

## Psychological Counseling Services

### Theme One – Foster Excellent Academic and Student Programs

Name/Description of Program/Service	<b>Research and Evaluation Program: Outcome</b> PCS will implement a new comprehensive therapy outcome questionnaire. The data will be used to track changes in overall functioning, symptom reduction, and impact on academic performance.
Intended Outcome	In administering this questionnaire, therapists will obtain data which may increase positive therapy outcomes (e.g., symptom relief, increased academic performance, and retention.)
Measurement	PCS will use the new nationally-endorsed Counseling Center Assessment of Psychological Symptoms (CCAPS), developed at the University of Michigan, beginning in 2008. In the meantime, PCS administers its own Outcome & Satisfaction Survey. Students take the survey on a PDA, with results analyzed via Student Voice technology.
Timeline	PCS will begin administering the CCAPS in Fall 2008.
Progress as of May 2008	Data have now been collected for two academic years with the PCS-developed Outcome and Satisfaction Survey. In Fall 2008 PCS will begin administering the CCAPS. This allows for increased outcome measurement and benchmarking with other institutions.
Next Steps as of May 2008	During Summer 2008 PCS will add self-service kiosks that will facilitate administration of the CCAPS. PCS will administer this instrument to students in Fall 2008 at intervals of three to four sessions. Also, the Outcome & Satisfaction Survey will be modified to focus only on satisfaction topics.

Name/Description of Program/Service	<b>Web, Outreach and Groups Coordinator.</b> PCS will create a new coordinator role to enhance group therapy and outreach programs and to expand PCS' on-line self-help materials.
Intended Outcome	The goal of adding a coordinator position is to increase the number of groups and outreach programs and to increase the amount of quality self-help material on the PCS web site.

Measurement	PCS staff will conduct a qualitative and quantitative review of group, outreach, and on-line programs at the end of each academic year. In addition, students evaluate PCS workshops with the PCS Workshop Evaluation Form.
Timeline	The Coordinator was selected in Fall 2007. Program enhancement will occur by the end of this academic year.
Progress as of May 2008	In 2007-2008, PCS added a second workshop (series.) In addition, attendance at the standard Test Anxiety Workshop increased each time it was offered. PCS offered only one group in 2007-2008, down slightly from the previous year. Also, this group took longer to start than usual. PCS made some minor modifications to its website and also purchased a report on ways to specifically improve counseling center websites.
Next Steps as of May 2008	PCS will use advertising data to continue to increase workshop attendance. PCS staff will discuss at its Fall Planning Meeting ways to expand its group program. PCS will review material in the web report and begin modifications to its website in the summer, continuing into the fall.

Name/Description of Program/Service	<b>Fit HELP Program</b> This collaborative PCS-Student Health Center (SHC) venture is a medically supervised program that provides integrated fitness, nutrition, education, and psychological services to students.
Intended Outcome	This program advances student wellness through the promotion of healthy lifestyles and the removal of health impediments to academic success. Specifically, Fit HELP aims to improve the follow-through rates to health psychology, increasing the number of students seen by the Health Psychologist. The staff will analyze baseline data from the program's first year to guide further program development, develop and implement a patient satisfaction tool, hire a new dietician, and create a treatment protocol for students with disordered eating.
Measurement	PCS and SHC staff will review utilization and services at the end of the academic year.
Timeline	The expanded Eating and Healthy Weight Program (EHWP) re-opened November 2006, and the focus of the year was program development. In May 2007, the name was changed from EHWP to Fit HELP (Fitness, Healthy Eating, & Lifestyle Program.) With its second year just

	completed, the program continues to offer direct client services, health education & wellness programming, as well as participation in outreach on campus.
Progress as of May 2008	Fit HELP staff developed program forms, treatment protocol, and educational materials. The staff engaged in substantial marketing projects and provided direct services to over 300 students. Fit HELP provided new presentations for an estimated 1900 students. Fit HELP conducted three workshops in Spring term on Body Image ("Body Image Spring Training.") The health psychologist and PCS pre-doctoral interns provided service to over 40 students (for 208 sessions.) Direct service provision to students was up 40% from the previous year. Finally, preliminary satisfaction data were collected on health psychology services at the end of Spring 2008.
Next Steps as of May 2008	Upcoming plans include the consolidation and further development of services, including the Health Psychology program, discussion of care protocols for eating disorders, and further development of satisfaction and outcome measures.

## Theme Two – Build a Welcoming Campus

Name/Description of Program/Service	<b>Research and Evaluation Program: Satisfaction</b> PCS plans to develop and utilize a comprehensive client satisfaction questionnaire.
Intended Outcome	The goal is to increase student satisfaction with services.
Measurement	PCS will administer the newly created PCS Outcome & Satisfaction Survey. This survey is taken on a PDA with assistance from the Student Voice organization.
Timeline	PCS will continue to administer the survey to all willing clients for four separate two-week periods throughout the year.
Progress as of May 2008	To date, PCS collected two years of data. 75% more students completed the survey in 07-08 compared to 06-07.
Next Steps as of May 2008	PCS plans to continue to utilize the newly developed PCS Outcome & Client Satisfaction Survey. Data will be analyzed via Student Voice reports. When PCS later implements the CCAPS (see Theme One), PCS will then modify the Outcome and Satisfaction Survey to include only Satisfaction items, as outcome items will be

	included on the CCAPS.
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### Theme Three – Create a Dynamic Physical Campus

Name/Description of program/Service	<b>Create a satellite drop-in PCS clinic in the future Recreation &amp; Wellness Building.</b> Although this is a future move, planning is currently underway. This move will provide a space with increased visibility, potentially less stigma, and an increased focus on wellness.
Intended Outcome	The goal of placing the drop-in clinic in this building is increased utilization of psychological services, specifically a 5% increase in drop-in clients at the satellite clinic.
Measurement	PCS will measure the number of satellite drop-in clients.
Timeline	The expected opening date is Fall 2010.
Progress as of May 2008	SHC staff consulted with PCS regarding location of office and other design details.
Next Steps as of May 2008	PCS staff plan to discuss in 08-09 year ways to use the new space for maximum effectiveness and least disruption to current services.

### Theme Four – Develop Community Support

Name/Description of Program/Service	<b>Become an elective rotation site for UC Davis Medical Center psychiatric residents.</b> PCS will provide training for up to three UC Davis Medical Center fourth-year residents.
Intended Outcome	PCS will increase its psychiatric and psychological services, while at the same time increasing its training program and diversity of type of provider on staff.
Measurement	PCS will initially measure the number of new psychiatric residents placed at PCS, as well as interested candidates. In addition, PCS will measure the increase in psychiatric services available for students.
Timeline	Residents will start providing services at PCS in Summer 2008.
Progress as of May 2008	Residents were contacted, and three indicated interest. We expect them to start this summer.

Next Steps as of May 2008	PCS staff will work to refine this new residency program, including developing evaluation forms and triage protocols to assign patients to the residents.
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Name/Description of Program/Service	<b>Become a practicum training program for doctoral level students.</b> PCS will provide training for three advanced practicum students, contingent on availability of office space.
Intended Outcome	PCS will increase, by three, the number of “therapists-in-training” who can provide direct services to Sacramento State students. The PCS training “class” will increase the diversity of experience and enhance the exchange of ideas among staff.
Measurement	PCS will undertake a qualitative review of the practicum program.
Timeline	During 2008-2009 PCS staff will focus on a logistical assessment of the practicality of such a program. The program would begin approximately Fall 2010.
Progress as of May 2008	This program continues to be a long term goal. To date, PCS staff briefly discussed logistical issues.
Next Steps as of May 2008	PCS plans to pilot a practicum program by having one practicum student during Fall 2008. During 2008-2009, PCS expects a site visit for accreditation of its training program by the American Psychological Association (APA.) Practicum training will likely occur within the context of APA accreditation.

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

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