

COUNSELING SERVICES

North Carolina A&T State University

2007-2008 ANNUAL REPORT



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Executive Summary Counseling Services

The University Counseling Service is the primary mental health service for North Carolina A & T State University students. Counseling Services is a major office within the Division of Student Affairs and provides key counseling, consultation, training, and outreach services to North Carolina A & T State University campus community as well as to the citizens of the community and within the state of North Carolina.

Counseling Services supports each student's pursuit of academic achievement and the overall mission of North Carolina A&T State University. The Center continues to conduct programs and services to address the University's retention efforts. The center assists students in accomplishing their academic, personal, career goals through therapy, testing, and enrichment programs. More than 4300 counseling appointments, consultations, testing, and career assessments were provided to assist students in improving the emotional health needed to have a positive university experience. To assist skill building for college success, more than 2000 students, faculty and staff were provided classroom presentations, workshops, and outreach presentations

A dramatic increase in crisis intervention sessions were provided to students whom were experiencing psychological emergencies. Some students were hospitalized for psychiatric treatment. Students were treated for severe psychological distress especially depression, panic attacks, and psychosis. As a result, there was an increase in the number of students referred for psychiatric services.

Compared to the prior year, there was an increase in the number of students receiving individual and couples counseling at the Center. There was an increase in the number of counseling sessions provided.

Due to increasing demands for Counseling Services, support groups such as Anger Management, Brothas and Sistahs' Circle, and Got Questions: Ask Counseling Services, and a Veterans group. For students needing on-going counseling for serious and chronic mental health issues as well as those leaving the university, referrals to the community were provided.

Major Accomplishments

- Provided members of North Carolina A & T State University community with more than 6400 counseling sessions, workshops, outreach presentations, classroom presentations, consultations, mandatory assessments, and information and awareness programs.
- 62 crisis intervention sessions were provided to students experiencing psychological emergencies. This represents an increase over the previous year. Seven (7) students were hospitalized for psychiatric treatment.
- Provided campus crisis/grief intervention to students who were impacted by the death of students.
- Implemented an on-line screening assessments for individuals who may struggle with depression, alcohol, bipolar, eating disorders, generalized anxiety, and posttraumatic stress
- Installation of an “on-line Intake” system for improvement of services. Revision of intake system to better meet student needs and serve more students in a timely manner as well as movement towards to creating a paperless system
- Working to better meet the needs of North Carolina A & T State University veteran student population, a support group was created.
- Updated the self-help library.
- Participated in the Safe Zone programming in order to help create a safe space for people of all races, ethnicities, nationalities, genders, sexual orientations, religions, ages, and abilities.
- Continued participation as a part of a panel of speakers in the Parent Transition seminars during Orientation.
- Staff attended over 38 professional staff development which included areas of victims advocacy training, multicultural counseling, retention, threat assessment training, campus safety, substance abuse, mental health issues, and leadership development.

Counseling Services Staff

Staff:

Vivian Barnette, Ph.D. Director, Licensed Psychologist

Submitted two grant proposals: Suicide & Violence
Selected, State Leadership Conference American Psychological Association
National Presentations: APCA, APA, 1st Outreach Conference

Kay Harris, M.S., Assistant Director, Counselor

Representative for National HBCU Substance Abuse Consortium
Member of Development and Training Committee of NHBCUSAC
Serve on North Carolina HBCU Substance Abuse Consortium
Received Special Recognition at Lonnie E. Mitchell Conference

Chandra Caple, M.Ed., Licensed Professional Counselor

Trained, Strong Interest Inventory Assessment Tool
Chairperson, NCCCA Fall Drive-In Conference
HDSV Supervisory Training
Training Coordinator, Practicum Students

Victoria L. Dalton, M.S., Licensed Professional Counselor

Certified as a NC Victim Assistance Network
Red Cross Trained Volunteer
Advisor, Couture Productions

Sammy Ngetich, M.A., Licensed Professional Counselor

Presented, 1st Annual REMBA Conference. NC A&T State University,
Co-presented, Annual Southeastern Conference for College Counseling Personnel
Presented, 7th Annual SE Conference on Cross-Cultural Issues Savanna, Georgia

Support Staff:

Kelley Douglas Smith, B.S., Student Services Assistant

Completed Digital Image Editing Course
Completed Multimedia Presentation Courses
Webpage development courses

Practicum Students:

Matthew Smith, Graduate Student at North Carolina A & T State University

Tenika Walker, Graduate Student at North Carolina A & T State University

Annual Report of Services Direct Service

PURPOSE	1st VISIT	FU-VISIT	TOTAL
ACADEMIC COUNSELING			
ACADEMIC CONCERNS	109	149	258
ACADEMIC PROBATION	6	10	16
OTHER	<u>8</u>	<u>4</u>	<u>12</u>
	123	163	286
CAREER COUNSELING			
CAPS	-	-	-
CAREER CONCERNS	40	31	71
COPS	123	30	153
MAJOR UNDECIDED	26	3	29
OTHER	<u>80</u>	<u>-</u>	<u>80</u>
	269	64	333
MISCELLANEOUS			
DEPARTMENTAL SCREENING	34	72	106
DISCIPLINARY	75	282	357
EXIT INTERVIEWS	694	56	750
FINANCIAL CONCERNS	5	-	5
OTHER	13	13	26
RETROACTIVE WITHDRAWAL	<u>42</u>	<u>17</u>	<u>59</u>
	863	440	1303
PERSONAL/EMOTIONAL			
ANXIETY	24	46	70
ASSAULT	6	14	20
DEPRESSION	52	151	203
GRIEF	21	321	342
HOMOSEXUAL CONCERNS	10	31	41
OTHER	32	81	113
PHYSICAL ABUSE	4	5	9
RAPE	9	11	20
RELATIONSHIPS	64	178	242
SELF-ESTEEM	19	44	63
STRESS	54	70	124
SUBSTANCE ABUSE CONCERNS	11	40	51
SUICIDE ATTEMPT/IDEATION	<u>17</u>	<u>31</u>	<u>48</u>
	323	1023	1346
TESTING/ASSESSMENT			
16PF	72	7	79
MAPS/SPEC. MATH	1	-	1
MEYERS BRIGGS	13	24	37
WIAT / WJ	35	38	73
WAIS	35	35	70
OTHER	11	3	14
TESTING/INTERPRETATION	<u>41</u>	<u>29</u>	<u>70</u>
	208	136	344
TOTAL STUDENTS:	1,786	1,826	3,612

How students found out about us

Counseling Services collected data on how counseling clients find out about the Counseling Center services, which allows the center to evaluate our methods of marketing services and programs. When students register at the Counseling Services, they are asked how they found out about Counseling Services. The results indicate a wide variety of ways that students find out about counseling center services. Their responses are as follows:

Method

Counseling Services Website

Friends

Signs/Brochures/Ads

Staff/Faculty

Orientation

Other

Financial Aid

Student Health Center

Catalogue

Dean of Students

Disability Services

Multicultural Office

Who referred counseling clients to us?

Counseling Services collected data on how clients were referred to our office. The results indicate that most students seek out counseling on their own, however, a significant number are referred to Counseling Services by faculty/staff and friends. Their responses are as follows:

Referral Source

Self

Faculty/Staff

Friends

Family

Health Center

Judicial

Housing

Veterans and Disability Services

Other

Web Page Counseling Services

Counseling Services promotes services in a variety of ways. One increasingly popular method of providing information about programs and services is through our web site. Students are able to take on-line assessments and screenings on mental health topics and career issues. In addition, there are resources for staff and faculty on working with troubled students. Each year additional information and resources are added.

This year, there were about 6300 visits to the Counseling Services home page. The most popular pages within Counseling Services website were as follows:

- Self Help and Informational Mental Health Topics
- Resource Links
- On-line Screening
- Frequently Asked Questions
- Meet the Staff Bios

Due to information presented on our website, Association of Counseling Center Directors have sent email and placed calls about Counseling Services' site. One director used it in her class.

Information about Counseling Clients

Counseling Services' staff saw students with a wide variety of problems. The most frequently listed problems at intake included the following: (1) anxiety (2) academic-related difficulties, and (3) depression.

Difficulty

Anxiety / Concentration
Academics/schoolwork/grades
Depression
Sleeping problems
Procrastination/getting motivated
Decisions about career/major
Loneliness
Uncertainty about future/life after college
Self-esteem/self-confidence
Relationship with family/parents/siblings/peers
Relationship with romantic partner/spouse
Unwanted thoughts
Time management
Test/speech/performance anxiety
Finances
Breakup/loss of a relationship
Irritability, anger, hostility
Assertiveness
Body image
Shyness, being ill at ease with people
Dating concerns
Eating problems
Physical health problem
Suicidal feelings/thoughts
Religious/spiritual concerns
Sexual concerns
Suicidal attempts / ideation
Internet heavy use/abuse
Adjustment to college
Death/impending death of significant person
Racial discrimination
Rape/sexual assault
Sexual identification
Homesickness
Alcohol/drugs

Annual Withdrawal Summary (Summer & Fall 2007, Spring 2008)

Description	Black Male	Black Female	White Male	White Female	Other Male	Other Female	Total Count
Academic Difficulty	55	39	15	1	2	2	114
Academic Probation / Suspension	5	14	3	2	2	-	26
Death or Serious Illness	9	6	-	-	-	-	15
Disciplinary	7	3	-	-	-	-	10
Family Problems Home	26	28	4	2	-	3	63
Financial Concerns	48	32	8	-	-	3	91
Housing	4	8	-	-	-	1	13
Job Conflict	36	39	17	1	3	1	97
Medical	22	21	4	6	1	2	56
Social Concerns	4	8	3	1	1	1	18
Transferring	29	38	4	1	-	2	74
Military Activation	9	7	5	-	1	-	22
Other	82	78	16	8	4	3	191
Total	336	321	79	22	14	18	790

**Other Withdrawals indicated: Never attended (schedule validated/Financial Aid recipient); not interested in college; Co-op opportunity; didn't need course; roommate concerns; relocating; legal issues, etc.*

Counseling Services

The Counseling Services provides confidential professional counseling services for a wide range of issues that may interfere with a student's academic progress. Therapy is provided to assist students in improving the emotional health needed to have a positive university experience. Help is available for personal, social, career, or academic concerns.

Counseling offers an opportunity to clarify decisions or explore problems. Some of the issues that bring students to the center are feeling stressed, depressed or anxious. Other common concerns are conflicts in relationships, substance abuse, or planning for the future. In addition, there are a sizable number of students who present with severe psychological problems, including major depression, bipolar disorder, eating disorders and post traumatic stress disorder.

Individual and relationship counseling is provided to students and their partners, if both are currently enrolled. The focus is on resolving conflicts and improving interpersonal skills and abilities. Group Counseling is provided on both general and specific counseling issues.

Crisis Services

Throughout the year, crisis intervention services are provided for psychological emergencies. After hours the Director is on duty and available at police discretion. After hour coverage insures that students in a crisis will have access to crisis intervention services.

During offices hours, clinicians also provide walk-in services for students in crisis throughout the year. In addition, clinicians respond to crises when called upon by staff, faculty, the campus police, office of veterans and disability services, residential life and/or the Dean of Students. On a more global scale, the Counseling Services responds actively to issues that may affect students' well-being such as community tragedy or an incident in the residence halls.

Several crisis sessions were provided, including contacts with suicidal clients. Many required after hours consultations and some required psychiatric hospitalization. Additional follow-up crisis management hours were needed. Compared to the prior year, there was an increase in the number of students receiving crisis sessions.

Consultations

The Counseling Services' staff provides relevant information and resources to requesting parties. Consultations are discussions or meetings with staff, faculty, family, community members or students about students. The discussion may involve clinical or case management issues related to the mental health or wellness of a North Carolina A & T State University student or someone in the student's life. Examples include: talking to a student about how to encourage a roommate to obtain counseling; talking to a family member about how to obtain mental health assistance for his/her son/daughter; a discussion with faculty, staff, students about how to handle a student problem; or discussions with student leaders about what can be done to be of help to a student.

Consultations to the community include discussions with members of a student's support system on clinical issues related to the student client. This may include family members, clergy, or mental health providers. Consultations also include discussions with community providers about sources of adjunctive support services. During the year, Counseling Center staff had contact with 36 individuals for consultation.

Mandated Assessments

Assessments are provided to students who have been referred for services by the Dean of Students office or Residential Life. These students have come to the attention of school authorities because of problematic conduct. Typical presenting problems include alcohol or drug violations, aggressive behavior or sexual misconduct.

An assessment by the Counseling Center usually involves three to five sessions, which may include psychological testing. Following the evaluation, the student is provided with feedback about his/her counseling and/or assessment results. In addition, the student is given recommendations that may be of assistance in a more successful adaptation to college life.

Upon completion, the referring office is notified with the consent of the student. The only information the Counseling Center provides to the Dean of Students or Residential Life is whether the student completed the mandatory counseling and had recommendations presented to them.

The student is not required to undertake any recommendations put forth by Counseling Services. However, if they choose to do so, the Counseling Services assists with counseling as dictated by the recommendations.

Psychiatric Services

Psychiatric services are provided to students in on-going therapy who may benefit from psychotropic medication. As an adjunct to the counseling process, students may be referred for evaluation and medication.

The Psychiatrist works two days weekly at Sebastian Student Health Center. He collaborates weekly with staff at Counseling Services about students shared.

Testing Services

The staff of Counseling Services has the expertise in and availability of most of the commonly used assessments. Counseling Services provides National Standardized Testing, Career Assessments, Psychological Assessments, Placement tests, and Learning Disorder Assessments. As a tool in the evaluation process, testing is often useful. Testing serves as a validation of diagnosis, an objective evaluation of psychological functioning, and placement.

Customer Satisfaction Survey Counseling Services

Counseling Services collected data on client satisfaction with services they received during the year. This allows the center to evaluate information concerning the Counseling Services' programs and a report card on the staff (see example below).

Results of the survey indicate an overall positive level of satisfaction by students with their counseling. Consistent with past findings, students would return for services if they needed help again and would refer a friend to the Counseling Services.



Give Us a Grade

Question 1

What is the primary reason for your visit today?

- Academic counseling
- Career counseling
- Personal/emotional counseling
- Testing/interpretation/assessment

Question 2

What is your counselor's name? (Optional)

Questions 3 - 5

Please rate your level of satisfaction with the following:

	Very satisfied				
	Somewhat satisfied		Neither satisfied nor dissatisfied		
			Somewhat dissatisfied		Very dissatisfied
	5	4	3	2	1
Your counselor's behavior towards you	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way in which your counselor conducted your session(s)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The amount of time you had to wait for an appointment	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next



Questions 6 - 12

Please rate your level of agreement with the following:

	Strongly agree				
	Somewhat agree		Neither agree nor disagree		
			Somewhat disagree		Strongly disagree
	5	4	3	2	1
My counselor was genuinely concerned about my problem(s).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My counselor seemed to have expertise in assisting me with my concern(s).	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The location of Counseling Services is convenient.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The waiting area of Counseling Services is comfortable.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
	5	4	3	2	1
The office receptionists are helpful.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The student workers are helpful.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Counseling Services office staff members are friendly.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 13
Did you feel your confidentiality was respected?

- Yes
- No (please explain)

Question 14
How would you rate your overall experience in the office of Counseling Services?

- Excellent
- Good
- Average
- Fair
- Poor

Question 15
Do you have any additional comments about the Office of Counseling Services?

- Yes (please specify)
- No

Reaching out to the Campus Programs & Contacts

Workshops

In an effort to assist students gain skills important for academic and life success, the Office of Counseling Services provides workshops on a variety of topics. Programs are designed to assist students in improving their academic, social, and personal skills.

Outreach Programs

Outreach programs are presentations made on a variety of topics to student organizations, student life staff groups and other student groups. Seventeen (17) were provided to 2,091 individuals.

Classroom Presentations

Presentations were made on a variety of topics to UNST or other classes in which the Instructor invited Counseling Services staff to present to their students. Counseling Services made 23 presentations to students in academic classes.

Awareness and Information Programs

Counseling Services participates in a wide variety of collaborative programs on campus. These programs vary in nature from information tables (for example during Depression/Alcohol Awareness week, the Health Fair, Non-traditional weekend), interactive presentations (for example or brief presentations during orientations. Counseling Services' staff participated as a part of a panel of speakers in the Parent Transition seminars during the summer and spring Orientation. The staff also participated in the Rape Awareness Night.

Summary of Services Provided and Number of Total Contacts Made

	<u>Total Contacts</u>
<u>Student Development</u>	
Academic Counseling	289
Career Counseling	320
Personal/Emotional Counseling	<u>1370</u>
Total	1,979
 <u>Student Development Programs</u>	
Outreach Programming	<u>2,091</u>
Total	2,091
 <u>Testing Services</u>	
Individual Assessment	345
University Testing	1,771
National Testing	<u>8</u>
Total	2,124
 Bulletins and General Information	
Disciplinary	975
Exit Interviews	355
Excuses	876
Financial Concerns	2,716
Retroactive Withdrawals	5
Others	59
Total	<u>24</u> 5,010
 GRAND TOTAL	 11,204

Departmental Programs

Counseling Services has a commitment to maintaining high standards in the quality of services provided to North Carolina A & T State University students; therefore, professional enhancement activities are a vital part of each week's schedule.

1. In-Service Presentations

As part of an on-going professional education program for Counseling Services' staff, presentations on a variety of topics of interest to mental health professionals are made regularly by staff or other professionals from the University and community.

2. Staff Meetings

Staff meetings are held weekly and deal with administrative and service issues.

3. Graduate Intern Training and Supervision

In order to provide additional clinical staff, the Counseling Services offers a practicum placement for graduate level students in Counseling, Psychology, or Social Work programs.

The practicum is either a 6 or 12 month part-time training program. In addition to providing clinical services, interns receive individual and group supervision and may assist in consultation and outreach.

GOALS & OBJECTIVES 2008-2009

1. Provide high quality individual and group counseling services to students who may be experiencing psychological, academic, career or behavioral difficulties
 - 1.1 Contact new students for informational sessions 1x per semester. Provide information for at least 30% of students.
 - 1.2 Conduct academic/career/personal counseling session with students
2. Provide programming focused on the developmental needs of students to maximize the student's potential to benefit from the academic environment
 - 2.1 Conduct four (4) half -day life skills seminars over the academic year
 - 2.2 Conduct a needs assessment regarding developmental needs
3. Provide testing and evaluative assessment services to help foster student self-understanding and decision-making
 - 3.1 Plan a calendar of all testing programs indicating proctors by beginning of academic year
 - 3.2 Advertise availability of various psychological batteries and learning assessments
4. Provide professional development opportunities for staff including in-service training programs, workshops and other continuing education activities
 - 4.1 Staff is to attend professional meetings for self-enrichment and licensure mandates
 - 4.2 Hold weekly staff meetings
 - 4.3 Plan at least one In-Service Training Conference per semester.
5. Provide consultative services to the institution to make the environment as beneficial to the intellectual, emotional and physical development of students as possible
 - 5.1 Conduct consultation sessions with faculty, staff, and students as requested
 - 5.2 Keep an updated listing of local referrals and resources
6. Conduct research, planning and training processes that will be responsive to internal as well as external needs
 - 6.1 Evaluate all outreach programs each academic year
 - 6.2 Collaborate with other departments on research opportunities

GOALS & OBJECTIVES 2008-2009 *cont.*

7. Prepare for the International Association of Counseling Services Accreditation
 - 7.1 Develop an in-house peer review team
 - 7.2 Submit paperwork by 2009

8. Develop a Counseling Services student advisory committee
 - 8.1 Solicit students from various departments to become members
 - 8.2 Plan first meeting in Spring 2009
 - 8.3 Encourage a chapter development of “Active Minds”

9. Continue improving electronic records of students
 - 9.1 Perform a pilot student for accessing student files electronically
 - 9.2 Consider other software systems designed for Counseling Centers

10. Make provisions to hire a caseworker as mandated by UNC System
 - 10.1 Assist with developing a job description
 - 10.2 Advertise for position by Spring 2009

*COUNSELING SERVICES TESTING PROGRAMS 2007-2008

Date	Number	Group	Exam	Program
05/17	1	University	Proctored testing	University
05/30	1	Education major	16PF	University
05/31	1	Nursing Student	NLN*	National
06/06	1	LSU	Proctored testing	University
06/12	403	New Freshman	MAPS/MATH/FOLA***	University
06/20	509	New Freshman	MAPS/MATH/FOLA***	University
06/26	518	New Freshman	MAPS/MATH/FOLA***	University
07/10	1	Education majors	16PF	University
07/17	1	University of Iowa	Proctored testing	University
07/18	1	LSU	Proctored testing	University
07/24	4	Education majors	16PF	University
07/30	1	Education majors	16PF	University
08/03	88	New Freshman	MAPS/MATH/FOLA***	University
08/07	83	SMET/Engineering	COPS	University
08/17	74	New Freshman	MAPS/MATH/FOLA***	University
08/23	9	Education majors	16PF	University
09/06	1	Education majors	16PF	University
09/20	2	Education majors	16PF	University
09/21	1	Education majors	16PF	University
10/01	1	Education majors	16PF	University
10/30	29	Education majors	16PF	University
11/06	1	Nursing Student	NLN*	National
11/16	1	Education majors	16PF	University
12/11	1	College Credit	CLEP*	National
12/12	1	University of Iowa	Proctored testing	University
01/09	8	Education majors	16PF	University
01/17	1	College Credit	CLEP*	National
01/25	1	University of Iowa	Proctored testing	University
01/30	1	University of Iowa	Proctored testing	University
02/13	1	Education majors	16PF	University
02/20	1	Education majors	16PF	University
03/06	1	Nursing Student	NLN*	National
04/18	28	Education majors	16PF	University
04/24	1	College Credit	CLEP*	National
04/29	1	College Credit	CLEP*	National
05/05	1	College Credit	CLEP*	National

Total Tests Administered- 1,779

CLEP* (College Level Examination Program)

NLN** (National League of Nursing)

FOLA*** (Foreign Language)