

2023-24 Counseling Services Annual Report

Mission	The mission of Counseling Services (CS) 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.
Summary Narrative	Improve student recruitment and yield processes • Provided programs that were open to members of the community (Campus Suicide Prevention Walk, Out of the Darkness Community Walk, Research Connections, etc.) Increase access to student wellness and inclusion services • Improved marketing efforts on web pages, social media, etc. • Provided programming such as Movement Monday, Zoom Mindfulness Moment, Deadlift to Destress, and Campus Suicide Prevention Walk • Increased visibility by meeting students where they are through the use of satellite counselors at strategic areas around the campus, including the Rainbow Center, Bowen School of Law, Clinton School of Public Service, Multicultural Center, and Learning Commons • Made the office more accessible and welcoming by improving the aesthetics of the Counseling Center, adding calming music to the lounge, coloring books, and relaxing activities. Develop a responsive student experience and engagement program • Obtained funding (\$10,500 total) that was used to improve mental health and substance use programming ○ \$10,000 from Substance Abuse Block Grant funding provided through the Division of Aging, Adult, & Behavioral Health Services ○ \$500 from Arkansas Colligate Network Enhance the recruitment, service, and engagement of and for UA Little Rock's diverse student population • Worked on combating stigma and increasing access/visibility by setting up counselors at the Multicultural Center and Rainbow Center Prioritize compensation, professional development, and work environment necessary to recruit and retain a diverse student affairs staff that is prepared to support a diverse student population. • Provided mental health literacy initiatives such as Movement Monday, Zoom Mindfulness Moment, and Deadlift to Destress • Brought in nationally renowned researcher for Research Connections webinar in order to educate the campus community about mental health ○ Dr. Christina Sellers: Suicide and Substance Abuse Intervention for Adolescents in Substance Use Treatments (February 2024) ○ 47 participants attended the webinar • Provided Talk Saves Lives programming for Residence Assistants and Hall

	Directors in order to get them more prepared for working with suicidal students • Attained raises for full-time counselors and bumped Psych APRN to full-time through a \$1 increase to the student health fee
At A Glance	• 3,926 individual clinical appointments (2.8% increase YOY) • 159 Triage/Students in distress • 114 CARE team referrals • 5643 Emails • 845 Instagram Followers • 857 Facebook Followers • 284 Suicide Prevention Walk Participants (Over \$4500 raised for the American Foundation for Suicide Prevention)

ASSESSMENT SECTION

Assessment 1	
Institutional Goal	Goal 1 ACCESS: Increase student access to transformative educational experiences that are affordable, versatile, and relevant.
Objective #	1: Reduce student barriers to accessing services.
Strategy #	1: Streamline student experiences with business processes (from initiation to completion of a process that students undergo).
Activity or experience being assessed	New EMR and scheduling software (Therapy Notes)
What did you want to learn from this assessment?	How user-friendly is it for students?
Assessment artifact	Added a question to the Client Satisfaction Survey
Time period the assessment was done	May 2024
Type of Assessment	Operational
Results	<i>We recently started using a new scheduling software. Please provide feedback on scheduling this semester. How can we do better? (15 students responded to this question)</i>

What did you learn from the assessment?	<u>Neutral Responses</u> N/A N/A I'm unaware of the new software. I don't think I experienced using the new scheduling software Most of my issue with the scheduling software was user error I think. I haven't used it to my knowledge <u>Negative</u> My therapist seems to have too many issues with the new software. Either sound or video is messed up, that is when she is notified of a meeting and does not forget to attend our session. I've heard from the counselors that the new system is harder to navigate and work <u>Positive</u> It seemed seamless and easy to use No issues I like the reminders for the day before keep me on track. I have not had any issues with scheduling I have not had any scheduling problems It's great! Much easier to schedule and/or make changes. My counseling includes the scheduling link in their emails, which I think is very helpful
List changes that have been made in this fiscal year (ending June 30) based on assessment results	We changed how we process online service requests from students. We used to use WordPress Feedback Box and Google Calendar to schedule clients. The old way was cumbersome and not confidential. We now handle these requests completely through Therapy Notes which is more convenient and secure
List changes that will be made in next fiscal year (beginning July 1) based on assessment results	We will continue to use Therapy Notes for scheduling and EMR services.

Assessment 2	
Institutional Goal	Goal 2 EXPERIENCE: Improve the student, faculty, and staff experience by cultivating an engaging campus community that promotes diversity, equity, and inclusivity.
Objective #	3: Enhance the culture of self-care and wellness for the online and on-campus community.
Strategy #	1: Provide online and on-campus experiences and resources related to mental health,

	physical health, and well-being.
Activity or experience being assessed	Improving the mental health literacy of the campus community. We plan to assess our programs (e.g. Research Connections, stakeholder meetings, etc.)
What did you want to learn from this assessment?	How effective our programming is for students, staff, faculty, and community
Assessment artifact	Survey
Time period the assessment was done	After the program
Type of Assessment	Learning Assessment: Knowledge acquisition/construction/integration and application
Results <i>What did you learn from the assessment?</i>	Assessment for Dr. Sellers' Research Connection What are some things you liked about this program? The real accounts from students, sharing their stories and insights The topic is something I have not thought of previously. School is where students return after a hospitalization. I had never thought about how to be prepared. Learned about supporting youth after a crisis It allows me to be connected on a different level with someone who can provide feedback and an opinion on AFSP at an important level. I work with children in foster care as a volunteer CASA and it provided good information to me. The presenter was very knowledgeable about the subject matter; as such, the presentation was almost more like a conversation. I can tell she is passionate about this topic! Is there anything that you would change about the program? No It was great If the program is available as a power point or PDF that would be helpful Please suggest new topics that you and/or your audience would enjoy for future Research Connection Programs. Traditional college student demographics Military veteran students attending university

	Men's Health
List changes that have been made in this fiscal year (ending June 30) based on assessment results	Worked with IT Services to make the webinar experience more seamless. Created easy-to-remember redirect links to limit confusion Sent out email reminders Use Zoom webinar license for better presentation quality and infrastructure Kept an IT Services employee on each webinar to help fix technical issues on the spot
List changes that will be made in next fiscal year (beginning July 1) based on assessment results	We are going to access other topics that the campus community wants to learn about and plan to provide webinars on those topics.

Assessment 3	
Institutional Goal	Goal 2 EXPERIENCE: Improve the student, faculty, and staff experience by cultivating an engaging campus community that promotes diversity, equity, and inclusivity.
Objective #	4: Enhance the development of intrapersonal and interpersonal skills for the online and the on-campus community.
Strategy #	1: Provide online and on-campus experiences and resources related to self-understanding, personal values, ethical reasoning, and integrity.
Activity or experience being assessed	In-service training for interns. (in the last couple of exit interviews, interns expressed a desire for more training throughout the semester).
What did you want to learn from this assessment?	What training do interns want? How impactful are the trainings and what did they learn?
Assessment artifact	We utilized a pre and post test for the clinical interns to gauge competency and comfort levels on a variety of mental health matters.
Time period the assessment was done	Pre-Test: the beginning of the internship Post-Test: end of the internship
Type of Assessment	Learning: Practical competence

Results <i>What did you learn from the assessment?</i>	An area of competence gained as a result of your training at CS: Intern 1 Notes, Diagnosing, and being creative with interventions Intern 2 Truly listening to students and holding space with them - realizing that this is the first time for many of them to feel comfortable expressing emotions and telling their stories with no judgment or preconceived notions. I have learned so much about letting others talk and being comfortable with silence and not jumping in (like I might do to my own kids). I think I've learned a lot on how to better communicate with my own kids after working with clients of the same age they are. What feedback would you like to share with us... Intern 1 This is a great place for an internship! You get great supervision and a wide range of counselors and professional knowledge in diverse areas, all willingly to help. You also get diversity in cases and people, so you can really learn what works best for you. I think added a training on notes and treatment plans would also be awesome. I had to teach myself a lot about that and still not quite sure I got the hang of it. Intern 2 I really appreciate the opportunity to work at CS. Everyone has been very helpful but also encouraged me to jump right in and learn from doing. Everyone has been willing to answer questions and provide resources anytime I ask. I have learned so much about so many things - I feel like this experience has provided me with a strong foundation for a variety of jobs in the future. One suggestion might be to have a weekly/bi-weekly intern meeting. Since we are all in a similar situation, we probably have similar questions. Perhaps each staff member could take turns leading the meetings and talk about what they do and answer questions (we did some of this with Tara's DSM class and Connie/Carolyn's presentation). This semester, Drew, Taylor, and I have kind of informally been chatting in my office and it has been helpful. We share things and experiences. Another one would be to have a training day before the semester starts so that everything is discussed at one time rather than piecemeal (like Therapy Notes, Tara's role, how CARE Team works, creating a DoxyMe account, treatment plans, etc.). Everyone was great in helping with those things as they came up, but it might be nice to hear it all at once in an orientation-type meeting.
List changes that have been made in this fiscal year (ending June 30) based on assessment results	Utilized Pre- and Post testing to measure intern competencies/confidence levels to inform subsequent training and professional development opportunities.
List changes that will be made in	Offer training on Treatment Planning and Progress Notes because numerous former interns have expressed needing more training in these particular areas

next fiscal year (beginning July 1) based on assessment results	
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