MEMORANDUM

TO:         Tom Tyson, Charles Bartolotta, Michele Green  
Assistant Deans/Director of Counseling

FROM:       Michael Weissberg  
Vice President for Student Affairs

DATE:       December 11, 2002

RE:         Collegewide Recommendations

Thank you for submitting the collegewide recommendations from your Counseling Center Program Review to the Student Affairs Committee. The Committee has now completed its review of the recommendations from your campus committees and, as you will note on the enclosed, most of the recommendations have been accepted, although a few are being held pending further information or discussion.

Inasmuch as the accepted recommendations are in actuality being referred back to you for implementation, I would encourage you to begin meeting on a regular basis to discuss implementation of those recommendations that are most important. At any time during this process, please feel free to contact me or any of the Deans of Student Services if further discussions are needed, or if we can assist your efforts in any way.

Please know that the Deans of Student Services and I are well aware of just how time consuming and demanding the program review process can be. In addition to offering our congratulations for a job well done, please accept our appreciation for the hard work and dedication you have shown in seeing the program review process to a successful conclusion.

c       Deans Bergen, Koodin, and Rogers

Information Copies:  
Executive Deans Braxton, Connors, and Pryputniewicz

MW/at

Enc.
COUNSELING CENTER PROGRAM REVIEW

(Status of Collegewide Recommendations)

AMMERMAN CAMPUS

1. There should be further efforts to present a consistent mission statement to students through the publication of college-wide materials whenever possible. The creation of a college-wide Counseling Center brochure will be an important step in this direction. (Disposition: accepted; refer to Directors for implementation)

2. Services for students with personal concerns should be expanded to include medical assessment and treatment when necessary. It is possible that one individual, either a psychiatrist or a nurse practitioner, could serve as a psychiatric consultant to all three campuses for the purpose of assessing and treating students needing some type of medical intervention for their problems. (Disposition: on hold pending further discussion)

3. There should be ongoing evaluation of all services, including counseling, on a college-wide basis. This would emphasize the importance of regular quantitative evaluation of services to ensure that there is frequent feedback from students on their experience in attending programs and receiving services. (Disposition: being handled by Student Affairs Committee)

4. Since there is great consistency among the counseling centers on each campus in terms of service delivery, it is recommended that written expectations for assignments of staff members be developed on the college-wide level. It is also recommended that a college-wide organizational chart be developed to identify lines of authority on the college and campus levels. (Disposition: needs further clarification)

5. Once again, it is recommended that regular quantitative surveys be used to obtain feedback on students' reactions and concerns. This would provide all the Counseling Centers with a more accurate and up-to-date sense of student needs. Due to the consistency of most services in the Counseling Centers, it may make sense to pursue this recommendation on a college-wide basis. (Disposition: see #3 above)

6. The Counseling Centers on all three campuses should have adequate funding to maintain comprehensive resource centers containing computer-based guidance programs and materials on career opportunities and transfer alternatives. An assessment of current resources and the creation of a list of needed resources should be accomplished. This would facilitate the necessary budget revisions to provide for the appropriate expansion of available resources for students. (Disposition: accepted; refer to Directors for implementation)
7. The Counseling Centers on all three campuses should make information on supplemental insurance coverage available to the counseling staff. There should also be periodical college-wide seminars focusing on legal issues and situations pertaining to counseling on college campuses. (Disposition: accepted; refer to Directors for implementation)

8. There should be a commitment to maintaining an appropriate diversity in staffing the Counseling Centers on all three campuses. Some campuses currently have a staffing pattern that better reflects the diversity of the student population. Those that do not have such a diverse staffing pattern should take affirmative action to remedy this situation as position vacancies occur. (Disposition: accepted; implement as opportunities permit)

9. The Counseling Centers on all three campuses should make a concerted effort to further develop external contacts and relationships, particularly in terms of mental health agencies and organizations. The increasing demand for personal counseling services and the inadequacies of professional staffing in this area require that external resources be available to refer students with personal issues and problems. (Disposition: accepted; refer to Directors for implementation)

10. There should be college-wide staff development programs focused on increasing awareness of issues pertaining to multicultural perspectives in counseling. This may facilitate the further education of counseling staff and result in more sensitive and responsive services to individuals from various cultural and ethnic backgrounds. (Disposition: accepted; refer to Directors for implementation)

11. The Counseling Centers on each campus should develop and distribute to all staff a written set of ethical standards regarding the provision of all counseling related services to students. It probably makes sense that the written standards be developed and written cooperatively by the three counseling centers in order to promote consistency. There should also be training sessions on a college-wide basis in which these written guidelines are reviewed and affirmed by the leadership of the counseling centers and others with expertise in this area. (Disposition: accepted; refer to Directors for implementation, i.e. using ACA, APA, NASW standards)

12. There should be a process for ongoing quantitative evaluation of counseling services on all campuses. The form to be utilized and the process for implementing it should be developed by all three counseling centers to ensure for consistency in evaluation methods across the college. (Disposition: see #3 above)
EASTERN CAMPUS

1. Consider the administration to undecided students of a career assessment inventory at the time the CPT is given or shortly thereafter. (To identify needs of students at an early point and encourage them to return to the counseling center for career exploration) (Disposition: implement as pilot program at East)

2. Students who have been identified during advisement, as having developmental needs, should be scheduled for a follow-up counseling session before the midpoint of the semester. (In the mold of the SSS program, developmental students need to be monitored and supported through their first semester.) (Disposition: implement as pilot program at East)

3. Policies and procedures for counseling faculty should be listed on the college website. (Disposition: accepted; refer to Directors for specific recommendations)

WESTERN CAMPUS

1. To promote communication among the campus Counseling Centers, it is recommended that the campus directors meet on a regular basis as the Financial Aid and Admissions directors presently do. (Disposition: accepted)

2. Conduct a Counseling Office staffing analysis by campus to determine an appropriate counselor to student ratio. (Disposition: comparable data already available; see SUNY staffing survey)

3. Emphasize the importance of adding African-American and Latino counselors and clerical workers to our predominantly white office staffs. (Disposition: accepted; see Ammerman #8)

4. More clearly articulate and promote the role and scope of counseling services to students, faculty and community constituent groups. (Disposition: accepted; see Ammerman #1)

5. Establish a college-wide confidentiality policy and make available to students and staff. (Disposition: accepted; refer to Directors for implementation)

6. Develop a common set of procedures to handle psychological emergencies on campus. (Disposition: accepted; refer to Directors for implementation)
7. Investigate the hiring of a part-time psychologist to provide assessment, training and intervention services for the campuses. (Disposition: on hold pending further discussion; see Ammerman #2)

8. Consider the establishment of a college-wide Office of Academic Advisement to promote communication and coordination in this important area among the campuses and pertinent college offices. (Disposition: accomplish through improved coordination and communication; refer to Directors for implementation)

9. Add a link to the Counseling section of the Suffolk County Community College web-site to the “Community Resource Database of Long Island”: www.mcpl.lib.ny.us (Disposition: already done)

10. Develop a group or series of 1-3 credit courses geared to student development and counseling concerns. (Disposition: on hold pending outcome of efforts to gain approval for a Career Exploration course)