

2020–21 Annual Report – Counseling Services

Mission

The mission of Counseling Services at UA Little Rock is to empower students to overcome barriers to their academic success by:

- Providing counseling services for university students, and
 - Promoting a culture of community by fostering an atmosphere of caring.
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Summary Narrative

1) Enhance Recruitment and Retention Efforts to Increase Enrollment

Due to the fluid nature of COVID-19 protocols, Counseling Services (CS) assisted with a variety of adjusted student orientations, including:

- Parking Lot New Student Orientation Event
 - RA Orientation
 - Instagram Live Leadership Lounge TTAC
 - New Student Orientation with Karl Lenser (Physical/Mental Wellness)
 - Trojan Drive Up
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2) Strengthen Student-Friendly Operations and Customer Service

- Pivoted to **online counseling sessions** during the pandemic; resumed limited **in-person sessions outdoors** in late spring 2021.
- Participated in **Admissions and Enrollment Quick Calls**.
- **Tara Kittrell** won the **Student Affairs Staff Excellence Award for Student Retention**.

- **Hyginus Ukadike** advised students at the **Internship Fair** on March 3, 2021.
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3) Improve Diversity and Inclusion Efforts to Provide a Safe and Inclusive Environment for Students

- Held a virtual **Suicide Prevention Panel** (98 student participants).
 - Organized virtual alternatives to the **Self Care Fair** via daily infographics, challenges, and prizes on social media.
 - **Aresh Assadi:**
 - Participated in **SADI Peer Mentors TAO Talk**
 - Facilitated **Delta Chi Mental Health Presentation** (15 students)
 - Participated in **LSAMP workshop**
 - **Let's Talk TAO** outreach in Chi Omega Courtyard (187 reached).
 - **Let's Walk Trail and Gym Steps Program** (111 participants).
 - **Step Into Spring with Naomi** (99 participants).
 - Sexual Assault Awareness Month activities, including **SAVE AR Students Community Training**.
 - **54 students received one-on-one advocacy**—a 15% increase from last year.
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4) Align Financial and Human Resources to Operate More Effectively and Efficiently

- 100% of CS staff contributed to the **Campus Campaign and scholarships**.
- Provided **clinical training** for interns from:
 - School of Social Work
 - Rehabilitation Counseling programs
 - California Southern University (via Carolyn Wray's supervision)
- **501 counseling sessions** conducted by interns.

- Hosted **45 clinical interns** since Fall 2009.
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5) Promote Student Development, Engagement, and Leadership

- Launched a **CS Instagram** page and refreshed the Facebook page for outreach.
 - Regular posts with creative and original content.
 - **Dr. Kirk** presented "Mind Games: Attending to Mindfulness" to 22 participants.
 - Participated in **Computer Science Town Halls** (undergraduate & graduate) with 42 students.
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6) Other

Committees:

- Racial Barrier Committee
- GLS Camps Suicide Prevention Committee
- Behavioral Intervention Team
- Orientation Committee
- CARE Team
- Campus Steering Committee
- Data Research Committee
- Education Committee
- Grievance Committee
- SSS Coordinator Hiring Committee
- Arkansas Collegiate Network

Stewardship and Community Engagement:

- Partnership with **AFSP (Arkansas Foundation for Suicide Prevention)**.

- **Dr. Kirk** participated in the **Drug Take Back at the Capitol** event (April 19, 2021).
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At a Glance

Our Numbers:

- **3,052** individual clinical appointments
- **106** triage/students in distress
- **3,661** emails
- **364** Instagram followers
- **803** Facebook followers
- **87** TAO users

Highlights from Annual Assessment of Services:

97.4% agreed:

“My interactions with Counseling Services improved my ability to cope with setbacks and/or disappointments and kept me on track to meet my professional and personal goals.”

92.3% agreed:

“Counseling Services provided advocacy, support, and/or insight which led me to be more academically successful.”

What Students Said They Learned:

- “How to better deal with my emotional issues and hardships in life.”
- “Hyginus has helped immensely; I can’t thank him enough.”
- “I learned so many skills and tools that I was never taught, but are vital...”
- “Resilience, Perspective.”
- “It’s okay to reach out to professionals.”

- “To be more aware of what my anxieties are and how to cope.”
 - “I can succeed.”
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General Feedback:

- “Great service, professional, and they seem to care...”
 - “Tara is awesome... Always flexible and helpful.”
 - “Ashley, Assadi, and Tara are awesome!”
 - “Therapy saved me from quitting school...”
 - “I absolutely love Lauren!!!! ... She’s very genuine.”
 - “Ms. Carolyn and Ms. Tara... made me feel we were a team. Couldn’t have finished my PhD without them.”
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Assessment 1

Type: Operational

Goal:

To assess the customer service of each department under the Division of Student Affairs.

Activity:

Customer service experience of the campus community.

Artifacts:

QR Code/web-linked surveys on posters.

Survey Questions Included:

- Satisfaction with employee handling
- Issue resolution
- Timeliness
- Clear communication
- Professionalism and courtesy

- Feeling valued

Time Period: FY 2021

Results: No responses despite visibility efforts.

Continuous Improvement:

Continue developing better feedback strategies.

Assessment 2

Type: Student Learning – CAS: Intrapersonal Development

Goal:

Develop an online group process to address psychological/emotional issues.

Activities:

1. Determine topic
2. Select leaders
3. Recruit students
4. Facilitate sessions

Artifacts:

Notes from final session

Time Period: June 30, 2021

Results:

Goal was not addressed this year.

Continuous Improvement: N/A

FY21 Changes: N/A

FY22 Changes: N/A

Stakeholders: N/A

Assessment 3

Type: Operational

Goal:

Develop and implement online **Let's Talk** sessions.

Activities: N/A

Artifacts: N/A

Results:

Demand for counseling exceeded expectations, so the goal was not met.

Continuous Improvement: N/A

FY21 Changes: N/A

FY22 Changes: N/A

Stakeholders: N/A

Priorities for Next Year

No information provided.