

Link to SP	Outcome	KPI (measure and target performance level)	Strategies to Achieve Target Performance Level	Result	Analysis	Action Plan/Continuous Improvement
2	Support the personal, social, and educational development of students Increase PEP student well-being	<p>-At least 70% of students will rate themselves as functioning well/functioning extremely well as a result of their counseling experience.</p> <p>-At least 60% of student will note that their counseling experience played a part in their decision to continue enrollment at NJCU.</p> <p>At least 70% of PEP students will rate themselves as functioning effective/very effectively as a result of their PEP experience.</p> <p>-At least 60% of PEP students will note that their experience in PEP played a part in their decision to continue enrollment at NJCU.</p>	<p>-Provided individual counseling sessions.</p> <p>-Offered support groups and psycho-educational workshops to support the personal and social growth and development: LGBTQ Support, Understanding Student Disabilities, Safe Zone Training, Grief Processing, Suicide Prevention, Depression Screening, Dealing with Emotionally Distressed Students, Post-Election Safe Space, etc.</p> <p>-Coordinated the Peers Educating Peers Program (PEP) and provide:</p> <ul style="list-style-type: none"> • Conduct weekly Peers Educating Peers (<i>PEP</i>) <i>meetings</i>. • Offered semester <i>retreats</i> that focus on psycho-education, emotional well-being and peer support; • <i>Developed Annual PEP Orientation</i> to train incoming and current peer educators • <i>Presented and attended regional conferences</i>. • <i>Actively engage in the Jersey City community</i> and do <i>volunteer work</i> for non-profit and grassroots organizations; • Participated in the Annual <i>PEP Alumni Gathering</i>. 	<p>Targets met: 208 students were provided individual counseling sessions, including 24 crisis intervention sessions for a total of 1,366 sessions. After the counseling experience 90.33 percent of clients rated themselves as functioning well/extremely well, and 76.67 percent indicated that their counseling experience played a part in their decision to continue enrollment at NJCU.</p> <p>Targets met: 35 students participated in PEP and 74% reported their functioning as being effective/ very effective or effective after joining. One hundred percent of PEP students noted that their participation in PEP played a role in their remaining at NJCU. One hundred percent noted that their participation in PEP contributed to their remaining enrolled at NJCU: Eight PEP students graduated (all graduates had participate in PEP at least 2 years)</p>	<p>-Due to the expertise of the Counseling Center staff, the services provided support the personal, social, and academic growth and development of students and significantly enhances student retention.</p> <p>-Due to the staff expertise and overall program structure and development, the Peers Educating Peers (PEP) program has a strong positive impact on the social and personal development of participants, their academic success and retention at NJCU</p>	Engage external consultants to determine appropriate resources to further enhance the Center services.
2	Support the health and wellness of students	-At least 90% of patient care visits will be NJCU registered students.	<ul style="list-style-type: none"> • Provide basic medical and first aid services to students of NJCU free of charge. • Services offered by a registered nurse and a consulting physician. A family practice physician is available to students 2 days per 	-Target met: There were 1390 total patient care visits. Of these 95.8% (1332) were students. 577 were resident student visits. We provided 120 hours of onsite	-Due to the expertise of the Health & Wellness staff, students received free health services from a family practice	Engage external consultants to determine appropriate resources to further enhance the Center services.

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	Increase student satisfaction with services provided. Identify areas for improvement.	-At least 80% of students will be satisfied with services rendered and offer suggestions for any other needs.	<p>week for 2 hour period during the Academic Year</p> <ul style="list-style-type: none">• Network with community health organizations to provide additional services to our students• Students are encouraged to voluntarily complete an anonymous satisfaction survey.	<p>physician services. 187 students received services from a family medicine specialist. 92 resident students utilized the services of the physician.</p> <p>5133 immunization visits</p> <p>-94 HIV tests and 66 STD tests were provided by community agencies on campus free of charge to our NJCU students.</p> <p>-Target met. More than 80% of students were completely satisfied with the services offered in the HWC. Many of the students seen did not have health insurance and would not have seen a medical provider otherwise. Suggestions were made for increased services including more physician hours and GYN services.</p>	<p>physician and a registered nurse who is board certified in college health. Maintaining health contributes to academic success and student retention.</p> <p>-The professional, competent care by staff committed to College Health attributes to student satisfaction, academic success and retention.</p> <p>-Additional services would help increase satisfaction.</p>	<p>Continue to network with outside agencies to provide additional services free of charge.</p> <p>A proposal was submitted requesting a Full time Advanced Practice Nurse and an increase in physician hours.</p>