

# CSUEB Student Affairs Assessment Report Template

Name of Dept/Program	Counseling Services
Dept/Program Lead	Shauna Olson Hong
Dept/Program VP	Suzanne Espinoza

1) DEPT/PROGRAM MISSION  
(i.e., what are the goals that the dept/program will achieve?):

Dept/Program Mission Statement
--------------------------------

Counseling Services mission is:

To provide personal counseling to registered students of Cal State East Bay, with the aim of supporting student well-being.

2) ASSESSABLE STUDENT OUTCOMES

i.e., what measurable impact(s) will students demonstrate/achieve from involvement/interaction with the dept/program? List outcomes as needed.

Student Outcome Statement
1) Students will report positive outcomes and experiences from engaging with counseling as reported in Client Satisfaction Survey Group Counseling Feedback Survey
2) Students will report reduction of symptoms over time they are engaging with counseling, as reported on PHQ9
3) Students will report that they made aware of additional supports (counseling groups and workshops, urgent crisis) as reported in Client Satisfaction Survey
4) Students referred for mental health support by CARE reports will engage with counseling services.
5) Students will report positive outcomes (learning new skills, feeling more inclined to engage with counseling outreach presentations) as reported by surveys done by campus partners.
6) Participants in Wellness Ambassador trainings will report outcomes (more able to engage with students in distress to refer to the appropriate support program, more able to consult with presenters about difficult situations, confident that they are able to put new skills into practice) as reported on Wellness Ambassador Evaluations Surveys.

3) SIGNATURE PROGRAMS/SERVICES

i.e., what are the dept/program s key programs or services? Assign the relevant outcome(s) from #2 to its corresponding program/service.

Name of Signature Program/Service	Relevant program or student outcomes
Individual Counseling	<p>1. Students will report positive outcomes from engaging with counseling (reduced distress, learned skills to manage future problems, allowed them to be a better student, helped them to stay in school, would recommend counseling to their friends, overall satisfied with their experiences) - as reported in Client Satisfaction Survey</p> <p>2. Students will report reduction of symptoms over time they are engaging with as reported on PHQ9 and GAD7 surveys</p>
Group Counseling	<p>1. Students will report positive outcomes from group counseling sessions (learned to better cope with problems, intend to use tools learned, feel better able to address future problems) as reported on Group Counseling Feedback Survey</p> <p>3. Students will report that they were made aware of counseling groups and workshops - reported in Client Satisfaction Survey</p>
Crisis Support	<p>3. Students will report that they were made aware of urgent crisis support services as reported in Client Satisfaction Survey</p> <p>4. Students referred for mental health support by CARE reports will engage with counseling services.</p>
Embedded Counseling Programs	<p>5. Students will report positive outcomes (learning new skills, feeling more inclined to engage with counseling) as a result of counseling outreach presentations as reported by surveys done by campus partners.</p>
Mental Health Educational Programs	<p>5. Students will report positive outcomes (learning new skills, feeling more inclined to engage with counseling) as a result of counseling outreach presentations as reported by surveys done by campus partners.</p> <p>6. Participants in Wellness Ambassador trainings will report positive outcomes (more able to</p>

engage with students in distress, more able to refer to the appropriate support pro  
consult with presenters about difficult situations, confident that they will be able to put new skills  
into practice) -

4) ASSESSMENT ACTIVITY /DATA ANALYSIS

i.e., how has the department/program evaluated its effectiveness (e.g., surveys, dashboards, other assessment methods) in relation to the stated outcomes in #2? Please attach or link to the assessment activity/data analysis.

Type of Assessment	Assessment Methods and Data
Counseling Client Satisfaction Survey	Survey administered weekly through emailed google form. Sent to all students who attended appointment that week, in any of our counseling clinics.
SHCS Patient Services Feedback Survey	Survey administered daily through emailed google form. Sent to all students who attended counseling appointment that day in Hayward clinic.
Counseling Group Feedback Survey	Survey administered after group session through Zoom chat, for all students attending group
PHQ9 Data	Screening tool administered at each counseling appointment as part of check in process. In depression symptoms.
GAD7 Data	Screening tool administered at each counseling appointment as part of check in process. In anxiety symptoms.
Electronic Health Record Utilization Reports	Data on utilization of counseling services from Electronic Health Records system

Self-Check In Intake Form Data submitted by students upon intake for counseling services  
Data

Presentation Feedback Responses to evaluation forms administered by  
from Campus Partners

5) CONTRIBUTION TO DIVERSITY/EQUITY/INCLUSION

i.e., how does the department/program contribute to enhancing a culture of DEI at CSUEB and what data have been collected/assessed related to advancing DEI?

---

Contribution to/Impact on DEI

Data/Evidence of contribution/impact

	<p>Latinx Student Success Center, the Undocumented Student Resource Center, and the Black Center. The events reached almost 300 students, staff and faculty.</p>
<p>Partnership with LGBTQ+ student faculty and staff community</p>	<p>Our center <del>has</del> prioritized creating liaison relationships between Counseling and LGBTQ+ student and student organizations, to raise awareness of mental health support for this vulnerable population of students. We hope that this partnership will <del>make our</del> <del>services</del> more visible and accessible to queer students.</p> <p>This year, counseling:</p> <ul style="list-style-type: none"> <li>Participated in second annual National Coming Out Day tabling, this time in collaboration with the DISC</li> <li>Created a referral and consultation process for medical <del>offering</del> gender affirming care</li> <li>Served six students regularly through Queer and Questioning Support Group</li> </ul>
<p>Wellness Ambassador Trainings</p>	<p>As a way to <del>increase</del> training for staff and faculty around DEI related topics, Counseling consulted previous University Diversity Officer to include relevant content in our Wellness Ambassador trainings. Session on Trauma Informed Teaching and Care <del>includes</del> on intersectional identity and how marginalized identities experience trauma differently. Session on Avoiding Burnout and Compassion Fatigue includes section on cultural taxation on helpers of color.</p> <p>Over the past three years, over 300 staff, faculty, and student leaders have participated in Wellness Ambassador trainings <del>many</del> of whom have participated in multiple workshops. One participant reflected that the DEI content was very helpful <del>understanding</del> that there are so many layers to a student's background always helps in being more patient, compassionate <del>judgmental</del> when working with a student.</p>

Demographics of counseling client The field of psychology has long recognized that marginalized communities have ~~engagement~~ ~~needs~~



	details.
--	----------

Counseling Recruitments

Students consistently comment that they were hesitant to engage in counseling services until they met a counselor who looked like them, identified with them openly, or spoke their first language. Having counselors of color and openly queer counselors on staff has increased our reach and effectiveness in these student communities. When hiring for new staff, Counseling makes every effort to recruit a diverse pool of candidates, and to attract and retain clinicians who share these identities.

Comments this year on our Client Satisfaction Survey indicated that students appreciate working with counselors who match their identity or share language:

I loved speaking to a therapist who is queer! It was so healing and refreshing!



	<p>I learned skills in counseling to help me manage future problems (64% agreed)  Counseling has allowed me to be a better student (67% agreed)  Coming to counseling has helped me stay in school (65% agreed)</p> <p>PHQ9 and GAD7 data</p>	
<p>Students are highly satisfied with their experience with Counseling Services.</p>	<p>Students filling out our Client Satisfaction Survey in  Overall, I feel satisfied with my experience in counseling. (96% agree)  I would recommend counseling to my friends. (94% agree)</p> <p>See full <a href="#">Counseling Report</a> for qualitative feedback from students.</p>	

Embedded services are effective in reaching students from communities traditionally underserved by

me y f v e f 6 ( f ) - 3 . 1 f v a t d i t . x 5 ( ) 6 . v Q g d i C q 2 9 6 . 8 8 3 6 0 . 1 6 2 3 2 . 5 2 0 . 9 6 9 8 r e W n B T / T T 3 1 T f 1 0 . 0 2 0 0 1 0 . 0 2 3 1 9 . 3 8 3 9 6 . 8 4 T 7 8 < 0

Wellness Ambassador trainings have been effective in equipping staff and faculty to identify mental health needs, and to bridge students to additional support and resources. Since Counseling began offering Wellness Ambassador trainings in Fall 2020, we have trained over 300 staff, faculty and students, many of whom have participated in multiple workshops. From workshop feedback surveys:

80% of respondents felt confident that they would be able to put what they learned in the workshops into practice.