

Psychological Counseling Services

Theme One – Foster Excellent Academic and Student Programs

Name/Description of Program/Service	Research and Evaluation Program: Outcome Develop and utilize a comprehensive therapy outcome questionnaire. Data can be used to track changes in overall functioning, symptom reduction, and impact on academic performance.
Intended Outcome	Increased positive therapy outcomes (providing symptom relief, as well as increased academic performance and retention.)
Measurement	Academic year 06-07: Newly developed PCS Outcome & Satisfaction Survey. This survey is taken on a PDA with assistance from the Student Voice organization. In future, we will likely add the new nationally-endorsed Counseling Center Assessment of Psychological Symptoms (CCAPS), currently under refinement at the University of Michigan.
Timeline	Continue to administer PCS Outcome & Satisfaction Survey. Add CCAPS when available, likely by 2008.
Progress as of May 2007	In Fall 2006 PCS developed and began utilizing a new outcome and satisfaction survey to be completed by all willing clients for two separate two-week periods each term. Also, in Fall 2006 a national group of counseling center clinicians met and determined that a modified version of the CCAPS is the best instrument for national use and benchmarking. That group is finalizing this version.
Next Steps as of May 2007	We plan to continue to utilize the newly developed PCS Outcome & Client Satisfaction Survey. Data will be analyzed via Student Voice reports. When the CCAPS is ready, we will administer this brief instrument at selected therapy intervals in order to measure therapeutic progress and provide feedback for modified therapeutic technique or modality, leading to improved outcomes. Also, the Outcome & Satisfaction Survey will be modified at that time to avoid redundancies.
Name/Description of Program/Service	Group Therapy Program. PCS has for many years offered various group therapy programs to Sacramento State Students.

Intended Outcome	Further development of the group therapy program. PCS expects to name a "Group Coordinator" who can manage group development issues (scheduling, advertising), and expects to have three or more successful groups running during the 2007-08 academic year, each with six-eight participants.
Measurement	Qualitative and quantitative review of group program by PCS staff at end of each academic year.
Timeline	Group Coordinator: Fall 2007. Utilization in groups: Spring 2008.
Progress as of May 2007	<p>Largest workshop attendance in years and greatest number of groups in years:</p> <ul style="list-style-type: none"> • Offered a 1-time Test Anxiety Workshop that was well attended (10 students) and well received. • Started one successful Interpersonal Therapy Group in the Fall & Spring semesters. • Started one successful Women's Therapy Group in the Fall & Spring semesters. • Offered an LGBT (Lesbian, Gay, Bisexual, and Transgender) Support Group in Spring 2006 (although there were not enough students interested.) • Offered an ongoing support and psycho-educational group called "Survival Tips for Highly Sensitive People" • Hired an Eating and Healthy Weight Program Coordinator who is discussing with the EHWP staff the creation of a therapy or support group for students with eating issues. • Appointed a group coordinator.
Next Steps as of May 2007	Continue to recruit students for groups. Discussion with staff ways to further improve the group program, as well as refinement of duties for Group Coordinator. Determine nature and location of eating issues group.

Theme Two – Build a Welcoming Campus

Name/Description of Program/Service	Research and Evaluation Program: Satisfaction Develop and utilize a comprehensive client satisfaction questionnaire.
-------------------------------------	--

Intended Outcome	Increased student satisfaction with services.
Measurement	Academic year 06-07: Newly created PCS Outcome & Satisfaction Survey. This survey is taken on a PDA with assistance from the Student Voice organization.
Timeline	Continue to administer survey.
Progress as of May 2007	In Fall 2006 PCS developed and began utilizing a new outcome and satisfaction survey to be completed by all willing clients for four separate two-week periods.
Next Steps as of May 2007	We plan to continue to utilize the newly developed PCS Outcome & Client Satisfaction Survey. Data will be analyzed via Student Voice reports. When we later implement the CCAPS (see Theme One), we will then modify our Outcome and Satisfaction Survey to include only Satisfaction items, as outcome items will be included on the CCAPS.

Theme Three – Create a Dynamic Physical Campus

Name/Description of program/Service	Create satellite drop-in PCS clinic in future Recreation & Wellness Center. Although this move is in the future, planning is currently underway. This move will provide a space with increased visibility, potentially less stigma, and an increased focus on wellness.
Intended Outcome	Increased visibility leading to increased utilization of psychological services (at least 5% increase).
Measurement	Measure the number of drop-in clients.
Timeline	Initial expected opening date: Fall 2010.
Progress as of May 2007	While we wait for the building to open, we are seeing more students in our current satellite clinic in the Union through the EHWP. Our newly hired EHWP Coordinator works at this location 2-3 days a week providing psychological counseling.
Next Steps as of May 2007	Continue to work with SHC and architect to design ideal space for service provision in RWEC. Continue to maintain campus awareness of the services offered through the EHWP.

Theme Four – Develop Community Support

Name/Description of Program/Service	Become certified as a Continuing Education approved site for continuing psychological programs. Offer workshops for community.
Intended Outcome	Work with the California Psychological Association (CPA) so that PCS can offer Continuing Education Units (CEUs) to PCS staff, university faculty, and community members. As a host of such courses, PCS will be able to raise funds for speakers, build stronger relationships with academic departments, and develop a more collegial relationship with providers in the community.
Measurement	Upon completion of paperwork, CPA will certify PCS to provide CEUs. Verify certification.
Timeline	Certification: Fall 2007 Offering Workshops: Spring 2008
Progress as of May 2007	We are still in the process of completing the certification process. It is our hope to complete this process by the Fall 2007 semester.
Next Steps as of May 2007	Receive certification in Fall 07. We also plan to work with the Board of Behavioral Sciences to get approvals for CE credits for social workers and masters level counselors.

Name/Description of Program/Service	Become a practicum training program for Alliant International University's advanced graduate students. Provide training for three advanced practicum student.
Intended Outcome	Increase the number of "therapists-in-training" (by three) who can provide direct services to CSUS students, increase the PCS training "class" each year, provide opportunity for interns to supervise, and increase diversity of experience and ideas to staff.
Measurement	Qualitative and quantitative review of practicum program by PCS staff at end of academic year.
Timeline	Logistical assessment of practicality of such a program: Fall 2008 Program initiation: Fall 2010
Progress as of May 2007	This continues to be a long term goal. Logistical practicality will likely be assessed in Fall 2008.
Next Steps as of May 2007	Our Psychology Internship program continues to move toward APA (American Psychological Association) accreditation; practicum training will likely occur within the context of our training site being APA accredited.

Questions regarding the programs and outcomes delineated in this section should be addressed to Bert Epstein, Director, Psychological Counseling Services, epsteinb@csus.edu.

Revised 05/08/07