

Indiana State University

2004 - 2005 Administrative Annual Report

Student Counseling Center

Year in Review

Achievements

As you have heard, increasing public awareness of Indiana State University's accomplishments is crucial to building student enrollment, influencing policy makers, and developing a place of pre-eminence in the Midwest. What do you consider to be your department's accomplishments for the 2006-07 year that will contribute to this effort? (Please list in priority order and limit to no more than 8.)

The SCC's accomplishments can best be described by reviewing the April 2004 to April 2005 Year End Statistical Analysis of the unit's performance and comparing that data to the SCC's past statistical performance. 1. In 2004-05 year the SCC's staff achieved higher levels of licensure. Two became Licensed Psychologists in the State of Indiana, and a third received status as a Health Service Provider in Psychology in the State of Indiana (the highest licensure status possible). All central staff members now hold Indiana licenses. 2. In 2004-05, the SCC saw 854 students in individual and group counseling sessions, directly reaching 8.5 % of the student body in the 2004-05 year. This represents a significant increase of 154 students over the 700 students seen in 2003-04 and exceeds all previous years in number of students provided service at the Center since 1991. The expansion of the group counseling program was a significant factor in this growth and the SCC was able to function without a waiting list all year for the first time since April of 2001. 3. The Center had 3383 hours of client contacts in the 2004-05 year, more than in any previous year since 1991. This total represents a 500+ hour increase in service hours to ISU students, despite declining enrollments this year, indicating both the excellent job the SCC staff has done to meet the needs of the ISU students and the continuing growth in demand for services from the ISU student population. The SCC is seeing students an average of 4 sessions per client. 4. Students use the SCC for a variety of reasons ranging from transient personal issues to severe psychopathology. The following list provides a brief look at the 2004-05 ISU students' reasons for utilization of the SCC: 1. Depression and other mood disorders – 60% (increase of 10%) 2. Adjustment and life stress problems (alienation, separation, and loneliness) – 28% (up 12%) 3. Anxiety problems – 23.6% (up 18.6%) 4. Relationship concerns – 22% (up 4%) 5. Post-traumatic Stress Disorder, Sexual assault and child sex abuse effects – 21% (up 12%) 6. Substance abuse – 15% (up 10%) (Alcohol abuse – 9%; drug abuse – 6%) 7. Personality disorder issues – 13% (dependency, borderline, paranoid, and mixed problems) 8. Eating disorders – 6.6% 9. Identity issues – 5% 10. Bereavement – 4 % 5. The SCC expanded its psychiatric services with the contract psychiatrist seeing 54 students this year and providing 102 hours of medication prescription client contacts. Our psychiatrist at the beginning of the year was contracted to provide just 4 hours per week of medication evaluations, but became ill and subsequently retired, so we had to refer all psychiatric clients out for several months. Our new psychiatrist, who joined in February, works 3-4 full days per month and provides more extensive medication management. 6. One of the overall mission goals of the SCC is to enhance student

Action Steps

In light of the new [strategic direction](#) of the University can you modify your action steps or develop new action steps that will aid in the implementation of the University's Strategic Indicators?

The SCC and SHP are instrumental in assisting ISU students in coping with their non-academic

responsibilities at ISU in several ways: · We provide primary interventions in the form of individual counseling, group counseling, crisis intervention, and assessment. · We provide secondary interventions in the form of preventative education for students (workshops), training of student peer advisors (e.g., Bacchus and Gamma), and training of student affairs staff to better help students. · We provide tertiary interventions by implementing quality healthy lifestyle informational programming to campus residents. These functions provide students the support they need to thrive socially, encourage students to mix socially with a diverse population of their peers, and enable students to learn social, emotional, and academic coping skills. These contribute to students' life knowledge, skills, and personal development and thereby contributing to the ISU community, as well as the larger communities in which the students live and work.

Assessment

What are two ways in which you evaluated the quality or effectiveness in your area last year? What changes did you make based on those assessments?

The SCC evaluates the effectiveness of its services on the basis of a statistical analysis of its overall operations and client satisfaction analysis based on feedback forms. The statistical analyses examine the total numbers of individual counseling and group counseling client contact hours and outreach contact hours and cross reference these numbers with client demographics to assess whether or not the SCC is reaching sufficient numbers of students, sufficient diversity of students, and a broad enough cross-section of students to meet the mission goal of enhancing students' academic experience and emotional life here at ISU. The SCC then compares its year-end numbers with the IACS National Survey of Counseling Center directors for the previous year to see if the SCC's performance is meeting the mean averages of a broad sampling of American Counseling Centers (both accredited and non-accredited) for mid-sized universities with student populations between 7500 and 15,000 students. The first statistical assessment provides the SCC with an evaluation of its year-to-year growth and performance in terms of its ability to reach ISU students and give them the types of services their traits and conditions demand. The second statistical evaluation provides the SCC with an assessment of whether or not it is adequately meeting national criteria for counseling centers in providing quality services. The client satisfaction surveys provide data on how SCC services are being received by students, covering areas such as initial front office contacts and appointment management, experiences with their assigned counselors, how the SCC services have affected their academic performance, and whether they would recommend services to others. Over the course of the past three years, the SCC has used these statistics to expand its staffing, develop a group counseling program, enhance its outreach presentation areas, develop an athletic consulting program, increase public relations presentations, redesign its brochures, and alter its clinical operations to provide more intensive and comprehensive clinical services to accommodate students increased need for counseling and increased severity of disorders. The client feedback data allows us to assess client counseling outcomes based on their own perceptions of the effectiveness of their experiences with the SCC. This data can be used to refine and improve service delivery in an ongoing manner.

Future Goals

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Please describe the progress you have made on these action steps.

The SCC is essentially a private, confidential counseling service. At present, we also serve as an educational service through our preventative outreach programming. Our primary function, however, is oriented towards individuals. As such, our contribution to the university is mainly through the enhancement of students' lives. Not only does this influence the students' immediate coping abilities, but it enhances students' abilities to reach their full potential and appreciate their college experience.

It also has the extended effect on the university of creating positive, involved student representatives of ISU, who, in turn, positively affect those around them on campus and in the community. The SCC's other primary means of enhancing ISU's reputation is through experiential learning (EL). The SCC serves as a training facility for ISU graduate students in Psychology who are in the process of becoming psychologists, and for co-op students from the Community Health program at ISU. We will continue to provide these opportunities.