Annual Report
University Counseling & Consulting Services (UCCS)
2010-2011 Academic Year
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I. Innovations and Substantial Undertakings

A. UCCS offered individual counseling to 1289 students across more than 6,608 counseling sessions through 6/30/11.

B. Student Academic Success Services had enrollment of 441 students in academic success classes, offered 121 hours of Individualized Learning Assistance hours, and had 724 students attend 29 workshops and presentations on academic success.

C. In February, 2011 UCCS hosted the Big 10 College Counseling Center Conference. The conference received very positive reviews from participants. Financially the goal was to have the conference be budget neutral; with all revenues accounted for the conference was slightly budget-positive (all costs covered and small amount of additional revenue).

D. UCCS staff served as advisors for two student groups, Active Minds and the Asian Student Union. Active Minds held a number of programs to raise the awareness of student mental health issues. The U of M Asian Student Union sponsored the Midwest Asian American Student Union conference and had 1,000 participants. Staff Advisor Dr. Jerry Shih played a significant role in helping student leaders effectively manage a number of significant challenges related to putting on the conference.

E. UCCS staff supported Welcome Week programming with a number of programs including programs on effective study skills and participation in the Community Day social justice film festival. (Active Minds collaborated with UCCS on the festival).
F. UCCS co-sponsored (with Boynton Mental Health Clinic) day-long training titled Service Members and Veterans on Campus conducted by Ted Bonar, Psy.D. of the Center for Deployment Psychology (CDP). The program was offered to the entire University of Minnesota community as well as local and regional Minnesota college counseling centers.

G. Staff Psychologist Dr. Matt Hanson continued his collaboration with Jan Morse, Student Conflict Resolution Center to offer workshops and training as part of the Academic Civility Initiative. This initiative has received national attention as a leading program on this topic.

H. The Stamp Out Stigma (SOS) initiative, directed by Senior Psychologist Harriett Haynes, created and distributed a series of “One In Four” posters (one in four students at the U of M has been diagnosed with a mental health problem) to decrease the stigma of seeking mental health services. SOS also created and implemented training for students to help other students seek appropriate mental health care.

I. UCCS developed and piloted an Academic Success Assessment Clinic designed to help students assess academic skill deficits and create an academic success plan.

J. UCCS also developed a protocol to initiate the BASICS program (an individualized alcohol-use harm-reduction program) on the U of M Twin Cities campus.

II. Extraordinary Contributions Made to the University Community

A. UCCS staff were actively involved in extensive consulting on approximately 15 Behavioral Consultation Team consultations which involved meeting with concerned faculty/staff, developing action plans and often meeting with the student of concern directly to assess level of concern.

B. UCCS staff served as mental health and academic success consultants to 249 members of the U of M community.

C. UCCS staff participated in 49 Consultations, 13 presentations on “Introduction to UCCS services, 4 Panel Discussions 80 Presentations/Workshops and 16 Resource Fair tabling.

D. The Community Action Response Team, convened by UCCS Staff member Dr. Robert Seybold, responded to 14 student deaths with 13 consultations involving 211 University Community members.
E. UCCS made a financial contribution to help create a breastfeeding room in Appleby Hall.

F. UCCS received the Larry Anderson Partnership Award from the Aurora Center for Advocacy and education

G. Served seven U of M Psychology Graduate Students in the UCCS Training Program.

III. Service improvements achieved

A. Completed an upgrade of the websites for Student Academic Success Services (SASS) making the site much more user-friendly.

B. Currently working on an update of the UCCS websites modeled on the SASS website templates.

C. Currently creating a UCCS FaceBook page.

D. Developed and are currently piloting an Academic Success Assessment Clinic program.

E. Initiated discussions with Multicultural Center for Academic Excellence on creating a stronger liaison relationship and exploring collaborating on service delivery. One MCAE staff member served on a UCCS search committee to fill four open positions.

2010-11 Office for Student Affairs Annual Report of Strategic Metrics

University Counseling & Consulting Services

1. Key satisfaction measures (Including satisfaction with space/facilities)
Twice yearly UCCS conducts an online, anonymous Client Opinion Survey. A typical response rate to the survey is around 20%. For Fall and Spring surveys respectively, 90% and 94% of respondents rated their overall appraisal of UCCS as Favorable or Very Favorable. Seventy Three percent (Fall) and 86% (Spring) felt they worked very well or exceptionally well with their counselors. Counselors were rated as responsive (94% Fall, 92% Spring), informed (88% Fall, 93% Spring), understanding (95% Fall and Spring) and helpful (86% Fall, 91% spring).
2. Evidence of students reporting that your unit's programs and services helped them achieve the Student Development Outcomes (SDO) *(If applicable)*

Included in the Client Opinion Survey are items intended to assess how counseling has impacted a number of skills related to the Student Development Outcomes (SDO). For example, for Responsibility and Accountability students are asked how counseling has helped them to “*Learn to be more intentional in the choices I make, recognizing the positive and negative results from my decisions.*” For the Developmental Outcome of Resilience, students are asked to what degree their counseling has helped them “*Be able to recover from disappointment or bad experiences and continue working towards your goals.*”

For five of the seven questions asked in the Fall survey, 60-75% of respondents reported that counseling was “helpful” or “very helpful” in achieving Developmental Outcome-related skills. For six of nine questions in the Spring survey 60-75% of respondents reported that counseling was “helpful” or “very helpful” in achieving Developmental Outcome-related skills.

3. Key utilization metrics used to monitor unit performance

Personal Counseling clients fill out a Behavioral Health Monitor (BHM) at the beginning of each session to give the student and counselor a metric of how the student is feeling relative to the previous visit, and also if across all sessions counseling appears to be working.

For students reporting significant depression on their first visit, 64.75% reported symptom improvement and of those, 37.16% reported a full recovery from their depression. For anxiety these figures are 61.03% and 43.1% respectively. For students reporting some suicidal ideation 80.39% reported improvement (feeling less suicidal) and of those, 62.75% reported a full recovery from suicidal feelings. A very small group of students, 3.35% reported a worsening of suicidal symptoms. UCCS staff facilitated the hospitalization of some of these students as they needed significantly more intensive treatment that can be offered at UCCS. Eighty three students reported alcohol/drug abuse contributing significantly to their mental health concerns. For these students 69.88% reported improvement (e.g. less drug/alcohol use) and of these, 56.63% reported alcohol/drug use no longer being a problem for them.

The Client Opinion Survey also asks students how successful they feel their counseling has been. Seventy nine percent (Fall) and 88% (Spring) of students reported achieving some or all of their goals in counseling. In addition 47% (Fall)/36% (Spring) reported that counseling improved their academic performance, 63% (Fall)/48% (Spring) their life as a student, 77% (fall)/52% (Spring) relationships with others and 80% (Fall)/55% (Spring) personal confidence/self esteem. In addition, 31% (Fall) and 29% (Spring) of students reported that counseling somewhat or significantly improved their plans to continue enrollment.
4. **Examples of changes in programs, services, etc. made in 2011-2012 based on stakeholder feedback**

On the Client Opinion Survey UCCS received very negative feedback about the waiting room created as part of our move to Appleby Hall. Based on this feedback a completely different room was chosen to create a more private, comfortable and soothing waiting area. Feedback on the subsequent Client Opinion Survey contained no negative comments and a number of very positive comments about the new waiting room. One student stated, “I love the new waiting room. It is so nice that now I come to my appointments early so can have time to sit and reflect on what I’d like to talk about so I can have a more productive session.”

In the Spring, 2010 survey a significant minority of students reported having negative experiences with reception/front desk operations. This feedback was communicated to front desk staff and an improvement plan put in place. The Fall, 2010 survey results showed increased satisfaction with front desk operations and this improvement was sustained in the Spring, 2011 survey results.

5. **Significant collaborations across OSA units and their outcomes**

UCCS collaborates extensively with other OSA units as well as with academic departments. Collaborative activities include mental health and student success consultation to staff and faculty, presentations to students, professional supervision of graduate students, and in-kind and financial donations to units. UCCS experiences repeated requests for collaboration which along with direct feedback received suggests UCCS collaboration is valued and sought after.

**OSA Units With Which UCCS Has Collaborated**

* Aurora Center for Advocacy and Education  
* Behavioral Consultation Team  
* Boynton Health Services  
* Boynton Mental Health Clinic  
* Career and Internship Services (formerly St. Paul Campus Career Center)  
* Center for Academic Planning and Excellence  
* GLBTA Programs Office  
* Housing/Residential Life  
* Office of First Year Programs  
* Office for Student Conduct and Academic Integrity  
* Parent's Program  
* Student Conflict Resolution Center  
* Women's Center

**Academic Units With Which UCCS Has Collaborated**
* Academy of Distinguished Faculty
* Alumni Services
* BFA Acting Program
* Biological Sciences Academic Advisors
* Biochemistry
* Carlson School of Management Career Services
* China Center
* College of Education and Human Development
* CLA Career Services
* College of Liberal Arts
* College of Veterinary Medicine
* Counseling Psychology Dept.
* Counseling and Student Personnel Psychology (Educational Psychology)
* Department of Pharmacy
* Disability Services
* International Student and Scholar Services
* Learning Abroad Center
* Mechanical Engineering
* Medical School
* Multicultural Center for Academic Affairs
* School of Journalism
* School of Pharmacy
* School of Public Health
* School of Social Work
* Spanish & Portuguese
* University Athletics
* University Police Department
* Office for Human Resources (ETAT)

**Additional Campus Involvement**
* Coalition for a Respectful U
* University Women's Consortium
* P&A Women's Council