## Center for Counseling, Learning & Testing (CCLT)

<table>
<thead>
<tr>
<th>Divisional Goal</th>
<th>Goal</th>
<th>Strategies</th>
<th>Intended outcomes (those listed in the Planning Document)</th>
<th>Unintended/Other outcomes (not listed in the Planning Document)</th>
<th>Evidence of whether or not outcomes were achieved*</th>
<th>How will your assessment data shape this strategy in the future?</th>
<th>How did this strategy support the Strategic Plan? The Vision for Students?</th>
<th>If you did not undertake the strategy please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cultivate a welcoming, safe and respectful campus environment</td>
<td>Screen for and increase awareness of mental health issues</td>
<td>1a: Hosted a Mental Health Awareness Day</td>
<td>Students gained knowledge of the frequency and variety of mental health issues as well as examples of those who excelled with a mental health issue. To</td>
<td>An unintended outcome was our center’s decision to focus next year’s event more heavily on a wellness concept.</td>
<td>Frequency Data: Sixty-one students/staff attended the event</td>
<td>We would like to have our second event next year be much larger than this first Mental Health Day. We will partner with other departments on/off campus. This year we partnered with a substance abuse facility</td>
<td>Strategic Plan: Access and Diversity; Promotion of a respectful campus environment and representation of historically underrepresented groups</td>
<td>Vision for Students: Engaging Others in a Diverse World;</td>
</tr>
<tr>
<td>1b. Use department website for online mental health screening</td>
<td>decrease the stigma of receiving mental health issues</td>
<td>in the local area that also brought information to hand out to students. We also would like to develop a short assessment survey which we did not do for this year’s event.</td>
<td>Developing an understanding and respect of individual and group differences</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Students will use online screening</td>
<td>Our center receives a monthly utilization report e-mail; For example, the most recent report (May 2011) indicated 18 students took the online depression screening during that month.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cultivate a welcoming, safe and respectful campus environment</td>
<td>Inform students of strategies of conflict resolution</td>
<td>Provide outreach presentations on conflict resolution to student groups</td>
<td>Students will articulate two types of conflict resolution styles</td>
<td>None</td>
<td>One program involved student athletes (N=25); 96% of the participants were able to list/name two conflict resolution styles</td>
<td>Throughout our outreach programming over the past 2-3 years, we have found that participants like and state that they learn the most when broken into small groups; we will continue to do these type of programs where we break participants into groups with one counselor assigned to each group for facilitation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
<td>---------------------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
<td>------</td>
<td>-----------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strategic Plan: Access and Diversity; Promotion of a respectful campus environment</td>
<td>Vision for Students: Engaging Others in a Diverse World; Demonstrate principles of civility</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **Increase Student Retention and Graduation** | **Document positive association between psychological services and retention and graduation** | **Conduct follow-up and expanded assessment from assessment conducted in 2009.** | **2009 assessment documented a 72% positive correlation between number of counseling sessions and continued enrollment and graduation;**

We have not done the follow up assessment yet but plan on doing so during the Fall 2011 Semester. |

Feedback from students about our services (collected from CPCC Termination Evaluation Forms): 1. “The free services are invaluable. I refer all my friends.” 2. “I feel I have grown in my relationships with my family, my friends and with my fiancé.” 3. “My experience has been a very positive one. I came here for help and that is exactly what I received when I followed this process. Thank you!” 4. “I feel it has greatly helped me and made me deal with issues better.” 5. “Everything seems to operate in a professional manner.” 6. “I look forward to going to my session each week. I also appreciate the self-analysis that I have to do. It is an interesting personal journey that allows participants unique views into the human condition.” 7. “Keep up the great work.” |
Please include highlights from 2010-2011 about programs/services not included in your Planning Document below

<table>
<thead>
<tr>
<th>Program/Service</th>
<th>Intended Outcomes</th>
<th>Evidence of whether or not outcomes were achieved</th>
<th>How will your assessment data shape this program/service in the future?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach/Consultation</td>
<td>Increase # of programs provided</td>
<td>300% increase; provided 372 outreach programs and consultations during 2010/2011.</td>
<td>Continue to find new ways to promote our services and provide programming to diverse groups on campus.</td>
</tr>
</tbody>
</table>

**Number of graduate student employees/assistants in your department**—CCLT has one graduate assistant who primarily does work for CPCC.

**List any awards or other notable accomplishments by the department, individual staff, or students.**

CPCC implemented a Walk-In/Triage system during the Spring 2011 Semester. This has enabled us to provide an immediate face-to-face contact with each student and a counselor/psychologist for each individual coming to our center seeking services. This also has enabled us to be more consistent with our procedures and has enabled us to make sure that students who are in need of immediate service receive it.

Within the past year,

Dr. Kim Collins became a licensed psychologist in the state of Tennessee.
Dr. Jane Clement celebrated 25 years of service to this university.