Directions: Please report, in as much detail as possible, on all outcomes for your department or unit during the year. For each outcome, copy and paste the items below on subsequent pages as many times as necessary. Individually list and describe each outcome as requested in the items below.

**Expected Outcome:**
As a result of utilizing Student Counseling Services (SCS), the expected outcome is that clients will be satisfied with all aspects of counseling services including the office environment, ease of scheduling appointments, impressions of counselors, evaluation of clinical services, and improvement in client presenting issues.

**Brief Description of Expected Outcome:**
The purpose of the Client Satisfaction Survey is to monitor and evaluate client satisfaction across an array of dimensions.

**Assessment Method, Brief Description:**
The Client Satisfaction Survey provides quantitative data that measures levels of agreement in client satisfaction. Averages of scores are calculated for current, as well as longitudinal assessment.

**Assessment Method, Full Description:**
Data is collected and monitored on a semester basis. SCS has been formally collecting this data since the 2008 spring semester.
During the two week period after mid-terms (October 6-20, 2011 and March 19-April 2, 2012, all clients (N=126) who presented at SCS were asked to complete a 28-question, 4 point Likert scale (1 = Strongly Disagree to 4 = Strongly Agree), questionnaire. The response rate was approximately 75%. The six questions below are reflective of the survey’s different dimensions. Clients are asked to rate their level of agreement with the following statements: 1. I experienced improvement in the condition or problems for which I sought services. 2. I would recommend SCS to a friend. 3. I regard the SCS as a necessary part of the University. 4. My counselor helped me to develop better ways of coping with my concerns. 5. I am satisfied overall with my own growth as a result of counseling services. 6. By coming for counseling, I am better able to function academically.

**Assessment Method, Findings:**

The results have consistently been positive and students agree their overall experience at SCS has been more than satisfactory. Average Item Scores (fall 2011 – spring 2012): Item 1 = 3.57; Item 2 = 3.82; Item 3 = 3.87; Item 4 = 3.60; Item 5 = 3.46; Item 6 = 3.23 (N= 126). It was hypothesized that the lower (relative to other items) score on Item 6 was due to the wording of the item.

**Assessment Method, Use of Findings for Improvement:**

SCS has not changed any of the primary elements associated with its service as the Client Satisfaction Survey findings have been consistently positive for the past 4 years. It is clear that students find significant value in SCS (Item 3 = 3.87).

For the academic year 2012-13, Item 6 (By coming for counseling, I am better able to function academically.) was revised to include the following prompt, “Did the presenting issue(s) that you came to SCS to address affect your academic performance? If ‘yes,’ then please respond to the next item. If ‘no,’ mark 0 – Not Applicable.” This change was made in an attempt to more accurately assess client’s beliefs about how counseling might affect academic performance.

**Any Additional Comments?**

None.
Directions: Please report, in as much detail as possible, on all outcomes for your department or unit during the year. For each outcome, copy and paste the items below on subsequent pages as many times as necessary. Individually list and describe each outcome as requested in the items below.

**Expected Outcome:**
Student Counseling Services (SCS) will increase counseling services utilization rates as much as clinical staffing allows.

**Brief Description of Expected Outcome:**
SCS utilization rates help monitor and track the demand for counseling services at Auburn University. As utilization rates increase and are appropriately documented, the university and the Division of Student Affairs will explore funding sources to increase the size of the clinical staff at SCS to meet the increased demand for counseling services.

**Assessment Method, Brief Description:**
A quantitative analysis was conducted to count the number of students who access counseling services and the number contacts they have with SCS. This data is compared to previous years.

**Assessment Method, Full Description:**
SCS monitors the total number of unique students present at the center and the total number of appointments in a given academic year. This is accomplished through Titanium Software, a computer based system commonly found in many college counseling centers.

**Findings:**
Between fall 2011 and fall 2012, the total number of unique students (clients) that were seen at SCS totaled 1,128. This was an increase of 143 students (clients) from the previous year and represented a 14.5% increase. The total number of appointments at SCS between fall 2011 and fall 2012 was 9,342. This was an increase of 1,952 appointments from the previous year and represented a 26.4% increase.
Use of Findings for Improvement:

As a result of the utilization rate assessment findings, the Division of Student Affairs added a new counselor salary line for the 2012-2013 academic year.

Any Additional Comments?

None.