# Administrative Unit Assessment Report

**Assessment** is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

| **Administrative Unit** | **Submission Year** |
|---|---|
| Wellness & Holistic Support - Student Affairs - Wellness Center | 2019-2020 |

*Academic year you are submitting report. Not necessarily the year that data is being reported on. Ex. If the report you are submitting is due October 1, 2019, choose 2019-2020.*

| **Assessment Coordinator Name** | **Enter Assessment Coordinator Email** |
|---|---|
| Joe Franks | jfranks@lander.edu |

*If more than one coordinator, please choose one for emails to be sent to.*

## Unit Goal

## Goal

### Goal 1

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

1. Students are satisfied with the Wellness Center Programs presented.

**Pillar of Success Supported**

○ High-Demand, Market-Driven Programs

⊙ Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

○ Robust Student Experience

○ Graduates Who Are Gainfully Employed or Admitted to Graduate School

○ Advancement Activities Leveraged to Further the University's Mission

○ Engaged and Supportive Alumni

○ Financially Stable and Operationally Efficient

○ Facilities Positioned for Growth and Efficient Utilization

○ Employer of Choice

○ Highly-Valued Community Partner

*Choose the Pillar of Success that your goal best aligns with.*

## Outcomes

# Outcome 1

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

1.a) Percent Score: Evaluation responses of "strongly agree" and "agree" to: "Over-all the presentation /program was worth my time", "The presentation/program/event was enjoyable", "I would attend this presentation/program /event if
offered in the future", or "I would recommend this presentation /program to my friends".

**Timeframe for this Outcome**

2018-2019 Academic Year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

Between 85% and 100% of responses are answered "strongly agree", "mildy agree" or "agree".

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

Between 60% and 84.9% of responses are answered "strongly agree", "mildy agree" or "agree".

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

Less than 60% of responses are answered "strongly agree", "mildy agree" or "agree".

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

| **Assessment Measure Used** | **Frequency of Assessment** |
| --- | --- |
| 1. Student Affairs Workshop Evaluation 2. Skyfactor/EBI Recreation Services Assessment (0Q1, 0Q3, 0Q4, 0Q6) and Resident Assessment (0Q7, 0Q9) Institutional Specific Questions | 1. At the end of an event. 2. Annually at end of spring semester each academic year. |

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

**Data Collected for this Timeframe (Results)**       **Score (Met=3, Partially Met=2, Not Met=1)**

| Percent Score: 86% (819/950) | 3 |

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

The indicator of success, "Students are satisfied with the Wellness Center Programs", supports student retention efforts in providing students with information that could assist with them in being a successful student. This is evidenced by 86% of the students reporting satisfaction with the programs provided.The threshold of 85% was met for this indicator with a score of 86% (819/950). All of the student responses to the evaluation indicate that students were satisfied by answering "agree" or strongly agree" to "Over-all the presentation /program was worth my time", "The presentation/program/event was enjoyable", "I would attend this presentation/program /event if offered in the future", or "I would recommend this presentation /program to my friends". The programs offered were: "House Calls" (9/17/2018), "Depression Screenings" (10/2-20/2018), "Moonshine Run "(10/29/2018), "De-stress Fest" (11/29/2018), "Safe Spring Break" (2/27/2019), and "Denim Day" (4/24/2019).

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

None

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

# Goal Summary

**Goal Summary/Comments**

The outcome indicator for the unit/program goal, "Students are satisfied with the Wellness Center Programs", supports student retention efforts in providing students with information that could assist with them in being a successful student. This is evidenced by 86% of the students reporting satisfaction with the programs provided. The threshold success criteria set for this goal has been met for the previous three reporting cycles (2017/18: 91%, 2016/17: 85% and 2015/16: 90%)

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Changes Made/Proposed Related to Goal**

There are not any proposed changes with this goal. Wellness Center staff members will begin collecting data immediately in response to a program offered. Collecting feedback from programs on a more timely, on-going basis, rather than at the end of the Spring semester, will provide opportunities for students to receive needed and relevant information. This goal will continue to be monitored.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

**Upload Files (if needed)**

# Goal 2

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

> 2. Students increased knowledge/awareness of the presentation/program subject when attending Wellness Center programs
> and the material presented influenced them to make positive changes in their behaviors/choices.

**Pillar of Success Supported**

○ High-Demand, Market-Driven Programs

○ Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

◉ Robust Student Experience

○ Graduates Who Are Gainfully Employed or Admitted to Graduate School

○ Advancement Activities Leveraged to Further the University's Mission

○ Engaged and Supportive Alumni

○ Financially Stable and Operationally Efficient

○ Facilities Positioned for Growth and Efficient Utilization

○ Employer of Choice

○ Highly-Valued Community Partner

*Choose the Pillar of Success that your goal best aligns with.*

# Outcomes

## Outcome 1

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Student Learning Outcome

**Enter Outcome**

2.a) Percent Score: Evaluation response of "strongly agree", "agree", and/or "mildly agree" to: "This presentation/program/event increased my knowledge/awareness of the subject"and "The material presented will influence me to make positive changes in my behaviors/choices".

**Timeframe for this Outcome**

| 2018-2019 Academic Year |
| --- |

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

| Between 85% and 100% of responses are answered "strongly agree", "mildy agree" or "agree". |
| --- |

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

| Between 60% and 84.9% of responses are answered "strongly agree", "mildy agree" or "agree". |
| --- |

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

| Less than 60% of responses are answered "strongly agree", "mildy agree" or "agree". |
| --- |

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

| **Assessment Measure Used** | **Frequency of Assessment** |
| --- | --- |
| 1. Student Affairs Workshop Evaluation<br>2. Skyfactor/EBI Recreation Services Assessment (0Q1, 0Q3, 0Q4, 0Q6) and Resident Assessment (0Q7, 0Q9) Institutional Specific Questions | 1. At the end of an event.<br>2. Annually at end of spring semester each academic year. |

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

| **Data Collected for this Timeframe (Results)** | **Score (Met=3, Partially Met=2, Not Met=1)** |
| --- | --- |
| Percent Score: 87% (826/952) | 3 |

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

| This outcome indicator for the unit program goal of "Students increased knowledge/awareness of the presentation/program subject when attending Wellness Center programs and the material presented influenced them to make positive changes in their behaviors/choices", was met. The data document that 87% (826/952) of the student responses to the evaluations indicate that students gained awareness/knowledge of the subject and would make positive changes in their behaviors/choices. The programs offered were: House Calls (9/17/2018), Depression Screenings (10/2-20/2018), Moonshine Run (10/29/2018), "De-stress Fest" (11/29/2018), Safe Spring Break (2/27/2019), and Denim Day (4/24/2019). No Action required. |
| --- |

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

| None |
| --- |

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

# Goal Summary

**Goal Summary/Comments**

The data document that 87% (826/952) of the student responses to the evaluations indicate that students gained awareness/knowledge of the subject and would make positive changes in their behaviors/choices. This result supports Lander University's Pillar 3: Robust Student Experience: Ensuring Student Safety. The programs offered were: House Calls (9/17/2018), Depression Screenings (10/2-20/2018), Moonshine Run (10/29/2018), "De-stress Fest" (11/29/2018), Safe Spring Break (2/27/2019), and Denim Day (4/24/2019). No Action is required.

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Changes Made/Proposed Related to Goal**

There are not any proposed changes with this goal. Wellness Center staff members will begin collecting data immediately in response to a program offered. Collecting feedback from programs on a more timely, on-going basis, rather than at the end of the Spring semester, will provide opportunities for students to receive needed and relevant information. This goal will continue to be monitored.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

**Upload Files (if needed)**

# Goal 3

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

3. The Wellness Center presentations and programs represent a collaborative Student Affairs effort and reflect current
    issues/concerns, etc.

**Pillar of Success Supported**

○ High-Demand, Market-Driven Programs

○ Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

⊙ Robust Student Experience

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*Choose the Pillar of Success that your goal best aligns with.*

# Outcomes

## Outcome 1

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

3.a) Number Score: Student Affairs Departments will collaborate on at least 3 programs/events.

**Timeframe for this Outcome**

2018-2019 Academic Year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

3 or more programs occur with 2 or more Student/Academic Affairs departmental sponsors or participants.

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

1-2 programs occur with 2 or more Student/Academic Affairs departmental sponsors or participants.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

No programs occur with 2 or more Student/Academic Affairs departmental sponsors or participants.

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

| Assessment Measure Used | Frequency of Assessment |
|---|---|
| 1. Student Affairs Workshop/Programming Evaluation<br>2. Student Affairs Marketing/Program Summary Report | 1. At the end of the event.<br>2. Annually |

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

**Data Collected for this Timeframe (Results)**     **Score (Met=3, Partially Met=2, Not Met=1)**

| Number Provided: Six programs/events were provided. | 3 |
|---|---|

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

Collaboration occurred on six events/programs: House Calls (9/17/2018), Depression Screenings (10/2-20/2018), Moonshine Run (10/29/2018), "De-stress Fest" (11/29/2018), Safe Spring Break (2/27/2019), and Denim Day (4/24/2019). This met the established threshold of providing collaborative programs with more than one department. No plan of action required.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

None

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

# Outcome 2

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

3.b) Number Score: At least 4 Wellness Center's programs & presentations will reflect Healthy Campus 2020 Initiatives and/or student feedback.

**Timeframe for this Outcome**

2018-2019 Academic Year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

Four or more Wellness Center Programs reflecting  Healthy Campus 2020 objectives and/or student feedback were provided.

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

One to three Wellness Center Programs reflecting Healthy Campus 2020 objectives and/or student feedback were provided.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

There were not any Wellness Center Programs reflecting Healthy Campus 2020 objectives and/or student feedback provided.

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

| **Assessment Measure Used** | **Frequency of Assessment** |
|---|---|
| 1. Student Affairs Workshop/Programming Evaluation<br>2. Student Affairs Marketing/Program Summary Report | 1. At the end of the event<br>2. Annually |

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

| **Data Collected for this Timeframe (Results)** | **Score (Met=3, Partially Met=2, Not Met=1)** |
|---|---|
| Number Provided: Six programs/events were provided. | 3 |

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

Collaboration on programming across departments helps to support a robust student experience by providing opportunities for students to participate in one event that provides activities/information/resources for students in one place at the same time – "a one stop shop".  The Wellness Center collaborated with the Lander University Police Department, Campus Recreation, Career Services, Academic Affairs, Community Representatives, and various student groups. This occurred for six events/programs: : House Calls (9/17/2018), Depression Screenings (10/2-20/2018), Moonshine Run (10/29/2018), "De-stress Fest" (11/29/2018), Safe Spring Break (2/27/2019), and Denim Day (4/24/2019). This met the established threshold of providing at least 3 collaborative programs with more than two departments.  These six programs represented the following 2020 Healthy Campus Initiatives: Health Impediments to Academic Performance, Injury & Violence Prevention, Mental Health, Physical Activity and Fitness, Sexually Transmitted Diseases, and Substance Abuse. Based on feedback received from in-house surveys and the current health focus on the dangers of vaping, the Department of Health Services has chosen this as risk area to focus attention on. The Department will target this specific issue through educational programming initiatives. In October of 2019, Health Services will partner with Student Activities to host a "Vape-Out". In addition, several responses on the Skyfactor Counseling Services open-ended question of, "What other services would you like to see?" indicated many students would like to be able to receive testing for sexually transmitted diseases. The Director of Health Services reported that for the 2019/2020 Academic Year, Lander University has partnered with the Health Department to offer testing and services for Lander University students on Wednesdays from 1:00 – 5:00 p.m. at the Health Department with transportation provided by the Bearcat Line. In addition, the Department of Health and Environmental Control (DHEC) will conduct an on-site free clinic in October/2019 in the Centennial Hall Multipurpose room.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

None

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

# Goal Summary

**Goal Summary/Comments**

Collaboration on programming among departments helps to support a robust student experience by providing opportunities for students to participate in one event that provides activities/information/resources for students in one place at the same time – "a one stop shop".  The Wellness Center collaborated with the Lander University Police Department, Campus Recreation, Career Services, Academic Affairs, Community Representatives, and various student groups. This occurred for six events/programs: : House Calls (9/17/2018), Depression Screenings (10/2-20/2018), Moonshine Run (10/29/2018), "De-stress Fest" (11/29/2018), Safe Spring Break (2/27/2019), and Denim Day (4/24/2019). This met the established threshold of providing at least 3 collaborative programs with more than two departments.  These six programs represented the following 2020 Healthy Campus Initiatives: Health Impediments to Academic Performance, Injury & Violence Prevention, Mental Health, Physical Activity and Fitness, Sexually Transmitted Diseases, and Substance Abuse. The indicators for success have consistently been met for this goal over the previous four reporting periods (2017/2018: 8 events/9 collaborative programs, 2016/2017: 7 events/9 collaborative programs, 2015/2016: 12 events/18 collaborative programs, and 2014/2015: 7 events/ 6 collaborative programs).

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Changes Made/Proposed Related to Goal**

There will not be any changes made or proposed to this goal. Due to increasing enrollment numbers, without the expansion of staff, the Wellness Center will strive to maintain the  number of events/programs needed to meet the set threshold. Since various Student Affairs" Departments provide programming endeavors, a system for tracking these events on a division-wide level will be implemented. This will assist in consistent reporting of events, programs, participant numbers, and other data. In addition, it would allow for further collaboration among departments and prevent duplication.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

**Upload Files (if needed)**

# Goal 4

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

4. Students are satisfied with Counseling Services' office, services, and staff.

**Pillar of Success Supported**
○ High-Demand, Market-Driven Programs

⊙ Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

○ Robust Student Experience

○ Graduates Who Are Gainfully Employed or Admitted to Graduate School

○ Advancement Activities Leveraged to Further the University's Mission

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○ Highly-Valued Community Partner

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# Outcomes

## Outcome 1

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Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

4.a) Students are satisfied with Counseling services' office environment.

**Timeframe for this Outcome**

2018-2019 Academic Year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

1. Lander EBI mean is above the EBI comparison mean for all EBI participants this year.

2. Between 85% and 100% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

1.Lander EBI mean is above or equal to one of the EBI comparison means for all EBI participants this year.
OR
2.Between 60% and 84.9% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

1. Lander EBI mean is not above the EBI comparison mean for all EBI participants this year.
OR
2. Less than 60% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

**Assessment Measure Used**

1. Skyfactor Benchmarking, Inc. (EBI) Counseling Services Assessment Survey
OR
2. Counseling Services Survey

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved.*
*(ex. satisfaction surveys, productivity data, number of students served).*

**Frequency of Assessment**

1. Annually (End of Spring semester)

2. Upon completion of treatment.

**Data Collected for this Timeframe (Results)**

1. Mean Scores:
    Lander's Mean: 6.11
    Select Six Mean: 6.03
    All Institutions' Mean: 5.87
2. Percent Score: 100% (26/26)

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Score (Met=3, Partially Met=2, Not Met=1)**

3

**Comments/Narrative**

The threshold for the indicator, "Students are satisfied with Counseling Services' office environment", was met. For three of the five indicators of success, Lander University's mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University's mean score was ranked 3/7 for the select six comparison group and 5/15 for all institutions using the Skyfactor Benchworks Counseling Assessment Survey. In breaking down the survey responses to specific questions measuring the satisfaction of students with the Counseling Services' office environment, the two questions with means not above all of the benchmark means were: "Students did not feel comfortable in the waiting room "and "Students indicated they were satisfied with the Counseling Services Facility (temperature, atmosphere, etc.)." In comparing Counseling Services performance for this outcome on a longitudinal basis, there has not been any significant changes in the mean for the past three years (2018/2019: 6.11, 2017/2018: 6.12, & 2016/2017: 6.10). In terms of the "in-house" Counseling Services' survey given at the time of treatment completion, 100 % (26/26) of students indicated agreement that the waiting area felt comfortable and private.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

None

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

## Outcome 2

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

4.b) Students are satisfied with Counseling services' office service.

**Timeframe for this Outcome**

2018-2019 Academic Year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

1. Lander EBI mean is above the EBI comparison mean for all EBI participants this year.
OR
2. Between 85% and 100% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

1.Lander EBI mean is above or equal to one of the EBI comparison means for all EBI participants this year.
OR
2.Between 60% and 84.9% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

1. Lander EBI mean is not above the EBI comparison mean for all EBI participants this year.
OR
2. Less than 60% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

| Assessment Measure Used | Frequency of Assessment |
|---|---|
| 1. Skyfactor Benchmarking, Inc. (EBI) Counseling Services Assessment Survey<br>OR<br>2. Counseling Services Survey | 1. Annually (End of Spring semester)<br><br>2. Upon completion of treatment. |

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

**Data Collected for this Timeframe (Results)**

**Score (Met=3, Partially Met=2, Not Met=1)**

| | |
|---|---|
| 1. Mean Scores:<br>   Lander's Mean: 6.12<br>   Select Six Mean: 6.29<br>   All Institutions' Mean: 6.17<br>2. Percent Score: 100% (52/52) | 2 |

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

The threshold for the outcome, "Students are satisfied with office services in Counseling Services"", was partially met. Out of the five Skyfactor measures for success, Lander University's mean was not above any of the Skyfactor Benchworks mean comparison groups. Lander University's mean score was ranked 4/7 for the select six comparison group and 8/15 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring the satisfaction of students with the Counseling Services' office environment, the means for the following questions did not meet the threshold of being above any comparison means: Students did not indicate their agreement that they could easily fill out the necessary paperwork, that they could easily schedule an appointment, that the Counseling Services personnel were professional, that the Counseling Services personnel were welcoming, and they trust their information is held confidential. In comparing Counseling Services performance for this outcome on a longitudinal basis, there was a statistically significant decrease in performance results from the 2017/2018 Academic Year (2018/2019:6.12, 2017/2018:6.21, & 2016/2017:6.19). These criteria have consistently not been met. In terms of the "in-house" Counseling Services' survey given at the time of treatment completion, 100 % (52/52) of students indicated agreement that they were treated with respect and they felt welcomed.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

None

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

## Outcome 3

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

4.c) Students are satisfied with individual counseling meetings.

**Timeframe for this Outcome**

2018-2019 Academic Year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

1. Lander EBI mean is above the EBI comparison mean for all EBI participants this year.
OR
2. Between 85% and 100% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

1.Lander EBI mean is above or equal to one of the EBI comparison means for all EBI participants this year.
OR
2.Between 60% and 84.9% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

1. Lander EBI mean is not above the EBI comparison mean for all EBI participants this year.
OR
2. Less than 60% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

| Assessment Measure Used | Frequency of Assessment |
|---|---|
| 1. Skyfactor Benchmarking, Inc. (EBI) Counseling Services Assessment Survey <br> OR <br> 2. Counseling Services Survey | 1. Annually (End of Spring semester) <br><br> 2. Upon completion of treatment. |

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved.*
*(ex. satisfaction surveys, productivity data, number of students served).*

| Data Collected for this Timeframe (Results) | Score (Met=3, Partially Met=2, Not Met=1) |
|---|---|
| 1. Mean Scores:<br>   Lander's Mean: 5.81<br>   Select Six Mean: 5.99<br>   All Institutions' Mean: 5.96<br>2. Percent Score: 100% (25/25) | 2 |

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

The threshold for the outcome, "Students are satisfied with individual counseling meetings", was partially met. Out of the three Skyfactor measures for success, Lander University's mean was above both comparison means for the statement, "Students indicated their counselor scheduled meetings within a time frame that met their needs" However, it was not above any of the Skyfactor Benchworks mean comparison groups for the other two measures. Lander University's mean score was ranked 5/7 for the select six comparison group, and 9/15 for all institutions using the same survey. In comparing Counseling Services performance on this outcome to itself on a longitudinal basis, there was a statistically significant decrease in performance from the 2017/2018 Academic Year (2018/2019:5.81, 2017/2018:6.00, & 2016/2017:6.00). In terms of the "in-house" Counseling Services' survey given at the time of treatment completion, 100 % (25/25) of students indicated agreement that they were responded to in a timely manner.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

None

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

# Outcome 4

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

| Operational Outcome |
| --- |

**Enter Outcome**

| 4.d) Students are satisfied with their individual counseling relationship. |
| --- |

**Timeframe for this Outcome**

| 2018-2019 Academic Year |
| --- |

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

| 1. Lander EBI mean is above the EBI comparison mean for all EBI participants this year.<br>OR<br>2. Between 85% and 100% of responses are answered "strongly agree",  "agree" and/or "mildly agree". |
| --- |

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

| 1.Lander EBI mean is above or equal to one of the EBI comparison means for all EBI participants this year.<br>OR<br>2.Between 60% and 84.9% of responses are answered "strongly agree",  "agree" and/or "mildly agree". |
| --- |

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

| 1. Lander EBI mean is not above the EBI comparison mean for all EBI participants this year.<br>OR<br>2. Less than 60% of responses are answered "strongly agree",  "agree" and/or "mildly agree". |
| --- |

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

| **Assessment Measure Used** | **Frequency of Assessment** |
| --- | --- |
| 1. Skyfactor Benchmarking, Inc. (EBI) Counseling Services Assessment Survey<br>OR<br>2. Counseling Services Survey | 1. Annually (End of Spring semester)<br><br>2. Upon completion of treatment. |

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved.*
*(ex. satisfaction surveys, productivity data, number of students served).*

| **Data Collected for this Timeframe (Results)** | **Score (Met=3, Partially Met=2, Not Met=1)** |
| --- | --- |
| 1. Mean Scores:<br>   Lander's Mean: 5.93<br>   Select Six Mean: 6.28<br>   All Institutions' Mean: 6.23<br>2. Percent Score: 100% (104/104) | 2 |

*If this is a new outcome and no data has been*

**Comments/Narrative**

The threshold for the outcome, "Students are satisfied with their individual counseling relationship", was partially met. Out of the six Skyfactor measures for success, Lander University's mean was not above any of the Skyfactor Benchworks mean comparison groups. Lander University's mean score was ranked 6/7 for the select six comparison group  and 12/15 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring the satisfaction of students with their individual counseling relationship, the means for the following questions did not meet the threshold of being above any comparison means: Students indicated their agreement that they were able to talk about what was most important to them, their counselor encouraged them to make their own decisions, their counselor respected them as a person,  their counselor understood the concerns they brought to counseling, their counselor helped them to clarify the nature of their concerns, and they would recommend their counselor to a close friend. In considering Counseling Services performance for this outcome on a longitudinal basis, the performance on these criteria have consistently not been met (2018/2019:5.93, 2017/2018:5.99, & 2016/2017:6.09). In terms of the "in-house" Counseling Services' survey given at the time of treatment completion, 100 % (104/104) of students indicated agreement that they were able to make choices about their treatment & goals,  their counselor understood my concerns & issues,  their counselor knew what s/he was doing, and their counselor seemed to care about them.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

None

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

# Outcome 5

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

4.e) Students are satisfied with their group counseling leader.

**Timeframe for this Outcome**

2018-2019 Academic Year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

1. Lander EBI mean is above the EBI comparison mean for all EBI participants this year.

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

1.Lander EBI mean is above or equal to one of the EBI comparison means for all EBI participants this year.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

1. Lander EBI mean is not above the EBI comparison mean for all EBI participants this year.

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

| **Assessment Measure Used** | **Frequency of Assessment** |
|---|---|
| 1. Skyfactor Benchmarking, Inc. (EBI) Counseling Services Assessment Survey. | 1. Annually (End of Spring semester) |

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

| **Data Collected for this Timeframe (Results)** | **Score (Met=3, Partially Met=2, Not Met=1)** |
|---|---|
| 1. Mean Scores:<br>   Lander's Mean: 4.83<br>   Select Six Mean: 6.21<br>   All Institutions' Mean: 6.02 | 1 |

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

The threshold for the outcome, "Students are satisfied with their group counseling leader", was not met. Out of the three Skyfactor measures for success, Lander University's mean was not above any of the Skyfactor Benchworks mean comparison groups. Lander University's mean score was ranked 3/5 for the select six comparison group and 7/10 for all institutions using the same survey.  In breaking down the survey responses to specific questions measuring the satisfaction of students with their group counseling leader, the means for the following questions did not meet the threshold of being above any comparison means: students reported the leader created an accepting environment, the leader promoted meaningful discussion, and the leader kept the group focused on important topics. In comparing Counseling Services performance for this outcome on a longitudinal basis, there was a statistically significant decrease in performance from the 2017/2018 Academic Year (2018/2019:4.83, 2017/2018:6.06, & 2016/2017:5.81). Due to re-organizational structuring, mandated groups will be housed in another department on campus and assessed separately. This impact of students being mandated to a group or willingly attending a group will be able to be determined.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

None

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

# Outcome 6

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

4.f) Students are satisfied with their group counseling relationships.

**Timeframe for this Outcome**

2018-2019 Academic Year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

1. Lander EBI mean is above the EBI comparison mean for all EBI participants this year.

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

1.Lander EBI mean is above or equal to one of the EBI comparison means for all EBI participants this year.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

1. Lander EBI mean is not above the EBI comparison mean for all EBI participants this year.

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

| **Assessment Measure Used** | **Frequency of Assessment** |
|---|---|
| 1. Skyfactor Benchmarking, Inc. (EBI) Counseling Services Assessment Survey. | 1. Annually (End of Spring semester) |

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved.*
*(ex. satisfaction surveys, productivity data, number of students served).*

| **Data Collected for this Timeframe (Results)** | **Score (Met=3, Partially Met=2, Not Met=1)** |
|---|---|
| Mean Scores: Lander's Mean: 5.68 Select Six Mean: 6.05 All Institutions' Mean: 5.75 | 1 |

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

The threshold for the outcome, "Students are satisfied with their group counseling relationships", was partially met. Of the eight Skyfactor measures for success, Lander University's mean was only above the Skyfactor Benchworks mean comparison groups for the following: "Students indicated their agreement that my fellow group members were respectful to them."  Two of the criteria partially met the established threshold and five did not met it. Lander University's mean score was ranked 3/5 for the select six comparison group and 4/10 for all institutions using the same survey.  In considering Counseling Services performance for this outcome on a longitudinal basis, the performance on these criteria slightly improved from the previous reporting period (2018/2019:5.68, 2017/2018:5.63, & 2016/2017:5.48). Most of the groups held in Counseling Services deal with mandated students needing anger management counseling. For the 2019/2020 Academic year, this goal will be dropped and the goal assessing the group counseling leader will be kept as a part of the assessment.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

None

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

# Outcome 7

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

4.g) Overall, students are satisfied with Counseling Services.

**Timeframe for this Outcome**

2018-2019 Academic Year

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

1. Lander EBI mean is above the EBI comparison mean for all EBI participants this year.
OR
2. Between 85% and 100% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

1.Lander EBI mean is above or equal to one of the EBI comparison means for all EBI participants this year.
OR
2.Between 60% and 84.9% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**Performance Target for "Not Met"**

1. Lander EBI mean is not above the EBI comparison mean for all EBI participants this year.
OR
2. Less than 60% of responses are answered "strongly agree",  "agree" and/or "mildly agree".

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

| **Assessment Measure Used** | **Frequency of Assessment** |

| 1. Skyfactor Benchmarking, Inc. (EBI) Counseling Services Assessment Survey OR 2. Counseling Services Survey | 1. Annually (End of Spring semester) 2. Upon completion of treatment. |
|---|---|

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

| **Data Collected for this Timeframe (Results)** | **Score (Met=3, Partially Met=2, Not Met=1)** |
|---|---|
| 1. Mean Scores: <br>   Lander's Mean: 5.38 <br>   Select Six Mean: 5.86 <br>   All Institutions' Mean: 5.79 <br> 2. Percent Score: 100% (78/78) | 2 |

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

The threshold for the outcome, "Overall, students are satisfied with Counseling Services", was partially met. Lander University's mean score was not above any of the comparison group mean scores. Lander University's mean score was ranked 5/7 for the select six comparison group and 11/15 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring this indicator, none of the criteria met the established thresholds.  In comparing Counseling Services performance for this outcome  on a longitudinal basis, there was a statistically significant decrease in performance from the 2017/2018 Academic Year (2018/2019:5.38, 2017/2018:5.60, & 2016/2017:5.75). These criteria have consistently not been met. In terms of the "in-house" Counseling Services' survey given at the time of treatment completion, 100 % (78/78) of students indicated agreement that they would recommend this service to a friend who needed or requested help,  that if they needed help in the future, they would return,  and  they were satisfied with the services they received.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

None

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

N/A

# Goal Summary

**Goal Summary/Comments**

For this reporting period, the set thresholds for one of the seven outcome indicators of success were met, five of the thresholds were partially met, and one was not met for the Unit Program Goal of, "Students are satisfied with Counseling Services' office, services, and staff." This was a slight decrease in performance from the last reporting period with an overall score of 1.75 when compared to overall score of 2.01. Some areas did show improved performance but other areas indicated a decrease in performance. In terms of plans of action to be addressed, the following five areas were discussed: (1) Of the four Skyfactor Benchworks criteria for the indicator, "Students are satisfied with Counseling Services" office environment" – two indicators met the threshold of success and two did not -"Students did not feel comfortable in the waiting room "and "Students indicated they were satisfied with the Counseling Services Facility (temperature, atmosphere, etc.)." In terms of the "in-house" Counseling Services' survey given at the time of treatment completion, 100 % (26/26) of students indicated agreement that the waiting area felt comfortable and private. (2) The threshold for the indicator, "Students are satisfied with office services in Counseling Service", was partially met. Out of the five Skyfactor measures for success, Lander University's mean was not above any of the Skyfactor Benchworks mean comparison groups. The means for the following questions did not meet the threshold: Students did not indicate their agreement that they could easily fill out the necessary paperwork, that they could easily schedule an appointment, that the Counseling Services personnel were professional, that the Counseling Services personnel were welcoming, and they trust their information is held confidential. These criteria have consistently not been met. In terms of the "in-house" Counseling Services' survey given at the time of treatment completion, 100 % (52/52) of students indicated agreement that they were treated with respect and they felt welcomed. 3) Of the three Skyfactor measures of success for the indicator, "Students are satisfied with individual counseling meetings", Lander University's mean was above both comparison means for the statement, "Students indicated their counselor scheduled meetings within a time frame that met their needs" However, it was not above any of the Skyfactor Benchworks mean comparison groups for the other two outcome measures - their counselor spent as much time with them as they needed and their counselor started their meetings on time. One of the factors influencing these two outcomes is the increasing number of students presenting to Counseling Services without an increase in staff. In terms of the "in-house" Counseling Services' survey given at the time of treatment completion, 100 % (25/25) of students indicated agreement that they were responded to in a timely manner. (4) The threshold for the indicator, "Students are satisfied with their individual counseling relationship", was partially met. Out of the six Skyfactor measures for success, Lander University's mean was not above any of the Skyfactor Benchworks mean comparison groups. Students did not positively respond to any of the following: able to talk about topics important to them, make their own decisions, felt respected as a person, understood concerns brought to counseling, had concerns clarified, and would recommend a friend seek counseling. In terms of the "in-house" Counseling Services' survey given at the time of treatment completion, 100 % (104/104) of students indicated agreement that they were able to make choices about their treatment & goals, their counselor understood their concerns & issues, their counselor knew what s/he was doing, and their counselor seemed to care about them. (5) The threshold for the indicator, "Students are satisfied with their group counseling leader", was not met. Out of the three Skyfactor measures for success, Lander University's mean was not above any of the Skyfactor Benchworks mean comparison groups. This outcome was partially met for the last reporting period. In breaking down the survey responses to specific questions measuring the satisfaction of students with their group counseling leader, the means for the following questions did not meet the threshold of being above any comparison means: students reported the leader created an accepting environment, the