

# University Counseling Center Strategic Plan 2020

The University Counseling Center strives for excellence in providing quality clinical, developmental, and preventive services within a supportive learning environment. We offer confidential counseling, clinical assessment and referrals, crisis management, psychiatric services, academic skills counseling, and psychoeducational programming that is student-centered and inclusive. We provide consultation services to the TAMU-CC community and administrators on mental health issues. We are educators and advocates for a healthy and diverse learning community. Our services are designed to foster social, emotional and personal development; encourage life-long learning; and help students identify and fulfill their personal and academic goals.

*Excellence \* Integrity \* Leadership \* Sustainability \* Inclusion*

## Learning

**Goal: Provide a learning-centered counseling center environment that promotes student growth and success.**

***Objective 1: Provide counseling and outreach services based on student learning outcomes which focus on developing personal skills.***

**SLO 1:** After participating in a suicide prevention gatekeeper training, students will be able to recognize signs of emotional distress and socially responsible interventions.

**SLO 2:** After participating in a mental health awareness program, students will be able to articulate knowledge of how reducing mental health stigma promotes inclusion.

**SLO 3:** After a minimum of five sessions, students attending counseling will be able to articulate two characteristics of healthy communication they learned through the counseling process.

**SLO 4:** After participating in a psychotherapy group, students will be able to identify assumptions in their self-talk and the impact of these on their decision making.

**SLO 5:** After attending a minimum of five sessions, students attending counseling will be able to articulate two self-care skills they have learned through the counseling process.

**SLO 6:** Students with planned terminations from counseling will be able to articulate ways they have integrated what they have learned in counseling into their daily lives.

## Campus Climate

**Goal: Develop a campus community that supports mental health and meets the needs of a growing and diverse student body.**

*Objective 1: Increase and enhance programs and services that are inclusive and foster mental health and well-being.*

Strategy 1: Expand and enhance counseling services and outreach programs.

- Resiliency
- Personal Growth and Wellness
- Academic Success Skills
- Stress Management and Balance
- Relaxation Room
- Academic Success Skills Counseling
- Positive Psychology
- Trauma services

Strategy 2: Expand and enhance availability and access to counseling services.

- Distance education student initiatives
- Investigate feasibility of offering tele-counseling services

Strategy 3: Enhance and expand services to meet the needs of special interest populations.

Strategy 4: Increase collaborations across Division of SEAS and with Academic Affairs.

Strategy 5: Increase suicide prevention initiatives.

- Partner with I-ADAPT on suicide prevention initiatives
- Create Mental Health Advisory Board
- Increase marketing and recruitment for suicide prevention trainings

Strategy 6: Build and sustain mutually beneficial relationships with community health agencies and treatment providers to provide more cost-effective and efficient referral resources and services for students.

Strategy 7: Expand and improve clinical training programs to increase the diversity of training opportunities and prepare students for success in the fields of psychology and counseling.

- Integrate competency based training model with existing training curriculum.
- Partner with relevant academic departments to ensure clinical training programs prepare students to meet training requirements for licensure in Texas.

## Resources and Accountability

**Goal: Develop and manage resources to efficiently and effectively achieve the mission of the University Counseling Center.**

*Objective 1: Manage human, financial, physical and technological resources efficiently, effectively and responsibly.*

Strategy 1: Increase the number of qualified and diverse staff per recommended accreditation standards.

- Increase Provider Time (Counselors and Psychologists)
- Case manager
- Increase psychiatric hours and/or addition of psychiatric nurse
- Full-time Administrative Assistant
- IT position
- Explore feasibility of other specialty contracted services for students

Strategy 2: Provide competitive compensation and advancement opportunities to recruit and retain staff.

Strategy 3: Increase and encourage professional development activities on campus and in the community.

- Professional conferences
- Professional organizations and community agencies
- Support for obtaining and maintaining licensure

Strategy 4: Expand and improve facilities and physical space.

- Conduct an American with Disabilities Act (ADA) compliance study and, as feasible, complete recommended actions to ensure mobility and access.
- Install doorway granting access from Driftwood 101 to the main University Counseling Center office.
- Regularly assess egress, office setup, and safety protocols.

Strategy 5: Utilize technology to deliver and market services.

- Use of client portal to communicate confidentially with students
- Mobile charting capabilities
- Enhance Electronic Medical Records system features
- Utilize social media for marketing and education
- Maintain up-to-date webpage
- Expand Student Health 101

Strategy 6: Use meaningful and data-driven assessment to increase the effectiveness of services and programing.