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".

Be sure to SAVE your progress as you work!

Administrative Unit
Student Affairs – Wellness and Holistic Support

Submission Year
2020-2021

Assessment Coordinator Name
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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.

Unit Goal
Students and faculty members will have improved access to information about disability services.

Pillar of Success Supported
Robust Student Experience

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

Students are familiar with the disability services available and know how to access them accordingly.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "very familiar" or "somewhat familiar."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "very familiar" or "somewhat familiar."

Performance Target for "Not Met"
Less than 60% of responses indicate "very familiar" or "somewhat familiar."

Assessment Measure Used	**Frequency of Assessment**
Skyfactor Benchworks Disability Services Assessment Survey - Institution Specific Questions	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
There were a total of 58 student responses. (It is noteworthy to mention that this survey was distributed in the middle of a pandemic transition.) 78% of survey participants indicated they were very familiar or somewhat familiar with the accommodations available through Disability Services.	3

Comments/Narrative
The threshold for the outcome of "Students are familiar with the disability services available and know how to access them accordingly" was met. There is currently no comparative data available for this outcome. The current outcome is reflective of the Department's desire to further increase visibility of staff and ensure resources are more widely known among both current and prospective students.

Resources Needed to Meet/Sustain Results
Access to subscription for survey to administer survey via text to ensure a more timely response (e.g., Survey Monkey - an estimated $300 per year).

Explanation of How Resources Will Be Used
Real-time data collection and analysis. After the student has attended an orientation or established a case they will be provided with a survey link to provide feedback on their experience.

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
Faculty demonstrate an understanding of their role and the guidelines in place for student disability accommodations in the classroom.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "agree."

Performance Target for "Not Met"
Less than 60% of responses indicate "agree."

Assessment Measure Used	**Frequency of Assessment**
Skyfactor Benchworks Disability Services Assessment Survey - Institution Specific Questions	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
There were a total of 58 student responses. (It is noteworthy to mention that this survey was distributed in the middle of a pandemic transition.) 77% of survey participants that had access to services agreed that faculty had provided them with the appropriate accommodations as approved by the Office of Disability Services.	3

Comments/Narrative
The threshold for the outcome of "Faculty demonstrate an understanding of their role and the guidelines in place for student disability accommodations in the classroom" was met. Data from last year indicates 87% of participants agreed that faculty had provided them with the appropriate accommodations as approved by the Office of Disability Services. (It is noteworthy to mention that the 2018-2019 assessment had double the total survey participants.) The 2019-2020 data is representative of student perception only. A faculty survey will also be developed and distributed during the 2020-2021 academic year. This will allow the Director to better gauge the needs of faculty and strengthen collaborative efforts.

Resources Needed to Meet/Sustain Results
Access to subscription for survey to administer survey (e.g., Survey Monkey - an estimated $300 per year).

Explanation of How Resources Will Be Used
Obtain faculty feedback regarding perceived understanding of their role and the guidelines in place for disability accommodations in the classroom.

Goal Summary

Goal Summary/Comments

A Director of Disability Services was hired during the 2019-2020 academic year. Prior to this time, disability services was not a standalone position. With the addition of a Director, more time can be devoted to campus-wide education and consistent follow through. Such initiatives will ideally promote a better understanding of how to maneuver through the accommodations process. Additionally, the Director will be able to focus time and energy on educating both new and prospective students by attending events such as tours, BearCat for a Day, and playing an active role in new/transfer student Orientation. The Director of Disability Services will also spend more individualized time working alongside and educating faculty. Aside from Skyfactor, the Department intends to better utilize other survey options to obtain in-real time responses so issues can be more quickly identified and adjustments made, as necessary.

Changes Made/Proposed Related to Goal
Director of Disability Services hired. More visibility of Disability Services personnel (various programs and events). Expand upon collaborative efforts and educational opportunities with faculty. Increased monitoring of assessment data throughout the academic year.

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.

Unit Goal
Disability Services will provide students with the quality of support needed to graduate from Lander University.

Pillar of Success Supported
Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

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
Students are satisfied with the quality of accomodations provided by the Office of Disability Services.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree" or "strongly agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "agree" or "strongly agree."

Performance Target for "Not Met"
Less than 60% of responses indicate "agree" or "strongly agree."

Assessment Measure Used	**Frequency of Assessment**
Skyfactor Benchworks Disability Services Assessment Survey	Annually

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

There were a total of 58 students responses. (It is noteworthy to mention that this survey was distributed in the middle of a pandemic transition.) 77% of survey participants that had access to services agreed they were satisfied with the quality of accommodations provided by the Office of Disability Services.

3

Comments/Narrative
The threshold for the outcome of "Students are satisfied with the quality of accommodations provided by the Office of Disability Services" was met. Data from last year indicated 82% of participants agreed they were satisfied with the quality of accommodations provided by the Office of Disability Services. (It is noteworthy to mention that the 2018-2019 assessment had double the total survey participants.) With the dedication of a full-time Director, the Department desires to see the percentages of satisfaction increase. To identify any needed areas of improvement, the Director intends to be more intentional about gaining individualized feedback from clients throughout the year.

Resources Needed to Meet/Sustain Results
N/A

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
Disability accommodations, as coordinated by the Office of Disability Services, contribute to students' academic success and positively impact the graduation rates of those served.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree" or "strongly agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "agree" or "strongly agree."

Performance Target for "Not Met"
Less than 60% of responses indicate "agree" or "strongly agree."

Assessment Measure Used	Frequency of Assessment
Skyfactor Benchworks Disability Services Assessment Survey	Annually

Data Collected for this Timeframe (Results)	Score (Met=3, Partially Met=2, Not Met=1)
There were a total of 58 student responses. (It is noteworthy to mention that this survey was distributed in the middle of a pandemic transition.) 80% of survey participants that had access to services agreed that the disability accommodations provided contributed to their academic success.	3

Comments/Narrative
The threshold for the outcome of "Disability accommodations as coordinated by the Office of Disability Services contribute to students' academic success and positively impact the graduation rates of those served" was met. Data from last year indicated 76% of participants agreed the disability accommodations provided contributed to their academic success. (It is noteworthy to mention that the 2018-2019 assessment had double the total survey participants.) An additional data collection method will be utilized as a success measure for this outcome in 2020-2021. The Director of Disability Services will review the graduation report annually and cross-reference the list of graduates with those students that received services from the Department. (This additional assessment measure will require adjustments on the established performance targets reflected.) In addition to the perceived impact, tangible data collected from graduation reports will provide further perspective regarding the Department's desire to support retention efforts and positively impact the academic standing of those served.

Resources Needed to Meet/Sustain Results
Annual Graduation Report, Assistive Technology and Scribes (cost based on cirumstance - estimate unknown)

Explanation of How Resources Will Be Used
Monitoring of how services provided impact graduation rates. Providing support, technology, and resources to ensure students have the tools to excel academically.

Goal Summary

Goal Summary/Comments

A Director of Disability Services was hired during the 2019-2020 academic year. Prior to this time, disability services was not a standalone position. With the addition of a Director, more time can be devoted to individualized case management services. The challenges associated with COVID-19 certainly impacted departmental progress in 2019-2020. Continued challenges will be applicable during the 2020-2021 academic year. As a result of the pandemic, students have been given the option to seek temporary accommodations for fully remote classroom experiences. The Director of Disablity Services has been charged with assisting students throughout this transition process.

Changes Made/Proposed Related to Goal
Director of Disability Services hired. Increased and continuous follow up after inquiry/referral from the Director of Disability Services. Coordinate with academic support programs and community partners to better meet the needs of students registered with the department. Coss-referencing of university data (graduation rates).

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.

Unit Goal
Health Services will provide students with quality, competent care.

Pillar of Success Supported
Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

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
Students are satisfied with the quality of care received from the Office of Health Services.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree" or "strongly agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "agree" or "strongly agree."

Performance Target for "Not Met"
Less than 60% of responses indicate "agree" or "strongly agree."

Assessment Measure Used	**Frequency of Assessment**
Skyfactor Benchworks Assessment Survey - Institution Specific Questions	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
There were a total of 36 student responses. (It is noteworthy to mention that this survey was distributed in the middle of a pandemic transition.) 95.8% of survey participants that had access to services agreed they were satisfied with the quality of care received.	3

Comments/Narrative
The threshold for the outcome of "Students are satisfied with the quality of care received from the Office of Health Services" was met. During the 2018-2019 a similar outcome, "Overall, students were satisfied Health Services' services," was measured. The 2018-2019 outcome was met with 100% of participants acknowledging they "strongly agreed" or "agreed" with this statement.

To ensure a continued quality of care during the 2019-2020 academic year, Health Services maintained a strong relationship with the Montgomery Center for Family Medicine and continued to grow standing order protocols. Additionally, Health Services formed a new partnership with the DHEC office in Greenwood, SC to offer improved access to contraceptive healthcare and STD testing for students.

Resources Needed to Meet/Sustain Results
Vacant nursing position (salary and fringe). COVID-19 case investigator (20 hours per week for an undetermined period of time).

Explanation of How Resources Will Be Used
Ensure adequate staff for continued quality of care. COVID-19 contract tracing. Continue to monitor and adjust outcomes and/or performance targets as needed for future reporting cycles.

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
Students are confident in the knowledge, skills, and abilities of nursing staff.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree" or "strongly agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate "agree" or "strongly agree."

Performance Target for "Not Met"
Less than 60% of responses indicate "agree" or "strongly agree."

Assessment Measure Used	**Frequency of Assessment**
Skyfactor Benchworks Assessment Survey - Institution Specific Questions	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
There were a total of 36 student responses. (It is noteworthy to mention that this survey was distributed in the middle of a pandemic transition.) 87% of survey participants felt the nurse was competent and able to help them with their presenting health concerns. Additionally, 92% of survey participants felt the nurse appropriate understood their concerns/issues.	3

Comments/Narrative
The threshold for the outcome of "Students are confident in the knowledge, skills, and abilities of nursing staff" was met. While the verbiage of this outcome was adjusted for the 2019-2020 reporting period, competency of nursing staff was previously assessed. During the 2018-2019 reporting period, 98.6% of survey participants reported "the nurse was competent and able to help them with their health concerns." Additionally, during the 2018-2019 reporting period, 99.5% of survey participants reported "the nurse understood their concerns and issues." The 2019/2020 academic year held numerous staffing changes for Health Services. From January 2019 to June 2019 Health Services had a vacant RN position that was filed in June 2019. Further, there was a leadership change in the Health Services Department in December 2019.

Resources Needed to Meet/Sustain Results
$2500+ per nurse (two full-time nurses in addition to the Executive Director).

Explanation of How Resources Will Be Used
Licensure, training and CEUs , as well as professional development funding.

Goal Summary

Goal Summary/Comments
Despite tremendous flux in staff positions, Health Services had a productive year. Student health services visits continued in large numbers for the duration of the academic year. Recent trends have shown a growing student body with more complex health issues causing an increased patient population. The expectation of Health Services is to continue meeting all of the needs of students seeking healthcare

service; however, this will be a challenge amidst COVID-19 restrictions. Staying current with guidance from the Centers for Disease Control and Prevention and SC DHEC has been paramount in mitigating obstacles from COVID-19. Proactively, Health Services has developed an appointment system to accommodate as many students as possible and has procured PPE in preparation for Fall 2020.

Changes Made/Proposed Related to Goal
Continue to monitor and adjust outcomes and/or performance targets as needed for future reporting cycles.

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.

Unit Goal
Counseling Services will provide students with the coping skills, strategies, and emotional support needed to achieve personal goals.

Pillar of Success Supported
Robust Student Experience

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
Students' directly correlate attainment of personal goals with their counseling services experience.

Timeframe for this Outcome
2019-2020

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate indicate "agree."

Performance Target for "Not Met"

Less than 60% of responses indicate indicate "agree."

Assessment Measure Used
Skyfactor Benchworks Assessment - Institutional Specific Questions

Frequency of Assessment
Annually for institutional wide assessment and at the conclusion of services for in-office surveys.

Data Collected for this Timeframe (Results)
70.3% "strongly agree" or "agree" that counseling services helped them to meet their goals.

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

Comments/Narrative
The threshold for the outcome of "Students' directly correlate attainment of personal goals with their counseling services experience" was partially met. This outcome was not assessed during the 2018-2019 reporting period; therefore, comparative data is not available. In-house paper/pen survey results are not reflected in the data collected for this time-frame. Many Spring 2020 counseling sessions were facilitated virtually due to the pandemic. The Director of Counseling Services will create an electronic based feedback form to gain more timely feedback for future analysis.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used
N/A

Goal Summary

Goal Summary/Comments
During the Fall 2019 semester, one of the counselors left their position. Remaining staff were required to take on additional on-call hours to ensure after hours care was sufficiently covered. Further, while being down one counselor, sessions were shortened to accommodate more students per day. This increased the number of sessions facilitated, but there was far less time devoted to intentional, strategic planning with the clients served. Once the department was fully staffed, students were then afforded full sessions, as opposed to abbreviated ones. Staff were then better able to focus efforts on proactive planning and follow-up. Counseling staff will review progress in meeting goals throughout the treatment period and will make necessary adjustments to improve the percentage of students who report meeting their goals based on the services provided.

Changes Made/Proposed Related to Goal
Continue to monitor and adjust outcomes and/or performance targets as needed for future reporting cycles. Develop and administer electronic survey (send survey in a timely manner following appointments).

Upload Files (if needed)

Goal 5

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

Unit Goal
Counseling Services will provide a supportive, trusting environment in which student are comfortable seeking assistance.

Pillar of Success Supported

Robust Student Experience

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
Students that have received services report a willingness to seek future support from counseling center staff.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
Between 75% and 100% of responses indicate "agree."

Performance Target for "Partially Met"
Between 60% and 74.9% of responses indicate indicate "agree."

Performance Target for "Not Met"
Less than 60% of responses indicate indicate "agree."

Assessment Measure Used	**Frequency of Assessment**
Skyfactor Benchworks Assessment - Institutional Specific Questions	Annually for institutional wide assessment and at the conclusion of services for in-office surveys.
Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
84.3% of students responding report a willingness to return for help in the future.	3

Comments/Narrative
The threshold for the outcome of "Students that have received services report a willingness to seek future support from counseling center staff" was met. This outcome was not assessed during the 2018-2019 reporting period; therefore, comparative data is not available. In-house paper/pen survey results are not reflected in the data collected for this time-frame. Many Spring 2020 counseling sessions were facilitated virtually due to the pandemic. The Director of Counseling Services will create an electronic based feedback form to gain more timely feedback for future analysis.

Resources Needed to Meet/Sustain Results

Professional development funding (an estimated $500 per year for webinars and other educational opportunities).

Explanation of How Resources Will Be Used
Continued cultural awareness and inclusivity training. Continuing education on telehealth services.

Goal Summary

Goal Summary/Comments
During the 2019-2020 reporting period, progress was made in the area of training of staff. The new counselor continues to work under direct supervision in order to obtain her full certification and licensure. All staff participated in intensive training, which included education about the campus culture. Possessing a fundamental understanding of the student population and the common obstacles faced is essential to achieve rapport, as well as to ensure clients feel welcome and supported. Further, the pandemic also necessitated the development of policy, procedure and training for online services and treatment. To work toward achieving rapport in a virtual environment, staff completed a comprehensive training on telehealth services.

Changes Made/Proposed Related to Goal
Continue to monitor and adjust outcomes and/or performance targets as needed for future reporting cycles. Develop and administer electronic survey (send in a timely manner following appointments). Consider current climate (pandemic) while training staff.

Upload Files (if needed)