Student Counseling Center

5a. The organization learns from the constituencies it serves and analyzes its capacity to serve their needs and expectations.

The Student Counseling Center is currently collecting data from clients which allows us to assess progress in counseling through symptoms alleviation. There is also a customer satisfaction survey that assesses each client’s overall experience at the SCC (i.e. facilities, experience with their counselor, and perception of wait-time to see a counselor).

Student Health Promotions also assesses its programs by having students fill out an assessment of outreach programs that includes how well they feel learning objectives are met.

5b. The organization has the capacity and the commitments to engage with its identified constituencies and communities.

The ISU Student Counseling Center and Student Health Promotion work closely to meet the needs of students dealing with issues of mental wellbeing or wellness. Because of issues pertaining to liability, the SCC makes every attempt to get students in for counseling as soon as possible, with more serious cases getting priority scheduling. As of this time, the SCC has 3 full-time counselors to meet the needs of ISU students. To help alleviate the burden on full-time staff, the SCC employs five part-time consultants, one of which is a psychiatrist, from the campus and surrounding community to offset the high demand for services. We also have a training program in which we typically have three predoctoral students who do counseling as part of their graduate experience. During the spring semester of 2008, we will actually add 3 additional trainees to help with the overall load.

With regard to Student Health Promotion, the Health Educator goes out of her way to schedule programming for any student group, class, or department who expresses a need for wellness related outreach. In the 2006-2007 academic year alone, SHP had over 11,000 contacts with students through presentations, tables, consults, and displays. Because of the need for additional help to meet the demands for outreach, a graduate assistant was assigned to the Health Educator, which has taken some of the burden off of the position. To further help meet the needs of wellness related programming, SHP facilitated the recreation of a Bacchus/Gamma Peer Education Network group here at ISU. The group known as PHACT is supervised by SHP and does programming on a wide variety of topics, especially alcohol and sexual responsibility.
5c. The organization demonstrates its responsiveness to those constituencies that depend on it for service.

On average, students seeking services from the Student Counseling Center are able to get a first appointment within approximately 1 week of calling. During the current academic year, students have been able to get in for a second appointment in a little over one week. This is a major improvement over prior years, when clients would generally have to wait an average of 2-3 weeks after their first appointment for a follow-up. The only exception to the previously given numbers was for students presenting in crisis, who were generally seen on the same day, and gotten in for a second appointment in less than a week.

As for Student Health Promotion, the Health Educator and her graduate assistant have generally been able to meet all demands for outreach programming, whether from students, faculty, or staff. To help with programming, SHP also advises PHACT, which is a peer education group with a specific focus on teaching wellness concepts to other students. When SHP feels that there is a program that they may not be knowledgeable on, a counselor from the SCC will typically do that presentation.

5d. Internal and external constituencies value the services the organization provide

It is hard to show whether internal and external constituencies fully value services provided by the SCC. That being said, we regularly get calls for consults about students, requests for programming, and positive feedback about the services we do provide. unit that