

COUNSELING SERVICES KANSAS STATE UNIVERSITY



Counseling Services Staff – August 2011

ANNUAL REPORT FY2011

OUR MISSION

The Counseling Service is a Student Service on campus providing personal assistance to students and consultation/education to the k-state community in order to enhance the success of students. This may be through attention to the individual students or to the campus community as a whole in an effort to assist all students to successfully address the personal, academic, and social issues that impact their progress. The emphasis of our services is to provide brief intervention that may assist with decision making, skill building, or mental health support. To achieve this, Counseling Services provides services in an atmosphere welcoming all students by being inclusive of diversity in culture, sexual orientation, religion, and other factors of difference.

OUR EXPECTATIONS

As team members within our office and with our campus colleagues, we are:

1. Culturally sensitive
2. Confidential
3. Collaborative
4. Consultative

As such, we follow and support the KSU Principles of Community.

OUR CHALLENGES IN FY2011

We were challenged this past year to provide services to the growing number of students affected by the economic strains and pressures impacting our country. Despite the stresses of having less staff due to retirement, job changes, and other personal decisions, we managed through the year to maintain a high level of productivity both in number of sessions provided within the office as well in our contacts across campus. Our staff was committed to balancing the demand for service delivery with the necessary effort required to advertise, review, and interview applicants to fill the total of 4 positions needed for the next year. These efforts were successful in our bringing four new, energetic and skilled psychologists to staff. Overall, my first year as the agency director was very busy, exciting and fulfilling and I welcome the next year with the knowledge that our new team will be able to continue to build on our great foundation here at the Counseling Services!

This annual report presents to you the data reflecting all those efforts and our progress in meeting our mission.



Dorinda J. Lambert, Ph.D., Director

OUR SERVICE DELIVERY in FY2011

AN OVERVIEW

As part of the array of Student Services agencies at K-State, the Counseling Services is a multi-dimensional center, offering a variety of services to our large and complex campus. Our programs include the traditional, in-office services where students come to meet with staff or where campus community members call for a phone consultation to assist them in meeting the needs of students. However, we also work within the community to reach and assist more students through the provision of innovative programs such as educational presentations, teaching, online workshops, and the development of the online community called the University Life Café. Finally, we are active in the

SafeZone program and on campus committees, like the Campus Crisis Management Committee, designed to help make the campus a safer and more equitable environment.

The following table and chart gives an overview of the percent of time spent in each of our service delivery areas:

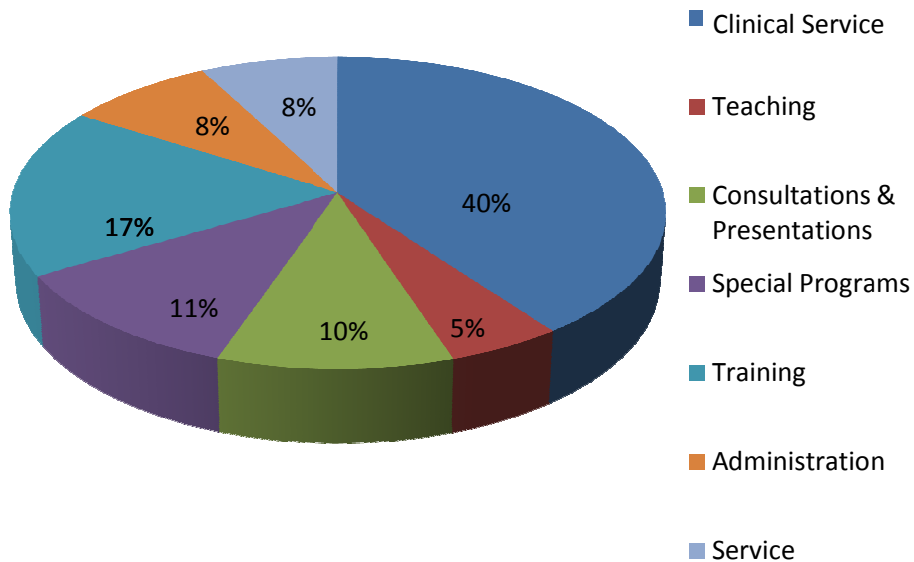
Type of Service	# of hours	% of time
Clinical Service*	9128	40
Teaching	1144	5
Consultations & Presentations	2352	10
Special Programs **	2571	11
Training	3997	17
Administration	1894	8
Service***	1762	8
Total hours	22848	100

* counseling, after-hours crisis contacts, biofeedback, , group therapy

**examples: Alcohol EDU, ABC, CNV/SafeZone, and others

***campus committees, CS committees, professional service, research

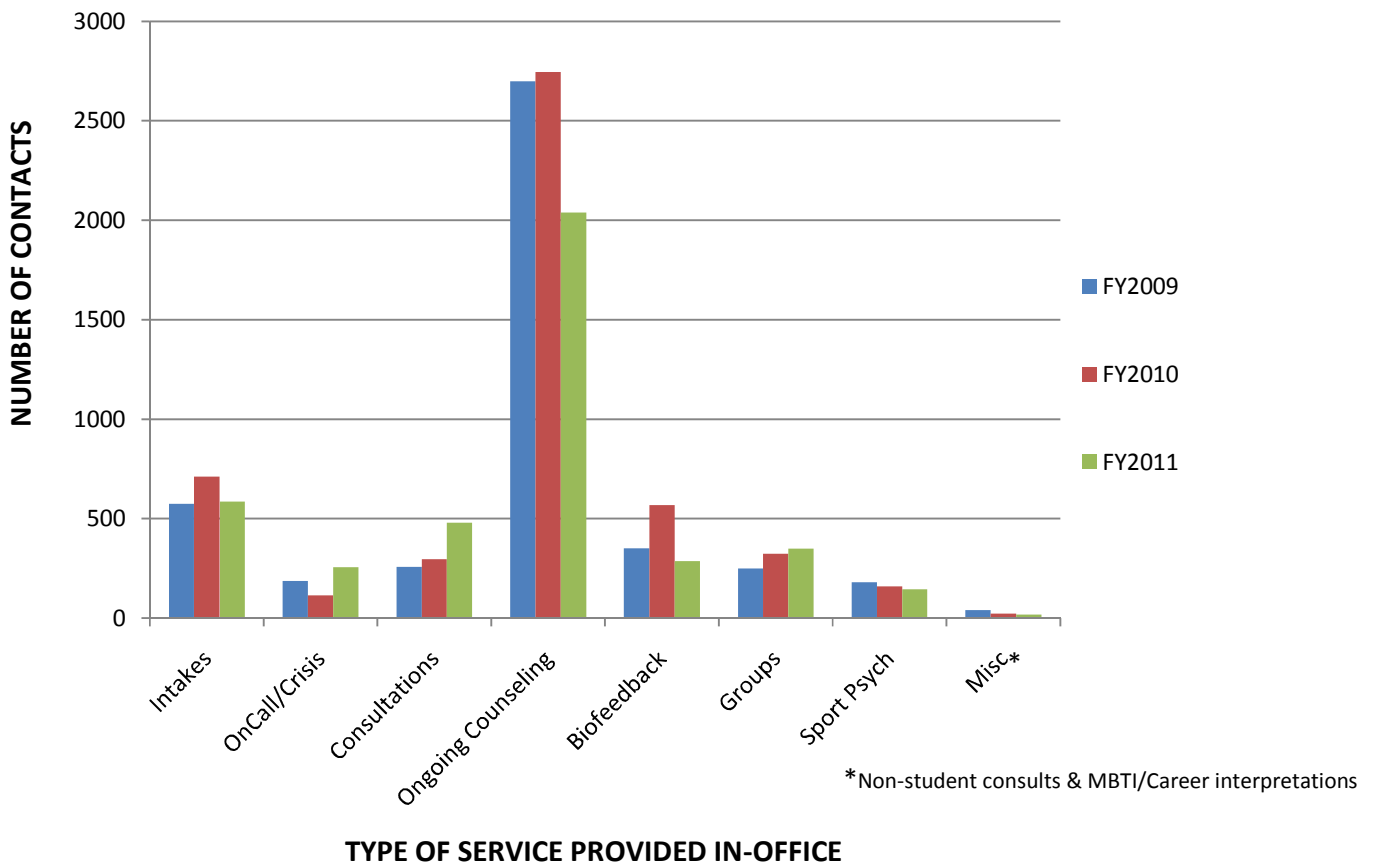
The combination of clinical services, teaching, consultations and presentations, and special programs in the pie chart below shows that 66% of our time is devoted to contacts with students and other members of the community.



To better help understand the range of services offered, this next section will give more details about our in-office services, off-site services, and innovative programs.

IN-OFFICE SERVICES

The following comparison for the last three years (2009, 2010, 2011) is provided to put in perspective the impact on our in-office services when we were down 2.5 staff members in 2011. It is important to note that 2010 was our busiest year to date.



The data included in this table reflect important information about our center and about the students we serve. In the past two years we saw noteworthy increases in the number of students who completed intakes to receive various types of in-office services. Importantly, in the past year we also saw a dramatic increase in the number of students who utilized OnCall/Crisis services that are available in Counseling Services. There was a similar increase in the number of students who came to the center to consult about particular issues or problems. Despite the staffing challenges referenced above and our continued work in online educational services, we believe that these increases reflect both our

ongoing success in advertising the services we provide, and the apparent comfort of students in accessing these services.

What concerns do students present when they first come to Counseling Services?

Prior to being seen, students complete the KPIRS-A, a 50-item problem checklist to identify their concerns and how much these interfere with their progress. The following are examples of some of the problems identified by those students as being of moderate or significant concern to them:

Student self-identified concern*				
Examples of Problem:	# who identify it as a Moderate to Significant concern			
	FY2010 (N=1147)		FY2011(N= 953)	
Excessive Worry	695	61%	563	59%
Depressed Mood	601	52%	501	53%
Anxiety Attacks	403	35%	354	37%
Safety Concerns	122	11%	103	11%
Suicide Thoughts	83	7%	95	10%
Self Harm	53	5%	56	6%
Suicide Intention	45	4%	51	5%

*Students can identify more than one problem as a concern

The N is the number of students who completed the initial paperwork, though some of those may not have followed through with scheduling or attending an initial session.

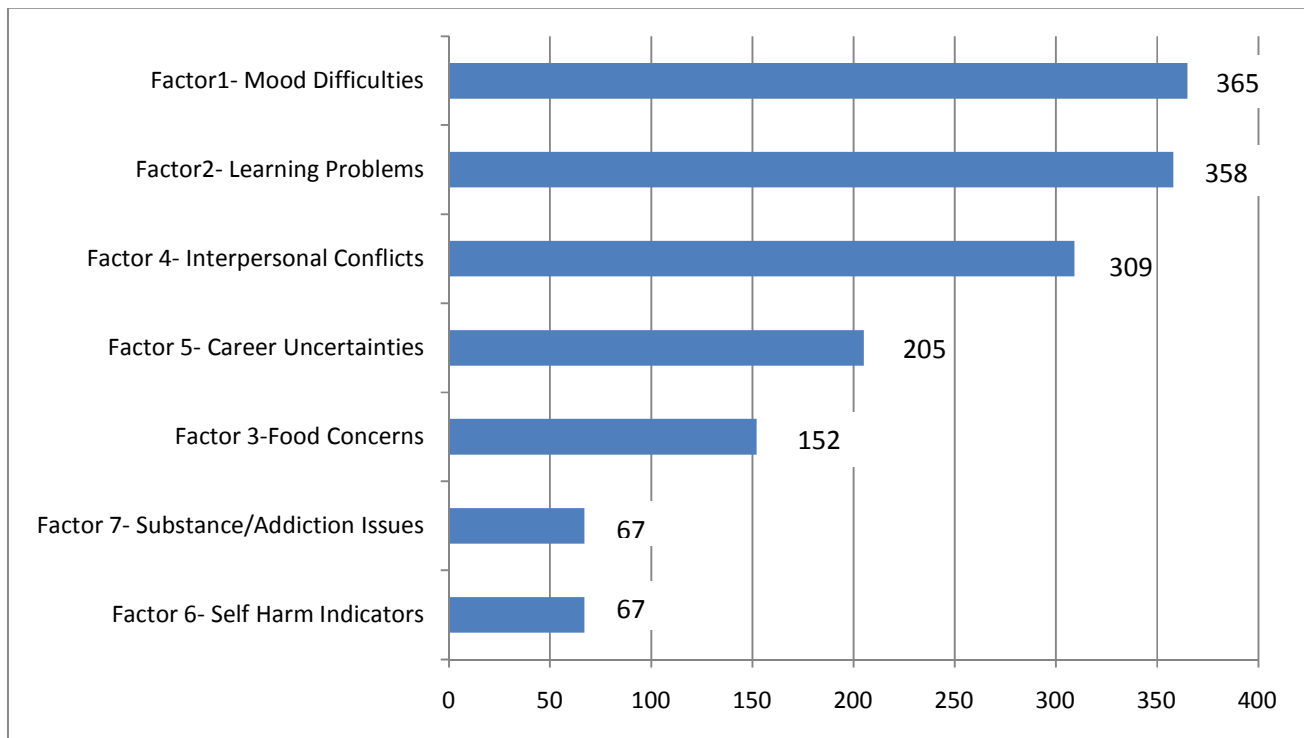
The following items are some problem areas which, though not as prevalent, show the seriousness of issues that some students presented in FY2011:

Problem Area	Number of students identifying this as a moderate to significant. concern
Memories of past sexual abuse/assault	95
Facing legal issues	58
My sexual identity or orientation	35
Recent sexual assault	33
Questions related to pregnancy	26

The Most Common Problem Issues at Intake

There are seven factors in which the items of the KPIRS Problem checklist fall. Taking the average of the number of students identifying the items that make up each factor, this table identifies the problems presented most frequently this past year.

Average Of The Number Of Clients Identifying Items In These Factors As Problems Of Moderate To Significant Concern At Intake In Fy 2011



*Students can identify more than one problem as a concern

N= 953

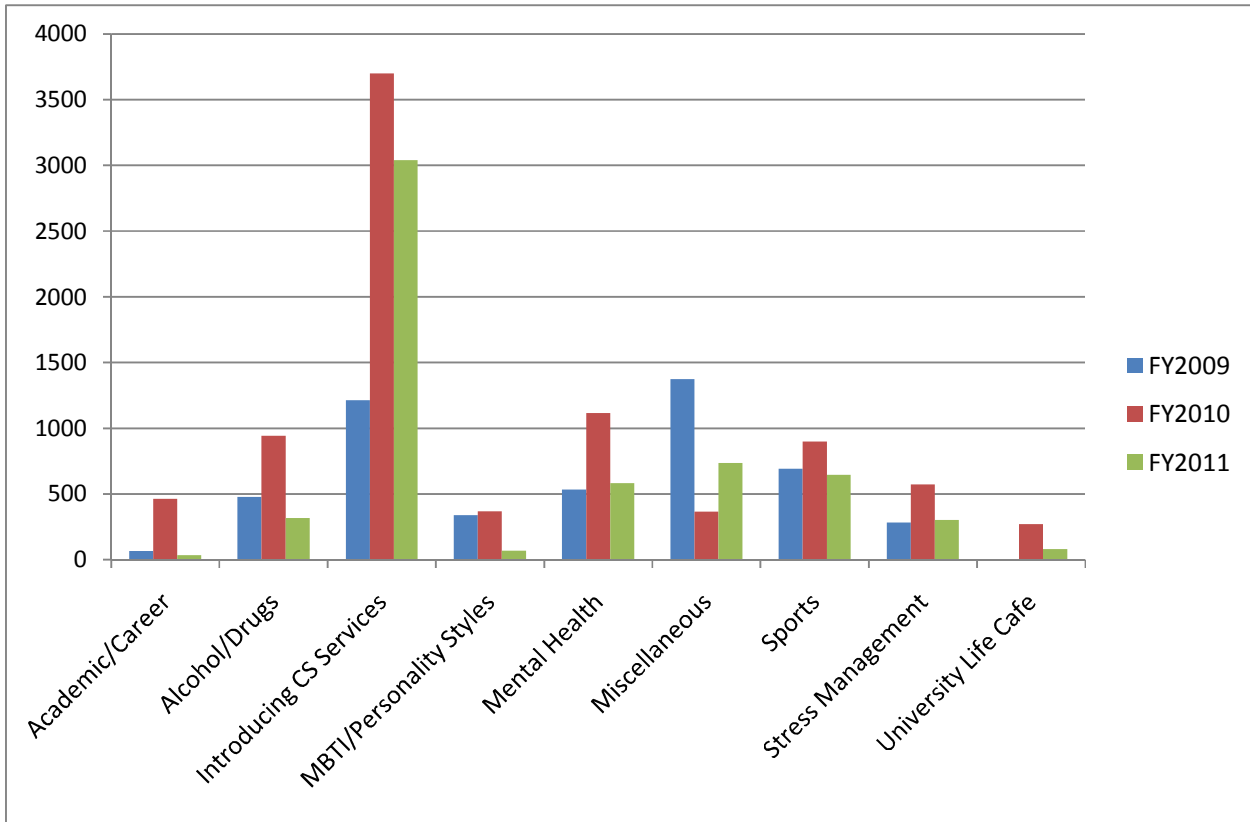
As you can see above, our office does provide services to a wide range of students, some of whom are struggling with significantly difficult concerns. We are grateful for the opportunity to assist these and all students in facing their concerns and helping them to move forward in their lives in healthy and productive ways.

OFF-SITE SERVICES TO THE CAMPUS

Presentations/Teaching Provided

Again, showing the decrease in presentation from our all-time high in FY2010, the number of people attending our presentations in FY2011 was still greater than that in FY2009 despite our smaller staff. This is due to the great commitment of our staff to provide outreach services to students across campus. The following tables show the comparison for the past three years and suggest that

Counseling Services' presentations/teaching continues to be an efficient way for our agency to meet the needs of some students.



Several of our staff teach a variety of classes in FY2011, both in the classroom and online; examples of these classes are the several sections of Career/Life Planning (EDCEP 202) offered each year and the Stress Management (EDCEP502/802) class. The 1062 hours recorded includes the preparation for and the advising connected with each course; overall, these teaching responsibilities entailed 5330 student contacts over the last year.

SOME EXAMPLES OF OUR INNOVATIVE PROGRAMS

In addition to our more traditional forms of presentations, we provide online programming to reach even more students.

Health Behavior Assessments (HBA) and the College Learning Effectiveness Inventory (CLEI)

These two instruments were developed at our agency and are made available to our clients as well as to all students through the University Life Café website as well as being offered in selected classes across campus. The HBA measures three areas of healthy lifestyle functioning including physical

activity, eating behavior, and personal management skill. It includes a readiness measure that indicates a student’s awareness and readiness to make personal improvement. The CLEI is an inventory designed to measure individual attitudes, behaviors, and dispositions related academic activity. The results can be used in combination with the materials provided online to understand the results and can assist the student in identifying areas that need attention in order to be more effective in school.

In the past year, the following number of K-State students accessed the CLEI and HBA between July 1, 2010 and June 30, 2011:

	Accessed through CS/ULC website	Accessed through a course	TOTAL
CLEI	735	304	1039
HBA	424	486	910

Both the HBA and the CLEI are part of the K-CAT assessment system designed here at our agency and are currently being marketed to campuses across the country through the leadership of Dr. Fred Newton, former Counseling Services Director , who remains on our staff part-time as well as on faculty in the Department of Special Education, Counseling and Student Affairs.

Our Online Programs: Academic Anxiety, Stress Management, and Biofeedback

In our ongoing efforts to use the internet as a modality to reach students, we implemented two self-paced programs to help students develop skills to address academic anxiety and stress. Staff also designed an online practice program to help students in the biofeedback program do home practice to strengthen their self-management skills necessary to function more effectively in school. Each four session program uses videos, PowerPoint, audio files, handouts and the use of a discussion board to allow a person to learn and practice skills usually within a four week period of effort. For example, in the Academic Anxiety Program, the following four topics are covered: Understanding Stress, Study Skills, Time Management, and Test-Taking Strategies.

The following summarizes these programs for FY2011.

Program	Number enrolled	Number of online visits/contacts
Academic Anxiety Online	39	152
Stress Management Online	18	62
Biofeedback Practice/Support	24	110

In the coming year we intend to continue to promote these programs more across campus and to develop additional online programs on topics that will address other important skills-building needs of students.

Though the numbers of contacts generated by the next two programs are not reflected in the presentations tables previously shown, the ability of the Counseling Services to reach students has been greatly enhanced by the implementation of the University Life Café and the At-Risk Online Training.

University Life Café at www.universitylifecafe.org



University Life Café (ULC) is an interactive website created by and for K-State students to promote emotional wellness, academic success, and academic programs leading to retention. The site is password protected for the K-State community to contribute to the site yet it is also a public site in that it is open for everyone to view the art, videos, written materials, and the events calendar.

In FY2011, this site had

- 24,446 visits
- 18,118 of these were Absolute Unique Visitors
- 69,970 Pageviews
- These visits came from 152 countries/territories
 - 18,949 were from the USA
 - 5,497 visits were from the following: United Kingdom, Canada, India, Philippines, Australia, Malaysia, Pakistan, Vietnam, and China.

On this very complex and interesting website, we track the number of hits on the following pages:

- 3,274 to the 3rd-annual-ulc-art-contest page
- 3,069 to the self-assessment page
- 2,425 to the gallery
- 2,093 to the bookshelf

The variety of programs offered on ULC allow students to upload art from all disciplines, poetry, writing and gives them a place to blog. The site also offers professional articles that range from emotional wellness and study tips to personal issues. In addition, students have access to several, confidential self-assessments. The College Learning Effectiveness Inventory (CLEI), the Health Behaviors Assessment (HBA), and other online programs being developed by our agency are offered through the ULC site. All contain helpful information to help students balance life and study habits, and guide them toward a successful K-State career. Finally, the ULC website maintains a community calendar with campus and local events to keep students in the know aware about activities.

In 2010 the project was named by the American College Personnel Association as one of the top innovations in college counseling for that academic year. We are excited to have others recognize the efforts of the team who have developed the University Life Café (ULC). In August 2011 it was announced that ULC is one of the three recipients for the 2011 WCET Outstanding Work (WOW) Award. WCET stands for WCET (WICHE Cooperative for Educational Technologies), a division of the Western Interstate Commission for Higher Education. The Awards Committee carefully reviewed 23 nominations and evaluated them against each of the award criterion. The Committee had the option of choosing five, however in their final deliberations the committee voted unanimously to award only three. This award will have been announced formally in late August 2011. That this national organization has made this award speaks for the creativity of the ULC team.

When launched on January 28, 2009, the program was originally funded by Substance Abuse and Mental Health Services Administration (SAMHSA); when the grant ended in September 2010 the Counseling Services has continued to provide staffing for managing the website. In our efforts to more fully integrate this ULC into our outreach efforts, CS staff will continue to promote its use with clients as well as within classrooms. With the continued input by students and the Student Advisory board, we will further develop and utilize this exciting web community to reach students.

At Risk Program – Helping Faculty Help Students

Since a trial introduction in 2009, K-State SafeZone program has been helping faculty and staff learn to identify and help students at risk through the innovative online training called “At-Risk”. At-Risk is a



web-based gatekeeper training simulation designed to help faculty and staff to identify at-risk students and to develop skills in referring them to their counseling centers in hopes of promoting more successful students and decreasing suicide risk for students in distress. Using an online simulation, a person assumes the role of a faculty member who is concerned about six of his/her students. In this engaging and interactive process, the users are given the opportunity to analyze the profiles of the six students, identify the three who might be at risk, and then engage in simulated conversations with the students to determine if and how to refer them to Counseling Services.



It is through the collaboration of the SafeZone program and the following campus offices that this program has been possible at K-State: Counseling Services, Housing & Dining Services, Leadership Studies, the Provost’s Office, many academic departments. From the

summer of 2009 through June of 2010, 248 people had been trained in the At-Risk program. In FY2011, an additional 96 people were trained. This lower number is due to the limited time/staff available to promote the program in this past year. However in FY2012 with the integration of the efforts of the SafeZone program and the Counseling Services Outreach Team, a more comprehensive effort will be made to promote the program and expand the number of faculty and staff who complete the training. This will be accomplished with the assistance of a wonderful new

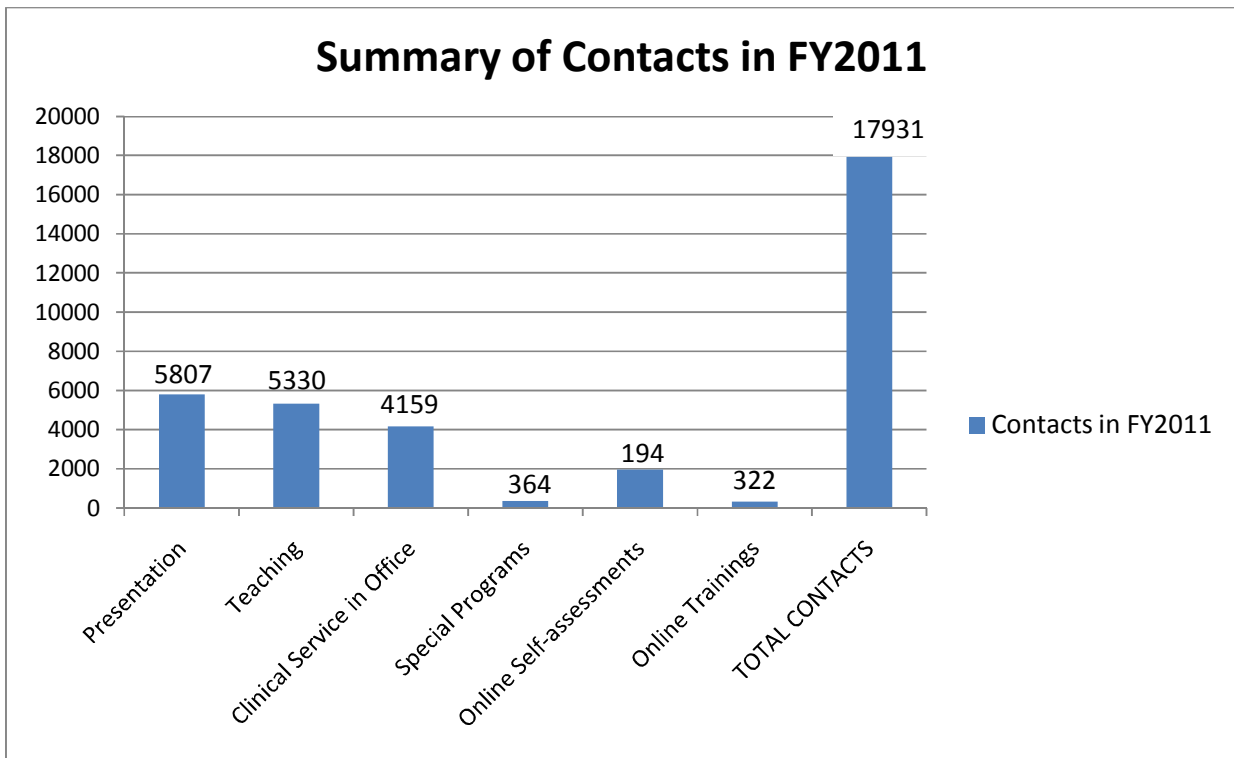
development in the program. Beginning in October 2011, a new component of the training will be introduced that will focus on helping identify and reach out to students who are returning military in order to help them be successful in their transition to the university. This is very timely given our growing number of both active and former- military who have joined our K-State community.

ALCOHOL AND OTHER DRUG EDUCATION SERVICES

During the 2010-2011 school year a total of 4,496 newly enrolled, degree-seeking K-State students under the age of 22 completed the science-based online alcohol education program called AlcoholEdu for College. This past year was the first year K-State required students to complete the program. The Project ABC program is a collaborative effort between several K-State organizations and Alcohol and Other Drug Education Service. The program serves as a sanction option for students who have been referred for violating alcohol/drug conduct codes. The objective of this program is for the sanctioned students to become more self-aware of their behaviors and how their behaviors affect their well-being. Referred student take two assessments (the e-CHUG and the Health Behavior Assessment), and then establish a program of change. Most students have a total of three appointments with their Project ABC counselor. Last school year a total of 199 students completed the Project ABC program.

Total Number of Student Contacts (In-Office and Off-Site/Online) In FY2011

The challenge on a campus our size is to keep our services visible and to reach as many students as possible. We believe that the increase in both the number of presentations and the number of students reached by presentations and by teaching reflects the impact of our efforts.



By providing our off-site/online programs, we are able to reach more students than would ever be possible in individual sessions in our offices. We also reach a great number of people through our UniversityLifeCafe website, though those numbers are not reflected in the summary chart listed above because we cannot determine how many of those who use the site are current K-State students or part of the K-State community. As we advertise and develop more of our online workshops and the websites, it is our hope that even more of our K-State community will be able to take advantage of us as a resource. Having our preventive and educational approach as an integral part of our agency will allow us to continue to assist students to be more successful in their lives and in their academic programs and, with increased visibility on campus, to help the overall health of our campus community.

CONSUMER SURVEY – HIGHLIGHTS

A survey was administered during a two week period both in October 2010 and again in March 2011 to all students presenting at our reception desk during that time period; this sampling of the students seen during FY2011 gives a good sense of both student satisfaction with the agency/services as well as a measure of how many individuals may be aware of our online programs. Responses were positive concerning clients' satisfaction with the office environment the receptionist, appointments, and the clinical staff. There is less satisfaction with paying fees. And finally, though there was some increase in the number of clients who used the online resources, the low number highlights the need for continued marketing to educate the community about these resources.

FY2011 AGENCY SURVEY RESULTS COMBINED FOR FALL AND SPRING TERMS		
CLIENT SATISFACTION SURVEY		
AREAS EVALUATED	NEW CLIENTS N= 71	RETURNING CLIENTS N=232
Office & Reception staff	93% pos; 0% neg; 7% NR	94% pos; 3% neg; 3%NR
Appointments	92.5% pos; 3.5% neg; 4% NR	89.5% pos; 3.5% neg; 7% NR
Fees & Billing	*	65.5% pos; 3.5% neg; 31% NR
Clinical Staff	*	90% pos ; 1.5% neg; 8.5% NR;
CLIENT RESPONSES		
Viewed the CS website	57% yes 43% No	47% Yes 53% No
Viewed ULC site	9% Yes 91% No	11.5% Yes 88.5% No
Used Online Programs**	2.5% Yes 97.5% No	11.5% Yes 88.5% No

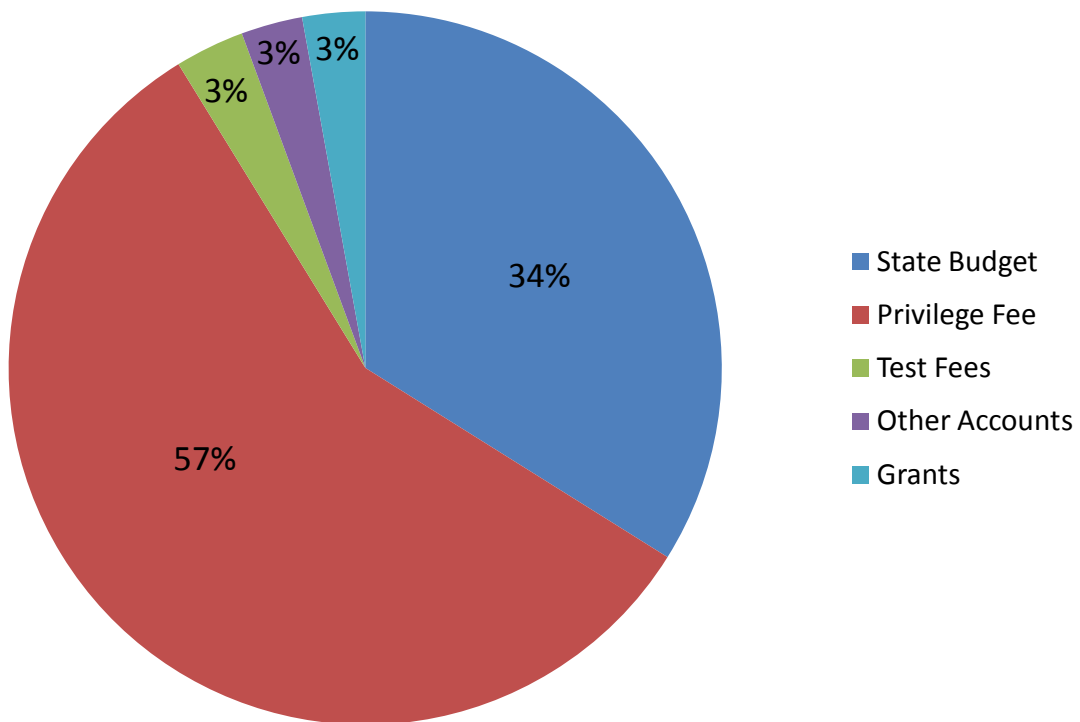
* New clients were administered the questionnaire prior to their first session; they were not given questions dealing with fees or billing because they had no experience with CS billing as yet.

** Current programs/topics: Academic Anxiety, Stress Management, and Biofeedback

OUR BUDGET

The Counseling Services receives funding from several sources: State Funds, Student Privilege Fee, Grants, Counseling Test Fees, and Other accounts. As has been happening throughout the Regents System, less of our support comes from State funds. We have been grateful for the continued support through the Student Privilege Fees as this is our primary source for being able to maintain staff and our overall office needs. In FY2011 we had 3% of our budget from grants, the major portion of that from the last year of a SAMHSA grant for developing the University Life Café website; that grant ended in FY2011. Though we will seek other grants in the future, there are no prospects at this time.

ALLOCATION OF FUNDS



The more detailed account of our budget follows.

STATE FUNDS	FY 11 Budget	FY 11 Expenditures	FY 12 Budget
Unclassified Salary	\$399,758.00	\$399,758.00 *	\$393,363.00
Classified	\$52,964.00	\$52,964.00	\$54,458.00
Student Salary	\$5,048.00	\$5,048.00	\$5,048.00
Operating Expenditures (AODES)	\$894.00	\$894.00	\$894.00
TOTALS	<u>\$458,664.00</u>	<u>\$458,664.00</u>	<u>\$453,763.00</u>

STUDENT PRIVILEGE FEE

FY 11 Student Senate Allocation --
\$631,860

Unclassified Salary	\$593,034.00	\$394,085.00	\$535,623.00
Classified Salary	\$146,003.00	\$154,925.00	\$149,611.00
Student Salary	\$0.00	\$205.00	\$0.00
Operating Expenditures	\$36,619.00	\$50,572.00	\$44,000.00
TOTALS	<u>\$775,656.00</u>	<u>\$599,787.00</u>	<u>\$729,234.00</u>

COUNSELING TEST FEE

FY11 Income -- \$26,076

Salaries	\$17,266.00	\$16,007.00	\$17,681.00
Operating Expenditures	\$25,455.00	\$17,713.00	\$21,021.00
TOTALS	<u>\$42,721.00</u>	<u>\$33,720.00</u>	<u>\$38,702.00</u>

OTHER ACCOUNTS

Developmental Reserve	\$3,000.00	\$6,085.00	\$3,000.00
Counseling Sponsored Reserve	\$0.00	\$757.00	\$1,610.00
Non-Budgeted Transfer (Personnel)	\$34,592.00	\$34,592.00	\$58,659.00
TOTALS	<u>\$37,592.00</u>	<u>\$41,434.00</u>	<u>\$63,269.00</u>

INDEPENDENT PROJECTS

UniversityLifeCafe.org	\$0.00	\$215.00	\$1,200.00
K-CAT	\$0.00	\$9,439.00	\$12,000.00
TOTALS	<u>\$0.00</u>	<u>\$9,654.00</u>	<u>\$13,200.00</u>

GRANTS--Based on Award Period	Budget	Expenditures	Next Period Grant Budget
AODES - Manhattan City 01/10 - 12/10	\$37,000.00	\$37,000.00	\$37,000.00
CLEI Project 06/11 - 09/11	\$1,460.00	\$1,460.00 **	\$0.00
TOTALS	<u>\$38,460.00</u>	<u>\$38,460.00</u>	<u>\$37,000.00</u>

* Includes \$23,000 one-time salary reduction for FY11 and \$10,000 permanent salary reduction

** Projected Expenses

CHANGES AND CHALLENGES FOR FY2012

The following summarizes the changes and challenges we face in the next fiscal year:

- **Staff:** With the staff changes noted earlier comes the challenge of integrating new members into the Counseling Services team structure. We are confident that this will be accomplished given the strong skills and professional qualities of all of our staff. In the future, we are hoping to be able to hire at least a part-time staff person to manage the continued development of the University Life Café website and to assist in online outreach activities.
- **Budget issues:** Despite the permanent loss of \$10,000 and a temporary loss of \$23,000 from salaries for FY2011, the hiring of new staff gave us some salary savings to allow some carryover money to help us through the next year. But with our ending of grant money, the decrease in fees generated by our charges for services, and the increasing expenses for operating, we estimate that we will be without any carryover money for emergencies by the end of 2013. The Counseling Services will be presenting our budgeting needs for the next three years to the Student Governing Association's Privilege Fee Committee.
- **Staying in the forefront of creative solutions:** The continued growth and development of our online resources for students and the K-State community will be an important part of our future. We are committed to the continuation of the University Life Café website and to developing more online programs to reach more students. This will require us to be creative in balancing the service demands with the need for time to develop the new programs. Our creative solutions will need to address programs as well as staffing in these challenging times. The costs for maintain the ULC website as well as for developing the online programs will require continued collaboration across campus and exploration of other financing options.
- **Utilizing technology effectively:** Continuing in our efforts to be "green" by moving to a "paperless" record-keeping system, we also hope to save time and money. Also, we improved our older online intake system by purchasing the PointNClick Communicator program, a web-based and student-oriented secure communication system. This has greatly improved students easy access to our office by allowing them secure electronic access to their billing statements- another step towards being paperless/green! This necessary expense for such access and efficiency is reflected in the operating expenses budgeted for FY2012.

FINAL COMMENTS

I and the staff of the Counseling Services are proud of our service to the K-State community in the past fiscal year. We are equally excited about our continuing role as a support for students and a resource for faculty and staff as they work to assist students to be successful in college. Please review our website at www.k-state.edu/counseling and contact us at 785-532-6927 if you have any questions.

My thanks to all the staff who contributed to this year's annual report and most specially: Carol Marden, Brenda Schoendaller, Fred Newton, Laurie Wesely, and David Kearns.



Dorinda J. Lambert, Ph.D.
Director