
Implementing Computer Applications in Counseling

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The Problem

- Changes in clients
- Changes in staff
- Changes in organizations
- Changes in technology

Possible Solution

Use models to reduce complexity
and guide our work

Potential Benefits

- Anticipate important issues, e.g., staff anxiety
- Proactive instead of reactive
- Motivate staff to invest time
- Create realistic expectations
- More cost-effective services

Effective Use of the Model

- Use as potential rather than required implementation activities
- Use to stimulate thinking among staff

When to Use the Model

- New computer resources are added
- Existing computer resources change
- Changes occur in clients served
- Organization changes occur, e.g., increased accountability

Implementation Problems

- Inadequate planning
- Poor integration of computer applications
- Inadequate training
- Staff anxiety and resistance

Possible Solution

Seven-step implementation
model for computer
applications

Adaptation possible for
Internet applications

7 Step Model

- 1) Program **Evaluation**
- 2) Software **Selection**
- 3) Software **Integration**
- 4) Staff **Training**
- 5) **Trial Use**
- 6) **Operation**
- 7) **Evaluation**

Program Evaluation

Program Evaluation

Program Evaluation

- Effectiveness of current resources and services?
- If gaps exist, will computer resources help?
- Implementation committee
- Implementation plan prepared
- Stakeholder support sought

Software Selection

Program Evaluation

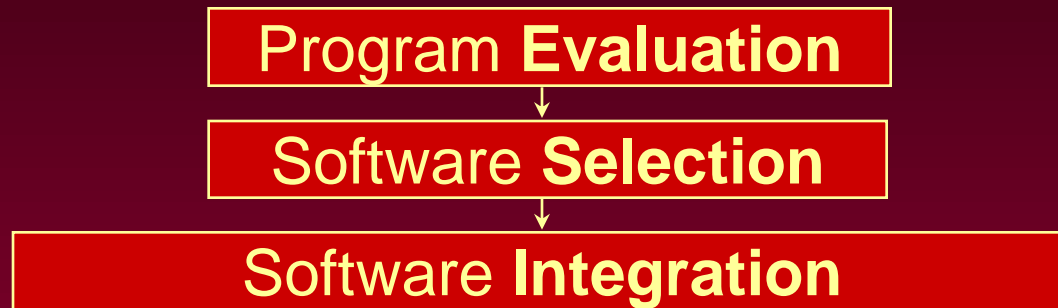


Software Selection

Software Selection

- Identify systems with features matching client needs
- Consider features, quality, and cost
- Select the best software

Software Integration



Software Integration

- Check “fit” with existing services
- Connect system with services
- Determine staff roles
- Finalize operational procedures
- Prepare evaluation plan
- Continue public relations

Staff Training



Staff Training

- Develop staff training plan
- Deliver training for practitioners and support staff
- Familiarize administrators and stakeholders
- Evaluate training effectiveness

Trial Use



Trial Use

- Identify trial users
- Trial use of the system
- Revise system as needed

Operation



Operation

- Operate the system
- Collect evaluation data
- Continue public relations

Evaluation



Evaluation

- Revise system integration as needed
- Cycle back to an appropriate implementation step

7 Step Model



Feedback Loops



Feedback Loops



Complete 7 Step Model



Success Factors

- Staff participation in decisions
 - “People support what they help create”
- Flexibility in staff use of computer resources
- Good staff training
- Clarity of staff roles
- Good communication

Success Factors

- Administrative support
- Anticipating impact of IT
- Good integration
- Positive, yet cautious, attitude
- Team approach with designated coordinator

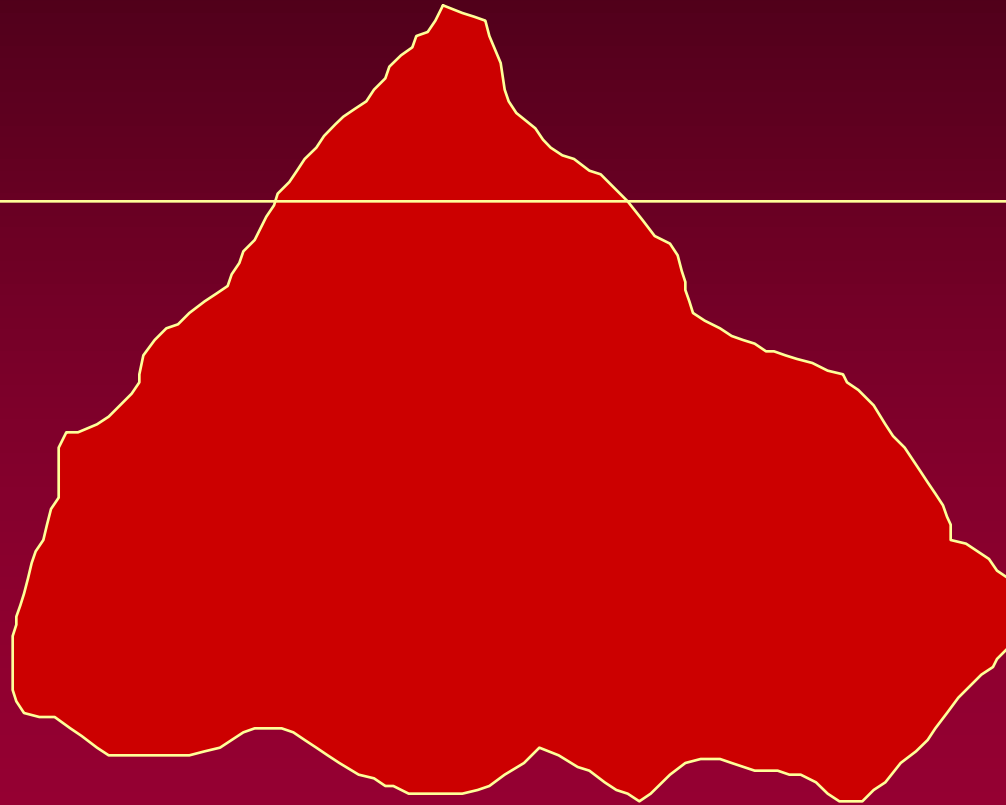
Success Factors

- Concrete plan, however brief
- On-going nature of the process
- Avoiding a short-term focus
- Realistic timetable
- Good documentation
- Good evaluation

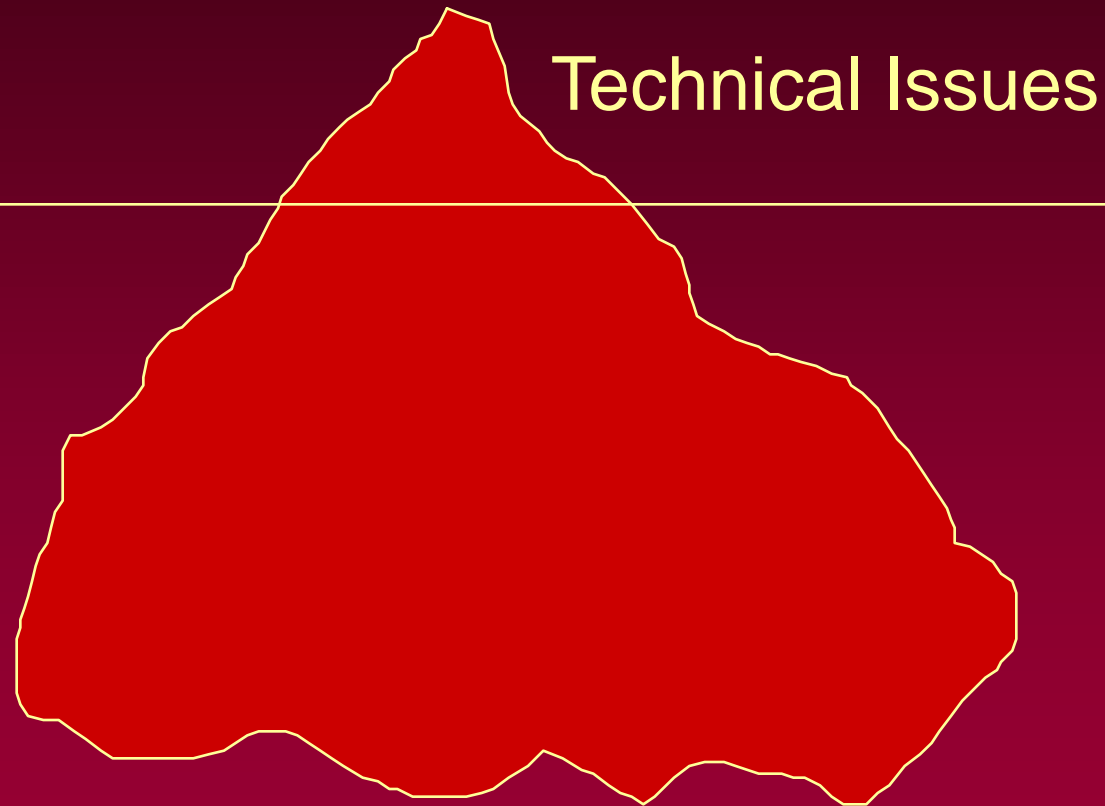
Nature of Implementation

- On-going
- More interpersonal than technical
- Human service staff have the skills required

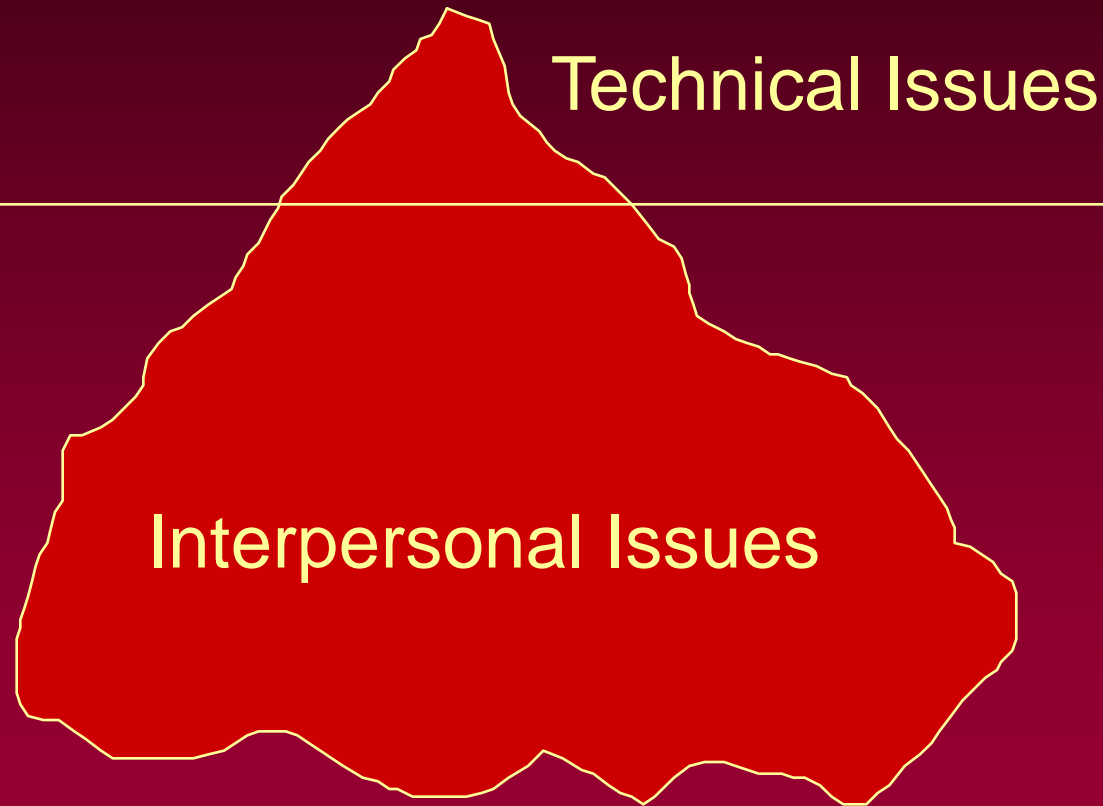
Nature of Implementation



Nature of Implementation



Nature of Implementation



Conclusion

- Good planning improves cost-effectiveness
- Some planning is better than no planning
- Implementation can improve over time

For Additional Information

www.career.fsu.edu/techcenter/

Thank You