

University Counseling Services

Annual Report

June 2013 – May 2014

Compiled by

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 http://ucs.truman.edu

Truman State University COUNSELING SERVICES Annual Report 2013/14

2013/14 ACTIVITY DETAIL

Direct Counseling Service

UCS provided face-to-face counseling services to 521 students this year, which represents 8.5% of the student body (using Fall 2013 Total headcount of 6,149 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 fifth largest number of individual students served in one year in the history of UCS, which opened in 1992.

Totals - individuals served

YEAR	Individuals
2013/14	521
2012/13	550
2011/12	603
2010/11	597
2009/10	529
2008/09	505
2007/08	515
2006/07*	433
2005/06	416
2004/05	370
Ave. (1992-2014)	393
% change (1 yr)	-5%
% change (Ave)	25%

*To assist in completing the annual report, UCS transitioned into a June 1st-May 31st reporting year in 2006/07. Therefore 2006/07 is actually only an 11 month year going from July 1st-May 31st.

Individual Sessions

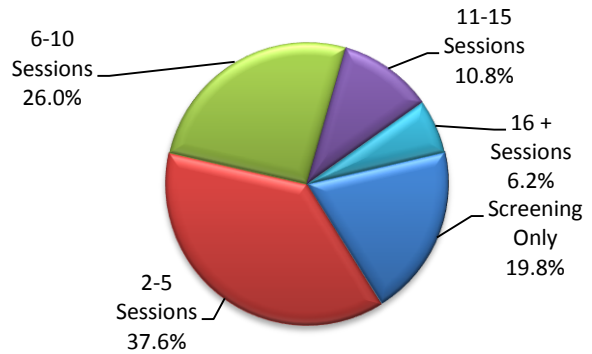
While the number of individuals served and session average stayed about the same, the session average increased slightly.

Counseling clients & number of sessions

YEAR	Individuals	Sessions	Session avg.
2013/14	521	3487	6.19
2012/13	550	3536	5.41
2011/12	603	3356	5.07
2010/11	597	3361	5.35
2009/10	529	3505	5.57
2008/09	505	3722	6.46
2007/08	515	4126	6.49
2006/07	433	3022	6.36
1 yr change	-5%	-1%	14%

Usage data. The graph below summarizes the range of counseling sessions individuals attended. In keeping with our time-limited model of service delivery, the average number of counseling visits (including screening) per student was 6.19, and approximately 83.4% of clients were seen for 10 or fewer sessions.

Session Utilization



Crisis Services

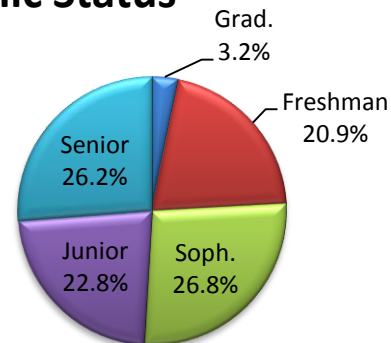
The staff at UCS strive to be available for students and those who support students in times of personal crises. UCS provides 24/7 coverage during the fall and spring semesters. In 2013/14, there were 70 after-hours crisis contacts provided to 57 individual students. UCS also provided 9 day-time crisis contacts to 8 individuals.

Type of Crisis	Number
Emotional distress	33
Suicidal ideation/gesture	33
Suicide attempt	1
Panic attack	5
Self-injury	2
Other	5

Client Demographics

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

Academic Status





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Gender. In 2013/14, 32.1% of students receiving counseling identified as male, 67.4% as female and 0.6% identified as transgender.

Please Note: the following demographic information applies to the 403 UCS clients receiving an intake or more and not clients receiving a screening only.

Minority/International. The percentage of clients identifying as minority was 11.4%. The percentage of international students in 2013/14 was 1.7%. Clients reported 12 different countries of origin outside of the United States.

Sexual Orientation. 76.7% identified as heterosexual, 1.7% lesbian, 4.2% gay, 5.7% bisexual, and 2.5% Questioning. 4% did not provide a response and 5.2% chose to self-identify in their own individual manner.

First Generation 17% reported that they were first generation students.

Extracurricular Activity. 27.5% reported either no or occasional activities, 25.3% reported one regularly attended activity, 23.1% reported two regularly attended activities, and 22.1% participated in 3 or more regularly attended activities. In regards to intercollegiate athletics, 5.0% of our clients were athletes.

Emotional Support. When asked if they get the emotional help and support from their family, 22.4% strongly or somewhat disagreed, 12.1% were neutral and 64.4% somewhat or strongly agreed. When asked if they get the emotional support from their friends and acquaintances, 13.6% strongly or somewhat disagreed, 15.1% were neutral and 70.6% somewhat or strongly agreed.

Financial Situation. When asked to describe their financial situation, 31.3% described their current financial situation as always or often stressful, and 18.2% 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 utilization rates are listed below.

- 1) English 12.4%
- 2) Psychology 11.9%
- 3) Biology 9.7%
- 4) Communications 5.5%
- 5) Business Administration 4.5%
- Exercise Science 4.5%
- Health Science 4.5%

Client Treatment History

- Prior to starting counseling, 42.1% reported that they had at one time taken medication for a psychological issue, 9.7% had at some point been hospitalized for a mental health issue, and 12.3% reported attempting suicide.

- Almost two-thirds of our clients reported receiving counseling before receiving services from UCS this past year (61.5%).

Client Concerns

This year 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 used by counseling centers across the country.

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

- | | |
|---------------------------|-------|
| 1. Anxiety | 53.7% |
| 2. Depression | 47.6% |
| 3. Stress | 43.3% |
| 4. Relationship Problem | 26.5% |
| 5. Family | 22.6% |
| 6. Academic Performance | 22.4% |
| 7. Self-esteem/confidence | 19.6% |

Top Presenting Concern at Intake

- | | |
|------------------------------|-------|
| 1. Anxiety | 22.6% |
| Depression | 22.6% |
| 2. Stress | 8.1% |
| 3. Relationship Problem | 6.9% |
| 4. Academic Performance | 4.8% |
| 5. Self-esteem/confidence | 4.3% |
| 6. Family | 3.6% |
| 7. Adjust to new environment | 3.1% |
| Sex abuse/assault victim | 3.1% |

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. Stress | 58.8% |
| 2. Anxiety | 56.1% |
| 3. Depression | 47.0% |
| 4. Relationship Problem | 38.1% |
| 5. Academic Performance | 32.9% |
| 6. Family | 28.4% |
| 7. Self-esteem/confidence | 24.4% |

Top Concern at Case Closing

- | | |
|-----------------------------|-------|
| 1. Depression | 23.2% |
| 2. Anxiety | 22.0% |
| 3. Stress | 10.4% |
| 4. Relationship Problem | 7.3% |
| 5. Family | 5.5% |
| 6. Sex abuse/assault victim | 5.2% |
| 7. Self-esteem/confidence | 3.4% |

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.



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Counseling Evaluation. At the end of counseling, we ask the client to complete an anonymous satisfaction survey that is e-mailed once their case file is closed. This year we received 90 completed surveys (23% return rate). Results indicated that 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	4.98
Helped me achieve my goals	4.28
Felt comfortable with my counselor	4.58
Worked within my worldview	4.62
Counselor was professional	4.78
Counselor was supportive	4.69
Counselor was flexible	4.67
Counselor was collaborative	4.57
Counselor was caring	4.72
Satisfied with services I received	4.53
Would recommend UCS to others	4.69
Would recommend counselor to others	4.57
Would use counselor in the future if needed	4.54
Helped make progress toward educ. goals	4.10

Student Retention

Survey data found the following: **84.4% 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 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.”

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
2013/14	202	6818	194.5
2012/13	192	6987	169.3
2011/12	208	7706	200.3
2010/11	257	9158	263.8

Choices: For the twenty-second 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 2013/14 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 40 faculty, staff and students.

QPR. Four members of the UCS staff are certified Question, Persuade, Refer Gatekeeper Instructors. During 2013/14, we were able to train 113 members of the Truman community on how to use this suicide prevention technique.

Safe Zone. 23 individuals were trained on how to create a safe environment for GLBTQ students on campus.

Bystander Intervention Training. 28 students participated in the prevention training.

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 2013/14, 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.

We also had 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 increase the probability of student success.

Another major component of our campus collaboration is with Missouri’s Partners in Prevention (MoPIP) efforts here at Truman. Joe Hamilton was the primary contact with MoPIP in 2013/14.

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 and Showcase events.



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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 staff have responsibility for maintaining the websites ucs.truman.edu, wellness.truman.edu and safezone.truman.edu that provide information about services, resources, self-help materials and assessments in addition to the following:

Ask, Listen, Refer: Online Suicide Prevention Training. 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 (as of May 31)	318

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, Bi-Polar, Alcohol and eating disorders.

Type of Screening	# of Students
Depression	128
Generalized Anxiety Disorder	84
Bipolar Disorder	59
Eating Disorders	38
Posttraumatic Stress Disorder	27
Alcohol	16
Total	352

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 519 "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 and videos for the magazine during 2013/14. The magazine had over 4500 unique visitors through April 30, 2014.

Counseling Services Staff

University/Community Service. In addition to their regular duties, professional staff participated in the life of the campus and community as well, **devoting countless hours of combined time serving on various committees and providing service to, and participating in, functions that support the general university mission.**

Joe Hamilton – Missouri's Suicide Prevention Planning group; Truman's Students of Concern Committee; Truman's Partner's in Prevention Committee; Co-Advisor for Active Minds

Phil Jorn – Advisor for Blue Key

Jane Maxwell – Advisor for the Women's Resource Center

Stacy Simmons – University Well-being Committee; Staff Council

Mike Bolle – Co-Advisor for Active Minds

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 professional counselors are required by state licensing boards to obtain 20 hours per year of 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
- Eating Disorders
- Confidentiality
- Truman's EAP
- ALICE Training
- Alcoholics Anonymous
- UCS Assessment Data and Surveys
- Truman ITS and Server Security
- Mindfulness
- Student Interview Project on Student Stress
- AUCCCD Report
- Fall Crisis Review
- Threat Assessment Procedure Review
- Confronting the Reality of Sexual Violence on the College Campus – David Lisak video
- University Sexual Assault Policy
- Of Two Minds Documentary (Bipolar Disorder)
- AUDIT Alcohol Screening
- Enhancing College Students' Sleep
- Grief and Hospice
- Spring Crisis Review

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

Mike Bolle

- Connecting Research to Practice in College Student Mental Health Webcast

Joe Hamilton

- Mental Health First Aid Instructors Summit



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- Show me You Care About Suicide Prevention Conference
- Federal Regulatory Efforts to Protect Student Safety
- Connecting Research to Practice in College Student Mental Health Webcast
- The Association of University and College Counseling Center Directors Conference
- Developing a Self-Harm Compliance Protocol Webcast
- Assessing Student Threats Made via Technology Webinar
- Title II: Direct Threat Protocol and Policies Webinar
- Meeting of the Minds conference
- HIPAA rules webcast
- STEP UP Bystander Intervention Training
- Promoting Help-Seeking Among College Students: Strategies for Suicide Prevention Webinar
- Policing the Drunken Campus Hook-Up: Law, Policy and Best Practices

Phil Jorn

- Connecting Research to Practice in College Student Mental Health Webcast

Jane Maxwell

- Connecting Research to Practice in College Student Mental Health Webcast

Beth Miller

- How to Work Effectively with Suicidal Clients

Stacy Simmons

- Connecting Research to Practice in College Student Mental Health Webcast