

SOUTH CAROLINA STATE UNIVERSITY

2007-08 ANNUAL REPORT

DEPARTMENT OF

Counseling and Self-Development

and the Office of Disabled Student Services

SUBMITTED BY

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DATE

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EXECUTIVE SUMMARY

Office Profile

The Counseling and Self-Development Center is located adjacent to the Brooks Health Center, behind Bradham Residence Hall. The hours of center operation are from 8:30 a.m. – 5:00 p.m. Monday through Friday.

The center's vision is to be a benchmark facility for the provision of student mental health care and psycho-educational programs and services. The center exists to provide psychological support to students as they matriculate at SCSU. From orientation to graduation, the chief aim of the SCSU Counseling & Self-Development Center is to provide students with quality mental health services and education through: access to individual and group counseling; substance and

life development intervention; outreach programs addressing issues such as suicide, mental health awareness, and stress and time management; peer mentoring; crisis intervention and emergency care; psychiatric and referral services; and paraprofessional training for student leaders.

The Counseling & Self-Development Center at South Carolina State University has been in existence and has maintained accreditation with the International Association of Counseling Services (IACS) for over 10 years. The aim of the center is to address the developmental and mental health needs of South Carolina State University students. Staff counselors provide services that enable students to define and accomplish personal goals and to adjust to college life, major life events, and other concerns as they arise during students' matriculation. Services are provided through the following mechanisms:

Individual Counseling – Individual counseling is the primary service offered to students. Concerns that are frequently addressed include: personal goal attainment, interpersonal relationship building, adjustment, and time management.

Group Counseling – Groups are designed to provide opportunities for students to develop their decision-making, assertiveness, communication, and interpersonal skills processes. Specific concerns

Psychiatric Services – The center has retained a part-time psychiatrist who primarily provides clinical services for students who present with more severe forms of psychopathology and may require medication management.

Referrals – When students present with issues that are beyond the scope of what the center can provide, students are referred to agencies or facilities which offer a wider scope of resources equipped to meet their mental health needs.

Counseling Outreach – Counseling Outreach Services provide psycho-educational information and training to students, faculty, and staff of the university. Programs are made available to address topics of interest and concern in the residence halls, classrooms, and student organizations.

Consultation, Education, and Training – The Counseling and Self-Development Center serves as a consultant to the university community and other local agencies/institutions. A major focus of this service is the provision of interventions designed to improve the quality of campus life. The staff provides workshops/training sessions to meet specific needs of campus departments, classes and student groups. Several training modules have been developed to assist in meeting our campus community needs. Topics include: values clarification, self-esteem, communication skills, conflict resolution, suicide prevention, and managing critical incidents in the residence halls.

The Counseling Center's staff continued to meet the many challenges and opportunities for service that the 2007-2008 academic year presented. The Center served 185 students through individual counseling sessions; 94 students were seen in groups, including anger management,

substance education, and “New Beginnings” for first year students; 742 participated in campus outreach presentations, such as residence assistants training, student leadership development programming, counseling center basics brought to the classroom, etc. Students’ presenting concerns were diverse. Some of the problems they faced included: adjustment issues, test anxiety, substance use, relationship issues, conflict resolution and anger management, academic underachievement, learning problems, depression, low self-esteem and suicidal ideation and gestures. Psychiatric consultation was provided for a total of twelve (12) students during the 2007-2008 academic year.

The Office of Disabled Student Services, an arm of the Counseling and Self-Development Center, had many inquiries about the services provided for students. Two staff members managed disability accommodation requests. Students with qualifying disabilities are required to provide evidence of their needs prior to receiving letters requesting accommodations from faculty. Approximately 37 students received special services and accommodations on campus and in classroom setting (e.g., note takers, interpreters, tutors, etc.).

During the 2007-2008 academic year, the following national standardized tests were administered:

<i>Test</i>	<i>Number Given</i>
MAT	113
LSAT	80
WLOE	06
ACT	163
PCAT	122
Nelson Denny	44
<i>Total Tests Given</i>	<i>533</i>

PERFORMANCE

Assessment:

The Center's accreditation affirmation site visit was rated favorably by the International Association of Counseling Centers, Inc. In addition, students utilizing the services of the center indicated through student satisfaction surveys that they were very pleased with the services provided.

Although all students were encouraged to remain at the university during the 2007-2008 academic year, ninety-nine exit interviews were conducted with students who withdrew from the university

Collaboration and Cooperation:

As is customary, the Center's staff collaborated and cooperated with faculty and staff in meeting the needs of students. As an example, in October of 2007 and March of 2008, in-service presentations on the signs, symptoms, and best approaches to intervening with suicidal students was conducted for faculty, staff, and student leaders. At the request of several faculty and staff members, classroom discussions and outreach events on stress management, crisis intervention, and the benefits of utilizing the counseling center to cope with inevitable difficulties were presented on campus. Group sessions addressing issues specific to conflict resolution, college adjustment, and substance use were conducted during throughout the fall and spring. These activities were formulated in collaboration with various campus offices. Personality Screening of seven (7) Campus Police applicants. Highlighted major accomplishments are as follows:

Major Achievements:

- Successful IACS Accreditation Site Visit (January 8-9, 2008)
- National Black Student Leadership Development Conference, Washington, D.C., Taylor, C.Y., Ph.D., "Hindsight Strategies for Coping With and Responding To Trauma in the Aftermath the Virginia Tech Tragedy." (January 3-5, 2008)
- Campus Alcohol Drug Education and Prevention Program's Safe Spring Break Awareness Campaign – K.W. Green Student Center (March 5, 2008)
- QPR Suicide Prevention Training Sessions for Faculty, Staff, and Student Leaders sponsored by the Mental Health of Association – K.W. Green Student Center (October 2007; March 2008)
- "New Beginnings" Group for Freshmen – (Fall 2007; Spring 2008)
- Tobacco Awareness Group Presentation at American Cancer Society HBCU Conference (March 2008)
- Fall and Spring Newsletters – The Informer

ADMINISTRATIVE EFFICIENCY/PROCESS MANAGEMENT

1. Customer Service Week – All Counseling & Self-Development Center Professional Staff
 BANNER Training – All Counseling & Self-Development Center Staff
 SIS Training – Director, Assistant Director, Administrative Specialist
 Records Retention Training Seminar – Administrative Specialist
 Peer Chart Review – All Counseling & Self-Development Center Professional Staff
 First Line Supervisor Training
 HR Policies and Procedures Training
 Investing In Yourself: Strategies for Improving Office Functioning

2. Over the past several years, the Counseling & Self-Development Center has cultivated a number of collaborations with community agencies and professional organizations. One of the most successful of these has been a partnership developed with the Orangeburg Area Mental Health Center to provide psychiatric services to students and to provide free depression screenings to the community. The Counseling & Self-Development Center has also partnered with Tri-County Alcohol and Drug Commission to sponsor Alcohol Awareness Month Programming on campus and with Mental Health America of South Carolina to offer suicide prevention training on campus. These partnerships have resulted in increased awareness and improved patronage among student consumers.

In addition, the Counseling & Self-Development Center has collaborated with other campus offices to provide staff and student leadership training. The Counseling Center partnered with the Office of Student Life to participate in the “Shades of Promise” partnership with Colorado State University. This student leadership exercise provided a unique opportunity for students from different backgrounds and regions of the country to engage in discussions regarding multicultural awareness and sensitivity and to explore solutions to ongoing conflicts about race relations in U.S. society.

**SPECIFIC DEPARTMENTAL OUTCOMES
 (July 1, 2007 – June 30, 2008)**

Table 1 **STAFF ACCOMPLISHMENTS**

Present in the table below the **number of staff** who participated in the following activities.

Staff Achievements	No.
Total Staff	
Research	
Grants Funded	
Articles Published	
Papers Presented at Professional Conferences/Meetings/Workshops Off-Campus	1
Participated in Professional Conferences/Meetings/Workshops Off-Campus	5
Awarded Higher Degrees	1
Presented at Campus Meetings/Workshops	3
Participated on Campus Committees	5

Table 2

STUDENT ACCOMPLISHMENTS

Present in the table below the **number of students** in the following areas.

Student Achievements	No.
Received External Awards	
Presented Papers at Conferences/ Meetings/Workshops	
Attended Professional Conferences/Meetings/Workshops	34
Participated in Outreach Activities	742

OPERATIONAL PLAN REPORT

The Counseling and Self-Development Center’s Performance on the University’s Operational Plan is as follows:

*GOAL 16: Improve customer satisfaction as a result of periodic assessments
The counseling center will students complete individual counseling session assessment forms periodically throughout the semester and student satisfaction surveys at the end of each semester.*

1. Increase campus wide communication for customer week.
 - a. Provide a Quality Assurance person
Each staff member will be responsible for attending one of the customer satisfaction week programs on campus and be held accountable for issues addressed – e.g., phone etiquette, professionalism, etc. and will be responsible for communicating the its goals along with sharing a creative method for carrying out those goals in our office/area.
 - b. Provide campus-wide opportunities for customer feedback on services
Following each outreach and psycho educational program, participants will be asked to complete an evaluation form to share impressions of information provided and suggestions for improvement.
 - c. Increase customer service awareness for university stakeholders.
To promote this goal, the counseling center will engage in proper phone etiquette by answering the phone within the first three rings and stating a standard greeting at the inception of each call. In addition, by distributing brochures and education regarding programming and available services, the counseling center will work to become more visible to the SCSU community and its various constituents.

GOAL 22: Improve the quality of life of citizens and the economic development of the region.

2. Assess the needs of the local community and adjust our program activities accordingly.
 - d. Require student organizations to engage in volunteerism to include

mentoring, tutoring and leadership development.

Require student organizations to engage in volunteerism to include mentoring, tutoring and leadership development (e.g., Suicide Prevention Training for student leaders, crisis intervention training for residence assistants, etc.).

GOAL 25: Identify and promote SCSU's competitive advantages for marketing and improve SCSU's image to attract more contributions and build donors' confidence. Remain abreast of current marketing strategies used by comparison institutions and implement them to enhance our image and improve our reputation among philanthropic stakeholders.

1. Continue to utilize appropriate marketing strategies to promote SCSU.
 - a. Utilize professional firm to assess and provide recommendations to enhance SCSU's brand and public perception of brand.

Engage in benchmarking and/or consult with relevant parties (e.g., accrediting board, local chapter (s) of professional organizations, partner with other agencies to collaboratively present counseling service offerings to the community while offering incentives for taking time to learn more about our office, and generally increase visibility of the center on campus during peak times.
 - b. Enhance SCSU website.

Update and enhance appearance of counseling center's webpage to include office hours, services provided, professional staff (corrections), as well as a link to confidential mental health screenings for students to complete prior to scheduling appointments at the center.
 - (1) Provide a dedicated webmaster.
 - c. Survey key stakeholders annually to assess SCSU strengths, weaknesses and improvement strategies. Send out announcements or samples of counseling center programs and events to alumni, board of trustees, and local businesses inviting them to get involved, along with rating forms to assess events and information about planned giving and where to send contributions to the university to maintain such programs.
 - d. Develop internal communication plan and style guide.

Secure technology and training to hold regularly scheduled online meetings to give each department an opportunity to weigh in with opinions, progress, etc. with the touch of a mouse without leaving the comfort of their offices or asking them to sacrifice too much of their time.

GOAL 26: Annually increase and retain enrollment at a level that will produce 8,000 students by 2014.

Enhance the process of exit interviews held at the counseling center by expending more energy exploring alternative strategies to terminating enrollment mid-semester with the assistance of the counseling center and other mechanisms of support both on- and off-campus.

1. Develop and implement a comprehensive enrollment management plan to reach the 8,000 headcount goal by 2014.
2. Improve retention rate of students to 80% annually
 - The counseling center will work to identify retention issues and to address those concerns through classroom surveys and presentations addressing counseling issues and services, outreach programs in the residence halls, psycho educational events to address campuswide mental health issues, and specified groups to help students to cope with the difficulties they face with the support of other students sharing similar concerns.
 - Employ intrusive advisement/counseling (i.e., mandated counseling for judicial referrals due to student violations).

GOAL 28: Provide a holistic living and learning environment for students.

Offer psycho-educational events and programming to students both in the residence halls and the classroom setting.

1. Provide global activities for the student body.
 - Provide pamphlets, brochures, and poster displays to enhance and inform the residence halls.
 - Provide psycho-educational outreach programming for Residential Life employees to equip them with knowledge and information for themselves, as well as to take back to students in the residence halls for in-house enrichment activities and exercises.

2008-2009 PROJECTIONS

Counseling & Self-Development Center objectives for the 2008-09 fiscal year:

- Maintain IACS accreditation in keeping with the ethical and professional standards.
- Reduce the level of adjustment and mental health challenges encountered by SCSU students as they matriculate through quality interventions including:
 - Enhanced understanding of mental health issues facing college students and the community at large through the provision of a wide range of campus and community outreach programs.
 - Improved student functioning and enhanced learning outcomes through the provision of a wide range of psychological assessments for identified SCSU students requiring services for various disability issues and concerns.
 - Reduced staff turnover and enhanced hiring practices through the provision psychological screening assessments for identified SCSU staff members seeking employment with the university (e.g., campus police candidates).
 - Improved customer service at the university through the provision of a variety of training and development opportunities for students and staff.
 - Enhance faculty-staff relationships through collaboration on various projects and programs (e.g., internships, trainings, etc.) in meeting the diverse needs of the SCSU student body and Orangeburg community.