**Continuous Improvement Plan**

**Date:** February 22, 2023 **Name of Program/Unit:**  Counseling

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**Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)**

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| **A. Expected Outcomes**  Results expected in this unit  (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services) | **B. Measures**  Instrument(s)/process(es) used to measure results  (e.g. sign-in sheets, surveys, focus groups, etc.) | **C. Targets**  Level of success expected  (e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| Increased student awareness of Counseling and Mental Health Services at Collin College | The Drug Awareness and Perception Survey asks students if they are aware of Counseling Services at Collin College as a resource. In 2018, this survey indicated that 64% of the 456 students surveyed said they were aware. | 5% increase of awareness as reported in the drug awareness and perception survey and department surveys. |
| Enhanced knowledge, skills and ability of counselors in the area of crisis response. | This will be measured with certificates of completion. | 100% of counselors will complete crisis counseling training related to both in person and virtual counseling. |
| Data to include crisis response data and utilize the Client Load Index to inform procedures. | Department Survey and Titanium (Counseling Services case management and scheduling system). | Accessibility to quantitative and qualitative data specific to Counseling Services. Data to include crisis statistics. |

**Description of Fields in the Following CIP Tables:**

**A. Outcome(s)** -Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).

**B. Measure(s)** -Instrument(s)/process(es) used to measure results

(e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)

**C. Target(s)** -Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).

**D. Action Plan** -Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

**E. Results Summary** - Summarize the information and data collected in year 1.

**F. Findings** - Explain how the information and data has impacted the expected outcome and program success.

**G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make improvements.

**Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)**

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| 1. **Outcome #1**   5% increase in student awareness of Counseling Services. | |
| 1. **Measure (Outcome #1)**   The Drug Awareness and Perception Survey and department surveys. | 1. **Target (Outcome #1)**   Increase Counseling Services Awareness to 69% according to the Drug Awareness and Perception Survey. |
| 1. **Action Plan (Outcome #1)**   Continue to utilize the counselor class visits each semester to educate students about the mental health resources available to them. Also, create videos and other creative tools to market to students taking classes virtually. Continue monitoring data regarding effective marketing to inform marketing focus. | |
| 1. **Results Summary (Outcome #1)**   Based on the 2020 Drug & Alcohol survey sent to the Collin College student body, counseling services reported an increase in awareness of over 10%. The target outcome was met. | |
| 1. **Findings (Outcome #1)**   Respondents’ awareness and use of various resources/activities offered by Collin increased in 2020 when compared to 2018. There was an increase in the awareness of:   |  |  |  | | --- | --- | --- | | Service | 2018 | 2020 | | **Counseling & Resources** | 64% | 74% | | **Online screening for mental health/substance abuse** | 25% | 39% | | **Campus Well** | 42% | 45% |   Respondents who were not aware of any resources declined from 25% in 2018 to 17% in 2020. Not only did the awareness increase, but also the use of all resources/activities increased in 2020 compared to 2018. The highest increase was noted for “Know Now” (11%) followed by “Referral Information” (7%) and “Educational Materials” (7%).  It appears the programming and marketing contributed to the 10% increase in awareness of counseling resources. | |
| 1. **Implementation of Findings**   The Counseling department will continue to explore outreach through social media, additional programing and targeted marketing to faculty. | |

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| 1. **Outcome #2**   Expand knowledge skills and abilities of counselors in crisis response. | |
| 1. **Measure (Outcome #2)**   This will be measured by the counselor’s completion of telehealth crises management training (via certification course). | 1. **Target (Outcome #2)**   100% of counselors are further trained in crisis response. This training should include virtual/remote crisis response. |
| 1. **Action Plan (Outcome #2)**   Research professional development for counselors that includes virtual counseling crisis response. Counselors will complete the training. | |
| 1. **Results Summary (Outcome #2)**   100% of Licensed Professional staff completed a mandatory online training, Telehealth: Crisis Management with High Risk Clients | |
| 1. **Findings (Outcome #1)**   Licensed Professional Counseling staff now have a baseline knowledge of telehealth crisis management as a result of this training. | |
| 1. **Implementation of Findings**   Licensed Professional Counseling staff will continue to operationalize this training while working with students in telehealth environments (such as Doxy.Me). | |

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| 1. **Outcome #3**   Expand data reporting to include crisis response and utilize the Client Load Index to inform procedures. | |
| 1. **Measure (Outcome #3)**   Titanium can be configured to capture crisis data. Department surveys can be updated to include more quantitative measures. | 1. **Target (Outcome #3)**   Accessibility to more quantitative and qualitative data specific to Counseling Services. |
| 1. **Action Plan (Outcome #3)**   Capture more data to inform procedures and training. Client Load Index will be calculated each year and procedures will subsequently be assessed and appropriately adjusted. | |
| 1. **Results Summary (Outcome #3)**   The goal was to expand reporting of Crisis Response and that was realized by adding a new appointment code in Titanium labeled “Walk In Crisis” that allows Counseling Services to capture crisis data. | |
| 1. **Findings (Outcome #3)**   Counseling Services continues to use Client Load index to inform procedures. Counseling Services implemented a session model format to insure students were seen in a reasonable amount of time. | |
| 1. **Implementation of Findings (Outcome #3)**   Counseling Services increased its client load index by 256 students from 2020-2021 to 2021-2022. | |