1. Executive Summary

1.1 Counseling & Career Services Center

1.2 The Counseling & Career Services Center provides the university with professional services in the areas of psychological counseling, career development, and job search assistance. In its work with students, the Center recognizes the developmental nature of student life; therefore services may be educational, preventative, experiential, or remedial in focus. The Center 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 Center employs five full-time professionals, four part-time professionals, one full-time support staff and five work-study students. The Center is part of the Division of Student Affairs and is located on the second floor of the Danna Center.

1.3 The extent to which the Center fulfills its mission is measured using both quantitative and qualitative methods of assessment. The Center attempts to reach all students in the university who might be helped through personal counseling, career development, and job search assistance; therefore, a basic measure of success is the yearly assessment of student usage rates.

1.4 The overarching goal of the Center is to provide a full range of psychological and career development services to the student population of Loyola University New Orleans. Specific counseling services goals for the 2006 – 2007 academic year included (a) hire full-time professional staff members, (b) separate counseling and career functions, (c) merge health services with counseling services, (d) continue the efforts of the Department of Justice grant to prevent sexual aggression, (e) improve efforts to reduce harm caused by student abuse of alcohol and other drugs, and (f) strengthen collaborative relationships with other Student Affairs departments as well as Academic Affairs departments for programming and outreach endeavors.

1.5 For the 2006-2007 academic year the Counseling & Career Services budgets remained combined, but were managed jointly by the Interim Director of Counseling and the Interim Director of Career Services. The leaders began the process of keeping a more detailed accounting of expenditures to better ascertain each unit's distinct operating costs. Coming into the 2007-2008 academic year, the two interim directors worked collaboratively to realign funds to provide for the upgrade of technology needed to support two distinct operations and assure that each unit closed out 2006-2007 without any shortfalls. For the 2007-2008
academic year, the budgets have been separated and assigned accordingly to the new units – University Counseling and Career Development.

1.6 The separation of counseling and career services takes effect August 1, 2007. The new unit – Career Development – becomes an independent unit of the Division of Affairs reporting directly to the Vice President of Student Affairs and Associate Provost. The unit is being funded (human resources and operations) from a realignment of existing university funds, in part from the original unit and from academic affairs. Additionally, a one-time grant was awarded by academic affairs to invest in technology for the new unit. For the foreseeable future, the two units, will however, continue to share space thus eliminating the need to finance moves, renovations to space, purchase of furniture and equipment.

Regarding counseling services, The Violence Against Women Grant will be completed by September 30, 2007 and the subsequent loss of operational funds will be funded from a realignment of the existing Substance Abuse Program operational budget. For the 2007-2008 fiscal year, the Substance Abuse Program budget will be absorbed by the Counseling Services budget for appropriate delineation of funds in order to continue sexual aggression prevention initiatives. One half of the Sexual Assault Prevention Coordinator’s salary will be paid through the grant monies until its completion at the end of September 2007. Beginning October 1, 2007, the staff position will be funded from realignment of existing counseling services salary funds.

1.7 Over the past academic year the Counseling & Career Services Center has achieved or initiated several of its goals. In summary, counseling services a) hired a part-time licensed Staff Psychologist to meet the demand for counseling services, b) hired a replacement full-time Staff Counselor/Sexual Assault Prevention Coordinator c) began the process of separating counseling and career functions, d) continued the efforts of the Department of Justice Violence Against Women Grant, e) improved efforts to reduce harm caused by student abuse of alcohol and other drugs, and f) strengthened collaborative relationships with departments in Student Affairs and Academic Affairs.

2. Identification of the Unit
Counseling & Career Services Center

2.1 The mission of the Center is to provide the university with professional services in the areas of psychological counseling, career development, and job search assistance. In its work with students, the Center recognizes the developmental nature of student life; therefore services may be educational, preventative, experiential, or remedial in focus. The Center 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 Center serves as a resource to the university community in its areas of responsibility and consults with all university personnel as appropriate. The Center seeks to evaluate the
needs of students and the efficiency of operation through research activities. The Center contributes to the development of the counseling field by providing practical training opportunities to graduate students in counseling and social work.

2.2 Counseling & Career Services is a department in the Division of Student Affairs. It is located on the second floor of the Danna Center, the student union building at Loyola. Given the departure of the Center’s director in September 2006, the Center currently has two acting interim directors. In accordance with state law, the Center is defined as a psychological services unit with all state laws regarding the protection of consumers applicable to the operation of the Center. Therefore, all student records maintained by the Center are independent of all other university records and information contained in the records is released only with the expressed written consent of the student. Similarly, the Center 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 student body. In cooperation with the Department of Human Resources, the Center offers a limited employee assistance program through which all faculty and staff members and of the university may consult with the Center staff on a time-limited (three visits) basis regarding personal or career concerns.

2.2.1 Presently, the Counseling & Career Services Center consists of the following employees:

Professional staff, full-time, exempt: 5
Administrative staff, full-time, non-exempt 1
Professional staff, part-time, non-exempt 4

2.2.2 There are no faculty members employed by the Center.

2.2.3 During the 2006-2007 academic year, The Counseling & Career Services Center employed five undergraduate students through the university work-study program.

2.2.4 The Counseling & Career Services Center had one part-time graduate student who completed a yearlong practicum assignment through the School of Social Work, Tulane University.

3. Assessment

3.1 The extent to which the Center fulfills its mission is measured using both quantitative and qualitative methods of assessment. The Center attempts to reach all students in the university who might be helped through personal counseling, career development, and job search assistance; therefore, a basic
measure of success is the yearly assessment of student usage rates. With the
decoupling of the unit each unit conducted a separate review of strategic goals and
development of goals and objectives for 2007-2008.

3.2 For the academic year 2006-2007, specific strategic goal attainments include:

A. *Separation of counseling and career functions.*
An external consultant conducted a full review and analysis of the existing career
services unit and prepared a set of recommendations detailing how to decouple
career services from counseling. Effective August 1, 2007, the new Career
Development Center, will open with a full-time staff of four professionals and one
support staff. The unit will provide comprehensive career development services
to students and employers. Services and programs will include career
exploration, internship and job development, internship and job search assistance.
Leadership for the new unit has been elevated to a director level position and
professional staffing has been increased by a full FTE. Funding has been
allocated to provide for increased staffing and operating needs, as well as for seed
money to acquire technology over the first two years of operation.

B. *Hiring of counseling staff.*
In order to meet the demands of usage rates for personal counseling at the Center,
a part-time licensed Staff Psychologist and a replacement full-time Staff
Counselor/Sexual Assault Prevention Coordinator were hired.

C. *Implementation of U.S. Department of Justice Violence Against Women Grant.*
The consortium including Loyola, Xavier and Dillard Universities received a one-
year no-cost extension of the U.S. Department of Justice grant. The
counseling services Staff Counselor/Sexual Assault Prevention Coordinator
serves as the grant’s Project Director.

1. **Programming.** In October 2006, the *Take Back the Night* program was organized
and included a rally, march and speak out with students in attendance from
Loyola, Tulane, Dillard and Xavier universities. Over 250 individuals from these
local universities and the greater community participated in the occasion. What
had been a single event in the past evolved into a week of programs and tabling
on both Loyola and Tulane’s campuses. A fundraising endeavor collected over
$2000 and the funds were donated to a local agency that advocates and provides
services for victims of sexual and domestic violence. In April 2007, Loyola held
its annual *Sexual Assault Awareness Week* with events including a movie and
discussion, weeklong tabling, a panel of speakers and the Clothesline Project.

2. **Resource Materials.** In conjunction with the Women’s Resource Center Director,
the Violence Against Women Grant Project Director created the “What You
Should Know about Sexual Assault on Campus” brochure and the “Personal
Safety and Resource Card” palm card. Brochures and palm cards were
disseminated to all residence halls and at various university-wide events. A
website regarding a variety of sexual assault prevention and resource information
is currently under construction.
Advisory Board. The Sexual Assault Advisory Board, comprised of representatives from Student Affairs, faculty, the student body, University Police, University Ministry, Human Resources, Women's Resource Center and the Department of International Education, met on a monthly basis and worked toward identification of objectives and completion of goals for the 2006-2007 academic year.

Community Involvement. The grant's Project Director attended monthly Rape Crisis Network meetings and met with individuals from various community agencies including the District Attorney's Office, NOPD, Metropolitan Center for Women and Children (Metro), Crescent House, Audrey Hepburn CARE Center, Tulane University, and the SANE Nursing Department at University Hospital. The meetings enabled the Project Director to become knowledgeable of and involved in community-wide response initiatives to sexual and domestic violence.

Training. In June 2007, the Coordinator of the Sexual Assault Recovery Assistance (SARA) Center provided a workshop regarding sexual assault on college campuses to Loyola University New Orleans' Student Affairs Directors and the Vice President for Student Affairs and Associate Provost. The Project Director and the Women's Resource Center Director organized a sexual assault response training seminar for Loyola, Dillard and Xavier police officers. In October 2006 and June 2007, the Project Director and other Loyola representatives attended conferences in Ohio and Washington, DC that provided training and technical assistance to campus grantees. As a result of these conferences, the Project Director and the Women's Resource Center Director have worked to review and update the current university policies and procedures related to sexual assault response on campus.

D. Enhancement of substance abuse prevention efforts.

Students, faculty, and staff members may receive substance abuse screenings, psychological evaluations, counseling, consultation, and referrals to outside treatment providers/agencies when needed. The Substance Abuse Prevention Coordinator and other counseling staff members of the Counseling & Career Services Center provide these services. During the 2006 – 2007 academic year:

- 50 students were administratively referred for alcohol and/or other drug related activities.
- There were no faculty or staff members referred for substance abuse services during this academic year.

Substance Abuse Education Groups. Substance Abuse Education Groups are offered to students who are possibly at risk for substance abuse/dependency. Most of the students attending groups are referred as a result of a violation of university drug policy. Groups are offered throughout the fall and spring semesters and are led by graduate level counseling or social work interns who are supervised by the Substance Abuse Prevention Coordinator or in the case of a vacant intern position, by the Substance Abuse Prevention Coordinator.

- 33 students attended and completed group sanctions during the 2006 – 2007 academic year.

Advisory Boards. The Interim Director of Counseling Services participates in
the Early Warning Committee to assist with identifying and making recommendations for intervention for students who may be at risk for substance abuse/dependence. The Director and other staff are available to Residential Life staff and student organization leaders for consultation and presentations on alcohol and/or drug related issues. The Substance Abuse Task Force (SATF) comprised of members from University Ministry, Judicial Affairs, Residential Life, SGA, Counseling Services, Academic Affairs, Athletics, Risk Management, Orientation and Student Activities was revitalized and held monthly meetings to set goals and objectives and to collaborate with regard to outreach programming efforts. During the 2006 – 2007 academic year, the SATF coordinated the CORE Alcohol and Drug Survey statewide initiative, began the partnership with the Tobacco Free Living campus campaign, co-hosted the Brett Sokolow presentation entitled “10 Things Every Student Should Know About Alcohol,” coordinated the Carnival Kick-off/Mardi Gras Safety presentation and implemented the Spring Break Safety passive programming initiative.

E. Coordination of Mental Health-Related Outreach.
The Center made efforts to provide outreach programming support to the Loyola community. The counseling staff professionals presented workshops to a group of sorority members, residence hall residents, resident assistants and law students on topics such as stress management, alcohol and other drug harm reduction education and strategies, body image, suicide awareness, depression awareness, and public speaking anxiety. Through these outreach programs, the Center reached approximately 150 students.

F. Strengthening of Collaborate Relationships Between Departments.
The counseling staff worked to enhance collaboration and consultation between counseling services and other university departments by hosting two professional development workshops entitled, “How Katrina Touched Our Deepest Fears” and “The Compassionate Response” webinar in reaction to the Virginia Tech tragedy. The “Helping Students In Distress” workshop was presented by the Interim Director of Counseling Services to the faculty and staff of the College of Business, College of Social Sciences and College of Music and Fine Arts at their first staff meetings of the spring 2006 semester. The Pandemic Flu Planning Committee was reenergized by the Interim Director of Counseling Services to formulate the Loyola University New Orleans Pandemic Flu Plan. The document is in its final stages of development.

3.3 Assessment for the academic year 2006 – 2007
A basic measure of success in reaching students is the utilization rate of students seeking assistance in the Counseling & Career Services Center. As the statistics below indicate, the numbers of students seeking assistance in the Center continues to grow each year. 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 eight years are presented in (III).
Counseling & Career Services
Counseling Services Usage Statistics 2006-2007

I. Individual Students Seen by Appointment
   Personal Counseling 787
   Career Counseling 311
   Total Individual Appointments 1098

II. Staff Time in Individual Appointments
   Personal Counseling 1997
   Career Counseling 452
   Total Individual Appointments 1809

III. Comparison: Individual Students Seen (1999-2007)

<table>
<thead>
<tr>
<th>Year</th>
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<th>01-02</th>
<th>02-03</th>
<th>03-04</th>
<th>04-05</th>
<th>05-06</th>
<th>06-07</th>
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<tbody>
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<td>Personal</td>
<td>372</td>
<td>574</td>
<td>664</td>
<td>583</td>
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<td>756</td>
<td>516</td>
<td>787</td>
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<tr>
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<td>537</td>
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<td>288</td>
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<td>1120</td>
<td>1313</td>
<td>1337</td>
<td>804</td>
<td>1098</td>
</tr>
</tbody>
</table>

3.4 Over the past year, the aftermath of Hurricane Katrina continued to influence the operator of the Center in terms of professional staffing needs. In the career services area, staffing changes due to take place in October witnessed a setback with the unexpected resignation of the Interim Director, the only experienced person on the now three person team. A second Interim Director began in January as a part-time consultant with responsibility for managing the new team and preparing a strategy for separating career services from counseling services. While, a paper by January 2007 the career services area had two and a half professionals and access to an Administrative Assistant, in reality there existed a significant knowledge and skill gap among staff resulting in dramatically reduced abilities to provide services and programs.

To compensate for the lack of full staffing, the Interim Director halted the initiation of all programs not yet under commitment and devoted her time to training the two new staff members. Under this plan, individual counseling, walk-in hours, class presentations, and fairs were all implemented, but no new outreach—student-centered nor employer-based—efforts were realized.

With the city returning to normal and the majority of colleges and universities open fully, fair activity resumed in its traditional format. Two fairs were held in fall – the Fall Internship and Job Fair and the Graduate School Fair. Four fairs were held in spring – Mardi Gras Invitational, Loyola Spring Fair, Teacher Fair and the Jesuit eFair.

In regards to counseling services, the Center’s counselors/psychologists and consulting psychiatrist held appointments with over 780 unique students which is the highest number for any academic year since 1999. By September 2006, 3
staff professionals, including the Director, left the Center. Counseling services and the Vice President for Student Affairs and Associate Provost responded to the limited number of staff counselors and high utilization rates by (a) hiring a replacement Sexual Assault Prevention Coordinator, (b) hiring a temporary, part-time Interim Staff Counselor/Substance Abuse Prevention Coordinator, and (c) promoting the previous Staff Counselor/Substance Abuse Prevention Coordinator to Interim Director of Counseling Services. Additionally, all part-time professional staff members worked hours (i.e., 34 total hours per week) to compensate for 1 full-time professional staff member.

Areas of on-going programming for counseling services include substance abuse and sexual aggression prevention. Regarding substance abuse prevention, approximately 50 students were administratively referred for substance abuse policy infractions this past year. Of that number, 39 students attended a substance abuse evaluation and 33 students completed all substance abuse educational counseling requirements. As noted, there was a 34% drop out rate from referral to completion of sanctions; however, of the 50 initial student referrals no students had a repeat offense. In terms of sexual aggression prevention, there has not been an increase in the number of students reporting sexual violence on-campus yet many students receiving counseling continue to describe sexual aggression incidents.

4. Planning

4.1 In the past year, planning within the university has changed as the Pathways Strategic Plan initiative took up the challenge of restructuring the university to meet the demands of a post-Katrina community. From a departmental perspective, restabilizing the Center to meet the demands for counseling and psychiatric services is warranted. Ideally, this would entail continuing the level and quality of care that was in place pre-Katrina (e.g., 3 professional staff, full-time; 1 professional staff, 10 months; and 4 professional staff, part-time).

4.2 Strategic goals for 2007-2008

A. Establish Career Development as an independent, comprehensive career services unit
B. Integrate the administration of student counseling and health services

4.3 Resources needed to support 07-08 goals

The separation of counseling and career services takes effect August 1, 2007. The new unit – Career Development – becomes an independent unit of the Division of Affairs reporting directly to the Vice President of Student Affairs and Associate Provost. The unit is being funded (human resources and operations) from a realignment of existing university funds, in part from the original unit and from academic affairs. Additionally, a one-time grant was awarded by academic affairs
to invest in technology for the new unit. For the foreseeable future, the two units, will however, continue to share space thus eliminating the need to finance moves, renovations to space, purchase of furniture and equipment.

4.4 Evaluation criteria and evaluation plan for these goals

5. **Budget**

5.1 **FY 06-07 salary and operating budget totals**
Awaiting this information from the Office of Financial Affairs.

5.1.1 **Budget Discussion**
The budget support for the FY 06-07 was adequate to sustain, staff and operate the units.

5.2 **FY 07-08 salary and operating budget totals**
Awaiting this information from the Office of Financial Affairs.

5.2.1 **Budget Discussion**

The separation of counseling and career services takes effect August 1, 2007. The new unit – Career Development – becomes an independent unit of the Division of Affairs reporting directly to the Vice President of Student Affairs and Associate Provost. The unit is being funded (human resources and operations) from a realignment of existing university funds, in part from the original unit and from academic affairs. Additionally, a one-time grant was awarded by academic affairs to invest in technology for the new unit. For the foreseeable future, the two units, will however, continue to share space thus eliminating the need to finance moves, renovations to space, purchase of furniture and equipment.

Regarding counseling services, The Violence Against Women Grant will be completed by September 30, 2007 and the subsequent loss of operational funds will be funded from the existing Substance Abuse Program operational budget. For the FY 2007-2008, the Substance Abuse Program budget will be absorbed by the Counseling Services budget for appropriate delineation of funds in order to continue sexual aggression prevention initiatives. One half of the Sexual Assault Prevention Coordinator’s salary will be paid through the grant monies until its completion at the end of September 2007. Beginning October 1, 2007, the staff position will be funded from a realignment of existing counseling services salary funds.

Given the high rate of utilization for personal counseling services, the Director of Counseling Services has and will continue to apply for grant monies in order to fund the salary for a full-time staff counselor/psychologist position.
6. **Resource Needs/Wants/Reallocation**

6.1 **Personnel**

6.1.1 Counseling services would benefit from a full time Assistant Director/Staff Counselor to provide individual, group and crisis counseling services to students; follow up with substance abuse research/evaluation initiatives; supervise interns; etc.

6.1.2 Priority Listing of Staff Positions

A. **Assistant Director for Counseling Services**

   Responsible for the provision of psychological services to students and to coordinate a comprehensive substance abuse program for the prevention and treatment of drug and alcohol problems affecting students and the Loyola community. Emphasis placed on outreach to underserved populations including minorities and non-traditional students.

6.2 **Facility improvements**

6.2.1 To be determined

6.2.2 To be determined

6.3 **Technology/professional development support**

6.3.1 To be determined

6.3.2 To be determined

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

6.4.1 The budget of the Counseling & Career Services Center has sufficient funds for operation of one unit.

6.4.2 To be determined

7. **Summary of Achievements**

   Not applicable.

8. **Appendices**

   Not applicable.