activities, 5C: Knowledge of self

#### Objective 1.2: Stimulate Intellectual Development

Outcome	Mapping
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Enhance personal growth through GST courses  
The Counseling Center teaches GST Courses on mental health and wellness topics that enhance the students' personal growth.

**University Learning Outcomes:** 1E: Capacity for life-long learning., 5C: Knowledge of self

Quality individual, couples and family therapy  
The Counseling Center provides individual, couples and family therapy for enrolled students.

**University Learning Outcomes:** 5C: Knowledge of self

### Objective 1.3: Increase Civic Engagement

Outcome	Mapping
Student participation in awareness month activities The Counseling Center provides opportunities for student to volunteer and participate in awareness month activities.	<b>University Learning Outcomes:</b> 5A: Engage in university and community activities

### Objective 1.4: Promote Social Competencies

Outcome	Mapping
Improved social relationships and social skills The Counseling Center provides individual, couples and family therapy that often focus on improving social relationships and social skills.	<b>University Learning Outcomes:</b> 5B: Interpersonal skills, 5C: Knowledge of self, 5D: Responsibility in group settings
Enhanced personal growth The Counseling Center teaches GST Courses on mental health and wellness topics that enhance the students' personal growth.	<b>University Learning Outcomes:</b> 5B: Interpersonal skills, 5C: Knowledge of self, 5D: Responsibility in group settings

### Objective 2.1: Connect Students and Community to Campus

**Create a variety of programs, services, and traditions that connect students and community members to the campus.**

Outcome	Mapping
<p>A safe environment for the LGBT community The Safe Zone Ally program collaborates with faculty members from a variety of departments to provide a supportive environment for LGBT members of the campus community.</p>	<p><b>No Mapping</b></p>
<p>Growth by way of participating in programs The Counseling Center provides opportunities for growth through a variety of programming, such as Domestic Violence Awareness Month Activities, Sexual Assault Awareness Activities, and other campus events and class presentations.</p>	<p><b>University Learning Outcomes:</b> 1E: Capacity for life-long learning., 5A: Engage in university and community activities, 5C: Knowledge of self, 6B: Understanding of cultural and ethnic diversity.</p>

**Objective 2.2: Awareness, Access, Quality of SA Services**

Increase awareness of, access to, and quality of services provided by Student Affairs.  
The Counseling Center presents information about counseling center services and other student affairs services in all of our GST courses and in our presentations to classes and other groups.

Outcome	Mapping
<p>Awareness of the Counseling Center The Counseling Center participates at outreach events such as Celebrate CSUB and Transfer Day.</p>	<p><b>No Mapping</b></p>
<p>Awareness of the Counseling Center using publications The Counseling Center publishes a quarterly newsletter, distributed to the campus community that highlights services, programs, and events for the quarter.</p>	<p><b>No Mapping</b></p>

**Objective: 2.3: Create Accessible and Inviting Space**

Create and maintain more accessible and inviting physical spaces on campus that encourage use of campus facilities.

Outcome	Mapping
<p>Development of a new student focused space in the center  The Counseling Center transformed a former office space into the Wellness Room and Lending Library where campus members can read, relax, or participate in personal growth activities.</p>	<p><b>No Mapping</b></p>

**Objective 2.4: Collaborate with Stakeholders on Programs**

**Collaborate with campus and community stakeholders on programs and services.**

Outcome	Mapping
<p>A safe environment for the LGBT community  The Safe Zone Ally program collaborates with faculty members from a variety of departments to provide a supportive environment for LGBT members of the campus community.</p>	<p><b>No Mapping</b></p>
<p>A safe campus environment  A Counselor participates on the Behavioral Assessment and Response Team (BART) which serves to promote a safe campus environment and connect students with campus services.</p>	<p><b>No Mapping</b></p>
<p>Psycho-educational courses offered through partnerships  The Counseling Center works with the Health Center, Office of Student Rights and Responsibilities, and Residence Halls, as well as other campus constituencies, to provide mandatory psycho-educational courses (Alcohol, Drugs, Anger Management and Conflict Resolution).</p>	<p><b>No Mapping</b></p>

**Objective 3.1: Utilization of IRPA**

**Utilize the office of Institutional Research, Planning, and Assessment to determine how Student Affairs supports retention and graduation rates, and plan programs accordingly.**

Outcome	Mapping
Utilize IRPA within legal and ethical guidelines Confidentiality issues limit our ability to collect and share information about specific students; however we will explore ways to collaborate with IRPA following legal and ethical guidelines.	<b>No Mapping</b>

**Objective 3.2: Academic Success via SA**

Educate the campus community about how participation in Student Affairs programs and services enhances academic success.

Outcome	Mapping
Promotion of Student Affairs The Counseling Center advocates the use of all Student Affairs services in our GST courses, presentations in academic classes, and outreach events.	<b>No Mapping</b>

**Objective 3.3: Active Presence in Outreach/Applied Learning**

Maintain an active presence in outreach efforts, applied learning experiences, and other initiatives that foster and improve recruitment, retention, and graduation rates.

Outcome	Mapping
Increased awareness about services The Counseling Center presents information about counseling center services and other Student Affairs services in all of our GST courses and in our presentations to classes and other groups.	<b>No Mapping</b>
Consistent Counseling Center participation The Counseling Center participates at outreach events such as Celebrate CSUB and Transfer Day.	<b>No Mapping</b>
Conflict mediation through ombud activities A counselor is designated as the campus	<b>No Mapping</b>

ombudsperson, who mediates conflicts and serves as the liaison between students and the University.

Support for active duty and veterans  
A counselor serves on the Troops to College committee promoting recruitment and retention for military veterans.

**No Mapping**

Retention improvement  
The Counseling Center provides a quarterly student study skills group and teaches the Academic Fitness course designed to improve retention rates.

**University Learning Outcomes: 5D: Responsibility in group settings**

#### **Objective 4.1: Professional Development of Student Affairs**

**Provide professional development opportunities for Student Affairs personnel through both on- and off-campus development programs.**

<b>Outcome</b>	<b>Mapping</b>
Ensure licensure of counseling staff The counselors are required to get 36 hours of continuing education during every two-year licensing cycle.	<b>No Mapping</b>
Continuous staff development The Counseling Center presents Staff Development Seminars on subjects such as Conflict Resolution, Suicide Prevention, Anger Management, and Eating Disorders (to Residence Assistants and Student Union employees).	<b>No Mapping</b>
Educated faculty, staff and administrators The LGBT Safe Zone Ally Program orientation provides education and awareness to all faculty, staff and administrators about LGBT issues and concerns.	<b>No Mapping</b>

#### **Objective 4.2: Educate SA Personnel about Policies**

**Educate Student Affairs personnel about campus-wide policies, procedures, protocol, and programming to enable them to serve students more effectively.**

Outcome	Mapping
<p>Continuous consulting to campus community The Counseling Center provides consultation to all faculty, staff, and administrators regarding any mental health/behavioral-related resources, policies, and procedures.</p>	<p>No Mapping</p>

**Objective 4.3: Promote Employee Satisfaction and Morale**

Support employee participation in programs that promote employee recognition, satisfaction, and morale.

Outcome	Mapping
<p>Engaged counseling center The Counseling Center actively participates in Student Affairs employee activities.</p>	<p>No Mapping</p>

**Objective 5.1: Conduct Assessment to Measure ULO's**

Conduct assessments to measure university learning outcomes within Student Affairs on an annual basis.

Outcome	Mapping
<p>Use of the opinion survey The Counseling Center utilizes the Student Opinion of Counseling Inventory twice a year to assess student satisfaction with counseling services.</p>	<p>No Mapping</p>
<p>Improve awareness and perceptions of the center The Counseling Center has initiated a program assessment that focuses on campus awareness and perceptions of counseling services.</p>	<p>No Mapping</p>

**Objective 5. 2: Regular Reporting to Review Effectiveness**

Report quarterly and/or annually on the effectiveness of goals, objectives, and strategic actions.

Outcome	Mapping
<p>Generate regular reports and assessments The Counseling Center will continue to produce annual reports on counseling center services and activities including goals and objectives. The new program assessment data will be added to the annual report.</p>	<p><b>No Mapping</b></p>

**Objective 5.3: Review Strategic Actions and Revise as Needed**

**Review goals, objectives, and strategic actions annually and revise practices as need based on program outcomes assessment.**

Outcome	Mapping
<p>Revise practices as needed As part of the ongoing annual report process the Counseling Center reviews goals, objective and practices and revises as needed.</p>	<p><b>No Mapping</b></p>

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