



EASTERN OREGON UNIVERSITY

Student Affairs 2011-12 Annual Report

Department/Unit: Counseling and Psychological Services

Mission Statement

To provide 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. Our mission is to 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 missions 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.

2011-12 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/gate keeper 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**
8. Evaluations are completed

Summary of Services 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 increase, 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 drugs, sexual misconduct and suicide prevention. In addition, we interface with the local community agencies through the EOU Community Coalition coordinate through Student Affairs. This group is comprised of campus and community agencies who work to strengthen the relationship between the campus and community. The Sexual Assault Response Team (SART), Shelter from the Storm, and the Center for Human Development are also community agencies that 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 to this, 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. We are 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. In addition to this we provide consultation to a number of therapists in the community. We also participate in numerous fundraisers both in the community and on campus.

We 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 and train the Sexual Assault Response Advocates through Student Affairs for the campus community and the dissemination of information regarding this program.

We continued our formal organized study group to maintain continuing education credits and discussed various clinical issues and case studies.

Counseling Center Data:

- Served 191 clients: about 11% of the on-campus population
- Majority lived off campus - 59%, 8% less than previous year
- Number of sessions: Range = 1-3; mean 5.1 sessions; mode 1-2
- Gender: 40% male (down 5% from 2010-11) and 56% female (up 1% from 2010-11)
- 18% were ethnic minorities - up 4% from last year
- Alcohol and drug assessments conducted: 27 - down 10 from last year
- Freshmen - 26%; Sophomore - 26%; Junior - 21.5%; Senior - 17.%; Graduate Student - 2.5%; Other - 6.1%
- 24% of students reported being first generation college students

The busiest intake time was winter quarter, followed by fall, and then spring. 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 post-traumatic stress disorder (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
- Mountaineer Day and Week of Welcome information presentations
- Search Committees
- RA orientation training and consultation
- Shelter from the Storm
- RA and Hall Directors Consultation
- Mock Oral Exam
- EOU liaison to Union County Sexual Assault Response Team (SART)
- 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,
- Breakout sessions for HUM 101, HUM 102, and CORE classes
- Guest presenters for Clinical Interventions course
- Continued maintenance, implementation, and training of Campus Sexual Assault Response Program and Protocol
- Facilitated Student Affairs Community Coalition meetings
- Take Back the Night planning and implementation committee
- Movie discussion GSA Pride Week
- Submitted Counseling Center articles for The Voice
- Hum 101 peer leader training
- Helped lead Safe Zone trainings
- Attended 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

2011-12 Student Learning Outcomes & Assessment Results

See learning outcomes attachment. Five main programs were assessed using the Counseling Center Student/Participant Assessment and the Counseling Center Presenter Assessment: Suicide Gatekeeper Training to Residence Life student staff, Relaxation Response workshop, two Stress Management workshops, and an Eating Disorder workshop. All five programs assessed with the Student/Participant Assessment rated highest satisfaction in the areas of Community Engagement and Personal and Social Responsibility, Intellectual and Personal skills, and Integrated Learning/Self-Awareness, and Gaining Breadth of Knowledge. Our learning outcomes assessments indicate we have, in general, done a good job presenting material to students. Feedback indicates that students felt the information was useful. Suicide Gatekeeper training assessments had a high percentage of satisfaction and knowledge retention. The same was true for the Stress Management and Relaxation and Eating Disorder workshops. The Presenter Assessment also assessed 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. It appears that the presenters believe that material presented is more helpful and applicable on a personal level, whereas the participants see the material as being applicable mostly with the context of their roles/job performance. We were, however, closer in evaluations this year.

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. This appeared to be true this year. We had better participation and attendance.

Issues/Challenges Facing the Department

Maintaining quality Continuing Education Credits to ensure licenses and clinical sharpness is an ongoing challenge due to our location and the lack of cost effective, nearby workshops. We need to continue to sharpen our skills with new software/electronic tracking system (Titanium).

2012-13 Preliminary Goals

Should be related to Mission, and Strategic Planning

1. Continue with individual and group counseling and consultation to campus community.
2. Increase collaboration with Residence Life, Hall Coordinators 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: 9/16/11 Code: ULO Integration ____D __x__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) Gaining Breadth of Knowledge

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

2) Intellectual and Communication Skills

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

3) Community Engagement and Personal and Social Responsibility

90% Students/participants will see the importance of this topic in regards to community engagement

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

50% This program will enhance students/participants understanding of self

50% Students/participants will become more aware of and tolerant of others' perspectives in relation to their own

50% Students/participants can apply what they have learned to everyday life.

70% Students/participants reported acquiring at least one skill as a result of this program.

4) Integrated Learning

60% Students/ participants will leave with ability to identify 3 things about presented topic. 1_Q_____

2_P_____

3_R_ _____

**Counseling Center
Student/Participant Assessment**

Date: 9/16/11

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

Please check all that apply:

1) Gaining Breadth of Knowledge

82% The presentation increased my desire to continue learning in this area.

2) Intellectual and Communication Skills

46% I can apply this information to my current situation (major).

71% I will be able to use this information in my career choice.

2) Community Engagement and Personal and Social Responsibility

93% I see the importance of this topic in regards to community engagement.

89% This information will help me to be a more effective and sensitive leader.

50% This program has increased my understanding of myself.

71% I am more aware and tolerant of others' perspectives in relation to mine.

50% I can apply what I have learned to my everyday life.

64% I have acquired at least one skill as a result of this program.

4) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

54% I learned _____ about topic presented.

Please feel free to add additional comments/feedback on back

Counseling Center Presenter Assessment And Expectations of Learning Outcomes

Date: 10/24/11

Code: ULO Integration ____D __x__I

Assessment ____x__(Survey) or NA

Name of Program: I'm So Stressed -Humanities Learning Site on Campus: Hoke 201

Number of Participants: 15 Faculty/Staff RA/HC **Students**

Please use % s that apply:

1) Gaining Breadth of Knowledge

70% Students/participants were exposed to something new about topic presented.

5) Intellectual and Communication Skills

60% Students/participants related this information to their current situation (major) through discussion.

6) Community Engagement and Personal and Social Responsibility

NA% Students/participants will see the importance of this topic in regards to community engagement

25% Students/participants discussed how this information would help them to be more effective and sensitive leaders.

60% This program will enhance students/participants understanding of self

75% Students/participants will become more aware of and tolerant of others' perspectives in relation to their own

80% Students/participants can apply what they have learned to everyday life.

60% Students/participants reported acquiring at least one skill as a result of this program.

7) Integrated Learning

25% Students/ participants will leave with ability to identify 3 things about presented topic. 1. Good stress

2. Bad stress

3. Stress reduction

Date: 10/24/12

Name of Program: I'm So Stressed - Humanities

Please check all that apply:

3) Gaining Breadth of Knowledge

73% The presentation increased my desire to continue learning in this area.

2) Intellectual and Communication Skills

73% I can apply this information to my current situation (major).

40% I will be able to use this information in my career choice.

4) Community Engagement and Personal and Social Responsibility

30% I see the importance of this topic in regards to community engagement.

60% This information will help me to be a more effective and sensitive leader.

67% This program has increased my understanding of myself.

20% I am more aware and tolerant of others' perspectives in relation to mine.

80% 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.

5) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

20% I learned _____ about topic presented.

Please feel free to add additional comments/feedback on back

Counseling Center Presenter Assessment And Expectations of Learning Outcomes

Date: 11/15/11

Code: ULO Integration ____D __x__I

Assessment ____x__(Survey) or NA

Name of Program: What's Eating You? -Humanities Learning Site on Campus: Hoke 309

Number of Participants: 11 Faculty/Staff RA/HC **Students**

Please use % s that apply:

1) Gaining Breadth of Knowledge

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

8) Intellectual and Communication Skills

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

9) Community Engagement and Personal and Social Responsibility

50% Students/participants will see the importance of this topic in regards to community engagement

50% Students/participants discussed how this information would help them to be more effective and sensitive leaders.

80% This program will enhance students/participants understanding of self

50% Students/participants will become more aware of and tolerant of others' perspectives in relation to their own

70% Students/participants can apply what they have learned to everyday life.

50% Students/participants reported acquiring at least one skill as a result of this program.

10) Integrated Learning

30% Students/ participants will leave with ability to identify 3 things about presented topic.

1. Disordered eating
2. Eating disorders
3. Theory

Date: 11/15/11

Name of Program: What's Eating You - Humanities

Please check all that apply:

5) Gaining Breadth of Knowledge

73% The presentation increased my desire to continue learning in this area.

2) Intellectual and Communication Skills

64% I can apply this information to my current situation (major).

45% I will be able to use this information in my career choice.

6) Community Engagement and Personal and Social Responsibility

69% I see the importance of this topic in regards to community engagement.

55% This information will help me to be a more effective and sensitive leader.

82% This program has increased my understanding of myself.

73% I am more aware and tolerant of others' perspectives in relation to mine.

69% I can apply what I have learned to my everyday life.

27% I have acquired at least one skill as a result of this program.

6) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

27% I learned _____ about topic presented.

Please feel free to add additional comments/feedback on back

Counseling Center Presenter Assessment And Expectations of Learning Outcomes

Date: 2/21/12 Code: ULO Integration ____D __x__I

Assessment ____x__(Survey) or NA

Name of Program: Relaxation-Humanities Learning Site on Campus: Hoke 201

Number of Participants: 306 Faculty/Staff RA/HC **Students**

Please use % s that apply:

1) Gaining Breadth of Knowledge

70% Students/participants were exposed to something new about topic presented.

11) Intellectual and Communication Skills

40% Students/participants related this information to their current situation (major) through discussion.

12) Community Engagement and Personal and Social Responsibility

250% Students/participants will see the importance of this topic in regards to community engagement

50% Students/participants discussed how this information would help them to be more effective and sensitive leaders.

50% This program will enhance students/participants understanding of self

10% Students/participants will become more aware of and tolerant of others' perspectives in relation to their own

90% Students/participants can apply what they have learned to everyday life.

50% Students/participants reported acquiring at least one skill as a result of this program.

13) Integrated Learning

25% Students/ participants will leave with ability to identify 3 things about presented topic.

1. Deep muscle relaxation
2. Guided imagery
3. Importance of deep breathing

**Counseling Center
Student/Participant Assessment**

Date: 2/21/12

Name of Program: Relaxation - Humanities

Please check all that apply:

7) Gaining Breadth of Knowledge

72% The presentation increased my desire to continue learning in this area.

2) Intellectual and Communication Skills

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

47% I will be able to use this information in my career choice.

8) Community Engagement and Personal and Social Responsibility

50% I see the importance of this topic in regards to community engagement.

33% This information will help me to be a more effective and sensitive leader.

53% This program has increased my understanding of myself.

22% I am more aware and tolerant of others' perspectives in relation to mine.

94% I can apply what I have learned to my everyday life.

64% I have acquired at least one skill as a result of this program.

7) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

31% I learned _____ about topic presented.

Please feel free to add additional comments/feedback on back

Counseling Center Presenter Assessment And Expectations of Learning Outcomes

Date: 11/22/11

Code: ULO Integration ____D __x__I

Assessment ____x__(Survey) or NA

Name of Program: Stress Management-Humanities Learning Site on Campus: Hoke 201

Number of Participants: 17 Faculty/Staff RA/HC **Students**

Please use % s that apply:

1) Gaining Breadth of Knowledge

50% Students/participants were exposed to something new about topic presented.

14) Intellectual and Communication Skills

60% Students/participants related this information to their current situation (major) through discussion.

15) Community Engagement and Personal and Social Responsibility

70% Students/participants will see the importance of this topic in regards to community engagement

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

70% This program will enhance students/participants understanding of self

70% Students/participants will become more aware of and tolerant of others' perspectives in relation to their own

80% Students/participants can apply what they have learned to everyday life.

35% Students/participants reported acquiring at least one skill as a result of this program.

16) Integrated Learning

25% Students/ participants will leave with ability to identify 3 things about presented topic.

1. Good stress

2. Bad stress

3. Stress reduction techniques

Date: 2/21/12

Name of Program: Stress Management - Humanities

Please check all that apply:

9) Gaining Breadth of Knowledge

59% The presentation increased my desire to continue learning in this area.

2) Intellectual and Communication Skills

76% I can apply this information to my current situation (major).

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

10) Community Engagement and Personal and Social Responsibility

76% 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.

76% This program has increased my understanding of myself.

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

76% 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.

8) Integrated Learning / Self-Awareness and Interpersonal Sensitivity

23% I learned _____ about topic presented.

Please feel free to add additional comments/feedback on back