Unit Report
Counseling Center
Northwest Mississippi Community College
January 2006
Counseling Center Review

I. Unit Mission

UNIT PURPOSE STATEMENT:
The purpose of the Counseling Center is to help students benefit from the personal, social, vocational and educational opportunities available to them.

II. Unit Goals

The goals of the Counseling Center are to:

1. Administer various tests to students to assist in making academic and career choices.
2. Assist students to assess and understand problems and define goals.
3. Provide students with presentations, workshops and counseling on matters that pertain to their personal, academic and occupational well-being.
4. Provide professional consultation and/or immediate response for individuals experiencing personal crisis.
5. Increase College’s retention rate.
6. Provide adaptations and modifications to the learning environment for eligible handicapped and/or disabled through the Disability Support Services Office.

RELATIONSHIP TO NWCC PURPOSE AND COLLEGE WIDE STRATEGIC GOALS:
The Counseling Center unit purpose statement supports the Northwest goal of maintaining quality educational support services.

III. Evaluations of the Unit and Use of Results Forms

Evaluations of the unit include a survey submitted in Spring 2005 that surveyed 19 students utilizing services within the Counseling Center. The unit was also evaluated using a campus wide survey each spring. 3277 students were surveyed. Evaluations for the last three years and corresponding use of results forms are included at the end of this report.

IV. Annual Plan to Improve

The annual assessment reports for the unit’s Plan to Improve for the last three years are included at the end of this report.
V. Analysis of Unit Strengths, Weaknesses, Opportunities, Threats

Unit Strengths:
Strengths of the Counseling Center include:

- Relationships with Division Directors and Faculty- the administration and faculty refer a large number of students to the Counseling Center. Counselors are often consulted regarding student’s issues that present themselves in the classroom.
- Early Alert Program- the faculty utilizes the Early Alert Program by which students are notified when they are missing classes. This program has proven to increase the college’s retention rate and provide students an opportunity to make contact with counselors for guidance and/or counseling.
- Disability Services Coordinator- the Disability Services Coordinator has served in this position for 14 years. He is knowledgeable about the Americans with Disabilities Act and has seen to it that our disabled students are accommodated and that instructors are informed of the rights of disabled students. The number of disabled students that attend NWCC increases yearly.
- Personnel- the staff consists of a Licensed Professional Counselor that is also Nationally Board Certified. The Director is a Licensed Social Worker.

Unit Weaknesses:
The unit’s primary weakness is its failure to track the number of students that reach their counseling objectives. Another weakness is the poor attendance at the student workshops.

Unit Opportunities:
A database is being developed to record and calculate statistical information that will aid in determining student progress, tracking referral sources and the recording the types of services students seek and receive from the Counseling Center.

Unit Threats:
Currently, there are no threats to the college that must be addressed by this unit. An emerging need for the unit that is more computers be made available for on-line exams. The number of on-line students is rapidly growing. The number of computers must increase as enrollment increases. There are no critical needs for this unit at this time.
VI. SACS PRINCIPLES COMPLIANCE SURVEY FOR SERVICE UNITS

Institutional Effectiveness:
1. Are research-based evaluation processes used for assessing the service unit?
   YES_X___ NO_____
   If yes, list all survey instruments and other processes used by the unit for evaluating effectiveness.
   Spring Clearance Survey, NWCC Services Survey

2. Does the use of evaluation processes result in continuing improvement in the unit?
   YES_X___ NO_____

3. Does the unit identify expected outcomes for its services; assess whether it achieves these outcomes; and provide evidence of improvement based on analysis of those results?
   YES_X___ NO_____
   Provide copies of the unit's "Plan to Improve" four column model for the last 4 cycles.

4. If an outcome is not achieved, are documented modifications or improvements made in the unit?
   YES_X___ NO_____

Financial Support:
5. Is adequate financial support available to support the scope of services offered through the unit?
   YES_X___ NO_____

6. Does the institution operate and maintain physical facilities that are adequate to serve the needs of this unit?
   YES_X___ NO_____

7. Are the physical facilities for this unit accessible to disabled students?
   YES_X___ NO_____ NA_____

8. Is the budget information accessible on-line to the unit supervisor?
   YES_X___ NO_____

Mission:
9. Does the unit have a defined mission statement?
   YES_X___ NO_____
   If yes, provide mission statement below.
The mission of the Counseling Center is to help students benefit from the personal, social, vocational and educational opportunities available to them.

10. Is the unit’s mission related to the College’s Statement of Mission?

   YES__X__   NO____

   The Counseling Center’s Mission statement fulfills the College’s mission by supporting the goal of maintaining quality educational support services.

**Staff:**

11. Does the unit have qualified staff with the experience, competence, and capacity to fulfill the mission of the unit?

   YES__X__   NO____   N/A____

   Provide a roster of administrative officers and staff with their qualifications.

12. Does the unit have a staff member charged with the responsibility for supervision and coordination of the unit?

   YES__X__   NO____

   Name of the supervisor: Meg Ross

13. Is the number of administrator/staff members employed for the unit adequate to support the unit effectively?

   YES__X__   NO____

**Security:**

14. Are administrators and staff members in this unit careful in protecting the security, confidentiality, and integrity of student/staff records?

   YES__X__   NO____   N/A____

   If yes, provide a brief description of measures taken by the unit to insure the protection of privacy of its customers and the unit’s adherence to FERPA guidelines.

   Student records are kept confidential. Information may be released to a specified party if a student signs a Release of Information Form. No social security numbers are used on student records. Confidential records are shredded after two years.

15. Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this service unit?

   YES__X__   NO_____
SACS PRINCIPLES COMPLIANCE SURVEY

ANY ITEMS ANSWERED WITH A NEGATIVE RESPONSE INDICATE THAT THE INSTITUTION IS OUT OF COMPLIANCE AND MUST BE ACCOMPANIED WITH A WRITTEN PLAN FOR COMPLIANCE ON THE ISSUE.

Provide discussion below for any question that was assigned a “no” answer on the Principles Compliance Survey, and then provide a plan of improvement for each of those questions in the space below. Indicate the question number, your discussion, and the plan of action.

Comment: No questions were answered with a negative response.

VII. Unit Improvements Resulting from the Planning Process

In response to the low attendance rate at student workshops, the student survey will include questions regarding times and locations that best meet student’s needs.
VIII. Personal Information Sheets for Key Staff Members

PERSONAL INFORMATION SHEET

Name: Meg Ross

Unit: Counseling Center     Date: January 23, 2006

Position held: Director of Counseling and Testing

Job Duties: The Director has the responsibility of managing all placement testing and the Residual and National ACT tests. The Director provides personal counseling and supervision to counselors. The Director facilitates the Center’s Early Alert Program and supervises the Disability Support Services Coordinator.

1. I have worked at Northwest Mississippi Community College for 8 years.
2. I have worked in my current position at Northwest for .5 years.
3. I have a total of 17 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   • Social Worker at MS Vocational Rehabilitation for the Blind – 5 years
   • Counselor at Douglas County Mental Health Center – 3 years.
   • Intake Counselor at Ridgeview Institute – 1 year
   • Counselor at Northwest Mississippi Community College - 7.5 years

I currently hold:
Mississippi license in Social Work.
Bachelor’s degree in Social Work.
Master’s degree in Community Counseling.

Accomplishments:
• Promoted to Director of Counseling Center after working 7 years at Northwest
• Elected President of the Northwest Region of the Mississippi Counseling Center 2004-2006.

Civic Interests/Professional Affiliations:
• Mississippi Counseling Association 1998 – Present
• Homeless Animals Relief Project, INC volunteer 2002 - Present

NWCC Committee Assignments:
Admissions Committee 2002-2006.

Meg Ross     Signature of Employee

Date: January 23, 2006
PERSONAL INFORMATION SHEET

Name: Michael L. Dottorey

Unit: Disability Support Services Date: January 2006

Position held: Coordinator of Disability Support Services

Job Duties: The coordinator is responsible for providing the following duties:

◆ Contact SWD as identified by recruiter, referrals, or self-identified

◆ Compile all the necessary information and forms for DSSO in it’s determination of the specific disabilities and how the accommodation will assigned

◆ Arrange for accommodation with faculty and student with disability (swd)

◆ Facilitate the introduction of SWD with each instructor in each class in which the student is enrolled

◆ Maintain Confidential Information and Files related to Data submitted by SWD

◆ Maintain Database of Reference Materials, Contacts/Specialists, Disability Accommodations and other resources

◆ Ensure Northwest Mississippi Community College compliance with the Americans with Disabilities Act law

◆ Coordinate compliance at DeSoto and Oxford Campus

◆ Provide continuous communication with Faculty, Staff, and Administration on ADA law implementation, issues related to the Law, and areas of concern

◆ As a Counselor, provide guidance in the academic areas for SWD

◆ Work closely with area agencies such as Vocational Rehabilitation Agency, Communicare, and hospitals

◆ Attend workshops where new development in the areas of Disability Support services are discussed and new ideas are exchanged

◆ Develop and present ADA sessions with respective campus departments

1. I have worked at Northwest Mississippi Community College for 25 years.
2. I have worked in my current position at Northwest for 14 years.
3. I have a total of 31 years of work experience.

4. List prior positions held with job duties and number of years experience in each.
   ◆ Assistant Football and Track Coach-3 years
   ◆ Director of Student Personnel in various position-8 years
   ◆ Counselor/Recruiter/Disability Support Services Coordinator-14 years

Highest degree held: I currently hold: (choose one of the following)

◆ Master of Education

Accomplishments:
◆ 99% Northwest Mississippi Community College in compliance with ADA. The college was sited for discrimination against a student in 2000. The college was cleared of all charges.
◆ 100% contact with high schools in our eleven county recruiting area concerning services for students with disabilities
◆ Develop and presented ADA’s session with respective campus departments.
◆ Providing interpreting services on all campus where students who are deaf and hard of hearing impairment attends
◆ Originated a form of communication, The Disabled Student Council Newsletter which allowed me to communicate changes in the field of ADA on a monthly basic to faculty, staff and administrators.
◆ Facilitated the introductory of students with disabilities with each instructor in each class in which the student is enrolled.

Civic Interests/Professional Affiliations
◆ Mississippi Counseling Association, By-Laws Committee Chairman 1998-99
◆ Mississippi Community/Junior College Counselors Association, Vice-President for 1997-98 and President 1998-99
◆ Northwest Region Counselors Association, President 1994-95
◆ Mississippi Association of Collegiate Registrars & Admission Officers
◆ Mississippi Association for Multicultural Counseling and Development

NWCC Committee Assignments:
◆ Disciplinary Committee
◆ Residence Grade Appeal Committee
◆ College-Wide Planning Council
◆ Graduation Committee

Michael L. Dottorey
Signature of Employee          Date: January 10, 2006
PERSONAL INFORMATION SHEET

Name: Amanda Wilson

Unit: Counseling Center   Date: January 23, 2006

Position held: Counselor

Job Duties: The Counselor has the responsibility of providing personal counseling to students, faculty, and staff. The Counselor assists in proctoring the Residual and National ACT tests. The Counselor provides workshops to address student needs.

1. I have worked at Northwest Mississippi Community College for 10 months
2. I have worked in my current position at Northwest for . 5 years.
3. I have a total of 5 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   • Counselor, Student Support Services, Northwest Mississippi Community College - 10 months
   • Counselor, WIN Center, Northwest Mississippi Community College - 8 months
   • Case Manager, Parkwood Behavioral Health - 2 years
   • Inter/Assesor, Parkwood Outreach - 1.5 years

I currently hold:
Mississippi license in Counseling.
Bachelor’s degree in Psychology.
Master’s degree in Community Counseling.

Accomplishments:
   • Promoted twice at Northwest to current counseling position.
   • Set up database for clinical records in Student Development Center.
   • Received National Board Certification as a counselor.

Civic Interests/Professional Affiliations:
   • Mississippi Counseling Association
   • American Counseling Association
   • Chi Sigma Iota Professional Honor Society

Amanda Wilson       Date: January 23, 2006
Signature of Employee
Northwest Mississippi Community College

Evaluation Follow-up Form

The following form is to be completed and signed by the appropriate service unit supervisor after reviewing the results of the unit’s evaluation and after a discussion with co-workers on needed changes identified in the evaluation process. The completion of this form is meant to stimulate reflection about the purpose of the unit and to encourage the best use of results of these evaluations. A copy of this form will be sent to the appropriate Vice-President and filed with the unit’s Service Review forms.

Service Unit: Counseling Center

Date of Review of Evaluations: Spring 05

The unit’s strong points as identified by the evaluation are:

Students were satisfied with all services provided by the Counseling Center.

Opportunities for improvement identified by the evaluation are:

A student lead discussion group was suggested as an additional service that students would like the Counseling Center to provide.

Goals for growth or specific activities to be undertaken and/or completed before the next evaluation are:

Scores were high in regards to service and professionalism. 74% of students surveyed reported that their overall experience in the Counseling Center was excellent. 26% of the students surveyed rated their experience as good. A goal for growth would be to survey a larger number of students regarding their preference for a student lead discussion group. If this is requested by a large percentage of students, this will be an added program available to students.

Having met together and discussed this Evaluation Follow-up, we feel that the identified goals and specific activities adequately address opportunities for improvement and constitute evidence of attempted growth.

Signatures:

Supervisor: Meg Ross

Co-workers in unit: Michael L. Dottorey, Amanda Wilson
### Unit/Program Intended Outcome Objective

1. Student body, faculty, and administration made aware of services being provided, & procedures needed to receive those services.

2. Provide appropriate intervention to meet student’s needs & increase the college’s retention rate as well as give each student an opportunity to reach their maximum potential.

3. Assist in providing information to students to explore long range educational plans and career goals.

### Strategy/Procedure To Achieve Outcome Activity

<table>
<thead>
<tr>
<th>Objective</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1a. 90% of students and faculty/staff will be satisfied with Counseling Center services.</td>
</tr>
<tr>
<td></td>
<td>1b. Speak to classes, distribute information, and present at RN survival day and Freshman orientation each semester to publicize services.</td>
</tr>
<tr>
<td>2.</td>
<td>2a. The number of semester withdrawals will remain the same or increase at a rate less than enrollment has increased.</td>
</tr>
<tr>
<td></td>
<td>2b. Identify proper placement of high risk students through the use of ACT scores and placement testing.</td>
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<tr>
<td>3.</td>
<td>3a. Contact faculty to track excessive absences, send letters to dorm supervisors and to students at home. Contact students by phone.</td>
</tr>
<tr>
<td></td>
<td>3b. Operate resource room with materials for area universities &amp; colleges. Each year host a college day with representatives from various colleges and universities. Extend invitations to additional university recruiters.</td>
</tr>
</tbody>
</table>

### Assessment/Evaluation Results

<table>
<thead>
<tr>
<th>Activity</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Presentations given to classes, RN survival day, orientation.</td>
</tr>
<tr>
<td></td>
<td>Semester withdrawals given less than enrollment</td>
</tr>
<tr>
<td></td>
<td>Placement procedures implemented</td>
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<tr>
<td></td>
<td>Early alert system implemented</td>
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<td>College Day held in Spring Semester</td>
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</tbody>
</table>

### Use of Results Improvement

<table>
<thead>
<tr>
<th>Activity</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Additional placement assistance added at orientation.</td>
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<tr>
<td></td>
<td>Format positively evaluated - will continue to do program.</td>
</tr>
<tr>
<td>Planning Unit: Counseling Center</td>
<td>Unit/Program Intended Outcome Objective</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>4. Operate testing center for on-line courses as well as correspondence courses for district population. Also conduct testing services for disabled students on Senatobia campus.</td>
<td>4a. Provide testing area conducive to proper testing with additional computers. Monitor feedback from instructors and students.</td>
</tr>
<tr>
<td></td>
<td>4b. Inform instructors of guidelines for testing disable students.</td>
</tr>
<tr>
<td>5. Provide individualized personal counseling.</td>
<td>5. Assist students to assess and understand their problems; teach skills that promote personal growth &amp; emotional well being.</td>
</tr>
<tr>
<td>6. Provide outreach and consultation in the event of a crisis.</td>
<td>6. Counselors are available to assess the severity of the crisis on site and to make appropriate referrals.</td>
</tr>
<tr>
<td>7. Provide services to students enrolled in evening classes that are comparable to those provided to day students.</td>
<td>7. Counseling Center staff is available for each night. For the purpose of serving evening students with the same services as day students.</td>
</tr>
<tr>
<td>8. Provide quarterly workshops for students dealing with issues relevant to student personal growth.</td>
<td>8. Survey students from orientation classes to determine interest &amp; needs for topics</td>
</tr>
<tr>
<td>Unit/Program Intended Outcome Objective</td>
<td>Strategy/Procedure To Achieve Outcome Activity</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>9. Increase student, faculty, and staff knowledge based on ADA and how it affects the College.</td>
<td>9. Continue newsletter distribution. Schedule ADA information sessions with all departments. 10. Discussion meetings.</td>
</tr>
</tbody>
</table>
### Unit/Program Intended Outcome Objective

1. **Student body, faculty, & administration made aware of services being provided, & procedures needed to receive those services.**

2. **Provide appropriate intervention to meet student needs & increase the college’s retention rate as well as give each student an opportunity to reach their maximum potential.**

3. **Assist in providing information to students to explore long range educational plans and career goals.**

### Strategy/Procedure To Achieve Outcome Activity

1. **90% of students and faculty/staff will be satisfied with Counseling Center services.**
   - 1a. Speak to classes, distribute information, and present at RN survival day and Freshmen orientation each semester to publicize services.
   - 1b. Identify proper placement of high risk students through the use of ACT scores and placement testing.
   - 2. Contact faculty to track excessive absences, send letters to dorm supervisors and to students at home. Contact students by phone.
   - 3. Operate resource room with materials for area universities & colleges. Each year host a college day with representatives from various colleges and universities. Extend invitations to additional university recruiters.

### Assessment/Evaluation Results

1. **Presentations given to classes, RN survival day, orientation.**
2. **Semester withdrawals given less than enrollment.**
3. **College day held in Spring Semester.**

### Use of Results Improvement

1. **Format positively evaluated – will continue to do program.**
### NORTHWEST COMMUNITY COLLEGE
### 2003 UNIT ANNUAL OUTCOME OBJECTIVES
### STUDENT AFFAIRS

Planning Unit: Counseling Center

<table>
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<tr>
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<tr>
<td>4. To provide resource information to district counselors concerning the ACT testing program.</td>
<td>4. Host yearly ACT Workshop for district counselors.</td>
<td>4. Workshop held.</td>
<td>4. ID requirement added in response to feedback.</td>
</tr>
<tr>
<td>5. Operate testing center for on-line courses as well as correspondence courses for district population. Also conduct testing services for disabled students on Senatobia campus.</td>
<td>5. Provide testing area conducive to proper testing with additional computers. Monitor feedback from instructors and students.</td>
<td>5. Testing service offered.</td>
<td></td>
</tr>
<tr>
<td>6. Provide individualized personal counseling.</td>
<td>6. Assist students to assess and understand their problems; teach skills that promote personal growth &amp; emotional well being.</td>
<td>6. 9,739 students served.</td>
<td></td>
</tr>
<tr>
<td>7. Provide outreach and consultation in the event of a crisis.</td>
<td>7. Counselors are available to assess the severity of the crisis on site and to make appropriate referrals.</td>
<td>7. Outreach offered.</td>
<td></td>
</tr>
<tr>
<td>8. To provide services to students enrolled in evening classes that are comparable to those provided to day students.</td>
<td>8. Counseling Center is open each night for the purpose of serving evening students with the same services as day students.</td>
<td>8. Evening school staffed. Received feedback regarding need for better location of office.</td>
<td></td>
</tr>
<tr>
<td>9. Provide monthly workshops for students dealing with issues relevant to student personal growth.</td>
<td>9. Obtain audio visual equipment necessary to provide this service.</td>
<td>9. Laptop and PowerPoint software obtained and utilized.</td>
<td></td>
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**Planning Unit: Counseling Center**

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<tr>
<td>1. Student body, faculty &amp; administration made aware of services being provided, &amp; procedures needed to receive those services.</td>
<td>Speaking to classes, memos to division directors, campus newspaper, present at RN survival day each semester.</td>
<td>Each Activity completed.</td>
<td></td>
</tr>
<tr>
<td>2. Provide appropriate intervention to meet students needs &amp; increase the college’s retention rate as well as give each student an opportunity to reach their maximum potential.</td>
<td>Identify proper placement of high risk students through the use of ACT scores and placement testing. Contact faculty to track excessive absences, send letters to dorm supervisors and students and contact students by phone.</td>
<td>These activities completed.</td>
<td></td>
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<td>3. Assist in providing information to students to explore long range educational plans and career goals.</td>
<td>Operate resource room with materials for area universities &amp; colleges. Each year host a college day with representatives from various colleges and universities.</td>
<td>Currently occurring weekly.</td>
<td>Receiving up-dated material monthly from college recruiters based on student requests. College Fair to be held Feb. 2003</td>
</tr>
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<td>4. To provide resource information to district counselors concerning the ACT testing program.</td>
<td>Host yearly ACT Workshop for district counselors.</td>
<td>Activity completed</td>
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<tr>
<td></td>
<td>Provide testing area conducive to proper testing.</td>
<td>Testing room established with two computers. Students tested weekly.</td>
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<td></td>
<td>Assist students to assess and understand their problems, teach skills that promote personal growth &amp; emotional well being.</td>
<td>Counseling is provided for students in on-going daily process.</td>
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<td>5. Operate testing center for on-line courses as well as correspondence courses for district population.</td>
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<tr>
<td>9. Work to identify and assist students with disabilities.</td>
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<tr>
<td></td>
<td>House a disability coordinator within the counseling center.</td>
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