

**ANNUAL PROGRAM REPORT  
PSYCHOLOGICAL COUNSELING, WELLNESS AND TESTING  
2003-2004**

**MEASURES OF PERFORMANCE AND QUALITY  
PSYCHOLOGICAL COUNSELING, WELLNESS AND TESTING  
2004-05**

**PSYCHOLOGICAL COUNSELING**

The Psychological Counseling Center provides students help in resolving personal problems and crises, in making important life decisions, and in developing a variety of personal survival skills

<b>Individual Counseling</b>	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
Assessments	484	448	538	431	402	468
Crisis Intervention	414	527	540	626	658	686
Triage	N/A	98	88	133	165	167
Individual sessions	1820	1912	2215	2128	2072	1783
Couples sessions	N/A	95	125	101	217	N/C
Telephone sessions	N/A	16	11	46	32	4
Individual screening for groups	N/A	N/A	100	101	129	72
<b>Total Sessions</b>	<b>2718</b>	<b>3096</b>	<b>3617</b>	<b>3566</b>	<b>3675</b>	<b>3180</b>
Avg. number of sessions/client	2.6	3.1	3.5	3.4	3.4	1.9?

Over time there has been an increase in the ratio of sessions per client within the Center. This may be due to the continuing complexity of many cases we see. The average session total is around 3.4. This per/student session ratio is still low among similar centers.

<b>Clients by Gender</b>	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
Males	305	266	313	320	299	323
Females	697	640	692	714	766	672
Unmarked	36	82	34	7	19	38
<b>Total</b>	<b>1038</b>	<b>988</b>	<b>1039</b>	<b>1041</b>	<b>1084</b>	<b>1033</b>

<b>Group Counseling</b>	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
Number of Groups	8	13	13	13	14	12
Students Attending	68	95	80	80	76	164
Number of Sessions	83	121	112	127	151	105
Student Contacts	459	513	428	402	689	552
<b>Total Contact Hours</b> (contacts x hours seen)	<b>803</b>	<b>898</b>	<b>749</b>	<b>704</b>	<b>1171</b>	<b>833</b>

Types of Groups:	Assertiveness/Self Esteem	Adult Re-Entry group
	Food Issues & Body Image	Better Relationships
	Voices of Discovery	ACA
	Movement group	Feel Better Fast

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Anxiety            Most are groups offered both fall and spring

Group counseling continues to prove very helpful for those students working on certain kinds of issues. This despite the continuing preference by most students for individual counseling.

**Psychological Consultations**

The center provided professional consultations to a variety of individuals or groups who were dealing with students or others who were in crisis or suffering psychological difficulties.

	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
Faculty	14	13	22	20	13	19
Parents	7	9	12	16	15	30
Staff and Administration	9	12	20	10	8	14
Judicial Affairs & Housing	4	5	10	11	8	7
Violence in Workplace Team	11	9	3	2	2	4
Students	2	11	5	3	2	14
University Police	2	1	3	2	1	5
Community	5	1	1	5	3	5
<b>Total Consultations</b>	<b>54</b>	<b>61</b>	<b>76</b>	<b>69</b>	<b>52</b>	<b>98</b>

(Many brief or informal consultations throughout the year are not tabulated)

**Outreach Efforts:**

**Workshops and Presentations**

Type of Audience	Number of Events						
	Year	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
Student Audiences		50	82	61	60	82	78
Faculty & Staff		28	40	22	44	34	9
Parent Orient./President's Day		21	13	21	18	17	13
The Community		6	8	4	7	46	5
<b>Total presentations/workshops</b>		<b>105</b>	<b>143</b>	<b>108</b>	<b>129</b>	<b>179</b>	<b>105</b>

**Attendance at Workshops and Presentations**

	Year	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05
Student Audiences		1862	1862	2194	1852	2257	1352
Faculty and staff		177	444	252	380	440	92
Parent Orient./President's Day		2115	1100	1650	1105	866	986
The community		171	116	86	365	608	34
<b>Total Attendance</b>		<b>4324</b>	<b>3522</b>	<b>4182</b>	<b>3702</b>	<b>4171</b>	<b>2464</b>

**Examples of Counseling Outreach Topics:**

Identifying your Culture	Sexual Assault	Native American Mental Health
Active Learning	New Student/Parent Issues	Personality Disorders
Substance Abuse Treatment	Bi-polar Disorder	Pride/SafeZone
Displacement (result of fire)	Crisis/Risk Management	Compassion Fatigue
Depression/Suicide	Time Management/self care	
Domestic Violence	Social Identity	Rape Prevention

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Men of Honor Women's bodies <b>Supervision and Training</b>	Test Anxiety			Eating Disorders		
	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Hours provided for intern supervision	197	188	176	222	192	182
Hours of training provided to interns and other personnel	17	27	9	14	20	26

**Annual Counselor Evaluation Surveys**

An evaluation survey was completed by 67 students during our spring program evaluation period. It focused on the quality of the counseling and office services that they received as clients at the Center. The questions used a four point (1-4) scale with four indicating "very satisfied" and one indicating "not satisfied." Results of the survey show a range of scores from 3.3 to 4.0 suggesting students saw counseling services as effective. An examination of the ratings of students who were not Caucasian (26%) revealed no significant differences in their ratings. In addition, there were there no significant differences based on gender in effectiveness ratings.

Adequate low cost referral sources for serious clinical issues continues to be a problem in Chico.