



FRANCIS MARION UNIVERSITY
OFFICE OF COUNSELING AND TESTING
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2015 - June 30, 2016

DEPARTMENTAL MISSION STATEMENT: The Office of Counseling and Testing helps students manage life pressures that threaten academic persistence. For students with disabilities, the office aims to implement academic accommodations that make education fully accessible. When proctoring exams, the office is committed to providing a comfortable and secure testing environment.

Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
Collaborate with faculty, staff and students to provide accommodations that promote academic success for students with disabilities.	Students with disabilities will learn self-advocacy skills and will use accommodations effectively. Retention for students with disabilities will equal that of students without disability accommodations.	Intake assessment/accommodations plan for each student presenting qualifying documentation. Summary of academic progress at the end of the academic year.	Goal exceeded. Retention from the 2014-2015 academic year was 90%. Retention between semesters was 90%. Average GPA was 2.72 for the fall and 2.94 for the spring. Five students (6%) lacked sufficient academic progress at the end of the year. Twelve students graduated.	Improve services for minority students with print-related disabilities. FMU has been accepted into a two-year research grant. The Center for Accessible Materials Innovation (CAMI) Research Study at Georgia Tech University is the coordinator of the grant.
Provide high quality counseling services to students, with an emphasis on reaching underserved populations, e.g, minority students and male students.	At least 25% of clients will be male. At least 40% of clients will be minority students.	Utilization data will be compiled at the end of the academic year.	Exceeded goal for services to minority students. Of the 221 students seeking counseling, 52% were minority students. Target goal not met for gender. Only 22% of students were male.	Work with athletics department and target outreach to athletes. Work with Dean of Students Office and increase referrals for students, particularly men, who have a judicial violation.
Provide consultative services to first-semester nursing students.	Students will learn coping strategies for disruptive emotions/behaviors that negatively impact test-taking performance	Conduct two in-class workshops for first-semester students with a focus on anxiety reduction. Seek written feedback about whether interventions were used and what interventions were deemed the most helpful.	The majority of students indicated that they attempted at least one strategy. Breathing strategies were the most widely endorsed as helpful.	Explore assistive technology devices that can provide individual feedback about anxiety reduction, e.g., biofeedback devices.



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<p>Maintain compliance with nationally recognized professional testing standards.</p>	<p>Institute a consistent tracking process for testing materials arriving to the office and being returned to testing programs and to faculty. Goal is to maintain 100% reliability in returning completed exams.</p>	<p>The number of proctored exams for students with disabilities was tracked for the first time, as well as all other exams administered by the office (e.g., CLEP, MAT, distance ed and SAT/ACT on-campus). Faculty were given the choice of having completed exams scanned and returned to them by email. Professors expressed appreciation for the option, but the majority prefer the test to be hand-delivered to their office or campus mailboxes.</p>	<p>Total tests proctored was 943 exams. Students with disabilities comprised 684 (73%) of the proctored exams for the academic year. All tests were accounted for at the end of the year with no complaints of missing exams.</p>	<p>Improve security measures for the administration of exams, including the replacement of dated cameras and recording equipment in the testing room.</p>
				<p>TBD</p>
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