

Measures Of Performance And Quality 2001-2002
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

	1998-1999	1999-2000	2000-2001	2001-2002
Individual Counseling				
Assessments	439	484	448	538
Crisis Intervention	526	414	527	540
Triage	N/A	N/A	98	88
Individual sessions	2030	1820	1912	2215
Couples sessions	N/A	N/A	95	125
Telephone sessions	N/A	N/A	16	11
Individual screening for groups	N/A	N/A	N/A	100
Total Sessions	2995	2718	3096	3617
Avg. number of sessions/client	2.8	2.6	3.1	3.5

The past year saw 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. It is also possible that the increase was due to having some extra part time counseling help which enabled us to offer students a bit more help. Average session total went from 3.1 to 3.4. Our per/student session ratio is still low among similar centers.

Clients by Gender	1998-1999	1999-2000	2000-2001	2001-2002
Males	296	305	266	313
Females	731	697	640	692
Unmarked	54	36	82	34
Total	1081	1038	988	1039

Group Counseling	1998-1999	1999-2000	2000-2001	2001-02
Number of Groups	10	8	13	13
Students Attending	65	68	95	80
Number of Sessions	115	83	121	112
Student Contacts	486	459	513	428
Total Contact Hours (contacts x hours seen)	851	803	897	783

Types of Groups:	Assertiveness/Self Esteem Food Issues & Body Image	Stress Reduction Better Relationships
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Understanding Anger Living with Loss
 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.

	1998-1999	1999-2000	2000-2001	2001-2002
Faculty	16	14	13	22
Parents	13	7	9	12
Staff and Administration	19	9	12	20
Judicial Affairs & Housing	5	4	5	10
Violence in Workplace Team	8	11	9	3
Students	9	2	11	5
University Police	6	2	1	3
Community	0	5	1	1
Total Consultations	76	54	61	76

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

Outreach Efforts:

Workshops and Presentations

Type of Audience	Number of Events				Attendance				
	Year	98-9	99-0	00-1	01-2	98-9	99-0	00-1	01-2
Classes, res. hall, or student org.		12	50	82	61	471	1861	1862	2194
Faculty & staff		9	28	40	22	152	177	444	252
Parent Orient. & President's Day		9	21	13	21	810	2115	1100	1650
The community		3	6	8	4	71	171	116	86
Total presentations/workshops		33	105	143	108	1504	4324	3522	4182

<p>Counseling Outreach Topics:</p> <p>Partly in response to the decreased interest in counseling groups, we have steadily stepped up our outreach efforts with workshops, presentations, and other educational opportunities for students.</p>	<p>Stress Management</p> <p>Success Skills</p> <p>New Student/Parent Issues</p> <p>Violence in the Workplace</p> <p>Student Culture</p> <p>Grief and Loss</p> <p>Recovery</p>	<p>Eating Disorders</p> <p>Students in Distress</p> <p>Terrorism</p> <p>Homesickness</p> <p>Time Management</p> <p>Dreams</p> <p>Achieving Goals</p>
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Supervision and Training	<u>1998-1999</u>	<u>1999-2000</u>	<u>2000-2001</u>	<u>2001-2002</u>
Hours provided for intern supervision	197	188	176	222
Hours of training provided to interns and other personnel	17	27	9	14

Annual Counselor Evaluation Surveys

An evaluation survey was completed by 135 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 across the 17 questions from a low of 3.4 to a high of 3.9. A closer review of the data is underway to identify areas for Center improvement.