



Program Review Update for the
University of La Verne
University Counseling Center

September 29, 2012

Prepared by:

Richard R. Rogers, Jr., Ph.D., Director and Associate Professor of Psychology

Update on Action Recommendations & Plans:

There were multiple action recommendations and plans that have been identified via the Counseling Center's program evaluation and that reflect the suggestions of the External Reviewer. This report will be a brief update about several of the Action Recommendations.

Staffing and Personnel and Departmental Budget:

1. **The recommendation was to have the Counseling Center Director report to the Dean of Student Affairs.** On January 10, 2012 I met with Dean Jonathan Reed, Dean Loretta Rahmani & Psychology department chair, Glenn Gamst about this proposal. Part of this discussion consisted with where the Center would move to since Dr. Gamst stated clearly that if the Center was to move out of the psychology department it would have to leave Hoover building! Another aspect of this discussion was about my status as a tenured associate professor and if I remained as director what would happen with my faculty status, would I be granted right to return to the psychology department? Dean Reed stated that he would discuss these issues with Provost Dewey. I have yet to be informed about the Provost's view of my right to return to being a faculty member in the psychology department. In August 2012 I was informed by Dean Rahmani that there has been some discussion about the Counseling Center and Health Center moving into the space vacated by the Bookstore but no decision has been made about that to my knowledge as of this date.
2. **The recommendation was to secure additional funding for the expansion of current positions (e.g., the Administrative Assistant [additional \$11,706] and the Postdoctoral Fellow [additional \$19,000]).** In the spring of 2012 Dean Reed gave the Center very good news that as of July 2012 the position of the Administrative Assistant (Gloria Henley) was increased to full-time with full benefits for 10 months! We had asked that this position would be increased to at least 11 months if not twelve but Dean Reed said that as of last spring there were only enough funds for the position to be increased from 35 to 40 per week. The postdoctoral fellow position (.6 FTE) is still just funded at the same level of \$6,000 out of the Counseling Center budget and \$8,000 out of the grant with the city of Claremont without benefits. Once again the desire is for this position to be funded as a full-time position at \$25,000 with benefits so as to be competitive with other local university counseling centers.
3. **The recommendation was to bring the Center's staffing up to IACS standards secure funding new positions (an Assistant/Training Director at \$70,000, part-time psychiatrist at \$25,000 and 3 full-time licensed psychologists at \$50,000-\$55,000 each).** Recently Dean Reed informed me that there are funds (\$28,000) to be able to hire a part-time psychiatrist that could see ULV students within our Counseling Center. I have drafted a position announcement and have begun to recruit a part-time psychiatrist. No funds have been allocated for other Counseling Center clinical staff positions to bring the Center's staffing in compliance with the IACS standards.
4. **The recommendation of securing funding for a predoctoral internship training program within the Center.** The American Psychological Association has sent out RFPs for the funding of new predoctoral psychology internship positions and this may be something that the Counseling Center may pursue.

Departmental Resources:

1. **The recommendation was to secure additional funding for the purchase of new computers (\$5823.73) and a data gathering system (e.g., Titanium = \$2125 initially).** At the end of the 2011-12 academic year the Center has some extra funds in our budget (due to the counseling

services fees charged to graduate and CAPA students that have not purchased the student health insurance) so two new computers were purchased and installed in early September 2012. There is still a need for four more computers before we can purchase the new computerized scheduling and data gathering system (e.g., Titanium).

Programs and Activities:

1. **The recommendation was to investigate establishing a satellite counseling office on the College of Law's campus.** During the summer 2012 I had met with Jendayi Saada, of the College of Law, about the Counseling Center having an expanded role with the COL. During the summer of 2012 I provided a series of workshops about managing stress and test anxiety for new COL graduates that were preparing for the Bar exam and then I provided a workshop in late August 2012 for new COL students and their family members about managing the stress of law school. In late August 2012 Phil Hawkey, interim Dean of the COL inquired about someone from the Counseling Center providing counseling services on the COL campus. I forwarded this request to Dean Reed and I have not heard any more about this request.

Initiative 1: Quality of Care

1. **The recommendation was to investigate and acquire an assessment tool for clients to complete at intake and termination to self-evaluate improvements and symptom reduction.** I have begun to gather information from director colleagues about assessment tools for clients to take at intake and termination to self-evaluate their improvements and symptom reduction (e.g., OQ-45 & BHM-20). When we purchase the Titanium system it has a very well respected, valid and reliable pre and post treatment assessment tool that we would then use. According to the College Senior Survey (CSS) completed by graduating seniors last spring 2012 there were 83 (18.2%) of the 457 seniors that had reported that they had attended counseling sessions at our Center. The survey asked them to rate their level of satisfaction with the services: 31.3% (26) stated that they were very satisfied; 19.3% (16) stated that they were satisfied; 43.4% (36) answered neutral; 1.2% (1) answered dissatisfied; and 4.8% (4) stated that they were very dissatisfied with the psychological services.
2. **The recommendation was to strive to increase the return rate for clients completing the Counseling Service Evaluations.** No progress has been made on this goal as of this date.