



International Association of Counseling Services, Inc.

The Accreditation Association for University & College Counseling Services

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Executive Director
Nancy E. Ronchetti, M.S.

April 28, 2017

Maureen J. Walls-McKay, Psy.D.
Counseling and Psychological Services (CAPS)
Longwood University
201 High Street
Farmville, VA 23909

Dear Dr. Walls-McKay,

Thank you for submitting your Annual Report. This report assures the Board of your continued efforts to maintain IACS standards of service at CAPS. This letter confirms your continued IACS accreditation.

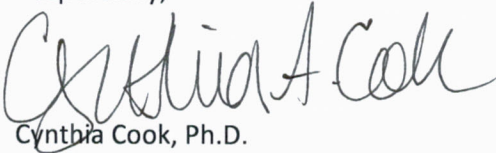
After carefully reviewing your Annual Report, I see that you have expanded the testing program and that you report cutting the wait time but including trainees in conducting initial appointments. Otherwise, there have been no other significant changes in the programs of the Counseling Center since your last field visit. The many strong points of the Counseling Center were noted in the last review. The Board also noted some areas for improvement. The Board wishes to see progress updates on these areas in your subsequent Annual Reports. These areas for improvement, as well as concerns you identified in your annual report are listed below, along with any changes that you noted.

- The board first noted the lack of psychiatry resources available on campus and in the community. In this year's annual report you note that it continues to be a problem. You note that there is a psychiatrist on contract for four hours per month and that Student Health now has a nurse practitioner who is competent to deal with psychiatric issues and there is a new provider in the community. It appears that the situation has improved some, but the board would like to see more hours available in CAPS as the funding is available.
- The board also noted increasing staff diversity which it is reported to be an ongoing focus.
- The last reaccreditation also encouraged CAPS to be more systematic in its evaluation of services by students and to assess student progress through comparative data, e.g., that offered by CCMH. Please be sure to include an update on that in next year's report.
- You report that the use of groups continues to grow and that you are working on a policy for the treatment of minors so the board would like to continue to see updates in next year's annual report.
- Finally, you report that morale may be suffering due to high demand. Given the lack of resources in the community and the increase in demand, increasing staff size is recommended as funding allows.

Congratulations on your accomplishments this past year. Please report further on your progress in addressing the above issues in your next IACS Annual Report. One of the many benefits of IACS accreditation is assuring your campus of the high quality of your services. Please accept my best wishes for you and your staff.

President, Janet Spoltore, Ph.D., ABPP • **Vice President & Chair, Board of Accreditation** Christopher Flynn, Ph.D.;
Vice Chair, Board of Accreditation Reina Juarez, Ph.D. • **Annual Review Officers**: Thomas Monroe Rayburn, III, Ph.D.; Cindy Cook, Ph.D.

Respectfully,

A handwritten signature in black ink that reads "Cynthia A. Cook". The signature is written in a cursive style with a large initial "C".

Cynthia Cook, Ph.D.

Annual Review Officer

IACS Board of Accreditation

cc: Nancy Ronchetti, Executive Officer, IACS