Indiana University-Purdue University Fort Wayne (IPFW)
Program Write-up with Task Force Comments
SAP Student Assistance Program

**Program Summary**

**Task Force:** Moving forward, it would be advantageous to more clearly defined and measurable goals.

Thank you for the time and effort you put forth in your report. Through the USAP process, we are working to create a culture of continuous improvement; setting specific and measurable goals is an important step in the process of moving IPFW toward this culture of improvement. Part of this effort is getting individuals and units at IPFW to think differently about planning and the future. The work of the Student Assistance Program is critical to IPFW and we greatly appreciate the time you spent on this significant endeavor. Thank you again for being part of this important initiative.

**Criterion:** #1: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

**Question:** Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

IPFW/Parkview Student Assistance Program provides confidential individual behavioral health counseling and group sessions on various mental health topics. SAP participates in community outreach projects to promote the total health and well-being of all currently enrolled IPFW students.

IPFW/SAP provides counseling on a 24 hour/7 day a week basis and crisis care services for all currently enrolled students who voluntarily access care and for currently enrolled students referred by the DOS/faculty and staff as it relates to behavioral health concerns. SAP Counselors provide mental health referrals to community providers as it relates to the specific behavioral health needs of the students in an effort to foster student success.

**Criterion:** #2: Accomplishments - Please list significant accomplishments from the last three years as they align with Plan 2020 goals

**Question:** I. Foster Student Success - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area I: Foster student success.
In the last three years the SAP has provided 5410 total sessions including consultations and service activities.

Campus wide initiative on Mental Health Awareness was established with the Active Minds chapter at Indiana University, Purdue University Fort Wayne, IN (stomp out the stigma of mental health). Active Minds earned National Chapter of Recognition of Achievement (5 star chapter) rating for Excellence in administration, collaboration, communication, membership and leadership’s programing and outreach during 2013-14 academic year. Student and SAP counselor attended the National Active Minds Conference at University of Maryland.

**Question:** II. Creation of Knowledge - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area II: Promote the Creation, Integration, and Application of Knowledge.

- Counselors participated on DOS Drug / Alcohol education and screening for students Alcohol Awareness day on campus.
- Provide SAP orientation education on counseling services to International Students (24 students).
- Provided to students Alcohol and Depression Assessments (81 students).
- Counselors participated in Wellness Health Fair (125 students attended).
- Education provided by SAP counselors on Sexual Assault (14 students).
- Protesters workshop (40 students).
- Educational presentation on Stress to honor students (42 students).
- Counseling and educational information on Active Minds on Suicide Prevention Day (100 students) and during Suicide Prevention week (200 students).
- Counselor on Suicide Prevention panel discussion (70 students attended).
- Counselor presentation on Procrastination (11 students attended).
- Queer Health Fair – assessment and educational information provided to students.
- Counselors worked with Athletes (Woman’s Softball Team) on Compass Training Suicide Prevention Education (12 students).
- Participated in “Take Back the Night” speak-out education on Domestic Violence & Abuse and Out of the Darkness Community event.
- Counselors provided Personal Counseling information on services to students at Diversity Show Case (30 students).
- Counselors provided educational information to students, Great American Smoke Out (30 students attended).
- Debriefing for Nursing Department facilitated by counselors (35 students).

**Question:** III. Regional Hub - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area III: Serve as a Regional Intellectual, Cultural, and Economic Hub for Global Competitiveness.

**Question:** IV. - Create a Stronger Univ - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area IV: Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization.
• Partnered with the Psychology Department to facilitate Campus Compass training on Suicide Prevention Gatekeeper training (44 students trained).
• Counselors participated on DOS Drug / Alcohol education and screening for students Alcohol Awareness day on campus.
• SAP counselor partner with DOS, Housing, and Campus Police in a Comprehensive Care Team approach to address students in distress and crisis. (BIT, CIT, Care Team/DOS) Debriefing for Nursing Department facilitated by counselors (35 students).

**Question:** Other Accomplishments - Please list any other significant accomplishments from the last three years that do not align with Plan 2020.

**Fall 2011 to Spring 2012**

• Workshops provided by counselors, self-esteem, de-stress, healthy boundaries
• Campus Outreach by counselors
• SOAR
• Health Fair
• National Depression Screening
• Mental Health Day
• Diversity Showcase
• International Students Relationships
• Active Minds Chapter planning & education

**Fall 2012 to Spring 2013**

Counselors participated in outreach and educational workshop presentations for all currently enrolled students:

• SOAR
• Health Fairs
• Mental Health Day
• Diversity Showcase
• Creating Relationships for International Students
• Suicide Prevention Training
• Active Minds (Stomp out Mental Health Stigma)
• CARE Team consultations re: distressed and student crisis counseling
• Campaign on Bullying “Love is Louder”
• Activities to help depression “Happiness Matters Campaign”

**Fall 2013 to Spring 2014**

• Participation in Compass – Suicide Prevention Week Gatekeepers Training for counselors to assist peer educators
• Active Minds – planning strategies for campus wide awareness of IPFW chapter
• Mental Health Day – educational information to students
• Debriefing – Nursing Department student suicide
• Great American Smoke-Out – resources to students

**Criterion:** #3: Accreditations - Program specific accreditation and status
Question: Accreditations - What program-specific accreditations and status do you have, if any?

• All SAP counselors are Fully Licensed by the State
• Many carry additional credentialing including Addictions counseling, Crisis Response, EMDR, Marriage and Family

Question: Constraints/Benefits - How do these accreditations constrain or benefit the work of your unit, if applicable?

These credentials are a major benefit to all stakeholders. They provide the institution economical access to top flight care.

Criterion: #4: Laws and Mandates - Federal and state laws or mandates that your unit addresses

Question: Federal and State Laws - What federal and/or state laws or mandates do you address, if any?

HIPPA, FERPA, State licensure requirements

Question: Constraints/Benefits - How do these federal and state laws or mandates constrain or benefit the work of your unit?

These laws and policies provide for standardization of program standards and level of care.

Criterion: #5: Inefficiencies - Activities that you spend resources on inefficiently or in ways that do not support the mission.

Question: Inefficient use of resources - On what activities, if any, do you spend resources (money, time, people, etc.) inefficiently or in ways that do not support the mission of your unit or the university? List as many as apply.

Criterion: #6: IR and Budget Review - Review of your department profile and budget

Question: Contextualize IR data - Upon review of your IR Department Profile (for academic units) and FY 14-15 Budget information, are there any data you want to correct or contextualize? To view your profile or budget visit the Office of Institutional Effectiveness website: http://www.ipfw.edu/offices/ir/profiles/
#7: Goal One - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**

1. Comment on the specificity of the goal:

   Goal should be taken a step further to demonstrate what is needed to be done (e.g., reduce anxiety, raise awareness of anxiety issues, other?).

2. Comment on the goal’s measures:

   Metrics need more description and specificity.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

   Unclear since metrics are undefined.

4. Comment on the goal’s relevance:

   The goal is relevant.

5. Comment on the timeline of the goal: Achievable

   Possible opportunities for collaboration or suggestions for addressing a gap:

   There is a possible opportunity for collaboration with the Behavioral Health Clinic.

**Question:** Unit Goal - What is your unit goal?

Initiate campus-wide programming to address three major areas:

- Depression
- Anxiety
- Relationships

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply.
If it does not align, you may write “NA” or clarify.
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I.A.2. Use assessment data to improve student learning.

I.B.1. Increase opportunities for engaged and experiential learning including service learning and internship programs.

I.D.1. Develop activities and experiences that promote multiculturalism as a value.

I.E.1 Identify and develop signature programs that respond to regional needs, build on faculty expertise, and uniquely distinguish IPFW from other institutions.

I.E.2 Develop activities and experiences that promote success in student achievement through programs with strong student learning outcomes, high graduation rates, and strong job placement prospects.

I.M.3 Achievement of learning outcomes (Baccalaureate Framework)

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

- Research potential program deliveries (in person, small group, large group, virtual)
- Develop marketing campaign
- Initiate Campus wide program to address key areas.
- Recruit participants
- Involve all key stakeholders in development process.
- Evaluate learning outcomes

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Both Parkview utilization data, as well as SAP annual assessments.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?
Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Programs will begin with development and implementation in year one, and assessed throughout the remaining 4 years.

**Criterion:** #8: Goal Two - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:** 1. Comment on the specificity of the goal:

Unsure as to what underrepresented, utilization or increase refers to for this goal.

2. Comment on the goal's measures:

Metrics need more description and specificity.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

Unclear since metrics are not defined.

4. Comment on the goal’s relevance:

See comment 1.

5. Comment on the timeline of the goal: See comment 1

Possible opportunities for collaboration or suggestions for addressing a gap:

There is a possible opportunity for collaboration with the Behavioral Health Clinic and Diversity and Multicultural Affairs

**Question:** Unit Goal - What is your unit goal?

Increase utilization by underrepresented populations

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
I.A.2. Use assessment data to improve student learning.

I.B.1. Increase opportunities for engaged and experiential learning including service learning and internship programs.

I.D.1. Develop activities and experiences that promote multiculturalism as a value.

I.E.1 Identify and develop signature programs that respond to regional needs, build on faculty expertise, and uniquely distinguish IPFW from other institutions.

I.E.2 Develop activities and experiences that promote success in student achievement through programs with strong student learning outcomes, high graduation rates, and strong job placement prospects.

I.M.3 Achievement of learning outcomes (Baccalaureate Framework)

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

1. Examine climate surveys for information that may indicate areas of opportunity to increase counseling use
2. Conduct focus groups to determine barriers to use
3. Develop marketing campaign
4. Work in partnership with key institutional units to raise consciousness among under represented populations of all SAP services

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

- Increased use of counseling services by under represented populations
- Both Parkview utilization data, as well as SAP annual assessments.
- Learning outcome surveys to key populations

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?
**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Programs will begin development and implementation in year one and assessed throughout the remaining 4 years.

**Criterion:** #9: Goal Three - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:** 1. Comment on the specificity of the goal:

Goal is specific, however, we are unsure of the relevance of one of the two key emerging issues (i.e., athletic transition and post athletic careers).

2. Comment on the goal's measures:

Metrics need more description and specificity.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

Unclear since metrics are not defined.

4. Comment on the goal’s relevance:

See comment 1

5. Comment on the timeline of the goal: See comment 1

Possible opportunities for collaboration or suggestions for addressing a gap: See comment 1

**Question:** Unit Goal - What is your unit goal?

Expand programming and outreach efforts to cover key emerging issues such as:

- Preventing non suicidal self-injurious behavior
- Athletic Transition and Post-athletic careers

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
I.A.2. Use assessment data to improve student learning.

I.B.1. Increase opportunities for engaged and experiential learning including service learning and internship programs.

I.D.1. Develop activities and experiences that promote multiculturalism as a value.

I.E.1. Identify and develop signature programs that respond to regional needs, build on faculty expertise, and uniquely distinguish IPFW from other institutions.

I.E.2. Develop activities and experiences that promote success in student achievement through programs with strong student learning outcomes, high graduation rates, and strong job placement prospects.

I.M.3. Achievement of learning outcomes (Baccalaureate Framework)

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

1. Research current data on behaviors and issues through I-Can assessment results and trend analysis of counseling themes
2. Develop viable, measurable programs for target populations.
3. Identify grant opportunities

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

- Both Parkview utilization data, as well as SAP annual assessments.
- Utilize key units data, such as Athletics.
- Learning outcome surveys to key populations

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?
Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Programs will begin development and implementation in year one and assessed throughout the remaining 4 years.

**Criterion:** #10: Goal Four - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?
**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #11: Goal Five - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?
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Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #12: Goal Six - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?
#13: Goal Seven - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write "NA" or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #14: Goal Eight - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.
**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #15: Goal Nine - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #16: Goal Ten - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.
Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?