

CASE STUDY- ENHANCING COUNSELING EDUCATION

Implementing BEAM at the University of North Georgia



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Holly Redmond

University of North Georgia,
Assistant Clinical Director

The Assistant Clinical Director, Holly Redmond, shares insights into the challenges faced by the department prior to adopting BEAM, the specific features and capabilities of BEAM that proved valuable, and the overall benefits observed since its implementation. The study concludes with implications and recommendations for other educational institutions and counseling programs facing similar challenges.



The University of North Georgia's Counseling Department offers students a Master of Science in Counseling program. In the program, students are required to complete a year of internship working with real patients at the UNG Community Counseling Clinic. For the past few years, the clinic has used VALT to record and observe students during clinical counseling sessions to increase their development. Set up in five clinical rooms with fixed PTZ cameras, sessions are observed by licensed counselors, to provide detailed feedback on all interactions and give students self-reflection to improve on specific moments.

Prior to the implementation of BEAM, the department faced challenges related to consistent recording sessions at locations other than the UNG Community Counseling Clinic. While most students performed their year of internship at the UNG clinic, others interned at private practices, community agencies, or other remote sites. This led to inconsistencies in session recording across different internship sites.

The expectations for offsite internships remained the same as UNG clinic internships yet students were not getting similar experiences. Offsite sessions would be recorded ad-hoc through

tape recordings or through Zoom. There was a disconnect in the workflow, management, and review of these recorded sessions. Students at the UNG clinic with VALT, would have all their sessions recorded while others who were remote, would have very few. The lack of a unified solution hampered the ability to review counseling sessions comprehensively, analyze non-verbal cues, and provide consistent supervision.

For Assistant Clinical Director, Holly Redmond, it was important that there was one way to do things and a more consistent approach to evaluating an intern's skill development. They needed a video platform that would provide consistency, compliance with HIPAA and FERPA regulations, and user-friendly technology that anyone could set up, which prompted the search for a suitable solution.

In the spring semester of 2024, after a successful year-long trial of VALT at the clinic, which provided valuable insights and positive outcomes, North Georgia's College of Health Sciences and Professions turned to the BEAM mobile video capture platform.

Easy Deployment and Improved Workflows

They were able to easily deploy a powerful and readily available video management system to all their remote interns. Each intern was given an iPad, with BEAM downloaded on it, to record their sessions throughout the year. Interns take these tablets with them to their offsite location and record themselves and their counseling session.

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Videos recorded in these sessions using BEAM are instantly uploaded and synced to the same VALT instance already at the UNG clinic once the tablet connects to UNG network. No need for a manual process or depending on students to upload or share video with their faculty. The videos are indexed with custom data tailored to the specific student, session, and overall program. This has allowed faculty to easily access, view, and provide feedback on each student's records all in one place. The scalability of BEAM gave the University of North Georgia the flexibility to adjust to the varying needs of students, every semester. They can easily add more BEAM devices as needed.

A Complete Solution

Prior to BEAM, the previous process didn't provide a unified system for the counseling department. Redmond said BEAM stood out among other video capture tools due to its completeness as a comprehensive platform. Its ability to address the department's requirements for consistency, compliance, and ease of use made it the ideal choice.

"Because I am overseeing the program, but I believe overall it has been incredibly beneficial. Students will have one process and one consistent way to do things. This will increase the outcome overall." Redmond adds, "We will also have consistency among the faculty so students can expect very similar experiences regardless of who is supervising them."

They ensured seamless transitions between supervising faculty each semester through access control features. These admin controls enabled selective faculty members to manage certain students, adding and removing access to recordings, depending on the student and who was responsible for their development.

As to the nature of the work being done, the security features of BEAM were a crucial aspect of a complete solution. BEAM's encryption and secure nature instilled confidence in the protection of confidential counseling information. These features made the platform more user-friendly and facilitated compliance with privacy regulations.

Results and Benefits

UNG's prior experience with VALT at their clinic revealed numerous benefits. VALT enabled more meaningful consultations, as specific segments of counseling sessions could be referred to during discussions. They expected the same with BEAM, adding depth to student development and improving the university's ability to maintain counseling quality across the entire program.

Redmond concurred: *"We were able to consult on specific cases and engage in more meaningful ways when we could refer back to specific segments of sessions with them. Additionally, it adds to the university process of being able to gatekeep the quality of counselor that completes the program."*

With BEAM, interns and faculty alike get a more in-depth view of every session. Things are noticed more completely, such as non-verbal cues that add critical pieces to the full picture. Faculty are all on the same page and all students can review themselves giving the program greater educational resources.

The University of North Georgia's adoption of BEAM has successfully addressed the challenges faced in remote counseling session recording and supervision. The implementation of this comprehensive platform has provided consistency, compliance, and user-friendly features, benefiting both faculty and students.

Institutions facing similar challenges should consider implementing comprehensive solutions and embrace similar technologies where remote recording and observation are used. Get started with BEAM here!

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N53W24747 S Corporate Cir, Sussex, WI 53089
email sales@ipivs.com

tel. 262.746.9290
ipivs.com
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