California State University, Chico

Division of Student Affairs
WellCat Counseling Center
Annual Report 2025-2026

I. Accomplishments - A highlight

- **Let's Chat Program**: WCCC expanded the *Let's Chat* program into additional campus areas, increasing access to convenient mental health support, reducing stigma, and connecting more students with counseling services.
- **ADHD Student Support**: Expanded no cost testing for students who are unable to afford the assessment and support for students with ADHD and added a peer educator to provide further assistance, giving students access to more responsive, individualized, and peer-informed services that address their academic, emotional, and behavioral needs.
- **Counselor Diversity Initiatives**: WCCC continues to prioritize increasing the diversity of its counseling and case management team to better reflect and serve the student population, while fostering an inclusive and supportive campus community.
- **A College Liaison Pilot:** This voluntary program is designed to provide associate social workers who are current Chico State employees with the opportunity to earn clinical hours and enhance their professional skills through supervised experience at Chico State's WellCat Counseling Center (WCCC). The program addresses the need for structured and supportive clinical training environments for associate social workers. It is in the process of being approved by the CFA union.

II. Program Statistics and Assessment for Past Year

Program Usage:

7,309 individual and group counseling visits were made by 1,089 individual students during the 2025-2026 academic year. This is compared to 5,268 counseling visits by 1,089 individual students in 2024-2025, or about a **38.74 % increase in total visits, and a 0.0 % decrease in individual students served**. We are fully staffed at this time.

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Trends on the past three years are illustrated in the following table:

	2023-2024	2024-2025	2025-2026	% Increase/Decrease (since last year)
Attended	6,203	5080	7182	41.38%+
Client Canceled	613	335	328	2.09%-
Client No Show	968	797	796	0.13% -
Crisis	265	281	181	35.59%-
Hospitalizations	21	28	11	60.71% -
Counselor Canceled/Rescheduled	608	488	493	1.02%+
Unduplicated Clients Served	1,238	1089	1089	0.0 %

The fact that the overall number of appointments attended has stabilized over the past three years suggests that WCCC has maximized its potential for serving students with the current staffing levels. Assuming a student body of approximately 13,821 for the last year. WCCC was able to serve 10.04% of enrolled students. This number is aligned with national trends. In 2025-2026, **58.59% of WCCC clients were seen for 3 or more** sessions.

WCCC responded to the increased need for more frequent services as students reported heightened acuity related to childhood complex trauma, pandemic-related trauma, and the adjustment to college. These concerns often required multiple sessions to provide adequate assessment, support, and treatment

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Demographics:

The following table compares the demographics of 2025-2026 WCCC clients to the general population at Chico State, along with the previous 2 years' statistics, to compare:

	WCCC Clients 23-24	General Population 23-24	WCCC Clients 24-25	General Population 24-25	WCCC Clients 25-26	General Population 25-26
Woman-Identified	64.3 %	56.1 %	33.13 %	56.8 %	67.34%	57%
Man-Identified	30.5 %	43.6 %	17.39 %	42.9 %	32.01%	42%
Nonbinary	5.2 %	0.3 %	2.03 %	0.4 %	0.07 %	1%
African American/ Black	3.3 %	2.7 %	1.7 %	2.9 %	2.67 %	2.8%
American Indian or Alaskan Native	1.0 %	0.5 %	.11 %	0.7 %	0.22 %	0.5%
Asian American/ Asian	8.0 %	5.6 %	3.29 %	5.3 %	7.64 %	5.1%
Hispanic/ Latinx	34.0 %	37.3 %	13%	38.1 %	38.93%	38.5%
Native Hawaiian or Pacific Islander	0.3 %	0.2 %	0.0 %	0.2 %	0%	0.2%
Multiracial	7.3%	5.6 %	.93%	5.9 %	2.02 %	5.6%
White	45.6 %	42.4 %	20.79 %	41.2 %	47.95%	41.7%
Declined to State	0.5 %	3.6 %	60.17 %	3.8 %	0.58 %	4.1%

- *Groups Program:*

  In 2025-2026, counselors facilitated a total of **127 group sessions.** WCCC Groups continue to be a popular counseling modality for Chico State students and effective for meeting the needs of students who require greater support.

- *UMatter:*

  In 2025–2026, UMatter engaged 1,786 students through tabling events and outreach activities, representing a 64.3% increase in student engagement over the previous year. Despite limited staffing, the program maintained a strong campus presence through consistent outreach efforts and expanded awareness of mental health resources across the Chico State community.

  UMatter's Instagram outreach also demonstrated significant growth, generating 14,964 reactions across 9 posts. Although fewer posts were published than the previous year, the account achieved substantially higher engagement, reflecting the effectiveness of intentional, high-quality content that resonated with students.

- *Other Outreach Efforts:*

  In 2024-2025, WCCC counselors staffed **273 separate outreach presentations**, serving 1993 students and employees. The outreaches were workshops, critical incident debriefings, I Can Help presentations, training for staff and faculty, and New Student Orientation - English/Spanish sessions.

III. Integrate Unit Objectives with Strategic Action Plan in 2025-26

1. Proudly Owning Who We Are

- Increase awareness of WCCC services by developing a coordinated outreach campaign that clearly explains available

services, how to access care, confidentiality, and what students can expect during their first appointment.
- **Outcome:** Deliver outreach to at least 10 campus groups or events and demonstrate increased student awareness through engagement data and brief feedback surveys

2. **Leveraging Our Strengths in What We Do**
   - Strengthen partnerships with academic colleges and student-support programs to provide targeted workshops, consultation, and referral pathways for students experiencing stress, anxiety, or academic challenges.
   - **Outcome:** Establish or enhance partnerships with at least five campus units and provide a minimum of eight collaborative workshops or outreach programs during the academic year.
3. **Advancing Our Influence by How We Do Our Work**
   - Strengthen WCCC's use of strengths-based, trauma-informed language and practices to ensure services recognize students' resilience, promote emotional safety, encourage choice, and support empowerment. Provide staff development and review student-facing materials, intake processes, and communications for alignment with these principles.
   - **Outcome:** Provide at least two professional-development opportunities for WCCC staff and update key student-facing materials and service practices. Use student and staff feedback to evaluate whether WCCC's communication and support feel respectful, inclusive, empowering, and responsive to students' experiences.
4. **Let's Dance!**
   - Introduce a year-round wellness series featuring interactive activities that promote connection, stress management, resilience, and emotional well-being.
   - **Outcome:** Offer at least one wellness activity each month during the academic year, reach at least 1,200 student participants, and receive positive feedback from at least 75% of survey respondents.

IV. Identify at least one goal/objective that support the Chico State Playbook in 2025-26

- **Create a Welcoming Environment for Students:**
  - Implement and maintain a comfortable and inviting physical space within the counseling center that encourages students to feel at ease when accessing mental health resources.