

**Bergen Community College > Administrative & Educational Support (AES) Units > OFFICE OF THE VICE PRESIDENT OF STUDENT SERVICES > The Center for Health, Wellness and Personal Counseling**

### Plan Overview

<b>Outcome/Goal</b>	<b>Create and launch a new student-friendly website for The Center for Health, Wellness &amp; Personal Counseling.</b>
Assessment Period	2010-2011 Annual Goals
Description	The site will provide information on our services and will promote utilization of those services by students. The proposed site will feature links to The Center's 3 divisions and will also feature a FAQ link and Student Satisfaction Survey.

### Data Collection

▶ **Data Collection Form** - Description of Data Collected Date/Time Frame Results

Measure 1: New departmental website for The Center was successfully launched in September, 2010. Web address: [www.bergen.edu/hwpc](http://www.bergen.edu/hwpc). Comments: This web address may be directly accessed from any web browser to view as Supporting Documentation.

Measure 2: Student responses to web-based Student Satisfaction Survey, fall 2010 semester  
Comments: To date, 9 students have responded to the online Student Satisfaction Survey. 100% of respondents expressed satisfaction in getting their questions answered on our new website. The low rate of response is likely due to an IT issue. For an unknown amount of weeks or months the website was not directly accessible to users. As of 2/17/11, the website was reinstated.

Note: Tk20 was not able to upload the Student Satisfaction Survey from Survey Monkey. Direct link to the survey may be found at:  
[www.surveymonkey.com/MySurvey\\_EditorFull.aspx?sm=WasliEZldt2Q](http://www.surveymonkey.com/MySurvey_EditorFull.aspx?sm=WasliEZldt2Q). Enter ID: SusanMcKee;  
Password: mexico

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**Measures-1:** Successful launching of the new site in collaboration with the college Webmaster. The target semester for launching the website is fall 2010.

2: In year 1 of web publication, 70% of student web users will indicate satisfaction with the information presented on the website, as measured by responses to a web-based Student Satisfaction Survey.

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### Results Form

This goal was:  Met  Partially Met  Not Met

Results			
This outcome was:	<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Partially Met	<input type="checkbox"/> Not Met
Percentage Met:	100%		
<b>Were these results used to make improvements to the program/department?</b>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

### Analysis Form

Analysis
After reviewing the results, what analyses can be derived?

1.	<p>Analysis of the results indicates that we succeeded in launching a student-friendly departmental website in the fall 2010 semester, as stated in Measure 1.</p> <p>Although the response rate to our Student Satisfaction Survey was lower than anticipated, the satisfaction level of 100% of respondents exceeded our goal of 70%, as stated in Measure 2.</p>
2.	
3.	
4.	
Supporting Documentation	No file attached

**Recommendation Form**

**Recommendations**

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1.	<p>Measure 2: To increase the response rate to the Student Satisfaction Survey in future semesters, staff will revisit website design in collaboration with IT during the 2011-2012 academic year. The purpose of this collaboration will be to consider redesigning user access to the survey and improved placement of "prompts" to encourage user response.</p> <p>In addition, the new web address will be promoted in departmental materials/publicity, as well as at Student Orientations.</p>
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Was this recommendation implemented?	Yes	<input checked="" type="checkbox"/> No
Recommendation was implemented during the following assessment period:	Not yet implemented	
2.		
Was this recommendation implemented?	Yes	No
Recommendation was implemented during the following assessment period:	Not yet implemented	
3.		
Was this recommendation implemented?	Yes	No
Recommendation was implemented during the following assessment period:	Not yet implemented	
4.		
Was this recommendation implemented?	Yes	No
Recommendation was implemented during the following assessment period:	Not yet implemented	
Upload any supporting documents to further	No file attached	

elaborate on the recommendations listed above.

### Budget Implications

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome?

Yes  No

### Additional Budget Request

Amount Requested	Purpose	Amount Received	Date
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### Actions Form

### Improvements

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome?

Yes

No

### List all improvements made:

1. Improvements to the departmental website have not yet been made.

2.

3.

4.

5.

**Feedback**

**Feedback**

[Feedback Form](#)

[From](#)

[Last Update](#)

Structure student visits as teaching opportunities on lifestyle/treatment choices related to physical, mental, emotional and behavioral health. Ensure a safe, confidential and supportive environment to encourage open dialogue on health/wellness issues.

<b>Plan Overview</b>	
<b>Outcome/Goal</b>	<b>Structure student visits as teaching opportunities on lifestyle/treatment choices related to physical, mental, emotional and behavioral health. Ensure a safe, confidential and supportive environment to encourage open dialogue on health/wellness issues.</b>
Assessment Period	2010-2011 Annual Goals
Description	Staff will incorporate physical and mental health education during each student visit to The Center, as appropriate. Attention to the educational component of each visit, as it relates to physical, mental, emotional and behavioral health, will be emphasized. Providing a confidential and a supportive environment will be staff priorities.

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**Data Collection**

Comments: Measure 1: See survey instrument below. Data was collected during a 6-week period during the fall 2010 semester.

Supporting Documentation: Visit Satisfaction Survey.docx

Comments: 20% of questions on the Survey Instrument were designed to assess perceptions of respect for confidentiality and a supportive environment during student visit to The Center. Completed surveys are on file in HS-100.

Supporting Documentation: Visit Satisfaction Survey.docx

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## Measures

**Measures-1:** During a 6 week period in the fall 2010 semester, request that visitors to The Center complete a Visit Satisfaction Survey. A 50% minimum target population of student visitors will complete the Survey. 80% of Survey questions will assess student perceptions of the educational/health information value of their visit. A target measure of 80% of students will indicate satisfaction with their experience at The Center.

**2:** 20% of questions on the above mentioned Survey will assess student perceptions of respect for confidentiality and provision of a supportive environment during their visit to The Center.

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## Results Form

This goal was:  Met  Partially Met  Not Met

Results			
This outcome was:	<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Partially Met	<input type="checkbox"/> Not Met
Percentage Met:	99%		
Were these results used to make improvements to the program/department?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

## Analysis Form

### Analysis

After reviewing the results, what analyses can be derived?

1.	99% of students responding to the Visit Satisfaction Survey( completed over a 6-week period during the fall 2010 semester) expressed "agreement" or "strong agreement" with the survey statements. This figure exceeds the target % of 80% stated in Measure 1. Results demonstrate a greater than satisfactory correlation between services provided and student satisfaction.
2.	Fewer than 30% of students visiting Health Services were polled, falling short of the 50% target population stated in Measure 1. Results may have varied with a higher sampling rate.
3.	
4.	
Supporting Documentation	<a href="#">Visit Satisfaction Survey.docx</a>

### Recommendation Form

#### Recommendations

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1.	<p>Measure 1 states a 50% minimum target population of student visitors to The Center completing the Visit Satisfaction Survey. Fewer than 30% of student visitors were actually polled.</p> <p>In the fall 2011 semester, the Visit Satisfaction Survey will again be distributed in the office during a 6 week period. Increased attention to survey distribution by staff will be encouraged, with prominent placement of blank surveys at the front desk. Verbal emphasis on the value of student opinion will be communicated to visiting students.</p>
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Was this recommendation implemented?	Yes	<input checked="" type="checkbox"/> No
Recommendation was implemented during the following assessment period: 2.	Not yet implemented	
Was this recommendation implemented?	Yes	<input checked="" type="checkbox"/> No
Recommendation was implemented during the following assessment period: 3.	Not yet implemented	
Was this recommendation implemented?	Yes	No
Recommendation was implemented during the following assessment period: 4.	Not yet implemented	
Was this recommendation implemented?	Yes	No
Recommendation was implemented during the following assessment period:	Not yet implemented	
Upload any supporting documents to further elaborate on the recommendations listed above.	No file attached	

### Budget Implications

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome?

Yes  No

### Additional Budget Request

Amount Requested	Purpose	Amount Received	Date
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### Actions Form

### Improvements

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome?

Yes

No

### List all improvements made:

1. As stated under Recommendations, improvements to the Survey distribution process have been planned and will be implemented during the fall 2011 semester.
- 2.
- 3.
- 4.
- 5.

**Feedback**

**Feedback**

<a href="#">Feedback Form</a>	<a href="#">From</a>	<a href="#">Last Update</a>
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Develop psychiatric and sexual assault policies/protocols and submit to administration for approval.

#### Plan Overview

<b>Outcome/Goal</b>	<b>Develop psychiatric and sexual assault policies/protocols and submit to administration for approval.</b>
Assessment Period	2010-2011 Annual Goals
Description	During the 2010-2011 academic year, create the above policy. The policy/protocols will focus on assisting students/victims with options for treatment and services, as well as providing for their safety and for that of the campus community.

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#### Data Collection

##### ▶ **Data Collection Form**

Comments: Please refer to proposed policy attached below. Personal Counseling requests a temporary extension of the June 30, 2011 deadline for submission of this policy to administration. The revised deadline is tentatively set for July 15, 2011. This will permit revisions to address the needs of the Lyndhurst campus, as well as including Bergen County Police procedures/protocols on psychiatric and sexual assault issues.

Supporting Documentation: psychiatric emergency3.docx

##### **Data Collection Form**

Comments: Attached, please find revisions to the previously submitted Psychiatric & Sexual Assault Policy.

Supporting Documentation: Mental health emergency procedures - part one.doc

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## Measures

**Measures- 1:** Submit the above document to administration for review and approval. Target date for completion of this process is June 30, 2011.

Extension of deadline until July 15th, 2011 is requested. See "Comments" section under Data Collection field for details.

2: During the 2011-2012 academic year, Personal Counseling will develop an evaluation tool to assess student/victim satisfaction with on-campus treatment and services, as well as follow-up referrals. Student perceptions of campus safety will also be assessed.

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## Advanced Measures

### Measures

No advanced measures defined for this goal.

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## Results Form

This goal was: Met  Partially Met  Not Met

### Results

This outcome was:

Met

Partially Met

Not Met

Percentage Met:	90% of this outcome/goal has been met; please refer to document in Data Collection field. The remaining @10% will be met pending inclusion of the items noted in the Comments section of the Data Collection field.	
Were these results used to make improvements to the program/department?	✓ Yes	No

**Analysis Form**

Analysis	
After reviewing the results, what analyses can be derived?	
1.	No analysis can be determined at this time since the timetable for submission of policy for administrative approval has been temporarily delayed.
2.	
3.	
4.	
Supporting Documentation	No file attached

**Recommendation Form**

Recommendations
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Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1.	Recommendations will be delayed until completion of policy revision, tentatively set for July 15,2011.
Was this recommendation implemented?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Recommendation was implemented during the following assessment period:	Not yet implemented
2.	
Was this recommendation implemented?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Recommendation was implemented during the following assessment period:	Not yet implemented
3.	
Was this recommendation implemented?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Recommendation was implemented during the following assessment period:	Not yet implemented
4.	
Was this recommendation implemented?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Recommendation was implemented during the following assessment period:	Not yet implemented
Upload any supporting documents to further elaborate on the recommendations listed above.	No file attached

### Budget Implications

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome?

Yes  No

### Additional Budget Request

Amount Requested	Purpose	Amount Received	Date
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### Actions Form

### Improvements

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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### List all improvements made:

1. Outreach to Lyndhurst campus for input on protocols/procedures - pending.
2. Outreach to Bergen County Police, as above - pending
3. During the 2011-2012 academic year - development of a "return to campus information packet" by Personal Counseling. This packet will be given to each student when a psychiatric or sexual assault incident occurs. Information in this packet will be designed for immediate use for a student in crisis. Additional information in the packet will clarify post-crisis procedures for both student/victim and for the treating mental health professionals/agencies. The packet will be a component of the Psychiatric and Sexual Assault Policy referenced as the Outcome/Goal.

- 4. Each packet will also include documentation needed by the referring mental health professional, such as informed consent and release of information forms.
- 5.

**Feedback**

**Feedback**

<a href="#">Feedback Form</a>	<a href="#">From</a>	<a href="#">Last Update</a>
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**The Center for Health, Wellness & Personal Counseling**

**Visit Satisfaction Survey**

Today's Date:

Dear Student,

Thank you for visiting us today. You were assisted by our staff and received information to help you understand and address your physical or mental health concerns.

Please take a moment to complete this **Visit Satisfaction Survey**. Your opinion is important to us and will help us to improve our service.

Please indicate the extent to which you **agree** or **disagree** with each of the following statements. If any statement does not apply to your situation, please write **N/A** next to that statement.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	
<u>Strongly Disagree</u>				
1. The information and/or resources given to me today will help me with my current health concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The staff listened to me and we made progress on addressing my issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I had the opportunity to ask questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My questions were answered satisfactorily.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I was given educational information or a referral that matches my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. As a result of this visit, I better understand how to take care of my physical/mental health needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I was able to speak with staff in a private, confidential setting.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was treated with respect in a supportive environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I was given enough time to explain my problems/concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I will return for future mental/physical health needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for completing this survey!

Staff of The Center for Health, Wellness & Personal Counseling  
HS-100