Department of Counseling Services Operational Plan

Introduction to Counseling Services

The Department of Counseling Services provides:

- Individual, couples, and group counseling for students with psychological concern
- Crisis intervention for students experiencing a psychological crisis or emergency
- Psychiatric evaluation and treatment by a licensed psychiatrist
- Medical nutrition therapy by a licensed and registered dietitian
- Outreach and prevention programs for students
- Consultation services for faculty, staff, families, and friends of students
- Case management services for students needing referral to community resources
- Practicum training for clinical psychology doctoral students and graduate students from the HESA program.

Counseling Services Structure

Division of Student Life

Campus Life

Counseling Services

Outreach Clinical Services Training Consultation Scholarship

Division of Student Life Mission

Student Life seeks to enrich the Baylor experience through life-changing programs and services resulting in an integrated education known for leadership, service, Christian faith, and the total development of students.

Division of Student Life Vision

Student Life will be a transformative presence in all our students’ lives equipping them to make a positive impact on society.

Division of Student Life Values

Values are the foundational principles and qualities upon which our division lives out its mission and vision. Central to these values is our commitment to our Christian faith and the belief that our work is enriched by the fulfillment of God’s call in our lives. It is within this context that we value:

Students — displayed by our attention to individual student needs as well as our love and commitment to the broader student body.
Inclusive Community — evidenced by diversity, uniqueness, understanding, and unity as a staff
Transformative Learning — discovered through an integration of mind, body, and spirit.
Leadership Development — cultivated through education, experience, reflection, and a call to impact human flourishing.
Professional Excellence — guided by best practices, current research, assessment, and wise stewardship
Healthy Lives — modeled by a vigorous life and work balance and ongoing sense of fulfillment.
Division of Student Life Goals
Guided by this mission, the University’s strategic vision, the wisdom of our professional discipline, and most of all, our common Christian faith, Student Life cultivates an environment that nurtures calling, wholeness, community, and citizenship.

Student Life:

- Supports students as they discern God’s paths, plans, and purposes.  
  *We help students discover calling.*

- Fosters healthy living, joyful experience, passionate scholarship, and depth of faith.  
  *We develop the whole student.*

- Encourages meaningful relationships, Christian hospitality, and charity in all things.  
  *We build community.*

- Inspires and equips students to transform the world.  
  *We cultivate global citizenship.*

Division of Student Life Acts of Determination

Acts of determination are prioritized division-wide initiatives that will help Student Life achieve our goals. As we seek to cultivate global citizenship, build community on campus, help students understand calling and develop the whole student, the division will focus on the following Acts of Determination for the next two to three years:

- To instill Baylor graduates with the ability to lead and serve we will **develop and implement a comprehensive multi-year leadership framework.** A well thought out and wide-reaching model of leadership and service will be the foundation upon which divisional programs, services, and advocacy efforts are planned, resourced, carried out, and assessed. Central to this model are the foundational principles of the Christian faith and the ability to navigate within a complex global society.

- To cultivate student understanding of the rich diversity God has created we will **integrate cross-cultural competency education through division programs, staff development, and community partnerships.** By enhancing the ability of our students and staff to talk and work across differences, we will develop Christian leaders who will advocate for and support social justice on campus and beyond.

- To equip students to thrive we will **foster educational initiatives that help students develop a stronger sense of health, equanimity, and wellness.** Guiding students as they mature in stewardship of themselves and care for community will require an intentional approach to teaching, supporting, and modeling healthy lifestyle choices, resiliency skills, and meaningful spiritual practices.

- To create vibrant learning and faith formative environments we will **develop spaces across campus and in the community that create synergy and renewal.** Much work has been done, yet much is still needed, to create dynamic settings for students to engage in experiential learning, contemplation, recreation, and social interaction. Partnering with others will be essential in order to construct new and to repurpose existing spaces.
Counseling Services Mission:

Counseling Services strives to facilitate the educational experience and total development of students by enhancing mental health and well-being.

Counseling Services Learning Goals

In fulfillment its mission, Counseling Services seeks to promote and support mental health by nurturing students emotional, social, and physical wellness. We help students:

- Evaluate how their emotional health impacts their general wellbeing.
- Create healthy social relationships.
- Assess the reciprocal relationship between physical health and mental health.

Counseling Services Learning Outcomes

<table>
<thead>
<tr>
<th>Goals</th>
<th>Emotional</th>
<th>Social</th>
<th>Physical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community</td>
<td>Identify mental health resources on campus. OR</td>
<td>Apply adaptive interpersonal behaviors. CS</td>
<td></td>
</tr>
<tr>
<td>Calling</td>
<td>Identify patterns of behavior that increase/decrease intimacy with others. CS, T</td>
<td>Provide examples of coping strategies to deal with anxiety/stress. CS, OR</td>
<td></td>
</tr>
<tr>
<td>Wholeness</td>
<td>Employ strategies that promote good emotional health. CS, T, S</td>
<td>Relate current interpersonal patterns to past relationships. CS, T</td>
<td>Identify physical health practices that support good mental health. C, OR</td>
</tr>
<tr>
<td>Citizenship</td>
<td>Assess behaviors that contribute to mental health stigma. OR</td>
<td>Discuss mental health issues with others. OR, C</td>
<td></td>
</tr>
</tbody>
</table>

Outreach = OR, Clinical Service = CS, Training = T, Consultation = C, Scholarship = S
Counseling Services Programs

Programs offered through Counseling Services are organized into four categories:

1. **Outreach** – Outreach programming focused on the development and educational needs of students.
2. **Clinical Services** – Individual, couples, and group counseling for students with psychological concerns, crisis intervention for students experiencing a psychological crisis or emergency, psychiatric evaluation and treatment by a licensed psychiatrist, medical nutrition therapy by a licensed and registered dietitian
3. **Training** – Practicum training for clinical psychology doctoral students
4. **Consultation** – Consultation services for faculty, staff, families, and friends of students
5. **Scholarship** – Scholarship and professional activities in college mental health and related disciplines.

Counseling Services Strategic Initiatives

<table>
<thead>
<tr>
<th>Program</th>
<th>Initiative</th>
<th>Act of Determination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach</td>
<td>Broaden the scope of outreach programs to include psychological interventions.</td>
<td>Health and wellness</td>
</tr>
<tr>
<td></td>
<td>Raise awareness of how mental health is understood within different cultural groups.</td>
<td>Cross-cultural competency education</td>
</tr>
<tr>
<td></td>
<td>Promote a culture of mental health advocacy among our students.</td>
<td>Multi-year leadership framework</td>
</tr>
<tr>
<td>Clinical Services</td>
<td>Increase the counselor to student ratio to 1:1,000 (approximately 7 new FTE)</td>
<td>Health and wellness</td>
</tr>
<tr>
<td></td>
<td>Increase the psychiatrist to student ratio to 1:10,000 (approximately 1 new FTE)</td>
<td>Synergistic Spaces</td>
</tr>
<tr>
<td></td>
<td>Increase office space to accommodate new staff needed to address growing student demand for services</td>
<td>Multi-year leadership framework</td>
</tr>
<tr>
<td></td>
<td>Create an internship with the School of Social Work</td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>Create an APA approved psychology internship program</td>
<td>Multi-year leadership framework</td>
</tr>
<tr>
<td></td>
<td>Deepen the understanding of culture and heritage among Counseling Services staff</td>
<td>Cross Cultural Competency</td>
</tr>
<tr>
<td></td>
<td>Adopt a cultural-relational model training model.</td>
<td></td>
</tr>
<tr>
<td>Consultation</td>
<td>Raise awareness among campus stakeholders about the expertise of Counseling Services staff in the area of college student mental health.</td>
<td>Health and Wellness</td>
</tr>
<tr>
<td>Scholarship</td>
<td>Position Counseling Services at Baylor University in the national conversation about college student mental health.</td>
<td>Health and Wellness</td>
</tr>
<tr>
<td></td>
<td>Sponsor/co-sponsor guest speakers to come to campus to address college student mental health.</td>
<td>Multi-year leadership framework</td>
</tr>
</tbody>
</table>
Counseling Services Approach to Assessment:

Counseling Services understands that assessment is an iterative feedback process for continual program improvement, based on the model shown below. The assessment cycle is an integral part of transformative education. It provides an ongoing mechanism for challenging tacit assumptions about program effectiveness, identifying conflicting program elements, and assuring that student learning outcomes are met.

As shown in the graphic below, our approach to assessment involves four steps:

1. **Define intended learning outcomes**: What do we want our students to know, do or value as a result of participating in counseling services programs?
2. **Measure selected learning outcomes**: How well do participants achieve the learning outcomes?
3. **Compare outcomes with intended outcomes**: How do the results compare with the intended outcomes?
4. **Revise program to improve learning**: How can the program be revised to increase student learning?

Counseling Services Assessment Plan for Continuous Improvement

Counseling Services will adopt a four-year assessment cycle to comprehensively assess each program it offers. Each assessment will intentionally measure the extent to which each program meets the intended learning outcomes.

- **Year 1**: Outreach
- **Year 2**: Clinical Services & Training
- **Year 3**: Consultation & Scholarship

<table>
<thead>
<tr>
<th>Assessment Plan by Year and Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach</td>
</tr>
<tr>
<td>Clinical Services</td>
</tr>
</tbody>
</table>