



EASTERN OREGON UNIVERSITY

Student Affairs 2010-11 Annual Report

Department/Unit: Counseling and Psychological Services (Counseling Center)

Mission Statement

Counseling and Psychological Services provides high quality, individual and group counseling services to on-campus students who may be experiencing psychological or behavioral difficulties that interfere with their retention and academic and/or personal success. We create an environment that fosters self-development, responsibility, and positive mental hygiene. Consultative services to the institution enhance the educational, emotional, and physical development of the student population and the campus community. The Counseling Center supports the University's mission by engaging students through outreach educational activities with an integrated learning model that enhances self-knowledge, communication, and intellectual skills. In addition, the Center facilitates student/campus community connections and fosters personal and social responsibility.

2010-11 Goals and Goal Attainment Summary

1. Continue with individual and group counseling and consultation to campus community. **Ongoing.**
2. Increase collaboration with Residence Life, Hall Directors, and Resident Assistants. **Completed/Ongoing**
3. Provide one workshop per term in the residence halls regarding self-care and wellness. **Completed**
4. Continue to offer an awareness workshop for faculty in the fall regarding issues of reintegration for veterans and non-traditional students. **Completed/Ongoing**
5. Provide RA training/gatekeeper workshop on suicidal students. **Completed**
6. Collect counseling service resources for on-site and on-line students in their communities to put on Counseling Center web site and work with regional directors to assist these students as needed. **Completed with Student Relations**
7. Ensure that campus-wide sexual assault training and education is updated and ongoing through the psychologist in the Counseling Center. **Completed/Ongoing**

Summary of Service and Programs for Students

Our primary service is individual and group counseling along with consultation to the campus at large to help students matriculate and persist in completing their University education. In addition, we educate and inform the Vice President for Student Affairs of the ethical and

professional issues we face, and help the campus community see the benefits of mental hygiene and how it relates to retention. The Counseling Center builds relationships with the local mental health community to insure continuity and comprehensive treatment for students when needed. We maintain, and strive to enhance, our clinical skills. We consult with and train Hall Coordinators and Resident Assistants in the residence halls. We work to support staff in their growth, autonomy and professional development, and create new and improved access to the student population that enhances retention. We are currently seeing approximately 13% of the eligible student population at the Counseling Center and through outreach activities. We conduct numerous workshops and seminars in the residence halls and around campus. Faculty, student, parent crisis consultation is also carried out. We work extensively with students through educational workshops and trainings concerning alcohol and other drugs, sexual misconduct, and suicide prevention. In addition, we interface with the local community agencies through the EOU Community Coalition coordinated through Student Affairs which is comprised of campus and community agencies who work to strengthen the relationship between the campus and community. The Sexual Assault Response Team, Shelter from the Storm, and the Center for Human Development are also community agencies with whom we engage in significant collaboration on programs and issues. The counseling services and programs are critical to students making healthy choices and persisting in school. Our community involvement works to support the campus and community to engage with our students in a meaningful and educational manner.

Outreach programming was conducted with the Colleges of Business and Education, New Student Orientation, a communications class, psychology classes, OHSU Nursing School, CORE 101 and Hum 101/102 classes, Residence Halls, and RA training. In addition, we provided training to faculty on the disruptive student, and RA training in basic counseling skills, dealing with crisis management, and suicide gatekeeper training.

We collaborated with numerous professionals and organizations in the community: Center for Human Development, Grande Ronde Hospital, and Blue Mountain Psychiatry have all interfaced with our system. We have been meeting with these individuals and organizations to enhance our services and increase campus and community relations. The Counseling Center is a member of the Eastern Oregon Psychological Association. We attended numerous workshops and continuing education offerings to sharpen clinical skills and maintain licenses in clinical psychology. We continued our formal organized study group to maintain continuing education credits and discussed various clinical issues and case studies. In addition, we provide consultation to a number of therapists in the community and also participate in numerous fundraisers both in the community and on campus.

The Counseling Center staff collaborated with other groups on campus such as the Multicultural Center, GSA, Women's Research and Resource Center, Residence Life, Athletic Department, Learning Center, Academic and Career Advising Center, Student Health Center, and various health and psychology classes. We also continued to develop and participate in the Wellness Committee. In addition, we continued to develop and implement the Sexual Assault Response Advocates through Student Affairs and the dissemination of information regarding this program for the campus community.

Counseling Center Client Data:

- Served 187 clients: about 11% of the on-campus population
- Majority lived off campus = 67%
- Number of sessions: Range = 1-3; mean 5.1 sessions; mode 1-2
- Gender: 45% male (up 7% from 2009-10),); 55% female (down 7% from 2009-10)
- Ethnic minorities = 16%, down 4% from last year
- Alcohol and drug assessments conducted = 37 - up 9 from last year
- Freshmen - 28%, Sophomores - 25.3%, Juniors - 21.5%, Seniors - 20.4%, Graduate Students - 3.2%, Other - 0.5%
- First generation college students = 47 students self-identified as such

Our busiest intake time was winter quarter, followed by fall and then spring quarters. The most common issues presented were adjustment disorders regarding relationships, academic concerns, and phase of life issues. Anxiety, stress and depression concerns were seen at varying levels throughout these issues. In addition, we saw more severe cases involving PTSD, trauma, and issues of sexual abuse.

Staff activities included groups, outreach, and consultations to the campus and community. This list highlights salient activities and is not exhaustive:

- Student Health Center meetings
- Student Orientation and information presentation
- Search Committees
- RA Orientation and Consultation
- Shelter from the Storm
- RA and Hall Directors Consultation
- Mock Oral Exam
- EOU liaison to Union County Sexual Assault Response Team (SART)
- RA orientation training
- Ambassador orientation leader training (MBTI)
- International Student Orientation
- OHSU Nursing student orientation
- EOU's representative to the Attorney General's Sexual Assault Task Force Campus Committee
- Wellness Committee representation
- Guest lecturer to OHSU School of Nursing, Psychology, HUM 101, HUM 102, and CORE 102 classes
- Guest presenters for Clinical Interventions course
- Continued maintenance, implementation, and training of Campus Sexual Assault Response Program and Protocol
- Facilitated Community Coalition meetings
- Take Back the Night events
- Movie discussion group leaders for Multicultural Center and ESE
- Submitted Counseling Center articles for The Voice
- Hum 101 peer leader training
- Helped lead Safe Zone trainings

- Professional presentation at the OUS Best Practices Conference on the Prevention, Response and Policy in the Reduction of Sexual Misconduct on College campuses
- Implemented and facilitated a panel discussion on Reintegration of Veterans as Students for faculty, staff, and campus community

20010-11 Student Learning Outcomes & Assessment Results (See learning outcomes attachment)

Four main programs were assessed using the Counseling Center Student/Participant Assessment and the Counseling Center Presenter Assessment: EOU SAR Advocate Training, SART Presentation to Residence Life student staff, Suicide Gatekeeper Training to Residence Life student staff, and Reintegration Veterans Panel Discussion. All four programs assessed with the Student/Participant Assessment rated highest satisfaction in the areas of Community Engagement and Personal and Social Responsibility/Citizenship, Engagement, Leadership, and Integrated Learning and Intellectual Growth. Our Learning Outcomes Assessments indicate we have, in general, effectively presented material to students and feedback indicates that students felt the information was useful. Both the Sexual Assault Response and Suicide Gatekeeper training assessments had a higher percentage of satisfaction and knowledge retention than the previous year. We believe this was a matter of timing of programs. The same was true for the Sexual Assault Training for RAs. The Presenter Assessment also showed high satisfactions in these areas. The Presenter Assessment, however, reflected higher percentages than the Student/Participant Assessments in the areas of Integrated Learning/Self-Awareness and Interpersonal Sensitivity and Community Engagement and Personal and Social Responsibility/Managing Life Skills. It appears that the presenters believe material presented is more helpful and applicable on a personal level, whereas the participants see the material as being applicable mostly within the context of their roles/job performance.

We plan to monitor this and try to improve even more. Previous years there has been a better response when presentations were later in the year. Condom Bingo we believe was our least successful outreach and collaboration with Residence Life. The program was well attended, however, presentation of information via a bingo game did not prove to be helpful in assessing or increasing student knowledge of safer sex. In general, there was too much noise and lack of cohesion with presenters. Students did well bonding with each other and were exposed to Student Health and Counseling Center staff but we did not formally assess this program. Our Veterans Panel was well received, however, it turned into more of a resource panel versus tips for helping students directly, which was the presenters' original goal. This panel can be improved next year by selecting different panel members who can address what faculty can do to help veterans directly.

Issues/Challenges Facing the Department

Financial resources are limited and maintaining quality Continuing Education Credits to ensure licenses and clinical sharpness is difficult on the Counseling Center's budget. This is an ongoing challenge due to our geographic location and the difficult economic times. We need to continue to sharpen our skills with the newly implemented software/electronic tracking system (Titanium).

2011-12 Preliminary Goals

Should be related to Mission, Strategic Planning, and EOU Repositioning Plan

1. Continue with individual and group counseling and consultation to campus community.
2. Increase collaboration with Residence Life, Hall Directors and Resident Assistants.
3. Provide one workshop per term in the residence halls regarding self-care and wellness.
4. Continue to offer an awareness workshop for faculty in the fall regarding issues of reintegration for veterans and non-traditional students.
5. Provide RA training/gate keeper workshop on suicidal students.
6. Ensure that campus-wide sexual assault training and education is updated and ongoing through the senior psychologist in the Counseling Center.

**Counseling Center Presenter Assessment
And Expectations of Learning Outcomes**

Date: 3/3/11 Code: ULO Integration D x I
Assessment X (Survey) or NA

Name of Program: Vets reintegration panel Learning Site on
Campus: Hoke 309

Number of Participants: 12 **Faculty/Staff** RA/HD Students

Please use % s that apply:

1) Integrated Learning / Intellectual Growth

80% Students/participants were exposed to something new about topic presented.

80% Students/ participants will leave with ability to identify #
about presented topic. 1 Battlemind

2 Community resources

3 campus resources

2) Intellectual and Communication Skills / Career and Practical Competence

80% Students/participants related this information to their current situation (major) through discussion.

3) Community Engagement and Personal and Social Responsibility / Citizenship, Engagement, Leadership

70% Students/participants discussed how this information would help them to be more effective and sensitive leaders.

4) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

NA Students/participants demonstrated an increase of self-understanding through discussion.

70% Students/participants exhibited an increased awareness of others' perspectives in relation to their own through discussion.

5) Community Engagement and Personal and Social Responsibility / Managing Life Skills

50% Students/participants discussed how topic applies to everyday life

30% Students/participants reported acquiring at least one skill as a result of this program.

**Counseling Center
Student/Participant Assessment**

Date: 3/3/11

Name of Program: Veterans reintegration Panel

Please check all that apply:

1) Integrated Learning/ Intellectual Growth

 67% I learned about topic presented.

 83% The presentation increased my desire to continue learning in this area.

2) Intellectual and communication skills / Career and Practical Competence

 83% I can apply this information to my current situation (major).

 58% I will be able to use this information in my career choice.

3) Community Engagement and Personal and Social Responsibility / Citizenship, Engagement, Leadership

 75% I see the importance of this topic in regards to community engagement.

 75% This information will help me to be a more effective and sensitive leader.

4) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

 17% This program has increased my understanding of myself.

 67% I am more aware and tolerant of others' perspectives in relation to mine.

5) Community Engagement and Personal and Social Responsibility / Managing Life Skills

 58% I can apply what I have learned to my everyday life.

 33% I have acquired at least one skill as a result of this program.

Date: 10/29/10 Code: ULO Integration ____D____I
Assessment ____X(Survey) or NA

Name of Program: EOU SAR Advocate Training
Learning Site on Campus: Hoke 301
Number of Participants: 10 **Faculty/Staff** RA/HC **Students**

Please use % s that apply:

- 100% Students/participants were exposed to something new about topic presented.
- 100% Students/ participants will leave with ability to identify 3 things about presented topic.
1. SAR Protocol
 2. Student Code of Conduct
 3. Campus Advocate role

- 100% Students/participants related this information to their current situation (major) through discussion.

- 70% Students/participants discussed how this information would help them to be more effective and sensitive leaders.

- 60% Students/participants demonstrated an increase of self-understanding through discussion.

- 60% Students/participants exhibited an increased awareness of others' perspectives in relation to their own through discussion.

- 40% Students/participants discussed how topic applies to everyday life
- 70% Students/participants reported acquiring at least one skill as a result of this program.

**Counseling Center
Student/Participant Assessment**

Date: 10/29/10

Name of Program: EOU SAR Advocate Training

Please check all that apply:

2) Integrated Learning/ Intellectual Growth

70% I learned something new about topic presented.

100% The presentation increased my desire to continue learning in this area.

2) Intellectual and communication skills / Career and Practical Competence

50% I can apply this information to my current situation (major).

70% I will be able to use this information in my career choice.

3) Community Engagement and Personal and Social Responsibility / Citizenship, Engagement, Leadership

70% I see the importance of this topic in regards to community engagement.

70% This information will help me to be a more effective and sensitive leader.

4) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

40% This program has increased my understanding of myself.

30% I am more aware and tolerant of others' perspectives in relation to mine.

5) Community Engagement and Personal and Social Responsibility / Managing Life Skills

40% I can apply what I have learned to my everyday life.

60% I have acquired at least one skill as a result of this program.

Counseling Center Presenter Assessment And Expectations of Learning Outcomes

Date: 9/16/10 Code: ULO Integration ____D____I

Assessment ____X(Survey) or NA

Name of Program: Suicide Gatekeeper Training Learning Site on Campus: Hoke 309

Number of Participants: 30 Faculty/Staff **RA/HC** Students

Please use % s that apply:

1) Integrated Learning / Intellectual Growth

90% Students/participants were exposed to something new about topic presented.

100% Students/ participants will leave with ability to identify 3 things about presented topic. 1_Q_____

2_P_____

3_R_____

8) Intellectual and Communication Skills / Career and Practical Competence

50% Students/participants related this information to their current situation (major) through discussion.

9) Community Engagement and Personal and Social Responsibility / Citizenship, Engagement, Leadership

100% Students/participants discussed how this information would help them to be more effective and sensitive leaders.

10) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

100% Students/participants demonstrated an increase of self-understanding through discussion.

90% Students/participants exhibited an increased awareness of others' perspectives in relation to their own through discussion.

5) Community Engagement and Personal and Social Responsibility / Managing Life Skills

70% Students/participants discussed how topic applies to everyday life

100% Students/participants reported acquiring at least one skill as a result of this program.

**Counseling Center
Student/Participant Assessment**

Date: 9/16/10

Name of Program: Suicide Gatekeeper Training – Res Life Student Staff

Please check all that apply:

3) Integrated Learning/ Intellectual Growth

65% I learned something new about topic presented.

70% The presentation increased my desire to continue learning in this area.

2) Intellectual and communication skills / Career and Practical Competence

53% I can apply this information to my current situation (major).

58% I will be able to use this information in my career choice.

3) Community Engagement and Personal and Social Responsibility / Citizenship, Engagement, Leadership

88% I see the importance of this topic in regards to community engagement.

76% This information will help me to be a more effective and sensitive leader.

6) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

53% This program has increased my understanding of myself.

70% I am more aware and tolerant of others' perspectives in relation to mine.

7) Community Engagement and Personal and Social Responsibility / Managing Life Skills

32% I can apply what I have learned to my everyday life.

47% I have acquired at least one skill as a result of this program.

Counseling Center Presenter Assessment And Expectations of Learning Outcomes

Date: 9/21/10 Code: ULO Integration ____D ____I
Assessment ____X(Survey) or NA
Name of Program: SART Presentation Residence Hall Training
Learning Site on Campus: Hunt Main Lounge
Number of Participants: 27 Faculty/Staff **RA/HC** Students

Please use % s that apply:

1) Integrated Learning / Intellectual Growth

100% Students/participants were exposed to something new about topic presented.

100% Students/ participants will leave with ability to identify 3 things about presented topic. 1. Campus Resources
2. SANE Exam
3. Access to SART

11) Intellectual and Communication Skills / Career and Practical Competence

90% Students/participants related this information to their current situation (major) through discussion.

12) Community Engagement and Personal and Social Responsibility / Citizenship, Engagement, Leadership

90% Students/participants discussed how this information would help them to be more effective and sensitive leaders.

13) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

80% Students/participants demonstrated an increase of self-understanding through discussion.

70% Students/participants exhibited an increased awareness of others' perspectives in relation to their own through discussion.

5) Community Engagement and Personal and Social Responsibility / Managing Life Skills

60% Students/participants discussed how topic applies to everyday life

80% Students/participants reported acquiring at least one skill as a result of this program.

**Counseling Center
Student/Participant Assessment**

Date: 9/21/10

Name of Program: SART Presentation – Residence Hall Training

Please check all that apply:

4) Integrated Learning/ Intellectual Growth

61% I learned something new about topic presented.

74% The presentation increased my desire to continue learning in this area.

2) Intellectual and communication skills / Career and Practical Competence

74% I can apply this information to my current situation (major).

52% I will be able to use this information in my career choice.

3) Community Engagement and Personal and Social Responsibility / Citizenship, Engagement, Leadership

96% I see the importance of this topic in regards to community engagement.

87% This information will help me to be a more effective and sensitive leader.

8) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

52% This program has increased my understanding of myself.

61% I am more aware and tolerant of others' perspectives in relation to mine.

9) Community Engagement and Personal and Social Responsibility / Managing Life Skills

61% I can apply what I have learned to my everyday life.

87% I have acquired at least one skill as a result of this program.