

5.4.3 Programs and Services

5.4.3.1 Counseling and Career Development

Presentation of Findings

5.4.3.1 Counseling and Career Development

The University provides a range of personal and academic counseling and career development services for its diverse student population, including the Counseling Center, Advising Services, Disability Services, Student Support Services, Multicultural Student Services, the Women's Center, advising services housed in each of the Colleges, and the Career Management Center. Over 1,000 students contacted the Web-based Interactive Time Management Workshop during the academic year. Over 1,000 students attended 40 educational programs focused on sexual assault awareness and sexual harassment prevention.

A basis for much of the advising and counseling support services is the Freshman Survey. Other sources are the Entering Student Delegate Survey (ESD), External Progressive Reviews, the Quality of Residence Life Survey, the ACUHO-I Benchmarking Survey, and the Development Advising Inventory and Participant Evaluation Instruments and User Evaluation Instruments.

Personal Counseling Services

The Office of Counseling Services assists students with the transitions and changes that they encounter during their college years. The staff helps students to better understand themselves and their potential and to enhance their problem-solving skills. The staff also helps during crises. Confidentiality is maintained except in cases of emergency, in life or death situations, or in child abuse or court order situations. Services offered by Counseling Services include personal assessment; short-term individual and group counseling to help resolve personal, academic, and career concerns; crisis intervention; referral for psychiatric services or long-term counseling; and a variety of personal development programs. Consultation services are available to student organizations, faculty, and staff. The Office of Counseling Services is fully accredited by the International Association of Counseling Services.

According to the Counseling Services Evaluation Questionnaire Summary, 88% of the students visited with a personal concern, 10% with an academic concern, and 2% with a career concern. Ninety percent of the students felt that the initial interview helped them to clarify concerns; 85% felt that the counselor was warm and understanding and of great help; 87% had confidence in the skills of the counselor; 86% would seek help in the future with the same counselor should the occasion arise; and 91% would recommend the Counseling Center to a friend.

Advising Services

The Office of Advising Services provides academic advising, major/career counseling, and academic support to help students in their transition into the University and their intended major. First-year students who are undecided on a major, are non-matriculated, or whose previous grades or test scores indicate they would profit from additional support are assigned to Advising Services upon entrance to the University.

Assistance is provided through the Office of Orientation/Preview, advising, counseling, and the University Orientation and Career Planning Course. Workshops, individual sessions, and the Web site provide information on time management, calculating one's grade point average, most asked advising questions, study skills, pre-registration information, and critical dates. The office cosponsors the Annual Academic Success Fair

Career Management Center

each Fall and the Big Blue Major Experience each Spring. These events expose students to University resources that will enhance their selection of an appropriate major and their academic success.

The University Career Management Center (CMC), which reports to the Office of the Provost/Vice President for Academic Affairs, provides comprehensive career information and counseling, testing, and placement services for all undergraduates. Students may also elect to take one-credit Career Planning courses taught by Advising Services counselors. In addition, the Career Advantage Program (CAP) guarantees all students at least one internship, co-op, or practicum in their major fields. Policies regarding the use of career development services by students, alumni, and employers are clearly specified on the University Website as well as in the Student Handbook, the Catalog, and a variety of widely available CMC handouts.

Since 1995 more than 16,000 CAP experiences have been registered, with 2,889 in 1999/2000. Job fairs attracted 4,000 students and 254 organizations. In the academic year 1999/2000, CMC-sponsored workshops attracted 8,043 students, and 2,610 counseling appointments were conducted. The CMC recorded a 38% increase in student visitors in 2000 and has been recognized on the *US News & World Report* education Web site for an innovative, outstanding internship program.

Conclusion

The University is in compliance with the *Criteria for Accreditation*

Recommendations

None.

Suggestion

5.4.3.1/1 of 1. Each institution should provide personal counseling services for students, as well as a career development program. . . .

Counseling Services is part of Student Services, but the Career Management Center, while housed in the same building, is part of Academic Affairs. It is suggested that there should be increased collaboration/connection between these two offices, whose missions and services overlap.

**Should Statement Compliance Table
5.4.3.1 Counseling and Career Development**

Should Statement	Compliance Statement	Supporting Documentation <u>Exhibit Numbering Key:</u> Criteria#/MustStatement#:Exhibit
5.4.3.1/1 of 1 Each institution should provide personal counseling services for students, as well as a career development program. . . .	Compliance	5.4.3.1/1:01 Catalog, pp. 2, 12, 36, 99