

University Counseling Services

Annual Report

June 2014 – May 2015

Compiled by

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Truman State University COUNSELING SERVICES Annual Report 2014/15

2014/15 ACTIVITY DETAIL

Direct Counseling Service

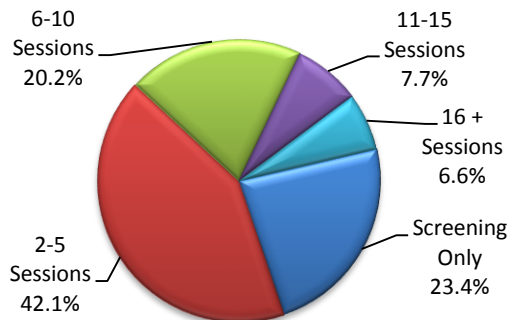
UCS provided face-to-face counseling services to 581 students this year, which represents 9.4% of the student body (using Fall 2014 Total headcount of 6,156 which includes part-time students). This number only includes students who officially completed a screening and does not include any direct services provided like crisis intervention, outreach services or consultation for students who did not complete a screening. This was the third largest number of individual students served in one year in the history of UCS, which opened in 1992. Like the two previous years with higher service numbers, we were unable to keep up with the high demand and UCS had to implement waitlists during the latter half of both the fall and spring semesters. Group participation increased last year compared to the previous year with 4 general groups offered.

Totals - individuals served

YEAR	Individuals	Average sessions
2014/15	581	5.51
2013/14	521	6.19
2012/13	550	5.41
2011/12	603	5.07
2010/11	597	5.35
2009/10	529	5.57
2008/09	505	6.46
2007/08	515	6.49
Ave. (1992-2015)	401	
% change (1 yr)	11.5%	
% change (Ave)	44.9%	

Usage data. The graph below summarizes the range of counseling sessions individuals attended. The average number of counseling visits (including screening) per student was 5.51, and approximately 85% of clients were seen for 10 or fewer appointments.

Session Utilization



Crisis Services

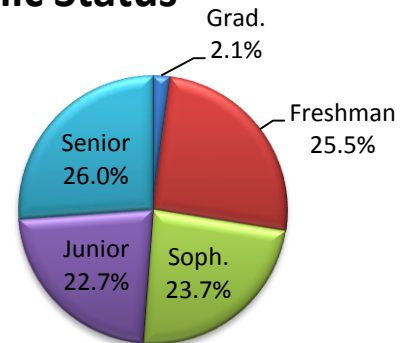
The staff at UCS strive to be available for students and those who support students in times of personal crises. UCS provides 24/7 coverage during the fall and spring semesters. In 2014/15, there were 70 after-hours crisis contacts. During the year, UCS provided support on three separate occasions where a large group of Truman students were affected by a traumatic incident. UCS also provided 18 day-time crisis contacts to 18 individuals.

Type of Crisis	Number
Emotional distress	40
Suicidal ideation/gesture	32
Suicide attempt	1
Panic attack	2
Self-injury	7
Other	6

Client Demographics

Year in school. The percentage of students in each year in school is in the chart below:

Academic Status



Gender. In 2014/15, 31.6% of students receiving counseling identified as male, 67.0% as female and 1.2% identified as transgender.

Please Note: the following demographic information applies to the 430 UCS clients receiving an intake or more and not clients receiving a screening only.

Minority/International. The percentage of clients identifying as minority was 10.0%. The percentage of international students in 2014/15 was 2.6%. Clients reported 15 different countries of origin outside of the United States.

Sexual Orientation. 72.3% identified as heterosexual, 1.9% lesbian, 3.5% gay, 9.5% bisexual, and 2.8% Questioning. 3.3% did not provide a response



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and 6.7% did not choose a category and instead chose to self-identify.

First Generation 14.9% reported that they were first generation students.

Extracurricular Activity. 21.2% reported either no or occasional activities, 28.8% reported one regularly attended activity, 27.4% reported two regularly attended activities, and 19.8% participated in 3 or more regularly attended activities. In regards to intercollegiate athletics, 8.6% of our clients were athletes.

Emotional Support. When asked if they get the emotional help and support from their family, 20.7% strongly or somewhat disagreed, 14.4% were neutral and 63.9% somewhat or strongly agreed. When asked if they get the emotional support from their friends and acquaintances, 15.5% strongly or somewhat disagreed, 13.7% were neutral and 70.2% somewhat or strongly agreed.

Financial Situation. When asked to describe their financial situation, 32.6% described their current financial situation as always or often stressful, and 23.5% described their financial situation in the past as always or often stressful.

Majors. Students from 30 different majors utilized counseling. The majors with the highest percentages are listed below.

- | | |
|-------------------|-------|
| 1) English | 12.6% |
| 2) Psychology | 11.4% |
| 3) Biology | 9.1% |
| 4) Communications | 6.3% |
| 5) Health Science | 5.3% |

Prior Counseling. Almost two-thirds of our clients reported receiving counseling before receiving services from UCS this past year (67.4%).

Client Concerns

UCS began using the Clinician Index of Client Concerns at Intake and Case Closing to track issues. This form is recommended by the Center for Collegiate Mental Health and is used by counseling centers across the country.

Primary Concerns at Intake (counselors checked all that applied from a list of 41 issues)

- | | |
|---------------------------|-------|
| 1. Anxiety | 65.4% |
| 2. Depression | 61.9% |
| 3. Stress | 55.6% |
| 4. Academic Performance | 32.2% |
| 5. Relationship Problem | 27.8% |
| 6. Family | 25.7% |
| 7. Self-esteem/confidence | 23.6% |

Top Presenting Concern at Intake

- | | |
|-------------------------|-------|
| 1. Anxiety | 27.3% |
| 2. Depression | 25.9% |
| 3. Stress | 9.6% |
| 4. Relationship Problem | 4.0% |
| Grief/loss | 4.0% |
| 5. Sexual abuse/assault | 3.7% |
| 6. Family | 3.5% |

Primary Concerns that were addressed during counseling as assessed by counselor at Case Closing

(counselors checked all that applied from a list of 41 issues)

- | | |
|---------------------------|-------|
| 1. Anxiety | 68.6% |
| 2. Depression | 58.7% |
| 3. Stress | 57.7% |
| 4. Relationship Problem | 36.6% |
| Academic Performance | 36.6% |
| 5. Family | 26.0% |
| 6. Self-esteem/confidence | 21.3% |

Top Concern at Case Closing

- | | |
|-----------------------------|-------|
| 1. Anxiety | 27.9% |
| 2. Depression | 22.4% |
| 3. Stress | 13.7% |
| 4. Relationship Problem | 6.3% |
| 5. Sex abuse/assault victim | 4.1% |
| 6. Grief/loss | 3.3% |
| 7. Family | 3.0% |

Assessment/Quality improvement

There are a number of ways in which we evaluate both the quality and effectiveness of counseling services including assessments and client satisfaction surveys. UCS uses the Counseling Center Assessment of Psychological Symptoms (CCAPS) at Intake and each session to track progress in counseling.

Counseling Evaluation. At the end of counseling, we ask the client to complete an anonymous satisfaction survey. This year we received 56 completed surveys (13% return rate). Results indicated that overall clients were satisfied with the counseling they received. The table below summarizes several UCS and counselor characteristics that were rated by clients (1=Strongly Disagree, 5=Strongly Agree).

Counselor ratings

Item	Rating
The secretary treated me in a prof. manner	4.96
Helped me achieve my goals	4.20
Felt comfortable with my counselor	4.46
Worked within my worldview	4.55
Counselor was professional	4.67
Counselor was supportive	4.54
Counselor was flexible	4.45
Counselor was collaborative	4.51
Counselor was caring	4.48
Satisfied with services I received	4.36
Would recommend UCS to others	4.54
Would recommend counselor to others	4.27
Would use counselor in the future if needed	4.36
Helped make progress toward educ. goals	4.13

Student Retention

Survey data found the following: **75% of clients responded either agree or strongly agree that "my counseling experience at UCS has added to my positive feelings about being at Truman."** In addition, of the 33 students that responded either agree or strongly agree to



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the survey item “I have considered leaving Truman before completing my degree,” 61% responded either agree or strongly agree that “counseling has helped me stay at Truman.”

Frevert presented at the APPLE Conference that promotes substance abuse prevention and health promotion for student athletes.

Outreach and Training Services

An important part of our mission is to provide prevention programming and consultation services to the University community. Part of the mission of UCS is that we are seen as a valuable resource to assist in the education of our students about a wide variety of mental health issues and to be a resource to faculty, staff, students, parents and community members.

Outreach presentations serve the important function of providing preventative information to the greater community, informing students about the availability of our services, and reducing stigma for those in need of our services.

Outreach statistics

Year	Programs	Attendance	Hours
2014/15	212	7144	217.6
2013/14	202	6818	194.5
2012/13	192	6987	169.3
2011/12	208	7706	200.3

Choices: For the twenty-third consecutive year, the Choices program was presented to the entire freshmen entering class and new transfer students.

Training

As part of our outreach efforts, UCS staff regularly engage in training activities. **In 2014/15 we provided training to the entire Residence Life staff** including training on how to manage and refer students in crisis. We also provided crisis and Safe Zone training for the Women’s Resource Center staff.

Mental Health First Aid Two members of the UCS staff are certified Mental Health First Aid instructors and, along with Dr. Lou Ann Gilchrist, trained over 80 faculty, staff and students.

QPR. Three members of the UCS staff are certified Question, Persuade, Refer Gatekeeper Instructors. During 2014/15, we were able to train 197 members of the Truman community on how to use this suicide prevention technique.

Safe Zone. 41 individuals were trained on how to create a safe environment for GLBTQ students on campus.

Professional Presentations

Joe Hamilton presented at the Missouri College Personnel Associations annual conference and Kristin

Campus Collaborations

Healthy working relationships with other campus departments and services are critical to effectively serving the campus community. **One of our most important collaborative relationships exists with the Student Health Center (SHC).** In 2014/15, the staff of both UCS and SHC continued to meet on a monthly basis to coordinate treatment and information on clients who had provided us with written permission to release information between the two offices.

UCS continued representation on the Students of Concern (SOC) Committee. Our intention is to consult in a multi-disciplinary fashion regarding student behavioral issues that arise in any context, and to share information and expertise that could facilitate early and effective intervention to improve student success and help create a safer campus environment.

Another major component of our campus collaboration is serving on University committees and advising student organizations. Joe Hamilton served on the Truman Partner’s in Prevention coalition and attended a few state-wide meetings as well. Stacy Simmons served on the Staff Council. Beth Miller served on the Wellness Committee. Phil Jorn serves as an advisor for Blue Key.

Campus Event Participation

Maintaining an active presence at campus events is another way we regularly advertise our services and decrease the stigma of associated with UCS and counseling. This year we set up our display table and had staff available to talk and share informational materials at Summer Orientation, the Advising Fair and Showcase events.

Off-Campus Collaborations

Brenda Higgins and Joe Hamilton participated in the **Missouri Suicide Prevention Planning Group.** This involves providing input for a statewide SAMHSA grant.

Our office has been involved with the **Center for Collegiate Mental Health** since its inception. We have continued to provide our data to this national study of college and university counseling center clients throughout the year.

Online Services



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UCS maintains the websites ucs.truman.edu and safezone.truman.edu that provide information, resources, self-help materials.

Ask, Listen, Refer: Suicide Prevention The training continued to be used this year as part of the Personal Health and Fitness online class.

Calendar Year	# of trainings completed
2012	878
2013	778
2014	608

Screening for Mental Health. A feature of the UCS website allows our students to take anonymous mental health screenings for common mental health issues. It allows Truman students to find out via a reliable website if they are experiencing significant symptoms for depression, generalized anxiety, post-traumatic stress disorder, bipolar, alcohol and eating disorders.

Type of Screening	# of Students
Depression	187
Generalized Anxiety Disorder	146
Bipolar Disorder	82
Eating Disorders	51
Posttraumatic Stress Disorder	21
Alcohol	18
Total	505

Social Networking Sites. We continued to use Facebook as a way to keep counseling information available to the campus and advertise our programming. As of the writing of this report Truman Counseling has 535 “Likes”.

Student Health 101 Magazine. Beginning in the fall of 2009, Truman subscribed to Student Health 101, an online health and wellness magazine for college students. UCS remained the primary Truman contact to manage and produce custom pages for the magazine during 2014/15. The magazine had 5,948 unique visitors.

UCS worked to help promote **Healthy Body Image**, an online education program offered free to public university students in Missouri and administered by Washington University in St. Louis. Last year 46 students took the online screening.

Counseling Services Staff

Staff Development/Professional Activities. We place a high priority on professional growth and development in order to remain current and competent in our work. **Our licensed professionals are required by state licensing boards to obtain continuing education to maintain professional licenses.**

The following topics were addressed during our weekly professional development seminars:

- DSM 5
- Threat Assessment/Crisis Response Action Packet
- Documentation Review
- Nutritionist Carrie Snyder
- Title IX
- SANE Training summary
- Mark Twain Emergency Room Enhancement Case Managers
- Sexual Assault reporting – KPD
- CCAPS training
- ADHD prescribing and management
- Disability Services
- Center for Academic Excellence
- Multicultural Affairs Center
- Psychiatrist Dr. Jeffrey Harden
- Newman Center
- Campus Christian Fellowship
- SafeZone training
- AUCCCD Conference update
- Sports Psychology Conference update
- Together We Can (Video on Sexual Violence)
- Fall and Spring Crisis Review

In addition to our regularly scheduled in-house professional development activities the UCS staff participated in the following:

Kristin Frevert

- How to Work Effectively with Suicidal Clients – Jobes (video)
- Threat Assessment – Dr. Jeff Pollard
- Working with Transgender Clients – Dr. Moran
- Developing Resilient Students: Strategies and Models Webinar
- APPLE Conference

Joe Hamilton

- Best Practices in Alcohol Education: 10 Core Concepts to Teach College Students Webinar
- Advances in Suicide Prevention: Research, Practice, and Policy Implications for LGBT Populations Webinar
- A Journey to Recovery: What Does the Cigarette Represent Webinar
- Understanding Counselor Liability Risks Webinar
- MoCPA Conference
- Polishing your Presentation Skills: MHFA webinar
- Trevor Project CARE instructor training
- AUCCCD Conference
- Threat Assessment – Dr. Jeff Pollard
- Wordpress training
- Working with Transgender Clients – Dr. Moran

Phil Jorn

- Threat Assessment – Dr. Jeff Pollard
- Working with Transgender Clients – Dr. Moran
- Developing Resilient Students: Strategies and Models Webinar

Beth Miller

- Threat Assessment – Dr. Jeff Pollard



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- Working with Transgender Clients – Dr. Moran
- Developing Resilient Students: Strategies and Models Webinar
- This One Moment: Skills for Everyday Mindfulness by Marsha Linehan (video)
- Getting through a crisis without making it worse by Marsha Linehan (video)

Stacy Simmons

- Threat Assessment – Dr. Jeff Pollard
- Working with Transgender Clients – Dr. Moran
- Developing Resilient Students: Strategies and Models Webinar
- The Neurobiology of Sexual Assault