



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 B*)
- Wellness Center Post-Referral Survey (*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 2022-2023. Below is a summary of the survey results.

Fall 2022 Session I

196 students received the survey and 14 responded (response rate: 7.14%). 100% of students 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. 64.29% of respondents endorsed *Strongly Agree* and 35.71% *Agree* in response to statement, *My very first meeting with a counselor at the Wellness Center was a positive experience*. Respondents also indicated that they mostly felt understood by their counselor (78.57% *Strongly Agree*, 14.29% *Agree* and 7.14% *Neutral*) and felt their counselor was respectful and truly listened to them (71.43% *Strongly Agree*, 28.57% *Agree*). In response to the statement, *My assigned counselor helped me feel better and/or helped me with my problem*, students overall reported favorably (72.58% *Strongly Agree*, 19.35% *Agree*, 4.84% *Neutral*) while 3.23% (1 respondent) endorsed *Disagree*. There was a wider distribution of responses to statement, *I felt more confident completing academic tasks after coming to the Wellness Center*. 50% of respondents endorsed *Strongly Agree*, 35.71% *Agree*, 7.14% *Neutral* and 7.14% (1 student) endorsed *Strongly Disagree*. 100% of respondents indicated that they were satisfied overall with the assistance they received and 100% also reported that they would refer one of their friends to the Wellness Center. In addition, the survey asked about student's level of comfort with counseling services being conducted by video and/or by phone. 71.43% endorsed *Strongly Agree*, 7.14% *Agree* and 21.43% *Neutral*.

Fall 2022 Session II

99 students received the survey and 20 responded (response rate: 20%). 85% of students responded favorably (choosing *Strong Agree* or *Agree*) to receiving clear direction about getting started with services when initially reaching out to the Center. 90% of respondents also reported that their first meeting with a counselor was a positive experience, felt their counselor understood their concerns (85%) and felt their assigned counselor was respectful and truly listened to them (90%). Once again, there was a wider distribution of responses to the statement, *I felt more confident completing academic tasks after coming to the Wellness Center*. 50% indicated *Strongly Agree*, 15% *Agree*, 25% *Neutral*, 5% *Disagree* and 5% endorsing *Strongly Disagree*.



95% indicated that they were satisfied overall with their experience at the Wellness Center with 5% reporting that they *Strongly Disagreed*. 85% responded favorably to referring one of their friends to the Wellness Center while 10% endorsed *Neutral* and 5% *Strongly Disagree*. Lastly, the survey asked about student's level of comfort with counseling services being conducted by video and/or phone. 75% indicated that they felt comfortable, 5% *Neutral*, 10% *Disagree* and 10% *Strongly Disagreed*.

Spring 2023 Session I

164 students received the survey and 18 responded (response rate: 10.98%). 100% of students 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 (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 (96.47%) and felt more confident completing academic tasks after coming to the Wellness Center (84.61%). 100% indicated they were satisfied overall with the assistance they received and 100% stated that they would refer one of their friends to the Wellness Center. The survey also asked about student's level of comfort with counseling services being conducted by video and/or phone. 96.39% indicated that they felt comfortable receiving services by video and/or phone.

Recommendations:

Wellness Center Student Satisfaction Survey

Although the Wellness Center's Student Satisfaction Survey (SSS) response rate was low for 2022-2023, the data reveals that students are overall satisfied with services. Of the total number of clients that completed the survey (n=52), 98.08% indicated an overall satisfaction with services. This is similar to the data collected in 2021-2022, which showed that 98.92% of students were satisfied with services.

In an effort to improve the response rate of the SSS, the 2022-2023 Wellness Center Strategic Plan included an action item of increasing the survey response rate by 10%. Some strategies to accomplish this goal was to email the survey out multiple times to students following their termination of counseling services. However, this strategy proved to be ineffective and the goal of increasing the response rate was not met. In fact, the response rate decreased when compared to the previous academic year going from 15.62% (493 students received survey, 77 completed survey in AY 2021-2022) to 11.33% (459 students received survey, 52 completed survey in AY 2022-2023). The Wellness Center team will continue to explore ways to increase the response rate including having counselors be responsible for providing the survey immediately following a student's last counseling session. This approach may be more effective than emailing clients the survey at the conclusion of the semester, which in some instances is several months following their final counseling session.

Next steps:

Wellness Center Student Satisfaction Survey

There continues to be a challenge with motivating students to complete the SSS survey. The goal of academic year 2022-2023 was to increase the response rate, however this did not occur. To date, the survey is emailed at the end of each semester to students who have completed counseling services. If a student does not respond, they will receive a second and third (final) email. A consideration is to have students complete the survey at their last session by having their counselor provide them a QR code, which links to the survey. The challenge, however will be to capture those students that stop attending their sessions prematurely and/or discontinue services without closing out with their counselor.



In the 2021-2022 academic year, we noticed a notable variation in responses to question #7 in our survey, which asks about students' confidence in completing academic tasks after visiting the Wellness Center. It's not entirely clear why some students didn't respond more positively to this question. One possible explanation could be the challenge of establishing a direct link between counseling support and academic performance. Therefore, in our 2023-2024 strategic plan, we have included an action item to evaluate the impact of counseling on academic progress and student retention. This analysis aims to determine whether students' grades showed improvement following the commencement of counseling services and whether these improvements persisted into the following semester.

Overview of findings:

Referral Data

Wellness Center Counselors complete a termination form for each student within their caseload at the conclusion of treatment. The form includes information about referrals made, if any, to mental health clinics. Of the 401 students that utilized counseling services in the 2022-2023 academic year, counselors completed termination forms for 167. Of these students, 26.3% were given referrals to non-profit organizations, 13.8% to private practices, 12.6% to outpatient hospitals, 1.2% Hospital ER and 22.8% to other referrals not indicated. The remaining 28.8% did not receive nor request a referral. 25.7% of clients referred started treatment or scheduled appointments with off-campus providers, 34.7% were considering off campus treatment in the near future, 7.2% were not interested in an off-campus referral, and 26.3% did not feel they needed additional services at this time.

Recommendations:

Referral Data

The data shows that approximately 53.89% 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 requested.

Next Steps:

Referral Data

In the 2021-2022 academic year, there was a discussion about establishing a protocol for checking in with students after they received referrals. This approach would enable the Wellness Center to identify any obstacles hindering students from accessing external mental health support effectively. The senior administrative staff discussed a plan to have each counselor email a brief survey. The survey asked 4 questions, which were the following: *Did you contact any of the referrals given to you?*, *Were the referrals provided by your counselor helpful in getting you connected to counseling services?*, *Have you begun counseling services at any of the referrals you were provided?* and *Do you need any support with finding additional mental health referrals?* Of the students that completed the survey (n=16), 87.5% indicated that the referrals provided by their counselor were helpful in getting them connected to counseling services, 75% contacted the referral provided by their counselor and approximately 37.5% began counseling services with a provider provided to them. 12.5% of the clients expressed a need for support with finding additional mental health referrals.

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

**Measures:**

- IACS Self-assessment (*Appendix B*)

Overview of findings:*IACS Accreditation*

In the Fall 2022 semester, the Wellness Center was informed by IACS that it would extend accreditation through May 2033. Due to the COVID-19 Pandemic, the IACS board of directors approved a change in their evaluation schedule and extended the number of years in-between re-accreditations. Annual reports will continue to be submitted to IACS and the Wellness Center will use its self-assessment to ensure that standards are being maintained.

Recommendations:*IACS Accreditation*

IACS requested updates on 8 *Recommendations (Areas of Concern)* for their annual report. Of the 8, it was reported that 5 were completed, one was in progress and one was not applicable. From the recommendations, several actions items were created and are included in the Wellness Center's 2022-2023 Strategic Plan. They were the following:

- 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

The Wellness Center created a brief 4-question, post-referral survey to check-in on students that received a mental health referral. Additional information about the survey and results can be found in the previous section.

The Wellness Center (WC) marketed several clinical groups and directly emailed students on its waitlist during the academic year. Despite efforts to publicize the groups, the WC was unsuccessful in its recruitment efforts. Students chose to wait on the waitlist or did not respond to the emails sent.

The Wellness Center (WC) was able to schedule monthly in-service clinical trainings led by WC clinicians as well as trainings led by external agencies such as The Door, The Floating Hospital, Eating Recovery Center and NYC Mayor's Office. The trainings supported the goal of providing continued professional development opportunities to staff.

Next steps:

The Wellness Center (WC) will continue to determine how best to market clinical groups to students, which will support the goal of limiting the amount of time students wait to be connected to services. WC will also continue to offer trainings to clinical staff, in particular, on topics that are relevant to the needs of LaGuardia students. An analysis will be conducted to schedule appropriate trainings and to determine funding opportunities.

The WC will be hiring two, permanent full-time counselors in the 2023-2024 academic year. The hiring will increase staffing, which will decrease the number of students on the waitlist. The additional staff is in



line with IACS's recommendation 7 and 8, which specifically highlights the need for more counselors to address the growing demand for services.

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:

- Post-Workshop Evaluation will be used to assess knowledge base and understanding of Wellness Center services.

Overview of findings:

In the 2022-2023 academic year, the Wellness Center (WC) saw a significant increase in in-person workshop requests from faculty and staff likely due to more classes being scheduled on-campus. The WC continued to offer virtual workshops in an effort to accommodate all requests. Several workshops were promoted, and faculty, in particular were instructed to fill out a request form if they wished to schedule a workshop for their classes. A brief, 6-question evaluation was created to assess student's knowledge and understanding of WC services. The last slide of each presentation included a QR code that directed students to the evaluation. Of the 110 students that completed the evaluation, 90 (81.82%) correctly answered at least 4 out of 6 questions (70%). 80% of the students surveyed knew the main function of the Wellness Center which is to provide counseling services while 17% and 2.7% of them associated the Center with



Health Services and Academic Advisement, respectively. Approximately 85.45% were well-informed about the office location (C-249) as well as how appointments are scheduled. 83.64% of the students were aware that they can refer a friend who appears to be in psychological/emotional distress to the Wellness Center.

Recommendations:

The Post-Workshop Evaluation serves as a valuable tool for gauging the effectiveness of Wellness Center workshops in educating students about available counseling services and how to seek support during times of emotional distress. Administering the evaluation immediately after a workshop has proven highly effective in motivating students to complete it. Consequently, the Wellness Center has amassed a substantial amount of data indicating that students are well-informed about the services and the steps to access them. This evaluation approach will be consistently maintained.

While only a small number of students expressed difficulty distinguishing between Wellness Center services and other areas such as Health Services and Academic Advisement, it is an issue worth noting, especially in terms of marketing our services. One potential solution is to incorporate information about these distinct areas into workshops to help clarify the differences between them and the Wellness Center.

Next steps:

The Wellness Center will continue to utilize a QR Code to link students to the evaluation following a workshop. The questions within the evaluation will remain the same.

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 2022-2023 data indicates an overall positive experience with services including working with a counselor, interaction with front desk support staff and counseling services. However, motivating students to complete the SSS survey remains an ongoing challenge. The Wellness Center team is committed to finding solutions to boost the response rate, one of which involves counselors personally delivering the survey immediately after a client's last counseling session. This approach will be another strategy in addition to the current practice of emailing the survey at the end of the semester.

Referral Data

The referral data collected from the Wellness Center's Termination Form provides information about where a counselor referred a student for mental health services. In the 2021-2022 academic year, at the recommendation of IACS (accrediting body), a post-referral survey was created to follow-up with students and to see if they connected to mental health care. Counselors were asked to email the survey to each student that received a referral(s). The low response rate (n=16) indicates that students were possibly disinterested and/or unmotivated to complete the survey. Although the response rate was low, the Wellness Center plans to maintain the current procedure. However, we are considering the possibility of having counselors send multiple email reminders to students in an effort to encourage more responses. Additionally, we are exploring the option of counselors making phone calls to reach out to their students. While this approach may require more time and effort, it has the potential to generate higher response rates. The Wellness Center will assess whether this alternative is a feasible and effective 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 2023 semester.

Appendices

- Appendix A. Student Satisfaction Survey
- Appendix B. Titanium Referral Data
- Appendix C. Post-Referral Survey Report
- Appendix D. IACS Assessment
- Appendix E. Post-Workshop Evaluation