



Annual Assessment Report EXECUTIVE SUMMARY

Assessment results by goal and objectives

Goal 1: Equip students to complete their education by providing holistic support services

Supporting Strategic plan goal: Build Student Access and Success; Enrich the Student Experience

Objective/outcome 1.1: Students will be able to access and utilize health and wellness services

Measures:

- Wellness Center Student Satisfaction Survey (*Appendix A*)
- Wellness Center Referral data generated from Titanium System (*Appendix C*)

Overview of findings:

Wellness Center Student Satisfaction Survey

The Wellness Center Student Satisfaction Survey was distributed to students at the end of each semester (Fall I, II & Spring I) in academic year 2021-2022. Below is a summary of the survey results.

Fall 2021 Session I

126 students received the survey and 23 responded (response rate: 18.3%). 100% of respondents responded favorably (choosing *Strong Agree* or *Agree* on 5-point scale) to receiving clear direction about getting started with services when initially reaching out to the Center. 92% of respondents also reported that their first meeting with a counselor was a positive experience, felt their counselor understood their concerns (92%) and felt their assigned counselor was respectful and truly listened to them (96%). In addition, students indicated that they felt their counselor helped with their problem (87%) and felt more confident completing academic tasks after coming to the Wellness Center (82%). 96% indicated they were satisfied overall with the assistance they received and 95% stated that they would refer one of their friends to the Wellness Center. Lastly, the survey asked about student's level of comfort with counseling services being conducted by video and/or phone. 95% indicated that they felt comfortable receiving services by video and/or phone.

Fall 2021 Session II

108 students received the survey and 28 responded (response rate: 26%). 100% of the respondents responded favorably (choosing *Strong Agree* or *Agree* on 5-point scale) to receiving clear direction about getting started with services when initially reaching out to the Center. 100% of respondents also reported that their first meeting with a counselor was a positive experience, felt their counselor understood their concerns (96.4%) and felt their assigned counselor was respectful and truly listened to them (100%). In addition, students indicated that they felt their counselor helped with their problem (100%) and felt more confident completing academic tasks after coming to the Wellness Center (85.7%). 100% indicated they were satisfied overall with the assistance they received and 96.4% stated that they would refer one of their friends to the Wellness Center. Lastly, the survey asked about student's level of comfort with counseling services being conducted by video and/or phone. 93% indicated that they felt comfortable receiving services by video and/or phone.



Spring 2022 Session I

185 students received the survey and 12 responded (response rate: 6.5%). 100% of the respondents responded favorably (choosing *Strong Agree* or *Agree* on 5-point scale) (Strong Agree or Agree) to receiving clear direction about getting started with services when initially reaching out to the Center. 100% of respondents also reported that their first meeting with a counselor was a positive experience, felt their counselor understood their concerns (100%) and felt their assigned counselor was respectful and truly listened to them (100%). In addition, students indicated that they felt their counselor helped with their problem (100%) and felt more confident completing academic tasks after coming to the Wellness Center (100%). 100% indicated they were satisfied overall with the assistance they received and 96.4% stated that they would refer one of their friends to the Wellness Center. Lastly, the survey asked about student's level of comfort with counseling services being conducted by video and/or phone. 100% indicated that they felt comfortable receiving services by video and/or phone.

Recommendations:

Although the Wellness Center's Student Satisfaction Survey (SSS) response rate was low, the data reveals an overall satisfaction of services based upon collected information for the Fall I, II and Spring I semester. Of the total number of clients (63) that completed the survey, 98.6% indicated an overall satisfaction with services. In an effort to improve the response rate of the SSS, the 2022-2023 Wellness Center Strategic Plan will include an action item of increasing the survey response rate by 10%. Some ways to accomplish this goal will be to send the survey out multiple times and explore possible incentives for participation.

Next steps:

Wellness Center Student Satisfaction Survey

As a result of the low response rate to the SSS, the Wellness Center will include the goal of increasing the response rate by 10% in the 2022-2023 Strategic Plan. To date, the survey is emailed at the end of each semester to clients who have completed counseling services. If a student does not respond, they will receive a second email. After the second email, there is no additional outreach conducted. A consideration is to have clients complete the survey at their last session either in paper format or by sharing a link to the survey. Another consideration is incentivizing the completion of the survey with free prizes. Both ideas will be further explored.

There was a greater distribution of responses to question #7 (I felt more confident completing academic tasks after coming to the Wellness Center) of the survey. As a result, an action item in the Wellness Center 2022-2023 Strategic Plan will be to evaluate the impact of counseling on academic progress and retention. An analysis will be conducted investigating the correlation between individual counseling services, academic performance and retention.

Overview of findings:

Referral Data

The Wellness Center's Termination Form includes information about referrals made to mental health clinics for students. Of the 354 students that utilized counseling services in the 2021-2022 academic year, counselors completed termination forms for 117 students. Of these students, 31.6% were given referrals to non-profit organizations, 15.4% to private practices, 12.8% to outpatient hospitals, 1.7% Hospital ER and 25.6% to other referrals not indicated. The remaining 35.9% did not receive nor request a referral.



In regards to the client's status upon termination, 20.5% of clients referred started treatment or scheduled appointments with off-campus providers, 35.9% were considering off campus treatment in the near future, 10.3% were not interested in an off-campus referral, and 27.4% did not feel they needed additional services at this time.

Recommendations:

Referral Data

The data shows that approximately 54.9% of the total number of students that terminated with a counselor received a referral and had additional mental health support available following the completion of counseling. The Wellness Center will continue to provide referrals to students and support their transition to a mental health professional when needed.

Next Steps:

Referral Data

The referral data does not provide information about whether or not the student pursued the referral but only that it was given to them. There is consideration to conduct a follow-up (email, phone call, text message) once the referral(s) are given as this will allow the Wellness Center to know if there were barriers that prevented the student from successfully finding external mental health support. However, there is concern that the response rate to a follow-up may be low and the process will be time-intensive. The senior administrative staff will continue to discuss this topic and decide if it is an action item to pursue in the upcoming academic year.

Objective 1.2 Maintain accreditation through the International Accreditation of Counseling Services (IACS)

Measures:

- IACS Self-assessment (*Appendix B*)

Overview of findings:

Maintaining IACS Accreditation

In the Spring 2022 semester, the Wellness Center completed a self-assessment to determine if IACS standards were being met. The results of the assessment were then reported on the IACS Annual Report Form. The report was submitted and IACS responded with approval. To date, the Wellness Center is a fully accredited counseling center in good standing, having been evaluated and approved by the Board of Director.

Recommendations:

IACS Self-Assessment

IACS requested updates on 8 *Recommendations (Areas of Concern)* for their annual report. Of the 8, it was reported that 6 were completed, one was in progress and one was not applicable. The self-assessment provides an overview of the responses given for each recommendation. From the recommendations, several actions items were created and are included in the Wellness Center's 2022-2023 Strategic Plan. They are the following:



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- Create a follow-up "check-in" process after a mental health referral has been provided
- Prevent the creation of waitlists by developing counseling groups during peak times of the academic year; refer clients with less severe concerns to counseling groups
- Develop monthly in-service trainings for staff including training on Mobile Crisis, APS and Health Home referrals and managing Domestic Violence cases

Next steps:

The Wellness Center will continue to evaluate the recommendations of the IACS in order to maintain accreditation.

Goal 2: Train faculty/staff to effectively identify, respond to, and support diverse student needs

Supporting Strategic plan goal: Build Student Access and Success; Enrich the Student Experience; Build Inclusive Community to Achieve the College Mission

Objective/outcome 2.1: Faculty and staff will be able to demonstrate an ability to address student concerns and refer students in order to receive appropriate care

Measures:

- Wellness Center-Adult Mental Health First Aid Course Evaluation

Overview of findings:

Mental Health First Aid Training

Training continues to be on hold due to a change in funding as per the announcement from NYC Thrive Program

Recommendations:

Mental Health First Aid Training

Training offerings are on hold until funding becomes available

Next steps:

Mental Health First Aid Training

Training offerings are on hold until funding becomes available

Goal 3 Provide opportunities for students to explore and discover basic knowledge, skills, and tools to help make healthy life choices

Supporting Strategic plan goal: Build Student Access and Success; Enrich the Student Experience; Strengthen Learning for Students - and for Faculty, Staff and the College

Objective/outcome 3.1 Students will be able to demonstrate an ability to identify and address their health concerns

Measures:

- Wellness Center Event Evaluation-assesses student knowledge and skills gained following workshops, programs and events
- Student Mental Health Survey (*Appendix D*)

Overview of findings:

Wellness Center Event Evaluation

Due to several barriers including the limited scheduling of workshops, low attendance at events and the delivery of workshops via Zoom, a decision was made to not have students complete pre-post evaluations this academic year.



Recommendations:

Wellness Center Event Evaluation

There were a limited number of workshops this academic year due to a lack of requests made by faculty. With the workshops that were delivered (primarily in Spring I), it was challenging to administer evaluations due to limited time during presentations and the format (Zoom) by which workshops were delivered. As a result, a decision was made to not use the evaluation.

Next steps:

Wellness Center Event Evaluation

With limited time available during workshops and the format by which workshops will continue to be presented (Zoom), a different approach to collecting data will be considered. Instead of a pre-post evaluation, a post-evaluation will be developed and shared immediately following a workshop. A QR Code will be linked to the evaluation and added to a workshop PowerPoint slide.

Overview of findings:

Student Mental Health Survey

The Student Mental Health Survey was distributed to students from July 2021 to October 2021 with a total of 305 responses. The survey was advertised by Marketing & Communications on the College's website and students were also emailed the survey. In addition, QR codes were created (that linked to the survey) and included in the Wellness Center's Fall '21 Guidebook and on Social Media advertisements.

Results from the 20-question survey provided data on student's help-seeking behaviors and coping skills, impact of stress on academic performance, impact of the COVID-19 Pandemic on emotional and

psychological health, familiarity with Wellness Center services, preference on how services should be delivered (in-person or virtual) and interest in wellness programming.

Recommendations:

Student Mental Health Survey

Based upon the data, the Wellness Center will make improvements in the delivery of services and programming. These improvements will take into consideration student's interest(s) in mental health/self-care programming, obstacles that may interfere with participating in services/programming, mental health concerns, particularly as related to the COVID-19 Pandemic and familiarity with and level of comfort utilizing counseling services.

Next steps:

Student Mental Health Survey

The Wellness Center will use responses from the Student Mental Health Survey to create programming for the 2022-2023 academic year. For example, mindfulness classes, Yoga and Tai Chi will be scheduled at times that students are most available and that interferes least with their busy schedules (based upon responses to questions 17-19).

Data from the survey revealed that a significant number of students (Question 8, 52.4%) are not at all familiar or only slightly familiar with counseling services. This information provides an opportunity to reflect on the current marketing approach to services and make possible improvements. In addition, responses to Question 9 of the survey (How comfortable are you with utilizing counseling services at the Wellness Center?) show that students are not at all comfortable (7.2%) or slightly comfortable (13.1%) with



counseling services. While the survey does not reveal the reason(s), one possibility is the stigma associated with getting mental health services. Educating students about the counseling process may lessen the level of discomfort. An outreach and education committee will be formed to discuss/plan how to market services differently in an effort to educate students about mental health and to destigmatize counseling.

Overall summary

Student Satisfaction Survey

The Student Satisfaction Survey assesses students' satisfaction with the level of service received at the Wellness Center. Although a small sample size, the 2021-2022 data indicates an overall positive experience with services including working with a counselor, interaction with front desk support staff and counseling services.

The survey was updated in the previous year to include an additional question about a student's level of comfort with counseling services being conducted via video-conferencing (Zoom) and/or by phone. Tele-counseling services have been an option for students since the start of the COVID-19 Pandemic and when the College transitioned to remote learning. Based upon the survey results, students continue to respond favorably to virtual counseling. Thus, this service will continue to be an available option to those that prefer remote over in-person services.

Referral Data

The referral data provides information about where a clinician referred a client for mental health services following the completion of counseling services at the Wellness Center. However, there is no data currently collected from students that indicates whether or not they pursued the referral(s). Thus, a consideration is to conduct a follow-up once the referral(s) are provided. This will allow the Wellness Center to know if the student pursued the referrals and whether or not there were barriers that prevented the student from successfully connecting with mental health support. While there is concern that there will be a low response rate to any form of follow-up (e.g. email, phone call, text messaging), senior administration will continue to discuss whether it is a viable option.

Mental Health First Aid Training

Mental Health First Aid (MHFA) training is a program sponsored by NYC Thrive and one that has been offered by the Wellness Center since 2016. Due to a funding freeze by NYC Thrive, MHFA training was suspended during the COVID-19 Pandemic. In Spring 2022, Session 2, the Wellness Center was informed that the program will resume and training material will become available for purchase. There is a plan to purchase training manuals for students, faculty and staff and to begin offering the 8-hour training in the Fall 2022 semester.

Wellness Center Event Evaluation

The Wellness Center Event Evaluation was to be conducted as a pre and post evaluation for student events. It was developed to assess the knowledge and skills gained following events, workshops and programs. During the academic year, there were a limited number of workshops offered due to a lack of requests made by faculty. This, coupled with the workshops being offered primarily via Zoom made it challenging to have students complete evaluations. Thus, there will be consideration to administer evaluations differently in the upcoming academic year.

Student Mental Health Survey



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The Student Mental Health Survey was created to understand the mental health and well-being students, their help-seeking behaviors and familiarity with available services. Once the survey was closed, the data provided a robust understanding of the needs of students. The data informed the Wellness Center about areas that require improvement including services, programming and marketing.

Appendices

- Appendix A. Student Satisfaction Survey
- Appendix B. IACS Assessment
- Appendix C. Referral Data Generated from Titanium
- Appendix D. Mental Health Survey