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 794 unique students with 2920 hours of counseling and medication management appointments. Administered the UCC Satisfaction Survey during the fall 2014 and spring 2015 semesters. Continued 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, Student Conduct, Residential Life, University Counseling, and Wellness to identify and implement university-wide risk reduction programming and training. Enhanced sexual/dating/domestic violence prevention initiatives and trainings to ensure compliance with the White House Not Alone Report. Visited key campus partners to impart information regarding services and crisis management response.

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 full-time Staff Counselors departed in July 2015 to pursue a job at another local university. The open Staff Counselor position was filled in August 2015 with a Licensed Professional Counselor.

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 2014-2015:**
  - **Enhance sexual/dating/domestic violence initiatives and trainings to ensure compliance with VAWA**
    - Continued planning the Take Back the Night event and Advocates trainings
    - Promoted sexual assault awareness through SH101 and poster campaign in the residence halls
    - Offered sexual assault survivors group
    - Published Care for the Pack Blog posts regarding Advocate trainings, Take back the Night, and other initiatives to increase awareness of dating violence and sexual assault
    - Initiated Student Affairs social media campaign to increase awareness of Advocates training
    - Continued to present sexual assault prevention information as part of floor meetings each semester
    - Assisted as necessary in Step Up bystander intervention programs
    - Continued Title IX trainings with Residential Life student employees
    - Participated in monthly NOLA SART community meetings
    - Staff Counselor Alison Cofrancesco attended the Sexual Assault Best Practices Conference and the End Violence Against Women International Conference in spring 2015
  - **Continue to strengthen substance abuse prevention programming and training**
    - Continued counselor presence in the residence halls and visited all floors the week before Voodoo Fest and the week before Mardi Gras to provide information on harm reduction and sexual assault survivor resources/options
    - Hosted National Collegiate Alcohol Awareness Week (NCAAW) during the fall semester
    - Initiated campus-wide on-line alcohol screening in fall and spring semesters
    - Collaborated on the Smardi Gras alcohol awareness campaign during the spring semester
    - Improved marketing of the medical amnesty policy and alcohol abuse awareness including increased Student Affairs social media campaign during NCAAW and Smardi Gras, provided alcohol poisoning educational magnets in all residence hall rooms
    - Posted Care for the Pack blog articles and campus-wide alcohol awareness banner and flyer campaign
- Participated in social host training with Greek Life and screening of The Hunting Ground
- Continued the poster campaign in the residence halls regarding substance abuse prevention
- Enhanced the Sexual Non-Violence Week programming
- Hosted the Great American Smoke Out and Kick Butts Day programs
- Published Care for the Pack blog posts concerning promoting a tobacco free lifestyle
- Assisted with implementing enhanced awareness on the university’s tobacco use policy and conducted a grounds assessment via the TFL grant
- Attend monthly Healthy Community Coalition meetings and conference calls to comply with the Tobacco Free Living grant
- Administered the 2015 CORE Alcohol and Drug Survey in spring 2015
  o Visit key campus partners to impart information regarding services and crisis management
    - Worked with Assistant Vice President for Student Affairs Robert Reed and General Counsel Gita Bolt to finalize the Student Affairs Crisis Manual
    - Presented outreach program to College of Law faculty and Student Affairs staff regarding Identifying and Responding to Students in Distress
    - Met with Associate Deans Council to review and approve for distribution the Student Affairs Crisis Manual

   - 2014-2015 salary, operating, and total budgets: Salary, $226,956; Operating, $0 (shared operating budget with Student Health Services); Total, $226,956
   - 2014-2015 Budget discussion: The total budget for 2014-2015 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 $35,000 for AY 2014-2015. 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 2014-2015, a quantitative assessment was administered to measure student learning outcomes. The UCC satisfaction survey was administered once during the fall 2014 semester and once during the spring 2015 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 2014-2015:
     Direct Services Learning Outcomes
     o As a result of engaging in counseling, I learned problem solving or coping skills to apply to my personal concerns.
     o 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 2014-2015:**

- Number of visits: 2,920
- 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: 42
- Attendance at outreach programs: 6442

**Executive Summary AY 2014-2015**

**University Counseling Center Satisfaction Survey**

**Methodology**

A satisfaction survey and learning outcomes assessment for the University Counseling Center (UCC) was administered in fall 2014, and again in spring 2015, to students who sought counseling and/or psychiatric services. Office staff asked the students via email to volunteer to take the survey. An internet link to the survey was included in the email. In total, 136 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, 58% of respondents had attended between 2-5 therapy sessions, and 6% had attended between 11-15 therapy sessions. The majority of spring administration respondents had either attended 2-5 sessions (45%) or between 6-10 therapy sessions (35%).

**Fall 2014 and Spring 2015 Results/Findings**

Highest rated learning outcomes:

- 81% of respondents stated that they had learned problem solving or coping skills to apply to their personal concerns.
- 79% of respondents could identify two sources of social support through personal relationships and/or campus resources.
- 76% of respondents indicated that they learned to recognize, name, and/or express and cope with difficult emotions.
- 73% of respondents could identify at least one personal strength that could help them manage stress.

Lowest rated learning outcomes:

- 72% stated that they could identify at least one personal value or belief that positively impacts decision-making.
Satisfaction:
- 92% agree that counseling staff care about students as individuals.
- 91% agree the administrative staff was helpful.
- 90% agree they would likely return to the University Counseling Center if they needed additional help.
- 89% agree they would recommend the University Counseling Center’s services to someone else.
- 80% agree the scheduling process was easy.

Regarding academic performance, 55% of respondents reported that they maintained or improved their academic performance and 55% were more likely to remain enrolled at Loyola as a result of counseling. The majority of respondents (50%) were referred by faculty, staff or friends.

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. These comments and requests remain consistent with previous finds.

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 2013-2014 for more availability of counselors, the UCC increased group therapy offerings and began sending appointment reminder emails to students.

Comparison to AY 2014-2015
The results showed stable or improved learning outcomes in all learning domains compared to AY 2013-2014. For instance, respondents agreed at a rate of 77% in 2013-2014 that they had learned problem solving or coping skills to apply to their personal concerns. This improved to 81% in 2014-2015. Respondents agreed at a rate of 84% in 2013-2014 to being able to identify two sources of social support through personal relationships and/or campus resources. This remained stable at 79% for 2014-2015. Similarly, clients agreed at a rate of 79% in 2013-2014 to learning skills that helped them improve emotional self-management. This remained stable at 76% in 2014-2015.

University Counseling Center Residence Hall Survey Executive Summary
Fall 2014

Methodology
A satisfaction survey for the HEAL (Health Education at Loyola Committee) was administered in October 2014 to students who participated in Residence Hall Health Education presentations. Presentations focused on education regarding alcohol abuse, responsible drinking, and the Medical Amnesty policy. The survey was administered to students immediately following the presentations and a total of 234 respondents participated. Respondents rated questions on a Likert scale of 1 to 5 with 1 denoting very
dissatisfied and 5 denoting very satisfied.

Results/Findings
- 81% of students were very to moderately satisfied with the Residence Hall Health Education presentations.
- 96% of respondents reported that following the presentation they were extremely to very knowledgeable about the topics presented. This represents a 14% increase over the 82% of students who rated themselves as extremely to very knowledgeable about the topics before the presentation.
- 79% of students endorsed that the information and strategies provided were extremely to very helpful.
- 89% of participants indicated that they strongly to moderately agreed with the statement: “Following this presentation, I can identify at least two strategies for addressing issues/concerns related to today’s topic.”
- The majority of additional comments were positive. Feedback included the suggestion that phone numbers be provided for the resources listed, and the request for further clarity regarding the Medical Amnesty Policy.

Actions Taken
In an effort to improve our presentations and in response to the areas of growth listed in the Results/Findings section of this summary, the presentation in spring 2015 included a handout with resource phone numbers, and written information on the Medical Amnesty policy and how to use it. The spring presentation also included information on other drug abuse and Mardi Gras safety tips.

University Counseling Center Residence Hall Survey Executive Summary
Spring 2015

Methodology
A satisfaction survey for the HEAL (Health Education at Loyola) committee was administered in February 2015 to students who participated in Residence Hall Health Education presentations. Presentations focused on increasing safe behaviors during Mardi Gras and enhancing education regarding alcohol and other substance abuse. The survey was administered to students immediately following the presentations and a total of 154 respondents participated. Respondents rated questions on a Likert scale of 1 to 5 with 1 denoting very dissatisfied and 5 denoting very satisfied.

Results/Findings
- 89% of students were very to moderately satisfied with the Residence Hall Health Education presentations.
- 94% of respondents reported that following the presentation they were extremely to very knowledgeable about the topics presented. This is a 27% increase over the 67% of students rating themselves as extremely to very knowledgeable about the topics before the presentation.
- 84% of students endorsed that the information and strategies provided were extremely to very helpful.
92% of participants indicated that they strongly to moderately agree with the statement: “Following this presentation, I can identify at least two strategies for addressing issues/concerns related to today’s topic.” The majority of additional comments were positive. One participant suggested that the presentation should be given earlier in the school year. Issues listed included difficulty hearing the speaker (4%) and that this messaging was repetitive (4%).

**Actions Taken**
In an effort to improve our presentations and in response to the areas of growth listed in the Results/Findings section of this summary, next year’s presentation is scheduled to occur two weeks prior to Mardi Gras. Speakers have been encouraged to speak loudly and clearly. Next year’s presentations are also being tailored to provide information appropriate to class year, with different messaging for first year students in comparison to upperclassmen.

6. **Summary of Achievements**
   - Staff Counselor Alison Cofrancesco attended the Sexual Assault Best Practices Conference and the End Violence Against Women International Conference in spring 2015. She was also selected for Loyola’s Igancio Volunteer mission trip for faculty and staff to Belize in May 2015. Director Alicia A. Bourque was inducted as a charter member of Loyola’s Omicron Delta Kappa chapter.

7. **Supportive Documents**
   - See annual report online report for supporting documents