

University Counseling Services

Annual Report

June 2015 – May 2016

Compiled by

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Truman State University COUNSELING SERVICES Annual Report 2015/16

2015/16 ACTIVITY DETAIL

Direct Counseling Service

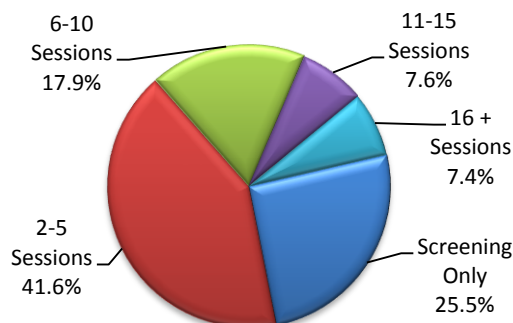
UCS provided face-to-face counseling services to 628 students this year, which represents 10.1% of the student body (using Fall 2015 Total headcount of 6,208 which includes part-time students). This number only includes students who officially completed a screening and does not include any direct services provided like crisis intervention, outreach services or consultation for students who did not complete a screening. This was the highest number of individual students served in one year in the history of UCS, which opened in 1992. Like the three previous years with service numbers above 550, we were unable to keep up with the high demand and UCS had to implement waitlists during both the fall and spring semesters. Group participation increased last year compared to the previous year with 10 general groups offered.

Totals - individuals served

YEAR	Individuals	Average sessions
2015/16	628	5.61
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. (1992-2016)	410	
% change (1 yr)	8.1%	
% change (Ave)	53.0%	

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 again this year **approximately 85% of clients were seen for 10 or fewer appointments.**

Session Utilization



Crisis Services

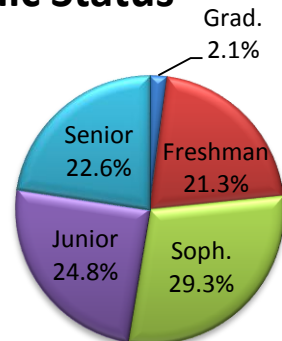
The staff at UCS strive to be available for students and those who support students in times of personal crises. **UCS provides 24/7 coverage during the fall and spring semesters. In 2015/16, there were 83 crisis contacts.**

Type of Crisis	Number
Emotional distress	29
Suicidal ideation/gesture	34
Suicide attempt	1
Panic attack	2
Self-injury	9
Other	8

Client Demographics

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

Academic Status



Gender. In 2015/16, 32.8% of students receiving counseling identified as a man, 64.4% as a woman, 2.3% identified as transgender and 0.5% chose prefer not to answer.

Please Note: the following demographic information applies to the 449 UCS clients receiving an intake or more and not clients receiving a screening only.

Minority/International. **The percentage of clients identifying as minority was 15.0%. The percentage of international students in 2015/16 was 3.1%.** Clients reported 18 different countries of origin outside of the United States.

Sexual Orientation. 69.9% identified as heterosexual, 2.2% lesbian, 4.7% gay, 11.4% bisexual, and 4.5% Questioning. 2.7% did not provide a response and 4.7% did not choose a category and instead chose to self-identify.

First Generation 15.6% reported that they were first generation students.



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Extracurricular Activity. 24.9% reported either no or occasional activities, 24.7% reported one regularly attended activity, 22.5% reported two regularly attended activities, and 25.4% participated in 3 or more regularly attended activities. In regards to intercollegiate athletics, **9.1% of our clients were athletes.**

Emotional Support. When asked if they get the emotional help and support from their family, **23.4% strongly or somewhat disagreed, 14.3% were neutral and 62% somewhat or strongly agreed.** When asked if they get the emotional support from their friends and acquaintances, **13% strongly or somewhat disagreed, 10.2% were neutral and 76.6% somewhat or strongly agreed.**

Financial Situation. When asked to describe their financial situation, **30.2% described their current financial situation as always or often stressful, and 23.8% described their financial situation in the past as always or often stressful.**

Majors. Students from 32 different majors utilized counseling. The majors with the highest percentages are listed below.

- | | |
|-------------------|-------|
| 1) English | 10.9% |
| 2) Biology | 10.5% |
| 3) Psychology | 10.2% |
| 4) Health Science | 6.7% |
| 5) Communications | 5.1% |
| Exercise Science | 5.1% |

Prior Counseling. Almost two-thirds of our clients reported receiving counseling before receiving services from UCS this past year (68.2%).

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 | 72.0% |
| 2. Stress | 56.4% |
| 3. Depression | 54.1% |
| 4. Academic Performance | 35.1% |
| 5. Relationship Problem | 33.3% |
| 6. Family | 33.1% |
| 7. Interpersonal Functioning | 21.3% |
| 8. Self-esteem/confidence | 20.6% |

Top Presenting Concern at Intake

- | | |
|-------------------------|-------|
| 1. Anxiety | 31.1% |
| 2. Depression | 25.1% |
| 3. Stress | 10.5% |
| 4. Relationship Problem | 3.8% |
| Mood Instability | 3.8% |
| 5. Academic Performance | 3.4% |
| 6. Family | 2.9% |

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 65 completed surveys (14.5% 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	4.95
Helped me achieve my goals	4.32
Felt comfortable with my counselor	4.62
Worked within my worldview	4.45
Counselor was professional	4.75
Counselor was supportive	4.71
Counselor was flexible	4.62
Counselor was collaborative	4.48
Counselor was caring	4.70
Satisfied with services I received	4.48
Would recommend UCS to others	4.61
Would recommend counselor to others	4.43
Would use counselor in the future if needed	4.57
Helped make progress toward educ. goals	4.27

Student Retention

Survey data found the following: **91% 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 29 students that responded either agree or strongly agree to the survey item “I have considered leaving Truman before completing my degree,” 79% responded either agree or strongly agree that “counseling has helped me stay at Truman.”**

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



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our services, and reducing stigma for those in need of our services.

Outreach statistics

Year	Programs	Attendance	Hours
2015/16	196	6596	185.5
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-fourth 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 2015/16 we provided training to the entire Residence Life staff** including training on how to manage and refer students in crisis. We also provided Safe Zone training for the Summer Orientation Leaders.

Mental Health First Aid Two members of the UCS staff are certified Mental Health First Aid instructors and trained approximately 75 faculty, staff and students.

QPR. Four members of the UCS staff are certified Question, Persuade, Refer Gatekeeper Instructors. During 2015/16, we were able to train 130 members of the Truman community on how to use this suicide prevention technique.

Safe Zone. Fifty nine individuals were trained on how to create a safe environment for GLBTQA students on campus.

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).** Sixty eight students signed releases allowing us to collaborate on their treatment.

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 became chair of the coalition in January 2016. Stacy Simmons served on the Staff Council. Beth Miller served on the Wellness Committee. Phil Jorn serves as an advisor for Blue Key and Madeline Nash serves as an advisor for AGD sorority.

Campus Event Participation

Maintaining an active presence at campus events is another way we regularly advertise our services and decrease the stigma 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 all 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

UCS maintains the websites **ucs.truman.edu** and **safezone.truman.edu** that provide information, resources, self-help materials. In addition we assist in updating the **trumanpip.truman.edu** and **wellness.truman.edu** websites.

Ask, Listen, Refer: Suicide Prevention The training continued to be used this year as part of the Personal Health and Fitness online class. During 2015 552 individuals completed this training.

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".

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.**



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

- CCAPS training webinar
- DSM-V
- Trevor Project CARE
- Coaching Program at Truman
- Strengths Quest
- Career Center
- Title IX coordinator
- ACHA survey
- AUCCCD report
- Student Recreation Center
- 2014-15 CCMH Report
- Disability Services
- Generation Z
- Ethical Decision making
- DBT
- Obsessive-Compulsive Disorder
- Leave of Absence Policy
- Meeting of the Minds report

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

Joe Hamilton

- MHFA webinar – A closer look at MHFA for Higher Education
- MHFA Missouri Instructor Web summit
- 2015 Annual AUCCCD Conference
- Identifying and Managing Dangerous Student Behaviors
- Meeting of the Minds Conference
- Green Dot Instructor Certification Training

Phil Jorn

- McCallum Place visit

Beth Miller

- Measuring Outcome in the Treatment of Depression
- DBT Training workshop
- Generation Z on your campus

Madeline Nash

- Ethical Dilemmas workshop
- McCallum Place visit

Stacy Simmons

- McCallum Place visit