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 and/or preventative 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 five 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 2009 – 2010 academic year include (a) implement the University Alcohol and Drug Task Force recommendations; (b) utilize grant funds awarded by the Louisiana Campaign for Tobacco Free Living to enhance campus policies and provide prevention and cessation programs; (c) design and put into action a sexual assault advocates group comprised of students, faculty, and staff; and (d) investigate the use of strengths-based learning in counseling and health care practices.

1.5 Budget review: For the 2009-2010 academic year, the operating budget was supplemented with a) grant funding from the Louisiana Campaign for Tobacco Free Living in the amount of $18,000 paid over 12 months to fund tobacco free policy and program initiatives, and b) 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, the full-time staff counselor position formerly funded by a grant from the Raskob Foundation was assumed by the Office of Student Affairs.
and is currently included in the UCC salary line as a permanent position. Additionally, given the potential ethical issues related to faculty and staff partaking in counseling at the UCC, an EAP (Employee Assistance Program) was established through Human Resources for referral purposes. As a result, faculty and staff are referred to the EAP when counseling services are needed. The UCC currently provides consultation to faculty and staff during emergency situations only.

1.7 Summary of achievements: Over the 2009-2010 academic year the UCC achieved or initiated several of its goals. In summary, the UCC (a) implemented a majority of the University Alcohol and Drug Task Force recommendations; (b) coordinated, developed, and implemented increased on-campus programming related to tobacco free living; (c) created a proposal regarding the sexual assault advocates group and identified interested campus partners; (d) created a plan to utilize strengths-based learning to daily operations; and (e) coordinated StudentVoice assessments for the Office of Student Affairs.

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, or experiential in focus. The UCC supports the larger mission of the university to educate men and women for actions that 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 Office of Student Affairs. It is located on the second floor of the Danna 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.
2.2.1 For 2009-2010, 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: 1 (contracted psychiatrist)

2.2.2 There are no faculty members employed by the UCC.

2.2.3 The UCC employs five 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 2009-2010 academic year, specific strategic goal attainments include:

A. Implement the University Alcohol and Drug Task Force recommendations
   - Continued to utilize Alcohol Wise, Under the Influence, and Marijuana 101 online educational programs
     - Over 400 first year students completed the Alcohol Wise program
     - Hosted a contest for students during Opening Doors to increase Alcohol Wise completion
   - Created an online and anonymous Early Warning form
   - Conducted harm reduction programs at times of high risk for alcohol and other drug abuse (e.g., National Collegiate Alcohol Awareness Week, Smardi Gras, Safe Spring Break)
   - Highlighted alcohol and other drug abuse information for parents during all Lagniappe and Wolfpack Welcome Student Affairs panel sessions
   - Developed a guide for what parents should know about alcohol and
other drugs on campus and distributed during Lagniappe and Wolfpack Welcome sessions
- Ensured all social events during Wolfpack Welcome week were alcohol free
- Reviewed and revised alcohol and other drug policies and strengthened where needed

B. Utilize grant funds awarded by the Louisiana Campaign for Tobacco Free Living to enhance campus policies and provide prevention and cessation programs
- Designated Staff Counselor as TFL Coordinator
- Allowed for increased on-campus programming related to tobacco free living
  - Reached over 630 individuals including students, faculty, and staff with various events such as the Great American Smoke Out and Kick Butts Day
  - Hosted “Smoke & Mirrors” presentation to Alpha Chi Omega sorority
  - Created and distributed Quit Kits to promote cessation
- Attended Greater New Orleans Cancer and Tobacco Control Coalition meetings and volunteered at community events promoting smoke-free work settings in New Orleans
- Purchased signage to promote cessation and advertised resources that provide support for cessation
- Facilitated Freedom from Smoking group for Loyola students
- Received the TFL grant since 2007 for a total funding amount of over $60,000

C. Design and implement a sexual assault advocates group comprised of students, faculty and staff
- Identified Assistant Director and social work intern to research and write a proposal related to the sexual assault advocates group
- Created proposal which continues to be under revision
- Established partnership with the Women’s Resource Center to implement the advocates group
- Elicited initial interest from faculty and staff to serve as advocates

D. Investigate the use of strengths-based learning in counseling and health care practices
- Created a plan to utilize strengths-based initiative to apply to day-to-day operations
  - Utilized strengths language in individual counseling sessions (e.g., asked about students’ strengths during all intake sessions)
  - Provided an update of strengths learning during all staff meetings which included a review of one-on-one conversations with strengths partners
o Created vision boards and shared during staff meeting
o Shared vision boards at a joint staff strengths-based luncheon for UCC and CDC

E. **Coordinate StudentVoice assessment**
   - Entered into contract with StudentVoice for coordination of assessment-related activities for the Office of Student Affairs
     o University Sports Complex Member survey
     o Upperclass Learning Community Interest survey
     o Consortium 2010: Student Union and Programming Student survey
     o Consortium 2010: Campus Recreation Student survey
     o First Destination Survey, November 2009
     o First Destination Survey, May 2010
     o Student Athlete Assessment
     o UCC Satisfaction Survey
     o SHS Satisfaction Survey
   - Joined StudentVoice NASPA Consortium to gather benchmarking data
   - Hosted 3 professional development webinars related to assessment
   - Received 2 iPod touches to enhance survey data collection

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**
**2009-2010**

I. **Individual Students Seen by Appointment**     822

II. **Staff Time in Individual Appointments**     3465

III. **Comparison: Individual Students Seen at the UCC (2001-2010)**

<table>
<thead>
<tr>
<th>Year</th>
<th>01-02</th>
<th>02-03</th>
<th>03-04</th>
<th>04-05</th>
<th>05-06</th>
<th>06-07</th>
<th>07-08</th>
<th>08-09</th>
<th>09-10</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>664</td>
<td>583</td>
<td>752</td>
<td>756</td>
<td>516</td>
<td>787</td>
<td>743</td>
<td>678</td>
<td>822</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 comparison to last year, the UCC has seen an increase of over 13% in the number of direct client contact hours of service and a 25% increase in the number of unique clients who visit the
UCC. This is also reflected in an 84% increase in the number of total contacts (e.g., students, faculty and staff) reached through outreach programming during the 2009-2010 academic year as compared to the 2008-2009 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 2010-2011 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 2009-2010: TBD

5.1.1 Budget Discussion: The budget for 2009-2010 was sufficient for the needs of the department as required by the goals.

5.2 FY 2010-2011: TBD

5.2.1 Budget Discussion: The budget for 2010-2011 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 2010-2011 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. Dr. Bourque was also selected for and presented with the Coadjutor Optimus award in April 2010 for outstanding service to the Loyola community and commitment to the Jesuit mission.

7.4 Student achievements: N/A

8. Appendices

N/A
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, health conditions, and nurse, nurse practitioner and/or physician time spent in treatment. 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 2009-2010 academic year, the salary and operating budgets were sufficient to meet the needs of the department.

1.6 Resource needs/reallocation: Loyola University New Orleans maintained its contract with the Ochsner Healthcare System to employ medical providers in order to provide consistent clinic hours, to meet the increasing demand for services and to collaborate with a teaching hospital.
1.7 **Summary of achievements:** In summary, the SHS (a) collaborated with the School of Nursing to provide practical experience for Loyola students enrolled in the Nurse Practitioner Master’s program, (b) coordinated a campus-wide H1N1 response, and (c) worked with Ochsner Healthcare System to increase the number of medical staff for the academic year 2010-2011.

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 2009-2010 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 four undergraduate students through the university work-study program.

2.2.4 There are 2 graduate student trainees 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, health 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 2009-2010 academic year, specific strategic goal attainments include:

A. Coordinated a campus-wide H1N1 response to reduce risk, maintained preventative measures, and provided consistent communication. Administered 600 doses of flu vaccine to students, faculty, and staff through clinics hosted in conjunction with Loyola’s School of Nursing.

B. Worked with Ochsner Healthcare System administration to increase the number of medical staff in Student Health Services. This resulted in better service to students in terms of availability and hours of operation. For 2010-2011, SHS will be staffed by one part-time physician, one full-time nurse practitioner, one part-time nurse practitioner, one full-time registered nurse, and one full-time office manager.

C. Diagnosed and provided medical care to Loyola University students, faculty and staff with the student being the primary patient.

D. Promoted 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. Maintained accurate statistical records for reporting, planning and analyzing as prescribed by the American College Health Association. Reviewed trends in illness and accidents on a regular basis.

D. Maintained appropriate facilities, equipment and sufficient, necessary medications for the operation of a basic health care service at all times.
E. Trained all health care staff on protocol of medical practices, blood-borne pathogens, first aid and CPR.

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

G. Became 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.

**2009-2010**

| Patients seen by physician and nurse practitioner | 2,121 |
| Patients seen by nurse only | 198 |
| Total patients seen August – May | 2,319 |
| Nurse Practitioner/patient average per hour | 1.4 |
| Nurse Practitioner/patient average per week | 53.0 |
| Nurse/patient average per week | 4.95 |

**2008-2009**

| Patients seen by nurse practitioner | 1,873 |
| Patients seen by nurse only | 611 |
| Total patients seen August – May | 2,697 |
| Nurse Practitioner/patient average per hour | 1.2 |
| Nurse Practitioner/patient average per week | 46.8 |
| Nurse/patient average per week | 15.2 |

**2007-2008**

| Patients seen by physician and nurse practitioners | 2,477 |
| Patients seen by nurses | 1,083 |
| Total patients seen August – May | 3,560 |
| Physician, nurse practitioner/patient average per hour | 1.7 |
| Physician, nurse practitioner/patient average per week | 61.9 |
| Nurse/patient average per week | 27.1 |
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. At the end of 2010, Ochsner and Loyola agreed that due to a lack of consistent increase in student satisfaction, a personnel change in the nurse practitioner and registered nurse positions was warranted. An active search was conducted during the summer 2010 and new personnel were hired prior to the start of the fall 2010 semester.

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 2010-2011 academic year, strategic learning outcomes will include a) hire a part-time nurse practitioner, b) implement streamlined immunization station during fall Orientation session and coordinate flu vaccine clinics prior to the start of and during flu season, d) distribute satisfaction survey, and e) launch an outreach campaign to educate the campus community about procedures for helping students during medical emergencies and new staff in SHS.

4.3 **Resources needed:** The resources for 2010-2011 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 2009-2010:** TBD

5.1.1 **Budget Discussion:** The salary budget for 2010-2011 was insufficient for the needs of the department as required by the goals. As a result, several contract negotiation meetings were held to increase the SHS budget to accommodate funding for new staffing. In the end, both parties agreed to the final budget.

5.2 **FY 2010-2011:** TBD

5.2.1 **Budget Discussion:** The budget for 2010-2011 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 cuts 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. It will be imperative for SHS to increase staffing to improve satisfaction rates associated with wait times and accessibility to speak to a medical professional.

6.1.2 Priority listing: The personnel for 2010-2011 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 received training regarding the use of the web system maintained by Louisiana’s Department of Health and Hospitals. Moving to an electronic medical record system would be beneficial to SHS for several reasons including space saving, consistency of record, ease of communication between providers, back-up systems in case of evacuation, etc.

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: N/A

7.4 Student achievements: N/A

8. Appendices

N/A