



**Salisbury University
Office of Student Affairs
Counseling Center
August 2019**

- 1.3 Express ethical reasoning in personal, academic and professional decision-making.
CC staff continue to adhere to ethical standards, embodying such for clients and colleagues alike.
- 1.4 Engage in experiences that lead to professional growth and career preparation.
Continue to offer a robust graduate student training program to students at various colleges and area in the region.
- 1.5 Articulate knowledge, skills and accomplishments integrating academic, social and life experiences.
Continue to conduct effective psychoeducational opportunities campus-wide.

2: Interpersonal Communication

Related learning outcomes include, for example, the ability to:

- 2.1. Organize and articulate thoughts and ideas in a clear and cohesive manner.
Continue to assist students in improving communication skills during sessions/interactions as well as provide information related to communication strategies to improve their ability to communicate in a clear, cohesive manner.
- 2.2. Listen with openness and allow others to express different views.
Continue to model appropriate listening skills during interactions with students. Implement programming that decreases stigma of students with mental health or disability related diagnoses and educates students about individuals with mental health or disability related diagnoses.
- 2.3. Understand the appropriate use of new technologies and media.
Reinforce positive communication strategies during interactions with students and assist students in recognizing patterns of communication that may be maladaptive.
- 2.4. Employ honest, respectful and responsible engagement with others.
Facilitate dialogue within group sessions that fosters honest, respectful engagement so that students may apply these skills outside of group settings.
- 2.5. Demonstrate the ability to lead with confidence.
Continue to work with students to improve self-esteem/self-worth through individual and group counseling sessions. Continue to provide means for students to learn to advocate for themselves and their needs with others.

Section II: Examples of Major Events, Services, Activities, and Initiatives¹

Examples of Major Events, Services, Activities, Initiatives	Target Audience	Number(s) Served	Cost Per Participant ²
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Section III: Summary of Budget Reallocations and Impact³

2018-2019 Budget Reallocations

Examples of Budgetary Reallocations

Impact on Service Delivery and Operations

None

Section IV: Collaborations and Partnerships (Internal and External)⁴

Section V: A Summary of Achievements Related to Student Affairs Strategic Plan

Goal 1: Student Affairs aims to foster safe, accessible and inclusive communities for undergraduate and graduate students.

1. Attract, enroll and retain a talented and diverse first-year class, transfer class, and graduate cohort.
Participated in Open Houses, Admitted Students Day, Orientation 101-102, and the Admissions/Readmission Committee.
2. Optimize orientation efforts to facilitate the transition of well-informed first-year, transfer, and international students along with their families.
Participated in Orientation 101 and 102 through information tables and presentations to students and families.
3. Strengthen programmatic aspects of the Living and Learning residential environment.
Provided training to residence life staff and education to students (e.g., RA training on early detection of mental health problems and effective referral).
4. Engage students in understanding common community standards.
Participated in Alcohol Education and assessments to address alcohol violations and conduct. Through counseling interventions we addressed community standards, healthy behaviors, and personal values.
5. Demonstrate the ability to understand and respect values, attitudes, and beliefs that differ across cultures, and to respond appropriately to these differences in the delivery of programs and services.
Educated the campus regarding stigma around mental health with the aim of creating an environment of civility, tolerance, respect and valuing diversity. All staff continued to participate continuing education related to diversity.

Goal 2: Student Affairs aims to educate students for campus, career, and life.

Aligns with Goal 1, Salisbury University Strategic Plan.

1. Establish a roadmap for students on how to make the most of out of class experiences.
Continued through counseling and referral to other campus resources to help students explore identity, values, and beliefs in order to establish healthy, satisfying, and meaningful relationship, interests and activities.
2. Articulate expected outcomes and markers of a healthy and inclusive community.
Through satisfaction and program feedback summaries continued to evaluate the impact of programs and services.
3. Create opportunities for students to engage in intercultural/cross-cultural activity and dialogue.
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Goal 3: Student Affairs aims to embrace innovation.

1. Adopt appropriate technology that enhances student services, student learning, and administrative productivity.
Updated websites to improve customer service and explored means of using Titanium Scheduling to stream line processes.
2. Articulate evidence based knowledge of students and student life themes.
Continued to examine evidence based practices through research and professional development

Section VI: A Summary of Achievements Related to University Strategic Plan

Goal 1: EDUCATE Students for Campus, Career and Life

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capacity, students should be able to:

- 1. Acquire knowledge about what constitutes a healthy and safe lifestyle.
 - xContinued to help students evaluate their current behavior, identify potential behavioral changes and expected outcomes, and make changes which support their optimal emotional, physical, and social health and wellness in the context of therapy sessions, c

Section VII: Measuring Up – Research, Assessment, and Evaluation⁵

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Department Goals	Summative Outcomes
Provide therapy and counseling services to students who may be experiencing psychological, interpersonal, or behavioral difficulties.	<ul style="list-style-type: none"> x Served 665 clients, and conducted 4,504 clinical appointments during 2018-2019 academic year. x Of the above referenced 4,504 appointments, 151 were crisis sessions and 331 were consultation/triage sessions.
Provide consultation to faculty, staff, parents, and students to help foster an environment that is psychological, intellectual, emotional, and physical development.	<ul style="list-style-type: none"> x Presented information about mental health and the Counseling Center to students and parents at Orientation 101. x Provided on-

APPENDICES, CHARTS, TABLES AND GRAPHS

Appendix A

Satisfaction Survey Summary Results for the 2017 Academic Year (n=132)

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