1. Executive Summary

1.1 Name of the unit: University Counseling Center

1.2 Description and 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, preventative, experiential, or remedial in focus. The UCC operates as a psychological services unit and its operation is guided by the professional ethics of psychologists and relevant state law; therefore all student records are confidential and maintained separately from all other university records. The UCC employs four full-time professionals, one part-time professional, one full-time support staff (shared with the Career Development Center) and four work-study students (shared with the Career Development Center). The UCC is part of the Division of Student Affairs and is located on the second floor of the Danna Student Center.

1.3 Assessment: The extent to which the UCC fulfills its mission is measured using both quantitative and qualitative methods of assessment. The UCC attempts to reach all students in the university who might be helped through personal counseling and psychiatric services; therefore, a basic measure of success is the yearly assessment of student usage and satisfaction rates.

1.4 Goals: The overarching goal of the UCC is to provide a full range of psychological and psychiatric services to the student population of Loyola University New Orleans. Specific goals for the 2008 – 2009 academic year include (a) address mental health and adjustment concerns relevant to student academic and social performance; (b) develop, implement and manage expanded group counseling services; (c) engage and utilize student participation in the Health Education at Loyola (HEAL) committee; and (d) enhance use of Tobacco Free Living (TFL) grant funds.

1.5 Budget review: For the 2008-2009 academic year, the operating and salary budgets were supplemented with grant funding from a) the Raskob Foundation in the amount of $50,000 paid over 24 months to fund a Staff Counselor position, b) the Louisiana Campaign for Tobacco Free Living in the amount of $20,000 paid over 12 months to fund tobacco free policy and program initiatives, and c) the Coca-Cola Company in the amount of $4500 paid in 1 installment to fund substance abuse prevention events.

1.6 Resource needs/reallocation: In an effort to better meet the demand for services
provided by the UCC, 3 part-time position salaries were consolidated to fund 1 full-time Staff Counselor position.

1.7 Summary of achievements: Over the 2008-2009 academic year the UCC has achieved or initiated several of its goals. In summary, the UCC has (a) provided approximately 62 organized, developmentally appropriate health promotion and education programs which reached over 2900 members of the Loyola campus community including students, parents, faculty and staff; (b) coordinated, developed and implemented, in conjunction with Tulane counselors in some cases, an Emotional Wisdom group, Freedom from Smoking group, Counseling Process group and Sexual Assault Survivors group; (c) recruited and retained 3 new student members to the HEAL committee; and (d) co-sponsored several university-wide large scale education and awareness events to promote Tobacco Free Living.

2. Identification of the Unit
University Counseling Center

2.1 Mission and Purpose: The mission of the UCC is to provide 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, preventative, experiential, or remedial in focus. The UCC supports the larger mission of the university to educate men and women for others whose actions are guided by a faith that does justice in a troubled and complex world. The UCC serves as a resource to the university community in its areas of responsibility and consults with all university personnel as appropriate. The UCC seeks to evaluate the needs of students and the efficiency of operation through research activities. The UCC contributes to the development of the counseling field by providing practical training opportunities to graduate students in counseling and/or social work.

2.2 General description: The UCC is a department in the Division of Student Affairs. It is located on the second floor of the Danza Student Center, the student union building at Loyola. In accordance with state law, the UCC is defined as a psychological services unit with all state laws regarding the protection of consumers applicable to the operation of the UCC. Therefore, all mental health records maintained by the UCC are independent of all other university records and information contained in the records is released only with the express written consent of the patient. Similarly, the UCC staff is bound by the Ethical Principles of Psychologists (American Psychological Association) and state law regarding confidentiality, its exceptions, and all other areas of relevance to its operation. Services provided by the department are free to all members of the campus community. In cooperation with the Loyola University New Orleans Department of Human Resources, the UCC offers a no-cost employee assistance program through which all faculty and staff members of the university may consult with the UCC professional staff on a time-limited (three visits) basis regarding
personal concerns.

2.2.1 For the fall 2008 semester, the UCC consisted of the following employees:

Professional staff, full-time, exempt: 4

Administrative staff, full-time, non-exempt: 1 (shared with Career Development Center)

Professional staff, part-time, non-exempt: 0

2.2.2 There are no faculty members employed by the UCC.

2.2.3 The UCC employs four undergraduate students through the university work-study program. Employees are shared with the Career Development Center.

2.2.4 There is 1 intern contracted with the UCC through the Tulane School of Social Work.

3. Assessment

3.1 General statement: The extent to which the University Counseling Center (UCC) fulfills its mission is measured using both quantitative and qualitative methods of assessment. The UCC attempts to reach all students in the university who might be helped through personal counseling and psychiatric services; therefore, a basic measure of success is the yearly assessment of student usage and satisfaction rates. Each year, the UCC reviews its strategic goals and its on-going objectives and the extent to which it has succeeded in meeting these goals.

3.2 Strategic goals assessment description: For the 2008-2009 academic year, specific strategic goal attainments include:

A. Address mental health and adjustment concerns relevant to student academic and social performance

- Through a combination of staff counselor presentations in the residence halls and the HEAL committee sponsored events (representatives from Residential Life, Athletics and Wellness, Dining Services and Co-Curricular Programs) provided 62 organized, developmentally appropriate health promotion and education programs. Reached over 2000 students through various outreach events.
  - Hosted Sex Signals program which discussed appropriate dating communication and sexual assault prevention
- Coordinated the annual Women and Men Take Back the Night program
- Provided substance abuse harm reduction outreach and programming in the form of the National Collegiate Alcohol Awareness Week, Great American Smokeout, Kick Butts Day, Smardi Gras, Spring Break Safety, Music Industry Forum Substance Abuse Resources, RA Inservice and attendance at 3 athletic events to promote the Louisiana Quitline and Tobacco Free Living
- Hosted 4 physical health-related seminars presented by Ochsner medical professionals on topics such as staying healthy during cold/flu season, dangers of stimulant drug use and gynecological awareness
- Presented 14 mental health-related outreach programs in the residence halls on topics including stress management, recognizing symptoms of depression and anxiety, alcohol awareness, self-love and fostering supportive relationships and body image
- Assisted with implementing the Alcohol Wise online educational program in which over 450 first year students completed

- Developed an easily accessible online outreach program request form and made available on UCC website
- Continued active membership with the Louisiana Higher Education Coalition to Reduce Alcohol, Tobacco and other Drugs (LaHEC) and administered the CORE Alcohol and Drug Survey in January 2009
- Co-chaired the University Alcohol and Other Drug Task Force and identified recommendations regarding responding to substance use and abuse on campus
- Managed the H1N1 influenza pandemic by keeping the campus community informed of up-to-date information and prevention methods through various media outlets including television appearances, flyers, websites and email blasts

B. Develop, implement and manage expanded group counseling services

- Designated Assistant Director as Group Services Coordinator and worked with the counseling center at Tulane regarding co-lead group offerings
- Designed and implemented the Emotional Wisdom group, Freedom from Smoking group, Counseling Process group and Sexual Assault Survivors group (in conjunction with a Tulane counselor)
  - 30 hours of staff time spent facilitating group sessions
- Developed and posted a Group Services section on the UCC website
- Established an internal referral system for group services requests
C. *Engage and utilize student participation on HEAL committee*
   - Recruited and retained 3 qualified students
   - Students assisted in developing and providing outreach programs to the campus community

D. *Enhance use of Tobacco Free Living (TFL) grant funds*
   - Received $20,000 renewal grant from The Louisiana Campaign for Tobacco-Free Living Program to assist with providing education and awareness on the harmful effects of tobacco use and secondhand smoke, promoting the *Louisiana Quitline*, etc.
     o Designated Andrew Crawford, Staff Counselor, to coordinate planning and implementing events for the academic year
     o Purchased radio time and a banner for Tobacco Free Living advertising during all women’s and men’s basketball games for the AY 2008-2009
     o Reached approximately 250 individuals during the *Great American Smoke Out* and 40 individuals during the *Kick Butts Day* university-wide event
     o Educated Student Health Services staff regarding fax referral program to Quit With Us LA for campus community members who express interest in smoking cessation
     o Assisted SGA with purchasing no-smoking signage
     o Published Letter to the Editor of The Maroon regarding the harmful effects of hookah smoking
     o Collaborated with Office of the President and SGA to introduce designated smoking area policy change
     o Hosted Victor DeNoble, Ph.D., “What the Tobacco Industry Doesn’t Want You to Know”
     o Attended 4 athletic events to hand out giveaways and pamphlets
     o Conducted a Freedom from Smoking group with 4 faculty and staff from both Loyola and Tulane campuses

3.3 **Activities assessment description:** A basic measure of success in reaching students is the utilization rate of students seeking assistance in the UCC. As the statistics below indicate, the numbers of students seeking assistance at the UCC continues to remain high. The number of students who received services through individual appointments is presented in (I) and the amount of staff time involved in individual appointments is presented in (II). To present these numbers in context, the changes over the past nine years are presented in (III).
University Counseling Center  
Counseling and Psychiatric Services Usage Statistics  
2008-2009

I. Individual Students Seen by Appointment  658

II. Staff Time in Individual Appointments  3057

III. Comparison: Individual Students Seen at the UCC (1999-2008)

<table>
<thead>
<tr>
<th>Year</th>
<th>Students Seen</th>
</tr>
</thead>
<tbody>
<tr>
<td>00-01</td>
<td>574</td>
</tr>
<tr>
<td>01-02</td>
<td>664</td>
</tr>
<tr>
<td>02-03</td>
<td>583</td>
</tr>
<tr>
<td>03-04</td>
<td>752</td>
</tr>
<tr>
<td>04-05</td>
<td>756</td>
</tr>
<tr>
<td>05-06</td>
<td>516</td>
</tr>
<tr>
<td>06-07</td>
<td>787</td>
</tr>
<tr>
<td>07-08</td>
<td>743</td>
</tr>
<tr>
<td>08-09</td>
<td>678</td>
</tr>
</tbody>
</table>

3.4 Internal/External environments: As noted above, the recent addition of 2 full-time staff members has greatly contributed to the ability to provide an increased number of outreach and direct appointment hours. In client contact alone, the UCC has seen an increase of over 68% increase in the number of direct client contact hours of service in comparison to this time last year. This is also reflected in a 24% increase in the number of outreach programs delivered by the UCC staff during the 2008-2009 academic year as compared to the 2007-2008 academic year.

4. Planning

4.1 Strategic planning: The UCC staff will improve efforts to reduce harm caused by student abuse of alcohol and other drugs, expand group counseling services, engage and utilize student participation in outreach programming efforts and establish relationships with community mental health providers.

4.2 Strategic learning outcomes: For the 2009-2010 academic year, strategic learning outcomes will include: 1) implement recommendations outlined by the University Alcohol and Drug task force including the social norms campaign, 2) continue to work with Tulane’s counseling center to increase group services offerings, 3) provide training and mentorship to students in organizations to strengthen connections and establish relationships, and 4) schedule visits to common referral sites to facilitate introductions, clarify procedures and make connections.

4.3 Resources needed: The resources for 2009-2010 will be sufficient for the needs of the department as required by the goals.

4.4 Evaluation criteria/plan: Outcome assessment of these goals will evaluate the success of implementation including participation, satisfaction and qualitative evaluation of the department staff and services.

5. Budget

5.1 FY 2008-2009: TBD
5.1.1 **Budget Discussion:** The budget for 2008-2009 was sufficient for the needs of the department as required by the goals.

5.2 **FY 2009-2010:** TBD

5.2.1 **Budget Discussion:** The budget for 2009-2010 will be sufficient for the needs of the department as required by the goals.

6. **Resource Needs/Wants/Reallocation**

6.1 **Personnel**

6.1.1 **General statement:** TBD

6.1.2 **Priority listing:** The personnel for 2009-2010 will be sufficient for the needs of the department

6.2 **Facility improvements**

6.2.1 **General statement:** TBD

6.2.2 **Priority listing:** TBD

6.3 **Technology/professional development support**

6.3.1 **General statement:** TBD

6.3.2 **Priority listing:** TBD

6.4 **Budget reduction/reallocation/revenue generation plans**

6.4.1 **General statement:** TBD

6.4.2 **Priority listing:** TBD

7. **Summary of Achievements**

7.1 **Unit as a whole:** N/A

7.2 **Faculty achievements/service:** N/A

7.3 **Staff achievements/service:** Ilyse Goldberg, GSW, Assistant Director, was featured on the Good Morning New Orleans program on ABC 26 to promote Loyola’s annual Women and Men Take Back the Night event. This event, coordinated by Ms. Goldberg, was the largest in its 17-year history with over 400 individuals in attendance. Alicia A. Bourque, Ph.D., Director, was interviewed by
FOX 8 News and WDSU Channel 6 News, the NBC affiliate for New Orleans, for an overview of Loyola’s response to the prevention of the spread of swine flu.

7.4 Student achievements: N/A

8. Appendices
   N/A
2008-2009
ANNUAL REPORT
STUDENT HEALTH SERVICES

1. Executive Summary

1.1 Name of the unit: Student Health Services

1.2 Description and Mission: The mission of Student Health Services (SHS) is to promote responsible, preventative, personal health care through education and wellness initiatives and services. The department responds to meet the physical health needs of the Loyola University New Orleans community by the treatment of illnesses and accidents on an outpatient basis or by referral to off-campus specialists for more serious conditions or hospitalization.

1.3 Assessment: The extent to which the department fulfills its mission is assessed through quantitative and qualitative methods of assessment. The department attempts to reach all students at the university who may be assisted through direct service and/or health education programming; therefore, the department issues yearly assessments of student usage rate, conditions and nurse, nurse practitioner and/or physician time spent in treatment. The department also gathers information on faculty and staff usage rates and health conditions and educational programming effectiveness on a regular basis each year. The department measures patient satisfaction of treatment and evaluates learning goals of the department through an annual assessment.

1.4 Goals: Goals of the unit include: 1) diagnose and provide medical care to Loyola University students, faculty, and staff with the student being the primary patient; 2) promote preventative health care by distributing self-help guides, brochures, and presenting health education programs to students; 3) maintain accurate statistical records for reporting, planning, and analyzing as prescribed by the American College Health Association; 4) review trends in illness and accidents on a regular basis; 5) maintain appropriate facilities, equipment and sufficient, necessary medications for the operation of a basic health care service at all times; 6) train all health care staff on protocol of medical practices, blood-borne pathogens, first aid and CPR; 7) offer a University endorsed student accident and sickness plan that is reviewed on a yearly basis for legal requirements and plan offerings; and 8) become more fully integrated into the Loyola campus community/culture through event attendance, inclusion in Student Affairs activities and promotion of services.

1.5 Budget review: For the 2008-2009 academic year, the salary and operating budgets were sufficient to meet the needs of the department.

1.6 Resource needs/reallocation: Beginning in September 2008, Loyola University New Orleans contracted with the Ochsner Healthcare System to employ medical
providers in order to maintain consistent clinic hours, to meet the increasing demand for services and to provide the opportunity for collaboration with a teaching hospital.

1.7 **Summary of achievements:** In summary, the SHS has (a) collaborated with the School of Nursing to provide practical experience for Loyola students enrolled in the Nurse Practitioner Master’s program, (b) hired 3 new Ochsner staff members to provider medical services Monday-Friday, 8:30am-4:45pm and (c) established a solid working relationship between Loyola’s Director for Counseling and Health Services and the administrative representative with the Ochsner Healthcare System assigned to Loyola’s clinic.

2. **Identification of the Unit**
   **Student Health Services**

2.1 **Mission and Purpose:** The mission of Student Health Services (SHS) is to promote responsible personal health care and a healthy lifestyle through education on health issues. The department responds to meet the physical health needs of the Loyola University New Orleans community by the treatment of illnesses and accidents on an outpatient basis or by referral to off-campus specialists for more serious conditions or hospitalization.

2.2 **General description:** SHS is a department within the Division of Student Affairs. It is located on the lower level of the Danna Student Center, the student union building at Loyola University. The administrative director is the Director for Counseling and Health Services supervised by the Vice President for Student Affairs and Associate Provost. The Medical Director is a medical doctor, board certified in internal medicine and contracted through Ochsner Healthcare System. All medical records of students, faculty, and staff are maintained by the department and are independent of all other university records and information. The content of the records are released only with the express written consent of the patient. All SHS staff are bound by the ethical principles of nursing or the American Medical Association and state law in regards to confidentiality, its exceptions, and all other areas of relevance to its operation.

Services are provided free of charge to the patient with the exception of prescription medication, out-sourced laboratory testing, immunizations, visits with physicians off-campus and hospitalization. The medical staff will treat a faculty or staff member on an accident or short-term illness basis should time permit in the clinic to do so. The student is the primary patient in SHS.

2.2.1 For the 2008-2009 academic year, the SHS consisted of the following employees:

   Professional staff, full-time, exempt: 2
Administrative staff, full-time, non-exempt: 1

Professional staff, part-time, non-exempt: 0

2.2.2 There are no faculty members employed by the SHS.

2.2.3 The SHS employs two undergraduate students through the university work-study program.

2.2.4 There is 1 graduate student trainee from the Loyola School of Nursing.

3. Assessment

3.1 General statement: The extent to which the department fulfills its mission is assessed through quantitative and qualitative methods of assessment. The department attempts to reach all students in the university who may be assisted through direct service and/or health education programming; therefore, yearly assessment of student usage rate, conditions and nurse and/or physician time spent in treatment is gathered. This reflects the baseline measure of the department’s success in reaching this goal.

3.2 Strategic goals assessment description: For 2008-2009 academic year, specific strategic goal attainments include:

A. Diagnose and provide medical care to Loyola University students, faculty and staff with the student being the primary patient.

B. Promote preventative health care by encouraging self-care and responsibility for self by distributing self-help guides, brochures and presenting health education programming to students.

C. Maintain accurate statistical records for reporting, planning and analyzing as prescribed by the American College Health Association. Review trends in illness and accidents on a regular basis.

D. Maintain appropriate facilities, equipment and sufficient, necessary medications for the operation of a basic health care service at all times.

E. Train all health care staff on protocol of medical practices, blood-borne pathogens, first aid and CPR.

F. Offer a University endorsed student accident and sickness plan. Plan is reviewed on a yearly basis for legal requirements and plan offerings.

G. Become more fully integrated into the Loyola campus community/culture
through event attendance and inclusion in Student Affairs activities, partnerships, and promotion of services.

These goals are supportive of and related to the University’s mission to educate the whole person with attention to personal growth and individual needs through medical and health education.

3.3 **Activities assessment description:** A basic measure of utilization and success in reaching students is the number of students seeking medical assistance from SHS by academic year (August-May). Reports on the use of services and hours of staff time spent in medical care of students is generated monthly. As the numbers below indicate, the number of students (patients) who seek services per year remains high. To present these numbers in context, the changes over the past three years are presented.

### 2008-2009

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients seen by nurse practitioner</td>
<td>1,873</td>
</tr>
<tr>
<td>Patients seen by nurse only</td>
<td>611</td>
</tr>
<tr>
<td>Total patients seen August – May</td>
<td>2,697</td>
</tr>
<tr>
<td>Nurse Practitioner/patient average per hour</td>
<td>1.9</td>
</tr>
<tr>
<td>Nurse Practitioner/patient average per week</td>
<td>50.5</td>
</tr>
<tr>
<td>Nurse/patient average per week</td>
<td>16.5</td>
</tr>
</tbody>
</table>

### 2007-2008

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients seen by physician and nurse practitioners</td>
<td>2,477</td>
</tr>
<tr>
<td>Patients seen by nurses</td>
<td>1,083</td>
</tr>
<tr>
<td>Total patients seen August – May</td>
<td>3,560</td>
</tr>
<tr>
<td>Physician, nurse practitioner/patient average per hour</td>
<td>2.2</td>
</tr>
<tr>
<td>Physician, nurse practitioner/patient average per week</td>
<td>56.6</td>
</tr>
<tr>
<td>Nurse/patient average per week</td>
<td>84.75</td>
</tr>
<tr>
<td>Physician/Nurse Practitioner hours average hrs/wk</td>
<td>26</td>
</tr>
</tbody>
</table>

### 2006-2007

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients seen by physician</td>
<td>2,583</td>
</tr>
<tr>
<td>Patients seen by nurses</td>
<td>784</td>
</tr>
<tr>
<td>Total patients seen August – May</td>
<td>3,367</td>
</tr>
<tr>
<td>Physician/patient average per hour</td>
<td>2.2</td>
</tr>
<tr>
<td>Physician/patient average per week</td>
<td>60</td>
</tr>
<tr>
<td>Nurse/patient average per week</td>
<td>78</td>
</tr>
<tr>
<td>Physician hours average hrs/wk</td>
<td>26</td>
</tr>
</tbody>
</table>
3.4 **Internal/External environments**: The recent collaborative relationship established between Loyola and Ochsner has afforded the opportunity to have medical professionals present for consistent delivery of services and hours of operation at the SHS. In addition, the SHS staff members bring high energy, experience and enthusiasm in the area of health education which will serve to benefit and enhance the campus community’s wellness focus.

4. **Planning**

4.1.1 **Strategic planning**: The SHS staff will engage in health education programming through the HEAL committee or in collaboration with other departments. A policy and procedure manual will be designed and implemented. SHS medical staff will consult with the SGA (Student Government Association) at a minimum of once per semester in order to garner constructive feedback regarding student satisfaction.

4.2 **Strategic learning outcomes**: For the 2009-2010 academic year, strategic learning outcomes will include a) continue health care provider contract with Ochsner Healthcare System, b) increase health education programming, c) implement streamlined immunization station during fall Orientation session, d) distribute satisfaction surveys, e) partner with Ochsner Hospital to host brown bag lunch series for faculty and staff

4.3 **Resources needed**: The resources for 2009-2010 will be sufficient for the needs of the department as required by the goals.

**Evaluation criteria/plan**: Outcome assessments of these goals will evaluate the success of implementation including participation, satisfaction and qualitative evaluation of the department staff and services. In addition, meeting with the SGA members will provide another source of information regarding perceptions and satisfaction as commented on by the student body.

5. **Budget**

5.1 **FY 2008-2009**: TBD

5.1.1 **Budget Discussion**: The budget for 2008-2009 was sufficient for the needs of the department as required by the goals.

5.2 **FY 2009-2010**: TBD

5.2.1 **Budget Discussion**: The budget for 2009-2010 will be sufficient for the needs of the department as required by the goals.
6. **Resource Needs/Wants/Reallocation**

6.1 **Personnel**

6.1.1 **General statement:** The outsourcing of medical professionals to staff SHS with Ochsner employees will require an annual percentage growth in salary. In addition, monies to pay Ochsner employees for hourly service rates are captured in the operating pool which causes difficulties related to ccts in operating pool and end of fiscal year accounting. Although the money in this subcode is under the operational budget, it is used to pay for salary (Loyola pays Ochsner, Ochsner pays directly to staff) provided by trained and licensed medical providers. This is in stark contrast to other operational-type items such as programming, educational materials, office supplies, etc.

6.1.2 **Priority listing:** The personnel for 2009-2010 will be sufficient for the needs of the department.

6.2 **Facility improvements**

6.2.1 **General statement:** In the master plan attention must be paid to the refurbishment of SHS. A space study regarding the addition of another exam room and re-design of the waiting area for improved traffic flow may be beneficial. These are longer term considerations.

6.2.2 **Priority listing:** TBD.

6.3 **Technology/professional development support**

6.3.1 **General statement:** To maintain compliance with Louisiana law regarding student immunizations, the SHS staff along with an Information Technology staff person and a Student Records staff person will receive training regarding the use of the web system maintained by Louisiana's Department of Health and Hospitals.

6.3.2 **Priority listing:** Immunization compliance.

6.4 **Budget reduction/reallocation/revenue generation plans**

6.4.1 **General statement:** TBD

6.4.2 **Priority listing:** TBD

7. **Summary of Achievements**

7.1 **Unit as a whole:** N/A
7.2 Faculty achievements/service: N/A
7.3 Staff achievements/service: N/A
7.4 Student achievements: N/A

8. Appendices
   N/A