

# Student Affairs Annual Report Counseling Center 2018-19

## 1. Mission Statement:

The Counseling Center contributes to the educational mission of UWSP by attending to the whole person, reflecting the knowledge that students' intellectual and personal developments are inseparable. We provide a psychological approach to support students' relational, social, emotional, intellectual, vocational/professional and cultural development. The Counseling Center collaborates with the UWSP community to facilitate education, prevention and early identification of student issues. Respect for individual differences is the cornerstone of our mission

## 2. Services and Programs

**Clinical Services:** Individual therapy, group therapy, crisis walk-in sessions and clinical consultation.

### • Service Indicators

○ Individual Therapy sessions	2774
○ Emergency Sessions	27
○ Group therapy Sessions	171
○ Hormone Consultation	3
○ Number of individual clients	552
○ ADHD evaluations	4

### • Client Overview

- Top five presenting concerns identified by students
  - Anxiety 78%
  - Depression 72%
  - Stress 72%
  - Self-esteem 49%
  - Procrastination/motivation 47%
- 16% self-identified as ethnically or racially diverse
- 65% were female, 30% male and 4% transgendered/self-identify
- 70% self-identified as heterosexual, 29% self-identified as part of the LGBTQ community
- 79% describe their financial situation as sometimes to always stressful.
- 33% are struggling with academics
- 42% report academic motivation and/or attendance are suffering
- 55% are having a hard time focusing on academics
- 13% are thinking about leaving school
- 13% are registered as having a diagnosed disability
- 33% have engaged in self-injury
- 40% have had serious thoughts of suicide
- 16% have attempted suicide at some point in their life
- 30% have experienced unwanted sexual contact at some point in their life

- **Quality:**
  - UW System Counseling Center Impact Study: Thirty Four (34) UW-Stevens Point students responded to Learning Outcomes and Satisfaction Survey. This is a 6% response rate and data is self-report
    - Intrapersonal Learning Outcomes
      - 79% of students who responded to the survey gained a greater understanding of self
      - 70% increased their ability to think clearly and critically about their problems
      - 68% started to live a healthier lifestyle
      - 67% felt better prepared to work through future concerns and achieve their goals
      - 62% reported they made improvements on the specific issues for which they sought Counseling
    - Client Satisfaction:
      - 100% indicated that their counselor display sensitivity/acceptance to individual differences.
      - 100% indicated it was important to have Counseling Services located on campus.
      - 94% felt their counselor helped them clarify concerns and provide guidance.
      - 91% felt their counselor supported them in making their own decisions and reaching their personal goals.
      - 67% felt they were able to get their first appointment in a timely manner
      - 88% felt they were able to get a follow-up appointment in a timely manner.
  
- **Productivity and efficiency:** UWSP Policy and procedures are in line with standards outlined by CAS and IACS.

### **Education and Prevention Programs**

- Approximately, Counseling Center staff provided 112 hours of Education and Prevention programming to students and faculty and staff.
- Examples of programs topics include
  - Crisis management training for faculty, staff and students
  - Resiliency and stress management
  - Mindfulness
  - What is “normal” in Psychology (4 videos)
  - Positive body image
  - Trauma and secondary trauma
- Learning Outcome evaluations for Crisis Management and suicide prevention training indicated
  - Of participants could identify Tier 1 warning signs
  - of participants could identify Tier 2 warning signs
  - of participants could identify an appropriate campus resource to help distressed students other than the Counseling Center
  - of participants could identify a helpful strategy to assisting distressed students

### Testing Services

- Total tests proctored 2247
  - Computer-based Tests 1289
  - Pencil/paper tests 958

### **3. Major Unit Achievements**

- Maintained consistent quality and quantity of services
- No-show rate consistent at 6.8%, the goal is to stay under a 10% no-show rate
- Continued a successful Interpersonal process group program
- Education and Prevention programs are being requested by both students and faculty and staff which speaks to the reputation across campus regarding the quality and relevance of these programs
- Working to add sign lingual certification exam to the Testing Service
- Continued Collaboration with Health Service regarding health of transgendered students

### **4. Inclusive Excellence**

- Advised P.A.V.E
- Finished CITL training
- Staff discussions included
  - i. NYTime Doc-op: “A Conversation with Latinos on Race “and “A Conversation with White People on Race”.
  - ii. TED Talk: “violence Against Women – it’s a Men’s Issue” and “Men’s Rights”.
  - iii. Hulu: America Inside Out with Katie Couric – “The Muslim Next Door”
  - iv. TED talk: “Can a Divided America Heal?”
  - v. TED talk: “Enough with the Fear of Fat”
- All bathrooms are gender fluid
- Continue to partner with Health Service regarding health and support of transgender students

### **5. 2017-2018 Department Goals and Priorities**

- Develop syllabus of professional development activities focused on Inclusive Excellence
- Increase response rate to Learning Outcome and Satisfaction Surveys
- Continue to evaluate and supervise mental health services and structure at UWSP-Marshfield and UWSP-Wausau.
- Implement Titanium at Wausau and Marshfield campuses
- Bring the Welltrack App to campus with access for all UWSP students
- Continue to update “while you wait” page on the Counseling Center website
- Monitor short-term therapy model by bringing longer-term cases to clinical consultation for discussion and disposition.
- Continue collaboration with Health Service on issues of mental health for all students
- Continue to grow and develop relevant education and prevention programs.