

**The University of Texas at Dallas
Student Counseling Center**

FY 2018
Annual Report rev 10/5/2018

Executive Summary

More than 8000 counseling appointments, consultations, and psychiatric sessions were provided to help students improve their emotional health in order to have a more successful university experience.

Numerous students were treated for severe anxiety and depressive disorders, panic attacks, and psychosis. Significant numbers of clients were treated for suicidal or homicidal ideation. More than 1000 crisis interventions were provided to students experiencing disabling psychological distress. The after-hours crisis hotline flourished. There were more than 300 after-hours crisis calls during which students were able to receive immediate mental health support outside of normal business hours.

To assist skill building for college success, more than 5,000 contacts were made with students, faculty, and staff through classroom presentations, workshops, and outreach presentations. Over 1300 additional contacts were made through information/awareness programs such as the Body Project, Domestic violence awareness, and New Student program orientations. The Student Counseling Center website was viewed more than 113,000 times for information and self-help.

A new clinical service delivery system was implemented which proved to be successful in serving more students and nearly eliminating the wait list. This year, Initial Evaluations increased by 19%, crisis services showed 78% growth, group counseling increased by 24%, and psychiatric services rose 37%. In addition, outreach presentations increased by 59%, while the information and awareness programs jumped 181%.

Points of Pride

- Implementation of a new clinical service system to address the high demand for services (resulting in a greater focus on group counseling, skills workshops, brief counseling, and community referrals)
- Creation of a reorganization of administrative reporting lines
- Implementation of an Advisory Council/Task force to review counseling center operations (especially in regards to delivery of clinical services, staff time allocation, outreach programming, relationship with women's center, and the training programs)

Mission Statement

The Student Counseling Center supports the UT Dallas mission to produce engaged graduates who are prepared for life, work and leadership, by providing quality mental health services and developmental programs that contribute to their educational, social, and emotional growth. The Student Counseling Center also trains graduate students to be future mental health professionals. Integral to its mission, the SCC is committed to creating a campus community that embraces and celebrates diversity including all of the intersecting identities that make us unique individuals.

Jim Cannici, PhD
Director, Psychologist

Kipp Pietrantonio, PhD
Assistant Director/Director of Training, Psychologist

Erin Schrader, PhD
Psychologist
Practicum Counselors (2)
Aisha Evans, PsyD
Psychologist
Doctoral Interns (3)

Jenna Temkin, PsyD
Assistant Director, Director of Clinical Services, Psychologist

Garyn Gulbranson, PsyD
Psychologist
Natalie Anderson, MS, LPC
Mental Health Professional
Stacey Appiah-Opoku, MA, LPC
Mental Health Professional

Kimberly Burdine, PhD
Assistant Director, Director of Community Engagement, Psychologist

Brittany Escuriex, PhD
Psychologist
Alanna Carrasco, PsyD
Psychologist
Shelly Turner, Med, LPCS
Counseling Referral Coordinator

Lilia Hairston, MA
Administrative Assistant II

Genelly Ramos, BS
Administrative Assistant I

Gabe Yeamans, MD
Psychiatrist

Bilha Mureithi, PMHNP-BC
Psychiatric Nurse Practitioner

Stephanie Epstein, MSW
Collegiate Recovery Manager, CSR

Maya Bauman
Temp Worker

<u>Male</u>	<u>Female</u>
6	16
<u>Caucasian</u>	<u>African American</u>
17	3
<u>African</u>	<u>Latina</u>
1	1

Programs, Services, Activities & Special Projects

- Initial Evaluations
- Individual and Couple Counseling
- Crisis Services
- Group Counseling
- Psychiatric Services
- Consultations
- Testing and Mind Body Lab
- Outreach & Interdepartmental Activity
- Web and Media Services
- Professional Development and Training

	FY16-17 Appointments/ Clients	FY17-18 Appointments/ Clients
Individual/Couple Counseling		
Initial Evaluations	1096/1092	1307/1274
Individual Counseling	4482/753	2776/810
Couple Counseling	212/62	187/82
Counseling-Referral	155/153	N/A
Crisis Services		
Crisis Intake, Intervention, & Consultations	455/316	809/672
Crisis Psychiatric	75/45	108/75
UTD TALK (contacts)	286	337
Group Counseling		
Group Counseling	1110/142	1374/226
Group-Skills Focused	61/30	273/104
Psychiatric		
Psychiatric Evaluations	119/119	163/163
Psychiatric Treatment	1003/345	1016/336
Consultation		
Consultation	225/164	201/164
Consult-Psychiatric (contacts)	506	465
Other Services		
Testing	139/31	85/27
Mind/Body Lab	9/4	N/A
WPATH	N/A	31/8
Outreach	Sessions/participants	
Outreach Presentations	76/3974	121/5242
Info/Awareness Programs	77/5703	217/13,712
Outreach consultation	14/222	NA
Web services (SCC total views)	100,000	113,000
Social Media (postings/hits)	86/68,043	94/31,300

COUNSELING CLIENT CHARACTERISTICS:

<u>Gender ID</u>	<u>%</u>	<u>Relationship Status</u>	<u>%</u>
Female	53.8	Single	62.4
Male	42.3	Serious or Committed Dating	29.9
Transgender	1.7	Civil Union/Domestic Partnership	0.5
Self-identify	1.4	Married	4.4
Unknown	0.8	Divorced	.7
		Separated	.7
		Unknown	1.4
<u>Age</u>		<u>Living Situation</u>	
17-21	53.0	Roommate (s)	44.3
22-29	39.5	Parents	22.2
30-39	5.7	Alone	13.6
40-49	1.2	Spouse/Partner	8.3
50-beyond	.6	Family (other)	8.1
		Children	1.4
		Other	0.9
		Unknown	1.2
<u>Class</u>		<u>International</u>	15.7
Freshman	17.7	<u>Schools</u>	
Sophomore	18.7	CS & EE	26.2
Junior	22.7	Behavioral and Brain Sciences	16.9
Senior	19.8	Natural Science/Math	16.2
Graduate	19.1	Management	21.1
Non-Degree	.1	Arts/Humanities	10.6
Non-Student	.1	EPPS	4.8
Unknown	1.8	Inter. Studies	4.2
<u>Ethnicity</u>		<u>Sexual Orientation</u>	
White	34.1	Heterosexual	73.6
Asian-American	35.5	Bisexual	11.1
Hispanic	14.1	Other	6.3
Multiracial	5.6	Questioning	4.1
Black	6.1	Gay	2.5
Am. Indian/Alaskan Native	.1	Lesbian	2.4
Native Hawaiian/Pacific Islander	.1	Unknown	2.7
Self-identify	2.5		
Unknown	1.9		
<u>Residence</u>			
Off-Campus	52.3		
On-Campus Apt	19.1		
Other	2.2		
Residence Halls	12.9		
Unknown	13.4		

Initial Evaluation: The initial evaluation, is used determine the services that best meet a student's needs. Counselors conduct an evaluation of a student's presenting concerns, academic functioning, family and social history, medical problems, alcohol and other drug use, and trauma history. Students are then prescribed brief counseling, couple or group counseling, workshops, psychiatric treatment, other support services on campus or referrals to the community. All clients who present to the SCC are seen for an initial evaluation within two weeks. Clients who are assessed to be in crisis are seen immediately and crisis intervention continued as needed. During the early portion of a semester, all clients can immediately begin counseling center services. Mandatory initial evaluations are provided to students who have been referred for services by the Dean of Students Office or Residential Life. These students have come to the attention of school authorities because of problematic conduct. Typical presenting problems include alcohol or drug violations, suicidal threats or attempts, aggressive behavior, or sexual misconduct. Following the evaluation, the student is provided with feedback about the assessment results. In addition, the student is given recommendations that may be of assistance in successfully adapting to college life. This year the SCC provided 1307 initial evaluations.

Counseling:

Individual and couple counseling: The Student Counseling Center provides confidential, professional counseling services for a wide range of issues that may interfere with a student's academic progress. Common concerns addressed in counseling include anxiety, depression, and conflicts in relationships. In addition, a sizable number of students present with severe psychological problems, including major depression, bipolar disorder, eating disorders and post-traumatic stress disorder. This year, fifty-three percent of clients presented with a history of suicidal ideation, seventeen percent reported that they are afraid that they had thoughts of hurting others. The SCC provided 2776 individual counseling sessions to 810 students. Couple counseling is available to students and their partners; 82 individuals received 187 couple counseling sessions this year.

The SCC has created a Gender and Sexuality Consultation Team (GSCT), which is currently comprised of mental health professionals with specialized expertise and experience related to working with LGBT/TGNC (Transgender and Gender Nonconforming) students. The GSCT has developed a formalized assessment process based on professional organization guidelines for students seeking a letter supporting cross-sex hormones or gender confirmation surgery. The GSCT additionally provides training to SCC staff members and trainees and is available for consultation with other departments who have questions regarding working with LGBT/TGNC students.

The SCC has collaborated with the Wellness Center and Center for Students in Recovery to create an Eating Disorders Consultation Team (EDCT). The team is currently comprised of one licensed psychologist, one registered dietitian, and the manager of CSR, all of whom have specialized expertise and experience related to working with the eating disorder population. The staff meets every other week to consult about current clients struggling with eating disorders or eating concerns to discuss topics and issues within the eating disorder field. The team also assesses and discusses campus needs and how to best respond and support students who may be struggling with eating disorders on a larger scale. The EDCT is available for consultation to all other staff members/trainees or offices if needed.

Counseling Referral Services: Are provided by all of the counselors as well as by a Counseling referral specialist. Referral services are used when a student is referred for services off campus or needs assistance beyond the scope of the center. This includes outpatient counseling, inpatient and day treatment programs, alcohol and drug treatment services. The student is guided on how to use insurance, if appropriate, and given referrals that meet their

financial situation, location and other individual needs or circumstances. Students may also be referred for on-campus services (SOAR, the Student Success Center, the Veterans Center, etc.). Complicated or specialty referral services such as emergency financial services, food and housing assistance, transportation, etc. are provided by the referral coordinator. This year, most referrals were provided by all counselors.

Crisis Services: Crisis intervention is provided through walk-in crisis sessions during business hours to address students in extreme distress. This year, 809 crisis sessions were provided. The Center also continued its after-hours crisis hotline (972-UTD-TALK). Funded by a UT System grant, the crisis hotline is now in its third year. Students in crisis were able to receive immediate mental health support outside of normal business hours. 337 hotline callers were assisted.

Group Counseling: Group counseling provides the opportunity to improve interpersonal interactions, to give and receive transformative feedback, connect with others around areas of shared concern, learn adaptive coping strategies, and develop increased skill in building relationships. In group therapy, peers come together in a confidential setting along with facilitators to discuss common struggles, provide feedback and support, and practice in-the-moment ways of interacting more effectively with others. During the year, the Student Counseling Center had the following active groups: Healthy U: Coping Skills Workshops, Healthy Relationships, Healthy Relationships Too, Expressive Arts Therapy, Mindfulness, Personal Growth Group for Men, Personal Growth Group for Women, Personal Growth Group for Students Aged 25+, Sexual Identity and Expression Group, Women of Color Group, 1st Generation College Student Group, Hour of Pause, Voices of Courage: Female Survivors of Sexual Trauma Group, and the Graduate Student Process Group. 330 students participated in a total of 1647 group appointments demonstrating a marked elevation in engagement for students participating in this vibrant and dynamic groups program compared to the previous year.

Psychiatric Services: Psychiatric services are provided to students in on-going therapy who may benefit from psychotropic medication, as well as to students already under the care of a physician, but who wish to transition their care to UTD. As an adjunct to the counseling process, students may be referred for evaluation and medication. A full-time psychiatrist is housed in the Student Counseling Center. This year, 163 students received comprehensive psychiatric evaluations and 336 students received 1,016 psychiatric follow-up sessions. In addition, the psychiatrist had 465 after-hours contacts with students in distress.

Consultations: Consultations are discussions or meetings with students, staff, faculty, family, and community members regarding students. The discussion may involve clinical or case management issues related to the mental health or wellness of a UT Dallas student or someone in the student's life. Examples include: talking to a parent about how to encourage his or her child to obtain counseling; talking to a student about how to obtain mental health assistance for a roommate or family member; helping faculty, staff, or students learn how to handle a student problem; or discussing with student leaders ways they can help another student. Consultations also include collaborations with community providers about adjunctive support services. During the year, Student Counseling Center staff provided 201 consultations to faculty, staff, students and the community.

Communications: The Counseling Center staff has been involved with the Office of Communications. They have sought out the expertise of the Counseling Center staff for radio, TV, and print in order to provide information to the campus and community about mental health topics.

Testing: Psychological testing is often a useful tool in the evaluation process. Testing serves as both a validation of diagnosis and an objective evaluation of psychological functioning. Mandatory intake assessments also include psychological testing. During the year, Student Counseling Center staff provided 85 testing sessions.

Outreach and Interdepartmental Activity:

Outreach Presentations: In an effort to assist students in gaining skills important for academic and life success, the Student Counseling Center provides presentations to students, faculty, and staff on a variety of topics including: time management, stress management, conflict management, working with students in distress, and Counseling Center Services. Departments the Counseling Center worked with this past year include the Office of Undergraduate Education, Undergraduate Success Scholars, and Student Success Center. During the year, the Student Counseling Center provided 121 outreach presentations to 5242 people.

Information and Awareness Programs: The Student Counseling Center also participates in a variety of collaborative programs on campus such as the Cometville Carnival and New Student Orientation. These programs vary in nature from information tables (i.e. SCC services such as stress management) to interactive mental health-related booths. The center also provides its own programs and tabling for Sexual Assault Awareness Month, Domestic Violence Awareness Week, and Eating Disorder Awareness Week. 13712 individuals attended 217 information and awareness programs this year.

Outreach consultations/interdepartmental activity: The Student Counseling Center (SCC) collaborates with other offices in outreach events and special programming. The SCC is an active partner with the *Galerstein Gender Center* for the LEAP Initiative and co-facilitated six SAFE ZONE Ally Trainings for students, staff, faculty, and community members.. The SCC collaborated with the *Multicultural Center* in the creation of a Women of Color Discussion Group, participated on the Diversity Advisory Council, trained student leaders, presented to classrooms and student groups on diversity and multicultural awareness, participated in leadership weekends for African American and Latinx students, and participated in the African American and Latinx Student Success taskforces. Additionally, the SCC collaborated with the *McDermott Library* and *University Recreation* to host PAWS for Finals where therapy dogs were brought to campus to help students relieve stress before finals. The SCC partnered with the *Student Veteran's Center* as a part of the Student Veteran Advisory Council and provided outreach on mental health services as well as consultation for students of concern. A new formal partnership was created with the *Office of Student AccessAbility*, creating opportunity for consultation regarding ways to best serve students with disabilities. The SCC collaborated with the *Student Health Center* to create consent forms to increase communication between offices. The SCC also collaborated with the *Student Wellness Center* on multiple events, such as, Time-out Tuesdays, Body Project, and the Body Gratification Project.

Sexual Assault Recovery Services The Student Counseling Center provides confidential sexual assault crisis intervention, counseling services, and referrals to students impacted by sexual violence. The SCC Coordinator of Sexual Assault Recovery participates in the university Title IX Committee and maintained communications with local rape crisis agencies, as well as other university entities such as the Wellness and Health Centers. She collaborated with the SCC Outreach Coordinator and other appropriate campus departments to provide awareness events on campus. We emphasize the message that the SCC clinical staff are not mandated reporters of sexual assault to the university, so we provide one of the few places on campus where an assaulted student can talk about their experience confidentially.

The Body Project: The Body Project was brought to UTD by the Student Counseling Center through a grant funded by The Eating Recovery Center. The Body Project is a dissonance-based body-acceptance program designed to help college-age women resist cultural pressures to conform to the thin-ideal and reduce their pursuit of unhealthy thinness. Body Project Seminars are led by student peer-educators and will take place monthly here on campus. Over the last year of the Body Project, 20 UTD students were trained to become peer leaders and 2 staff members served as peer mentors. Body Project seminars ran in both Fall and Spring semester and leaders held campus-wide outreach/awareness events to promote positive body image throughout the year (e.g. Eating Disorder Awareness Week).

Web and Media Services

Web Services and Social Media: The Counseling Center promotes services in a variety of ways. The Student Counseling Center maintains a Facebook page to promote outreach to students and to use as a platform for marketing special programs and services. This year there were 94 postings and 31,300 hits on our Facebook page.

The Self-Help section of the website is another resource for students, which contains information on a wide variety of mental health topics. In addition, the site offers resources for staff and faculty on working with troubled students. This year, there were more than 113,000 views to the Counseling Center web pages. Apart from the home page and information about making appointments, the most popular pages within the Counseling Center website were as follows:

- Computer Addiction
- Overcoming Pornography Addiction
- Sexual Identity and Orientation
- Helping a friend in distress

Personal Development Library: The Student Counseling Center library is available for student use and consists of books covering a variety of topics in areas such as emotional development, addiction recovery, gender issues, skill building, etc. This material may be checked out for a period of two weeks. During the year, approximately 195 books were loaned out to students for their personal use.

Self Help Brochures: The Student Counseling Center has created more than 15 brochures on various mental health topics, such as *Coping with a Breakup*, *Computer Addiction* and *Sexual Assault*. These brochures are prominently displayed in front to the Student Counseling Center for student use. The most popular brochures recently include *Stress Management*, *Time Management* and *Procrastination*, *Computer Addiction*, *Coping with a Breakup*, and *Helping a Suicidal Friend*. During the year, more than 1200 brochures were taken by students for their use.

Professional Development and Training: The Student Counseling Center is committed to and invested in the training of interns and practicum students as future mental health professionals. Trainees receive broad exposure to the many professional activities that exist in our service-oriented agency. The Student Counseling Center staff, as well as mental health specialists from the community, participate and present in core clinical trainings and engage in supervision and seminar leadership for trainee development. Several of the Counseling Center staff have developed expertise in a variety of mental health areas including working with individuals on the Autism Spectrum, LGBTQ+ issues, Acceptance and Commitment Therapy, mindfulness and anxiety reduction, couples therapy, and sexual assault and crisis intervention. The Student Counseling Center offers a training experience to three doctoral-level psychology students as part of the UT Dallas doctoral internship program, as well as a practicum training experience for

three Master's or doctoral level graduate students in counseling and clinical psychology. The Student Counseling Center provides opportunities for trainees to develop their clinical skills through individual counseling, group counseling, couple therapy, crisis intervention, diagnosis, psychological assessment, consultation, and outreach activities in a university setting. The UT Dallas internship program has been accredited for seven years by the American Psychological Association's Committee on Accreditation, the national accrediting authority for professional education and training in psychology.

Assessment Activities

Below is a brief summary assessment activities completed by the Student Counseling Center. Assessment in the SCC is conducted in a variety of different ways including tracking, observation, self-report measures, and surveys.

Learning Outcomes

- **Student Learning Outcome #1:** Students who participate as clients of the counseling center will demonstrate changes in their emotional and behavioral functioning through the provision of quality mental health services to students. (Intrapersonal Development)
 - **Assessment Method**-Survey, Observation
 - **Assessment Results**-89% of students reported making improvements in their level of distress in at least one key area (school, work, intimate relationships, social relationships or life enjoyment). In addition, 89% of students seen in counseling were rated by their counselors as having made “some” or a “great deal” of improvements.
 - **Application**-The counseling center achieved its goal. SCC staff provided quality mental health services to students. Because we met our goal, no changes will be made at present.

- **Student Learning Outcome #2:** In association with the American Psychological Association Standards, interns will demonstrate basic clinical competence in individual, couple and group counseling; crisis intervention; psychological assessment; supervision, outreach; consultation; and diversity. (Knowledge Acquisition)
 - **Assessment Method**-Observation, Content Analysis
 - **Assessment Results** –100% of the interns were observed and rating as having made improvements in at least three core areas.
 - **Application**- The counseling center provides quality training to interns. The training staff was intentional in the selection of trainees who were a good fit for our core training competencies and training values. Because we met our goal, no changes will be made.

- **Student Learning Outcome #3:** As a result of group counseling, students will report increased ability to cope with interpersonal concerns, increased sense of self-awareness, and greater competence in their interactions with others. (Practical Competence)
 - **Assessment Method**-Survey
 - **Assessment Results**- 226 Students participated in numerous groups over the academic year. Group members within all groups completed an anonymous evaluation of each group process following the termination of the group. Quantitative feedback was measured on a Likert scale ranging from 1 = “Strongly disagree” to 5 = “Strongly agree.” Group members from all groups indicated that they had made progress towards their personal goals (average rating = 4.5); felt they could work more effectively on their personal problems (average rating = 4.5); could better communicate their own thoughts and feelings (average rating = 4.6); were more sensitive to, and accepting of, differences in others (average rating = 4.6); have healthier relationships with others (average rating = 4.3); and felt better about being able to be aware of and handle their feelings and behavior (average rating = 4.5).
 - **Application:** The action plan moving forward, based on the above feedback and needs that have been observed within our system, is to continue to offer the

groups that we are offering that have been shown to meet the needs of the majority of students. Due to diversity being an important part of what we do and who we are, more groups based on diverse identities are facilitated in other parts of campus would be helpful.

OBJECTIVES

- **Objective #1:** Develop and implement a rapid response team—a group of SCC staff who immediately respond to sociopolitical and community crisis events that impact our students by providing individual support and/or group and sessions as well as validation and guidance on social media.
 - **Assessment Method**-Observation
 - **Assessment Results** – A rapid response team was developed within the SCC that consists of the Crisis Coordinator/Director of Clinical Services, Director of Community Engagement, Diversity Training Coordinator, and Social Media/Outreach Coordinator. The rapid response team served as a responsive team when both sociopolitical or on-campus crises occurred (e.g. death of a student). The team worked to set up direct services for students, on both the individual and group level, as well as post time-sensitive affirming responses on SCC website and social media.
 - **Application**- The rapid response team will also continue to work with other offices to help coordinate services as needed. The team noticeably took action quickly and was able to appropriately and efficiently coordinate SCC staff and services in responding to campus crises quickly.

- **Objective #2:** In order to expand counseling center operations, create a satellite office to house SCC staff.
 - **Assessment Method**-Observation
 - **Assessment Results** – Connections have been made with the Residence Hall staff and space has been secured in Residence Hall North.
 - **Application**- The next step in the action plan will be to furnish the offices and hire staff to serve in the facility. In addition, procedures will need to be developed to make the facility operational.

Additional Assessment Activities

Student Satisfaction Survey

- **Assessment Method**-Tracking
- **Assessment Results** – Results of the survey indicate an overall high level of satisfaction by students with their initial experience at the Counseling Center. (Ratings were 6 to 6.9 on a seven-point scale on eleven areas evaluated. Scores suggest a very positive experience by students with their contact with counseling center support staff. Students also highly rated the care and respectfulness shown by counselors during their initial session.
- **Application**- Length of time between making an appointment and being seen was the lowest rated score. In the future, additional staff may be able to provide greater access to students seeking counseling.

Professional Staff Activity 9/1/2017-8/31/2018

UNIVERSITY COMMITTEE SERVICE

Describe any campus committee/advisory involvement

Staff Member's Name	Group/Committee	Position
Jim Cannici	Institutional Review Board	Member
Brittany Escuriex	LGBTQ Education, Advocacy & Programming Initiative	Member
Erin Schrader	LGBTQ Education, Advocacy & Programming Initiative	Member
Shelly Turner	Veteran's Advisory Council	Member
Gabriel Yeamans	Student Health Advisory Committee	Member
Shelly Turner	Staff Council	Representative
Natalie Anderson	Title IX	Representative

PROFESSIONAL CONTRIBUTIONS

Describe any professional affiliation and/or positions held

Staff Member's Name	Professional Organization	Level (local, regional, state, national, international)	Position Held, if applicable
Erin Schrader	American Psychological Association	National	Member
Shelly Turner	TCCA	State	Member
Jim Cannici	American Psychological Association	National	Member
Brittany Escuriex	American Psychological Association	National	Member
Brittany Escuriex	APA Division 17	National	Member
Alanna Carrasco	AUCCCO	National	Member
Stacey Appiah-Opoku	ACA	National	Member
Natalie Anderson	ACA	National	Member
Jenna Temkin	American College Health Association	National	Member
Jenna Temkin	International Association of Eating Disorder Professionals)	Local/regional	Board Member

ARTICLES PUBLISHED

Staff Member's Name	Title of Article	Name of Publication
NA		