

Crafton Hills College - Outcomes Assessment Report

Program/Service Area: Health and Wellness Center

Term: 2010 Fall

1. Student Learning Outcomes Statement

Students will benefit from obtaining psychological counseling, will feel satisfied with their sessions and understood by the therapist, will be better able to devote more time to their classwork and it would be a financial hardship or they would not be able to obtain services at all if the service were not on campus.

2. Means of Assessment (Measurement Method)

Six questions were given to 172 students to measure their satisfaction, psychological benefit, more time to devote to class work and obtain services without financial hardship. Two questions were (on a five-point anchored scale) were regarding their satisfaction, followed by four questions (on a four-point Likert scale) to assess the need of offering this service on campus. Finally, one opened response question asked for suggestions, compliments, requests, or complaints.

3. Criteria for Success (Benchmark)

80 % of students will benefit from obtaining psychological counseling, will feel satisfied with their sessions and understood by the therapist, will be able to devote more time to their class work and receive services without a financial hardship or obtain services at all if it were not on campus.

4. Summary of Evidence

- 92% of the respondents were completely satisfied with their sessions
- 94% of the respondents felt that the therapist understood their concerns or needs very well.
- 97% of the respondents felt the counseling services provided at CHC were beneficial
- 96% of the respondents indicated having on-campus counseling services gave them the opportunity to devote to their classwork.
- 88% of the respondents indicated that it would be a financial hardship to obtain services off campus
- 86% of the respondents would not be able to receive counseling if it were not available on campus
- Sample - Comments: "Really helped me to get to a happy point in my life"; "she always help and always gives me confidence"; Thank you for this Blessed opportunity for health"; "(Name) was amazing and made me feel more positive about life" "wish (position) would be more approachable
☺ Smiles are contagious!

5. Use of Results (Implications for Program Improvement & Planning)

Because of this data we will continue to provide on campus, quality psychological counseling for low-cost or free; helping students devote more time to their class work.