

Counseling and Consultation Service Program Review Action Plan Summary

Program Review Details

Counseling and Consultation Service (CCS) was scheduled to participate in The Ohio State University Office of Student Life program review process in the spring 2023 semester. The Senior Vice President of Student Life granted CCS an exemption from the standard program review given its extensive involvement with external accreditation organizations and other quality assurance initiatives, including the International Accreditation of Counseling Services, JED Campus and the American Psychological Association Doctoral Internship Program. Using reports from prior site visits, CCS engaged in the action planning process in summer 2023 to identify strategic next steps for the department. This report summarizes CCS' action plan for the next five years.

Action Plan Objectives

Objective 1: Enhance communications to improve knowledge and access to care.

- Ensure communication of mental health resources is consistent across Office of Student Life websites.
- Coordinate and clarify resources for substance misuse that are consistent and available on multiple Office of Student Life websites including CCS, Student Life Disability Services (SLDS), Student Advocacy and Student Health Services (SHS).
- Develop a systemized referral process for SHS embedded care manager to schedule students directly at CCS for multimodal services including psychiatry consultations.
- Establish second SHS embedded care manager position.
- Secure an interpreting service.

Objective 2: Enhance system of care collaboration to support trends in student mental health.

- Increase promotion of the Parent Workshop with updated communication.
- Ensure consistent communication with Ohio State Student Health Insurance.
- Enhance resources available to community providers, including a release of information and safety plan sample on the website with local resources included.
- Enhance the Biennial Community Provider Day.

Objective 3: Enhance and standardize the embedded role across colleges and departments.

- Complete qualitative review of feedback from campus partners.
- Identify colleges and units to engage in staffing embedded counselors.
- Hire second Assistant Director to increase capacity to manage new staff specific to the Healing Initiative.



- Review administrative support capacity for embedded program and finalize Embedded Manual.

Objective 4: Enhance prevention, education and engagement.

- Enhance the CCS psychoeducational workshop program.
- Engage peer educators, paraprofessionals and student leaders with aim of deepening our Culture of Care.
- Coordinate prevention efforts with Health and Wellbeing Unit to minimize overlap of efforts and increase cohesion among departments.
- Enhance, calibrate and further develop “Let’s Talk” program to increase access and availability of “just in time” support services.
- Establish a digital strategy to further integrate technology in serving students with the goal of reaching students in the ways they engage with information.
- Establish a drop-in space featuring Biofeedback and other mental health focused, self-guided tools and resources with the aim of stress reduction and increasing awareness of coping strategies.

Objective 5: CCS Training Program will develop a Mentorship Program to increase recruitment and retention of diverse staff and trainees.

- Trainee committee will convene a Mentorship sub-committee to develop mentorship program options.
- Training Committee members will benchmark programs within University Counseling Centers (UCCs), Big Ten UCCs and Ohio State Office of Student Life.
- Mentorship sub-committee will develop a model for the Training Program.
- Mentorship sub-committee will develop orientation and expectations for mentor/mentees.

Objective 6: CCS Training Program will develop a trainee departmental liaison program to increase community engagement & communication

- Trainee committee members will develop Liaisonship Program model options (e.g., Embedded, Health and Wellbeing, SARNCO, First Gen, etc.)
- Liaisonship Subcommittee will complete a needs assessment.
- The Training Committee and Outreach Committee will identify opportunities to develop or grow Office of Student Life departmental or other key stakeholder liaison relationships (e.g., SHS, SLDS, Recreational Sports, Student Wellness Center).

Objective 7: CCS Training Committee will develop a “Lunch and Learn Series” to address clinical needs, career development and consultations.

- Training Committee members will develop a schedule with possible topics and frequency of lunch and learns and identify opportunities for facilitators including CCS Senior Staff members, Office of Student Life partners, and University staff.

Last updated: August 9th, 2023