

University Counseling Services

Annual Report

June 2016 – May 2017

Compiled by

Joe Hamilton, M.A.

Assistant Director





100 E. Normal
 Kirksville, MO 63501
 660/785-4014; 660/785-7444 (fax)
<http://ucs.truman.edu>

Truman State University COUNSELING SERVICES Annual Report 2016/17

2016/17 ACTIVITY DETAIL

Direct Counseling Service

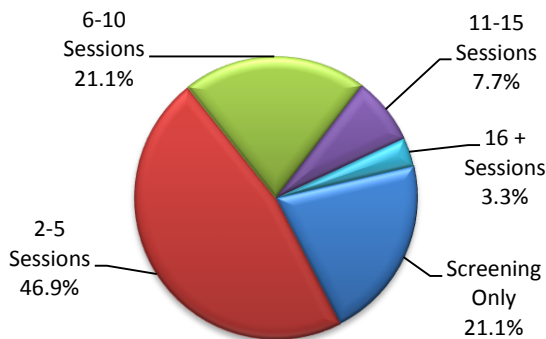
UCS provided face-to-face counseling services to 752 students this year, which represents 11.8% of the student body (using Fall 2016 Total headcount of 6,379 which includes part-time students). This number only includes students who officially completed a screening and does not include any direct services 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. Group participation increased last year compared to the previous year with a total of 13 groups offered.

Totals - individuals served

| YEAR | Individuals | Average sessions |
|------------------|-------------|------------------|
| 2016/17 | 752 | 4.93 |
| 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. (1992-2017) | 423 | |
| % change (1 yr) | 19.7% | |
| % change (Ave) | 77.8% | |

Usage data. The graph below summarizes the range of counseling sessions individuals attended. The average number of counseling visits (including screening) per student was 4.93, and approximately 89% 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 2016/17, there were 85 crisis contacts.

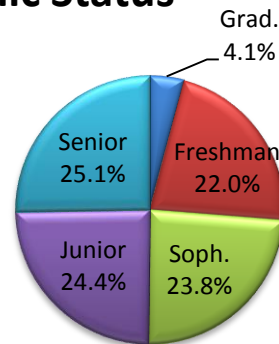
| Type of Crisis | Number |
|---------------------------|--------|
| Emotional distress | 32 |
| Suicidal ideation/gesture | 28 |
| Suicide attempt | 0 |
| Panic attack | 9 |
| Self-injury | 6 |
| Other | 10 |

Client Demographics

Please Note: the following demographic information applies to the 558 UCS clients receiving an intake or more and not clients receiving a screening only.

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

Academic Status



Gender. In 2016/17, 28.9% of students receiving counseling identified as a man, 65.6% as a woman, 2.7% identified as transgender and 2.7% self-identified.

Race/Ethnicity. African American/Black 3.8%, Asian American/Asian 5.0%, Hispanic/Latino/a 3.0%, Multi-racial 3.4%, and White 82.8%.

International. The percentage of international students in 2016/17 was 2.0%. Clients reported 18 different countries of origin outside of the United States.

Sexual Orientation. 70.4% identified as straight/heterosexual, 1.1% lesbian, 3.2% gay, 14.7% bisexual, and 4.7% Questioning. 1.1% of clients did not choose a response and 4.8% chose to self-identify with asexual and pansexual being the most common responses.



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First Generation 17.4% reported that they were first generation students.

Extracurricular Activity. 25.8% reported either no or occasional activities, 25.3% reported one regularly attended activity, 26.9% reported two regularly attended activities, and 21.0% participated in 3 or more regularly attended activities. In regards to intercollegiate athletics, 7.3% of our clients were athletes.

Emotional Support. When asked if they get the emotional help and support from their family, 23.6% strongly or somewhat disagreed, 14.5% were neutral and 61.5% somewhat or strongly agreed. When asked if they get the emotional support from their friends and acquaintances, 14.5% strongly or somewhat disagreed, 15.9% were neutral and 69.5% somewhat or strongly agreed.

Financial Situation. When asked to describe their financial situation, 34.6% described their current financial situation as always or often stressful, and 22.8% described their financial situation while growing up as always or often stressful.

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

- | | |
|----------------------------|-------|
| 1) Biology | 12.4% |
| 2) Psychology | 11.6% |
| 3) English | 10.6% |
| 4) Business Administration | 4.7% |
| Communications | 4.7% |

Prior Counseling. Almost two-thirds of our clients reported receiving counseling before receiving services from UCS this past year (72%).

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 | 72.8% |
| 2. Depression | 56.3% |
| 3. Stress | 43.2% |
| 4. Family | 28.7% |
| 5. Relationship Problem | 25.6% |
| 6. Self-esteem/confidence | 24.2% |
| 7. Academic performance | 24.0% |
| 8. Interpersonal Functioning | 23.1% |

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 each appointment 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 completed surveys (% 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 | 4.97 |
| Helped me achieve my goals | 4.32 |
| Felt comfortable with my counselor | 4.63 |
| Worked within my worldview | 4.58 |
| Counselor was professional | 4.69 |
| Counselor was supportive | 4.72 |
| Counselor was flexible | 4.62 |
| Counselor was collaborative | 4.58 |
| Counselor was caring | 4.71 |
| Satisfied with services I received | 4.43 |
| Would recommend UCS to others | 4.54 |
| Would recommend counselor to others | 4.60 |
| Would use counselor in the future if needed | 4.65 |
| Helped make progress toward educ. goals | 4.34 |

Student Retention

Survey data found the following: 85% 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 46 students that responded either agree or strongly agree to the survey item “I have considered leaving Truman before completing my degree,” 69.5% responded either agree or strongly agree that “counseling has helped me stay at Truman.”





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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 |
|---------|----------|------------|-------|
| 2016/17 | 142 | 5224 | 170.8 |
| 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 |

Training

As part of our outreach efforts, UCS staff regularly engage in training activities. **In 2016/17 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 16 nursing students.

QPR. Four members of the UCS staff are certified Question, Persuade, Refer Gatekeeper Instructors. During 2016/17, we were able to train 326 members of the Truman community on how to use this suicide prevention technique.

Safe Zone. Fifty-eight 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)**. A total of 74 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. Joe Hamilton served on the Truman Partner's in Prevention coalition and is co-chair. Stacy Simmons served on the Staff Council. Beth Miller served on the Wellness Committee.

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 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, and 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 2016 calendar year, 589 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. Madeline Nash made regular posts on the site.



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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:

- EAGALA Equine Therapy
- Collaborating with Cindy Mayberry
- Vulnerability (Brene Brown)
- Motivational Interviewing
- Disability Services – Dr. Blakely
- Acupuncture – Holly Arbuckle
- Students of Concern
- AUCCCD Annual Conference Report
- Legal Issues of Minors in Therapy
- ATSU Counseling Services
- Resilience
- CCMH Updates
- Kirksville Police Department - Chief Hughes
- Human Resources
- Brittany Harris
- Privilege – Brad Turnball
- Medications – Alice Davis
- NRMC Emergency Department
- Cognitive Behavioral Therapy
- First Generation College Students
- RESPOND training
- Scope of Care Webinar
- McCallum Place
- School Counseling - Kristin Henke

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

Joe Hamilton

- 2016 Annual AUCCCD Conference
- Summit on Language Regarding Alcohol and Sexual Assault Prevention
- Understanding Autism Spectrum Disorders Webinar

Phil Jorn

- Cognitive Behavioral Therapy Certificate Course
- Obsessive Compulsive Disorder – NetCE

Beth Miller

- EAGALA training Part 1 and 2

Madeline Nash

- Holistic Approaches to Health and Wellbeing webinar
- Vulnerability – Brene Brown
- Ethics for Counselors -NetCE
- Beyond the Binary
- Intro to EMDR and Related Approaches – NetCE
- An Overview of Feminist Counseling - NetCE
- Borderline Personality Disorder – NetCE
- An Intro to Infant-Preschooler Mental Health – NetCE

Matt Stocks

- How to Work Effectively with Suicidal Clients – Jobses
- Anxiety Disorders – NetCE
- Ethics for Counselors – NetCE
- Integrating Mindfulness into Clinical Practice – NetCE
- Suicide Assessment and Prevention – NetCE
- Clinical Care of the Transgender Patient - NetCE

Angel Utt

- How to Work Effectively with Suicidal Clients – Jobses
- Develop Resilient Students Webinar
- Female Sexual Dysfunction – NetCE
- Online Professionalism and Ethics – NetCE
- Obsessive Compulsive Disorder – NetCE
- Sexual Assault: Evaluation and Care – NetCE
- Case Management 2.0: Refining Your Service for Behaviorally At-Risk Students