

**MEASURES OF PERFORMANCE AND QUALITY  
PSYCHOLOGICAL COUNSELING, WELLNESS AND TESTING  
2003-04**

**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>	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Assessments	439	484	448	538	431	402
Crisis Intervention	526	414	527	540	626	658
Triage	N/A	N/A	98	88	133	165
Individual sessions	2030	1820	1912	2215	2128	2072
Couples sessions	N/A	N/A	95	125	101	217
Telephone sessions	N/A	N/A	16	11	46	32
Individual screening for groups	N/A	N/A	N/A	100	101	129
<b>Total Sessions</b>	<b>2995</b>	<b>2718</b>	<b>3096</b>	<b>3617</b>	<b>3566</b>	<b>3675</b>
Avg. number of sessions/client	2.8	2.6	3.1	3.5	3.4	3.4

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>	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Males	296	305	266	313	320	299
Females	731	697	640	692	714	766
Unmarked	54	36	82	34	7	19
<b>Total</b>	<b>1081</b>	<b>1038</b>	<b>988</b>	<b>1039</b>	<b>1041</b>	<b>1084</b>

<b>Group Counseling</b>	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Number of Groups	10	8	13	13	13	14
Students Attending	65	68	95	80	80	76
Number of Sessions	115	83	121	112	127	151
Student Contacts	486	459	513	428	402	689
<b>Total Contact Hours</b> (contacts x hours seen)	<b>851</b>	<b>803</b>	<b>898</b>	<b>749</b>	<b>704</b>	<b>1171</b>

Types of Groups:                      Assertiveness/Self Esteem                      Angels and Amazons (women's group)  
    Food Issues & Body Image                      Better Relationships  
    Understanding Anger                              Living with Loss  
    Movement group                                      In Your Dreams  
    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.

	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Faculty	16	14	13	22	20	13
Parents	13	7	9	12	16	15
Staff and Administration	19	9	12	20	10	8
Judicial Affairs & Housing	5	4	5	10	11	8
Violence in Workplace Team	8	11	9	3	2	2
Students	9	2	11	5	3	2
University Police	6	2	1	3	2	1
Community	0	5	1	1	5	3
<b>Total Consultations</b>	<b>76</b>	<b>54</b>	<b>61</b>	<b>76</b>	<b>69</b>	<b>52</b>

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

### Outreach Efforts:

#### Workshops and Presentations

Type of Audience	Year	Number of Events					
		1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Student Audiences		12	50	82	61	60	82
Faculty & Staff		9	28	40	22	44	34
Parent Orient./President's Day		9	21	13	21	18	17
The Community		3	6	8	4	7	46
<b>Total presentations/workshops</b>		<b>33</b>	<b>105</b>	<b>143</b>	<b>108</b>	<b>129</b>	<b>179</b>

#### Attendance at Workshops and Presentations

	Year	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04
Student Audiences		471	1861	1862	2194	1852	2257
Faculty and staff		152	177	444	252	380	440
Parent Orient./President's Day		810	2115	1100	1650	1105	866
The community		71	171	116	86	365	608
<b>Total Attendance</b>		<b>1504</b>	<b>4324</b>	<b>3522</b>	<b>4182</b>	<b>3702</b>	<b>4171</b>

#### Examples of Counseling Outreach Topics:

Team Building	Success Skills	Dealing with Students in Distress
Achieving Goals	New Student/Parent Issues	Keynote Address: The 60's Movement
Voices of Discovery training	Violence in the Workplace	Homesickness
Feminist Psychology	Crisis/Risk Management	Unity through Community
Make Life a Masterpiece	Making Peace with Anger	Dreams
Managing Anxiety & Depression	Relationship Ups & Downs	Rape Prevention
	Stress Management	Eating Disorders Awareness

**Supervision and Training**

	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 74 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 3.4 to 4.0 suggesting students saw counseling services as effective. An examination of the 20% of respondents who were minority show slightly higher ratings except on the issue of counselor gender match. Adequate low cost referral sources for serious clinical issues continues to be a problem in Chico.