

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.)

Over the past year, the ISU Student Counseling Center (SCC) has accomplished much, despite a major reorganization after the loss of two professional staff members and a psychiatrist. Due to the impact of these losses and the challenge of replacing them with experienced professionals, the SCC's first accomplishment was the restructuring of SCC salaries. The Director restructured the pay rates of senior psychologist positions, which moved the new pay rate closer to the market salary for experienced licensed psychologists in university counseling centers. The SCC was then able to hire two highly competent professionals. Dr Carrie Profitt was hired as Assistant Director of Clinical Training and Dr Suellyn Mahan was hired as a Senior Staff Psychologist. It is important to note that these two positions were critical in helping the SCC reduce a wait-list that reached approximately 6 weeks at the height of the Spring Semester.

The restructuring also reassigned responsibilities following the hires. The most crucial change was to the Assistant Director position. It was changed to the AD for Clinical Training. In addition to handling graduate and professional training, the new Assistant Director was given the responsibility of overseeing SCC testing and assessments, coordination of services for clients with eating disorders, and other administrative duties as assigned. The second professional staff position of Senior Psychologist went to an individual who has been practicing for approximately 12 years. This position was set up for a counselor with experience to focus primarily on seeing a high number of clients and to keep client access flowing more efficiently. Overall, the new staff members allowed the SCC to run more smoothly by freeing up the Director and Associate Director to do administrative tasks that could not be handled, due to the high number of clients seeking SCC services.

The final reorganization of services involved the hiring of a new psychiatric resident, Dr Waqar Mahmud from Indiana University School of Medicine. Because of the loss of our regular consulting psychiatrist the previous year, the SCC went without this critical service of prescribing psychopharmacological interventions. The SCC hired temporarily a local psychiatrist who came once per month. Nevertheless, the demand was too high and the director, Dr. Rini, pursued a relationship with the IU School of Medicine, which led to an inter-university training agreement and the arrival of Dr Mahmud. The SCC was then able to provide coverage to students on a weekly basis for a much lower rate. This newly established relationship is an ongoing collaborative experience benefiting both ISU students and IU Med School as the SCC will be part of their training rotation.

Student Health Promotions has also had to restructure in order to meet higher demands for wellness programs and health and consultations. The SHC was able to hire two student Community Health majors and had a number of volunteer ISU Dietetics students assisting its programs. These workers helped develop and facilitate outreach programs, ran informational tables, and created wellness displays. The SHP Coordinator and Student Health Educator, Aimee Janssen-Robinson, was then able to expand involvement in larger university programs. In response to an initiative requested by President Benjamin on weight and obesity, SHP developed the collaborative relationship with the Dietetics program, for their students to conduct weekly diet and weight management consultations for ISU students. By the end of the semester 33 nutrition consults were completed. At this point, the nutrition consultation program is expected to continue in the upcoming year.

The SCC's major achievement with regard to counseling was seeing an increased number of students again this year, despite lower enrollment and the loss clinical staff. This achievement was accomplished by very hard work, creative staffing of clients, more efficient use of contract workers, and a focus on more solution-oriented counseling. It is also important to note that the service waiting-list was longer than it had ever been in the Fall. In the spring semester, demand continued though not as overwhelming, but still reached a wait-list of 6 weeks. Had the SCC not reduced the list, it would have meant a 2 month wait for services. The small SCC staff was solely responsible for this high accomplishment. However, the Unit Assessment Review Committee has warned against overloading staff and pointed out this is a serious IACS accreditation issue. Long wait-lists and excessive demand on staff time are associated with counselor burn-out.

The SCC is proud of the banner year Student Health Promotions had by increasing the number of students contacted and types of programs offered. Coordinator Aimee Janssen-Robinson, directed the unit to an unprecedented 10,080 direct student contacts, through outreach presentations, informational tables, consults with organizations, Residential Life, and classes. Furthermore, she spent 847 planning hours and did approximately 75 individual consults with ISU students on smoking cessation, sexual health and responsibility, weight management and nutrition, and healthy relationships. Aimee coordinated and carried out the SCC Marketing campaign, expanded the Buddy Care Suicide Prevention program, provided tables for National Depression Awareness, National Collegiate Alcohol Awareness, Eating Disorders Awareness, National Sexual Responsibility Awareness, and Meth Awareness weeks. She also presented programs for Great American Smokeout and World AIDS Day, including overseeing the creation of the "condom dress" that was displayed throughout the university. Finally, two of the best accomplishments of the past year were getting PHACT, the campus Bacchus/Gamma organization, re-chartered with SGA and initiating a local chapter of 1 in 4, a sexual assault awareness organization, here at ISU. It should be noted that PHACT was fundamental in helping produce many of the outreach programs conducted by SHP and allowed ISU students to have a student perspective on health information as it came from their peers. The SHP is anticipating that 1 in 4 will have the same sort of impact.

Other accomplishments of both the SCC/SHP include training for Residential Life Advisors and staff; annual Mental Health training for the campus Public Safety officers; training for Human Resources Financial Aid Services and the Support Staff Council; multiple memberships on search committees; and SCC and SHP Staff attendance at a number of national conferences that educated the staff and

brought national exposure to the ISU SCC.

Summary of Highlights:

- Affiliation with IU Medical Center Psychiatric Resident Training Program for psychiatric residents
- CD and DVD project - Suicide Prevention: Buddy Care /Sexual Assault/Distressed Students
- 2007- Able to add quality staff that has impacted operations to improve coverage by making market adjustments to salaries to get two replacement, experienced, senior staff psychologists
- Hired an excellent Masters Level Health Educator who recently achieved National Certification
- Saved operational funds for full refurbishing of the Counseling Center – first in 15 years.
- Received a number of recent grants to expand wellness operation programs
- SCC was able to treat almost as many students this year as last year despite the loss of two psychologists for three months through heavy scheduling by the director and his three experienced senior psychologists.

Enrollment

What steps did you take this year to aid ISU in overcoming enrollment challenges?

The essential mission of the SCC is to enhance the academic experience by promoting healthy personal development through a variety of counseling services. The SCC 's high scores on the Student Outcomes Assessment supports the success of the SCC in achieving its mission. In spite of the previous budget cuts, the Student Counseling Center performed quality services under increasing demands for interventions and crisis resolutions from students. The Counseling Center has used its funds efficiently to update the aesthetics of the facility to make students comfortable and to hire counselors and a psychiatric resident to fully cover the needs of all our students. The recent SCC Counseling Outcomes Assessment Survey results showed:

The Student Counseling Center gave excellent service to students in the areas of relationships, development, managing emotions and reducing symptoms of emotional disturbance. Of the clients who participated in the survey, most responded that the Counseling Center helped them continue to perform better academically and improved their chances of retention and graduation at ISU. The SCC and SHP are primary forces in enhancing students' abilities to stay enrolled at ISU and thereby are critical units in helping ISU maintain and increase enrollment.

The impact of the SCC and SHC is the result of focusing on ISU students' primary issues that bring students to the Counseling Center. These issues were in 2006-2007(in order of prevalence: Depression and suicidal ideation, a number of different anxiety disorders and phobias, romantic and family problems, academic maladjustment, alcohol and eating disorders, drug abuse, obsessive-compulsive problems, bipolar disorders, self-injury disorders, schizoaffective disorder, ADHD, identity diffusion, sport related personal issues affecting performance, and self esteem problems.

In 2006-2007 the Student Counseling Center supported more than 460 students by providing the services of group or individual sessions, consults, and athletic performance training and consulting, despite losing two counselors to higher paying jobs at other universities. The SCC operated with only 2 FTE psychologists for 3 months and no psychiatrist for Fall Semester. Once two senior psychologist were added to the staff (through salary restructuring) the unit made up for the gap and

saw more students than the previous year by the end of final exams. This included 291 new Triages, almost even with 2005's total of 296 and up from 2004's total of 210. Two experienced senior counselors jumped into the openings in Spring Semester and enabled the center to exceed last year's numbers. 2005-06 saw 444 students using the SCC and they attended 3400 appointments with an average of 8 sessions per student. 2006-07 saw 460 students using the SCC and they attended 2816 appointments with an average of 7 sessions per students, showing an improvement in counseling brevity and efficiency while keeping the quality high, as per the above assessment results. There was an increase in the numbers of individual and group sessions (308 vs 280 and 22 vs 18 respectively) and a decrease in the number of crises seen in the center (from 80 to 51) and the number of sessions needed to resolve those crises (from 98 to 58).

Despite lower enrollment at ISU, decreasing full-time staffing since 2004 (from 6 FTE to 5), and the absence of 50% of the Center staff for 3 months, the numbers of students demanding services continued to rise, as did the severity of student's problems. As the SCC's statistics showed, the unit still performed at top efficiency and met this year's demand, but did have to go to 4-6 week waiting lists for several weeks in the year. This trend of overwhelming student numbers and students with increasing severity of problems was confirmed by the recent findings of The American College Counseling Associations findings (2006) that 92% (an all-time high) of counseling centers saw an increase in numbers and severity of problems in 367 university centers this year. The ACCA study found 43% of students came to college with severe problems and 33% were afflicted with severe depression or anxiety.

The SCC's academic year totals told a similar story of high demand but the Center achieved a lot of success in effectively treating its clientele. At the ISU SCC, 45% of clients were afflicted with mild to severe depression (many with suicidal ideation) and 22% had serious anxiety disorders. As many as 11% of the students had relationship problems, that often triggered depression, anxiety and suicidal ideation. Arts and Sciences (49%) continued to have the most students attend sessions at the Center followed by the School of Education (13%). The vast majority of students were full-time students (95%). The median age for students seeking help at the Center was 20.5 years. The Sophomore class utilized the Center the most (23% of the total seen) followed by Freshman (22%), Juniors (20%), Seniors (18%) and Graduate students (10%). The Center saw a greater balance than previous years in gender distribution, with 60% females and 40% males seen throughout the year. Diversity figures show that 75% of the students were Caucasian, 13% were African American, 4% were Asian, and 8% were from other ethnic backgrounds. About 1% of the Center's clients were international students. Just over half of the students seen (55%) lived off campus 45% lived in the residence halls, and about 1% lived in Greek housing. Demographic statistics continue to show that students with GPA's of 3.0 and higher tend to use the counseling center the most frequently (3.0-3.5=23%; 3.5-4.0=17%; combined total 40%) and 16% of the total were student's with GPA's of 2.5-3.0. These statistics are in line with the SCC's client assessment data that reflect students find that counseling support helps improve academic performance (46%) and facilitates retention (83%). The Student Counseling Center and the Student Health Promotions Program successfully serve the University in providing significant help in retaining students and thereby maintaining higher enrollment. Overall, the SCC saw 5% of the student body in various counseling services in 2006-2007 and that total continues to be an increase over 2004-05 and 2005-06 total percentages of the student body.

The Center added a contract psychiatrist in December 06. However the SCC added an IU Medical Center psychiatric resident and future resident rotations through the ISU SCC, through a new affiliation with the IU Department of Psychiatry. This agreement between the ISU's SCC and IU was a towering achievement for the SCC. Psychiatry then became quite busy in Spring 2007. Psychiatry saw 32 students over the second half of the year which was only 10 students short of the 42 students seen the whole year in 2004-05.

The second significant achievement for the Center was the performance of the Student Health Promotions Program. The SHP had two health education students helping the coordinator and the SHP make over ten thousand student contacts (10,080) during 2006-07 through program presentations, display tables, nationally health week assessments, and individual health consults. The SHP put in almost 850 hours of outreach planning to achieve this outstanding performance. In total, the SCC and the SHP made 12,998 student contacts which was an increase of 1560 contacts over the 2005-06 total of 11,438 and increase of 1464 student contacts over the 2004-05 total of 11,534 students.

Consultations and counseling services are available to students free of charge, and the Center offers various counseling methods and preventive health education programs tailored to meet the needs of students. All services provided are confidential. The SCC and SHP will continue to work at the top of its ability and resources to serve the ISU student body and to help ISU to enroll and retain its students.

What can your office do next year to help overcome enrollment challenges?

With the addition of market competitive salaries and new staff and programs, the SCC/SHP will reach out to and cover the needs of more students. The SCC will thereby help more students achieve their educational potentials and remain at ISU.

Action Steps

Do you have any further progress you would like to report?

The primary goal of the Student Counseling Center is to assist students in formulating and achieving their educational goals through psychological, psychiatric, and psycho-educational and services. The SCC employs psychologists, psychiatrists and health educators to provide professional services. The SCC staff seeks to provide a warm and caring office atmosphere in which students are treated with sensitivity and dignity. The SCC helps students identify and develop positive traits that will help them in their personal, social and work responsibilities. The Center's primary objective is to provide services to students whose personal difficulties and problems interfere with their academic adjustment and ability to fully benefit from the University experience.

The Student Counseling Center and the Student Health Promotions Program successfully serve the University in providing significant help in retaining students and thereby maintaining higher enrollment. Overall, the SCC saw 5% of the student body in various counseling services in 2006-2007 and that total continues to be an increase over 2004-05 and 2005-06 total percentages of the student body. The SHP had two health education students helping the coordinator this year. The

SHP made over ten thousand student contacts during 2006-07 through program presentations, display tables, nationally health week assessments, and individual health consults. The SHP put in almost 850 hours of outreach planning to achieve this outstanding performance. In total number of student contacts that the SCC and the SHP made at ISU in 2006-2007 was 12,998. This beat the 2005-06 total of 11,438 contacts and the 2004-05 total of 11,534 student contacts.

The SCC/SHP will continue to increase coverage of ISU students and provision of services to these students for 2007-2008. It is hoped that the biennium budget will help the SCC/SHP succeed at this goal. All of the anecdotal and assessment results suggest that the more students the SCC/SHP reaches with a multitude of services, the lower the level of campus risk and crises, and the higher the numbers of students who finish their education at ISU. The SCC's continued focus is on providing coordinated academic and psychological support for "high-risk" and "in-crisis" students and helping all students with resolving their personal difficulties that interfere with their education to help them attain their college goals.

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 Student Counseling Center and its affiliated Student Health Program underwent two assessments in 2006-2007. Both are critical to the impact of the SCC and SHP on the university's enrollment, by virtue of their enhancing academic performances and by enhancing retention. Both assessments are inter-related in their results. The UAR sees the need to expand both the SCC and SHP to more effectively broaden its university reach and impact. The Counseling Outcomes Assessment Survey provides support that the SCC/SHP are succeeding in their missions.

The SCC participated in a Unit Assessment Review, where four external, counseling/psychology professionals assessed the unit's efficiency and effectiveness to carry out its mission.

The Unit Assessment Review's recommendations to the VP of Student Affairs and the SCC Director initiated the proposal for an ISU Student Health Fee proposal to better fund the units and extend their services. The UAR's goal was to improve the overall effectiveness and quality of the SCC, to correct operational problems in the Student Counseling Center and the Student Health Promotions Program. The UAR recommended funds to provide more preventive programming across the campus, especially in the areas of suicide prevention, alcohol and substance abuse, and general student wellness.

The purpose of the UAR's recommendations was to address effectively their concerns about the SCC's ability to continue to provide quality services in an era of greatly expanding student demand for counseling and significant increases in the severity of psychological problems. Their plan provides increased funds for the SCC and SHP with to implement the full scope of its mission. The UAR's recommendations are currently before the Board of Trustees for action. A summary of the UAR's recommendations are listed below.

- Market salary upgrades to all SCC positions
- Fund the fifth psychologist position

- Fund for a sixth and seventh psychologist positions
- Funding for 2 bachelor level health educators or one Masters level health educator.
- Full-time psychiatry position
- SHP Wellness Program operational funds
- Increased funding for SCC supplies and psychotropic drugs
- Facility improvements to increase office space and improve confidentiality and security.
- Increased staff development funds
- IACS accreditation evaluation and annual fees
- Technology, computer and furnishing upgrades

The primary way the SCC and SHP can improve their quality and effectiveness is to expand their staff to then broaden services and ability to contact more students at ISU.

The SCC's second assessment was the internal Counseling Outcomes Assessment Survey (COASS). A random survey of 52 current students who have attended anywhere from 2 to 21+ counseling sessions was completed in April 2007. The assessment asked clients to address whether or not they have learned: coping strategies; to think more effectively to control distressing emotions; if they strengthened self-management skills; gained greater self understanding or identity; developed a healthier lifestyle (a Student Health Promotions question); improved their relationships; recognized and expressed emotions better; improved academic performance; improved self-confidence and self-esteem; improved understanding of diversity; and gained a clearer sense of life direction.

The results showed the Student Counseling Center drew rave reviews from its clientele. The COASS showed the Student Counseling Center performed quality services, under dramatically increased demands, and did an exceptional job according to most students. Customer Satisfaction Comment Cards also added that students felt the SCC did a good job updating the environment of the facility and made students more comfortable with its total refurbishing project.

The recent SCC Outcomes Study results showed definitively:

- 96% learned effective coping strategies;
- 92% learned to think more accurately and reduced distressing behaviors;
- 79% strengthened self management skills;
- 75% made a successful important decision;
- 87% strengthened their self understanding or self-identity;
- 65% improved their healthy lifestyle by reducing problems with sleep, lack of exercise, unhealthy eating, and abuse of alcohol or drugs;
- 75% improved their relationships;
- 77% were better able to appropriately express their emotions;

- 46% improved their academic performance level;
- 71% improved their self confidence or self esteem;
- 71% said they gained a clearer sense of direction in their lives;
- 83% stated they were more likely to continue their education and graduate from ISU due to the help they received at the SCC;
- 75% increased their understanding and appreciation of diversity;
- 71% gained a clearer sense of their life direction;
- 35% (new clients who had had less than 4 sessions) felt it was too soon to tell if they had learned appropriate coping skills from counseling;
- However only 3% reported they hadn't learned anything yet from counseling.

The Counseling Outcomes Assessment Survey indicated the Student Counseling Center provided excellent service to students in the areas of relationships, personality development, managing emotions and reducing symptoms of emotional disturbance. Of the clients who participated in the survey, most responded that the Counseling Center helped them continue to perform better academically and improved their chances of retention at ISU.

However, the future performances of the SCC and SHP to continue to effectively cover the ISU student demand and additionally reach more students is directly dependent upon receiving the additional budgetary enhancement recommended by the UAR. In order for the SCC and the SHP to make greater changes in operations and successful outcomes in terms of delivering more and better quality services, both units need to receive the UAR's recommended increases of funding of operations, salaries, and positions. The current SCC and SHP staffs are already operating at the top and at the limits of their availability to provide services. Professional burnout was a major concern of the UAR and they felt it was imperative of the university to take action to assist these services to expand, by receiving an infusion of resources of staff and funds. The UAR was also seriously concerned that the national trend of increasing demand for counseling and health services plus the trend of increasing severity of student problems would soon overwhelm both services. In order for the SCC and the SHP to continue to accomplish their missions effectively and efficiently and continue to produce positive effects on student emotional ability, increased academic performance and increased likelihood of retention at ISU, these units need improved fiscal backing to provide the staff the resources to meet the demands of the students at Indiana State University. These assessment results highlight the significance of the impact of the Student Counseling Center and the Student Health Promotions Program to university enrollment and fiscal success in the future.

Budget

As you know, ISU is facing significant budget challenges. Finding ways to overcome these

while increasing efficiency requires innovation. How are you overcoming your budget challenges this year?

The primary way the SCC and SHP can improve their quality and effectiveness is to expand their staff to then broaden services and ability to contact more students at ISU. The future performances of the SCC and SHP to continue to effectively cover the ISU student demand and additionally reach more students is directly dependent upon receiving the additional budgetary enhancement recommended by the independent Unit Assessment Review Committee. In order for the SCC and the SHP to make greater changes in operations and successful outcomes in terms of delivering more and better quality services, both units need to receive the UAR's recommended increases of funding of operations, salaries, and positions.

Quality

Quality

Please provide 1-2 suggestions to increase the ability of your department or the University to meet the criteria above.

Through University support, the SCC needs to expand and diversify its programs and develop a speciality focused Sexual Assault Prevention and Counseling Program (SAPAC) and a Substance Abuse Treatment Program (SAT). Both endeavors would require professional counselors with special certification in assessment and treatment in these areas. Both programs would also require separate funding and operational support. However sexual assault and alcohol and substance abuse are very significant problems affecting significant numbers of students and development of these programs as subunits of the SCC would facilitate reaching many more students with both preventive and educational interventions and thereby enhance the overall stability of the university student body.

Feedback

This section is to allow you to share your ideas for enhancing enrollment, dealing with budget and other challenges facing the university community.

In 2007-2008, there will again be an opportunity to set a Designated Student Health Fee. Many similar universities to ISU have implemented this fee to augment state provisions and enable the two health related organizations achieve parity with external health providing operations in levels of staff expertise, technology, coverage and provision of quality and comprehensive services. It is the opinion of the SCC that this fee is a needed and necessary provision that will help the university maintain a stable budget and face the growing challenge of greater and greater numbers of students requiring serious health care on campus.