1. **Departments (Non-Degree Granting) Identification & Executive Summary**

- **Name of the department:** University Counseling Center
- **Mission:** The University Counseling Center (UCC) provides the university with professional services in the areas of psychological counseling and psychiatric services. In its work with students, the UCC recognizes the developmental nature of student life; therefore services may be educational and/or preventative in focus.
- **Executive summary of activities and department highlights:** The UCC staff scheduled mental health treatment to 952 unique students with over 4300 hours of counseling and medication management appointments. Administered the UCC Satisfaction Survey during the fall 2013 and spring 2014 semesters. Launched the CORE Alcohol and Other Drug Prevention Planning Committee which met bi-weekly for the duration of the fall and spring semesters and was comprised of staff from Co-Curricular Programs, Judicial Affairs, Residential Life, University Counseling, and Wellness to identify and implement university-wide risk reduction programming and training. Increased counselor and wellness staff presence in the residence halls by presenting risk reduction and safety tips at all residential hall floor meetings at times of high risk including Halloween and Mardi Gras. Improved the risk reduction poster campaign in residence halls to include 16 Student Affairs- and Jesuit values-based posters highlighting departmental resources and promoting healthy behaviors. Identified on-campus residents and men as underserved student populations in the University Counseling Center. Held an outreach event in the lobbies of all residence halls in coordination with Student Health to promote staff and services. Enhanced group counseling services by offering three groups during the fall and spring semesters including the Emotional Wisdom group, the Sexual Assault Survivors group, and the Honors Program Stress Management group.

**Key assessment/programmatic enhancement initiatives:** The findings of the UCC satisfaction survey indicated that most students met learning outcomes and that the needs of students seeking services were being met. Satisfaction ratings, as similar to last year, demonstrated that there was lower satisfaction rated related to long wait times to schedule an appointment with a counselor or the psychiatrist. Thus, the UCC increased group offerings and added the availability of a daily crisis appointment to the on-call counselor’s schedule in order to accommodate students who needed a same day appointment.

2. **Unit Profile Summary**

The UCC is staffed with four full-time professional staff (three Staff Counselors and one Director who is a licensed psychologist), one full-time administrative staff (shared with Career Development Center), one part-time professional staff (one contracted psychiatrist), and one unpaid student intern from the Tulane School of Social Work. One of the full-time Staff Counselors departed in July 2014 to pursue a Ph.D. in the field of social work. The open Staff Counselor position was filled in August 2014 with a Licensed Social Worker.
3. **Goals for Current Academic Year**

- **General Description of Office strategic planning:** During the fall 2011 semester, the Student Affairs Strategic Planning Committee was formed under the directive of the Vice President for Student Affairs and Associate Provost, Dr. M. L. “Cissy” Petty, who established the need for a five-year strategic plan in conjunction with an operative implementation and assessment process. One representative from each of the five Student Affairs departments, Athletics & Wellness, Career Development Center, Co-Curricular Programs, Residential Life & Dining Services, and University Counseling & Health Services, met bi-weekly through the spring 2013 semester to draft the 2013-2018 Student Affairs Strategic Plan. Departmental goals, in alignment with the Student Affairs strategic plan and goals, are identified annually at the start of each academic year and progress is tracked during regular bi-weekly meetings of the Student Affairs Assessment and Strategic Planning Committee.

- **Top Strategic Goals and Associated Initiatives for AY 2013-2014:**
  - **Identify and reach out to underserved populations to communicate services**
    - Identified on-campus residents and men as underserved populations on campus
    - Held an outreach event in the lobbies of all residence halls in coordination with Student Health on September 9, 2013 to advertise services
      - 150 students reached
    - Met with the Inter-Fraternity Council (IFC) and disseminated information about the services provided at the University Counseling Center
    - Each counselor adopted a residence hall and attended floor meetings in all halls just prior to Mardi Gras and Halloween to disseminate information regarding sexual assault prevention, alcohol and other drug prevention, and risk reduction behaviors
    - University Counseling Center’s CARE for the PACK blog maintained an active presence on Loyola’s homepage with 15 of the 33 blog posts reaching Loyola’s homepage
      - Examples included: Take Back the Night, Substance Abuse & Depression Screenings and Compassionate Campus advertising, Introducing the Counseling Staff, Staying Healthy over Cold/Flu Season, How to Leave Work at Work, etc.
    - Observed an increase in on-campus & male clients’ utilization of University Counseling Center services
      - On-campus students
        - 2012-2013: 35%; 2013-2014: 42%
      - Males
        - 2012-2013: 27%; 2013-2014: 30%
    - Overall utilization of services by Loyola students also increased, while student satisfaction for services offered by UCC staff remained extremely high
  - **Enhance group offerings**
- Designed and implemented Emotional Wisdom psychoeducational group
  - Created and delivered 8-week curriculum
  - Provided information and activities regarding mindfulness, emotion regulation, distress tolerance, and interpersonal effectiveness
  - 9 unique clients reached
  - 3-4 attendees on average per session
- Reinstated Sexual Assault Survivors support group
  - Provided a 5-week group focused on process and support
  - 7 interested students, 5 attended at least 2 sessions
  - Average attendance of 3 clients per session
- Offered Honors Student Stress Management Group
  - Collaborated with Honors Department
  - Hosted lunch for Honors students as an alternative to ongoing group given lack of student interest
- Improve alcohol and other drug prevention efforts based on the CORE Alcohol and Other Drug survey
  - Launched CORE Alcohol and Other Drug Planning Committee, met bi-weekly for duration of fall and spring semesters and comprised of staff from Co-Curricular Programs, Judicial Affairs, Residential Life, University Counseling, and Wellness
  - Improved risk reduction poster campaign in residence halls
    - 16 Student Affairs values posters highlighting departmental resources and targeting risk reduction
      - 42 copies of the posters distributed among residential communities (Buddig, Biever, Carrollton and Cabra), the University Counseling Center/ Career Development Center, Women’s Resource Center and the University Sports Complex
  - Initiated, in conjunction with Co-Curricular Programs, Step UP! bystander intervention program
  - Increased counselor and wellness staff presence in the residence halls by visiting all floor meetings at times of high risk including Halloween and Mardi Gras
  - Improved marketing and conducted strategic social media marketing campaign at Halloween and Mardi Gras
  - Hosted Alcohol Screening Day during spring 2014 semester
  - Enhanced trainings with student leader staff including orientation leaders and resident assistants
  - Initiated, in conjunction with Co-Curricular Programs, Get to NOLA excursion program
- Visit key campus partners to impart information regarding services and crisis management
  - Worked with Robert Reed and Andrea Rubin to update the Student Affairs Crisis Manual
- Presented outreach program to approximately 50 Humanities and Natural Sciences faculty regarding Identifying and Responding to Students in Distress
- Presented outreach program regarding services and referral guidelines to approximately 25 faculty who primarily teach first year students
- Updated flyer related to mental health and medical emergencies and on-campus referral resources and disseminated at above events

4. **Budget for AY 2013-2014**
   - 2013-2014 salary, operating, and total budgets: Salary, $226,956; Operating, $0 (shared operating budget with Student Health Services); Total, $259,545
   - 2013-2014 Budget discussion: The total budget for 2013-2014 was used in its entirety for the fiscal year. Note that the University Counseling Center’s AY 2012-2013 operating budget of $32,000 was reduced to $0 for AY 2013-2014. The University Counseling Center and Student Health Services departments shared the Student Health operating budget of $31,919 for AY 2013-2014. To date, a fiscal plan has not been established to reinstitute the operating budget for the University Counseling Center.

5. **Assessment Report/Program Outcomes**
   - For AY 2013-2014, a quantitative assessment was administered to measure student learning outcomes. The UCC satisfaction survey was administered once during the fall 2013 semester and once during the spring 2014 semester. All assessments, results, and planning tools are maintained through Campus Labs, an online assessment platform. Additionally, KPI and SLO data are stored in an electronic spreadsheet and saved on the University Counseling Center server.
   - **Student Learning Outcomes AY 2013-2014:**
     - Direct Services Learning Outcomes
       - As a result of engaging in counseling, I learned problem solving or coping skills to apply to my personal concerns.
       - As a result of engaging in counseling, I can identify two personal strengths that help me manage stress.
       - As a result of engaging in counseling, I can identify two sources of social support through personal relationships and/or campus resources.
       - As a result of engaging in counseling, I can identify at least one personal value or belief that impacts my decision making.
       - As a result of engaging in counseling, I learned skills that helped me to recognize, name, and/or express and cope with difficult emotions.
   - **Key Performance Indicators AY 2013-2014:**
     - Number of visits: 4,331
     - Staff to student ratio: 1:1,016
     - Wait time for initial appointment (average): 5-10 days
     - Health indicators: Anxiety disorders accounted for the majority of office visits (42%) followed by Depressive disorders (34%) and Relational problems (11%)
     - Number of outreach programs: 93
Attendance at outreach programs: 1703

Executive Summary AY 2013-2014

University Counseling Center Satisfaction Survey

Methodology
A satisfaction survey and learning outcomes assessment for the University Counseling Center (UCC) was administered in fall 2013, and again in spring 2014, to students who sought counseling and/or psychiatric services. Office staff asked the students in-person to volunteer to take the survey. Students could either complete the survey on a designated computer in the UCC or could take the survey on their own computer through an internet link which was emailed to them. In total, 149 respondents participated. Respondents rated questions on a Likert scale of 1 to 5, with 1 denoting strongly disagree and 5 denoting strongly agree. There was also an option for Not Applicable for each question. During the fall administration, 31% of respondents had attended between 2-5 therapy sessions, and 23% had attended more than 15 therapy sessions. The majority of spring administration respondents had either attended 2-5 sessions (28%) or more than 15 therapy sessions (28%).

Fall 2013 and Spring 2014 Results/Findings

Highest rated learning outcomes:
- 84% of respondents stated that they could identify at least one source of social support through personal relationships and/or campus resources.
- 79% of respondents agreed that they learned skills that helped them improve emotional self-management.
  - 78% of respondents could identify two personal strengths that could help them manage stress.

Lowest rated learning outcomes:
- 77% stated that they learned problem solving skills or coping mechanisms during the course of treatment.
- 77% stated that they could identify at least one personal value or belief that positively impacts decision-making.

Satisfaction:
- 96% stated that they would return to the UCC if they needed additional help.
- 91% stated that they would recommend counseling services to someone else.
- Over 70% of students who completed the survey were referred by a friend or faculty/staff member.

In open-ended feedback, many respondents requested more availability of counselors because they were not able to see their counselor as often as they would like. Increased availability for psychiatric appointments was also a frequent request. Caring and friendly staff was a common theme in student comments.
Actions Taken
The findings of this survey are consistent with the normal course of therapy in which participants learn objectives over time. In response to participants' request in 2012-2013 for more availability of counselors, the UCC added a crisis walk-in hour at the end of each work day for students who were in need of a same-day appointment and the UCC also increased group therapy offerings.

Comparison to AY 2012-2013
The results showed stable or improved learning outcomes in all learning domains compared to AY 2012-2013. For instance, clients agreed at a rate of 83% in 2012-2013 to being able to identify two sources of social support through personal relationships and/or campus resources. This improved to 84% for 2013-2014. Similarly, clients agreed at a rate of 74% in 2012-2013 to learning skills that helped them improve emotional self-management. This improved to 79% in 2013-2014. In 2012-2013, 60% of clients reported that they could identify two personal strengths that could help them manage stress. This improved to 78% in 2013-2014.

University Counseling Center
Counseling and Psychiatric Services Usage Statistics
2013-2014

For counseling and psychiatric services usage statistics, data is gathered from patient charts:
- Individual Student Appointments
- Individual Appointment Hours

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6. Summary of Achievements
- Staff Counselor Brooks Zitzmann, LCSW, was recognized with the 2013 Outstanding Field Mentorship Award by the Tulane School of Social Work for her commitment and dedication to the internship program hosted by the University Counseling Center. Office Manager Diana Noveck was awarded the 2014 Coadjutor Optimus Award for her service to the university. Staff Counselor Alison Cofrancesco, M.Ed. and Staff Counselor Brooks Zitzmann, LCSW, were selected to participate in the Ignatian Staff Fellows service experience in June 2014 to Kingston, Jamaica.

7. Supportive Documents
- Click here for supporting documents