

2017-18 Annual Report Counseling Services

I. Mission Test

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

- Providing counseling services for university students
- Promoting a culture of community by fostering an atmosphere of caring

II. Values

The University of Arkansas at Little Rock Counseling Services keeps the following core values at the center of all initiatives, processes and services offered:

- Safety
- Support
- Empowerment

III. Vision

Our vision is that all UA Little Rock students will prioritize their mental health, regularly participate in self-care activities, and leave UA Little Rock better able to navigate life's many emotional challenges.

IV. Highlights

1) *Enhance recruitment and retention efforts to increase enrollment*

- Counseling Services was front and center in its efforts to assist in the many varieties and renditions of student orientations including:
 - Freshman Transfer
 - Chancellor's Leadership Corp Student Athletes
 - Clinton School of Public Service Social Work BSW orientation
 - International students
 - Student Affairs Success Initiative
 - HIED student orientation
 - Fastlane registrations
- New Faculty Orientation - CS was involved in new faculty orientation, August 10, 2017.

- Forest Height Middle School STEM Academy Career Fair - Tara Kittrell and Aresh Assadi attended and provided information on science and helping profession careers as well as UA Little Rock in general to 125 students, May 17, 2018
- Charles W. Donaldson Summer Bridge Academy – Aresh Assadi taught College and Career Readiness class to 100 potential UA Little Rock students, June 2018.

2) Strengthen student-friendly operations and customer service

- Increased waiting area and added a counseling office as CS expanded into SSC 118. Continuing to renovate and redecorate to make for a more private, comfortable, welcoming environment. This welcomed addition allowed for increased services, and a required step toward International Association of Counseling Services accreditation in the future
- Revamped student labor training
- YES Customer Service Training completed by all permanent staff
- Revamped website to make it more user friendly

3) Improve diversity and inclusion efforts to provide a safe and inclusive environment for students

- National Suicide Prevention Month
 - Counseling Services facilitated events throughout September 2017.
 - The purpose was to educate about campus mental health resources, reduce overall stigma concerning behavioral health issues, and promote help seeking behavior. Participants engaged in activities that helped promote greater self-awareness and better understanding of the factors that influence emotions and behaviors
 - Events included
 - Suicide Prevention Selfie Stations at BBQ at Bailey, (9/13/17),
 - Drunk & Distracted Driving, (in collaborations with DPS, 9/14/17)
 - Suicide Prevention Selfie Stations at EIT, Campus Living Green and DSC Foyer (9/19/17),
 - Speak up-Speak Out Workshop (9/19/17) &
 - Brain Games (9/27/17)
 - Depression Screening (10/3/17)
- Speak Up – Speak Out Workshop
 - Counseling Services and the Dean of Students Office, in collaboration with the William Christian Doerhoff Memoria Foundation, facilitated a workshop on the life-threatening risk of illicit prescription drug use for college students on September 19, 2017. Participation was excellent with 150+ in attendance.
- National Depression Screening Day
 - Counseling Services teamed with the UA Little Rock School of Social Work's student organization (SSWO), the Student Nursing Association (SNA) and National Alliance on Mental Illness Arkansas to provide a free depression

screening for the UA Little Rock campus community. Working from 3 different campus locations, 513 assessments were completed on October 3, 2018

- National Eating Disorders Awareness Screening Day
 - Counseling Services partnered again with SSWO and SNA, facilitated eating disorder screenings for the UA Little Rock community on February 27, 2018. Assessment locations were the Donaghey Student Center and the Reynolds College of Business with 162 screenings completed, February 27, 2018.
- Out of Darkness Campus Walk
 - Counseling Services collaborated with the Arkansas chapter of the American Foundation for Suicide Prevention (AFSP) to host the first annual walk on April 7, 2018. The intent was to encourage conversation about the serious issue of suicide and promote help-seeking from a mental health professional when appropriate. On that cold, cold day we had 203 walkers and raised over \$3100 for AFSP
- Graduation & Retention Advocate Award Reception
 - Counseling Services department won award as well as individual awards for Hyginus Ukadike, Tara Kittrell, and Aresh Assadi, April 28, 2018
- Alliance Allies Reception
 - Counseling Services won Awesome Ally award as recognition for support and assistance provided the UA Little Rock LGBTQ+ community, May 9, 2018.
- Masculinity, Help-Seeking, and Depression
 - Aresh Assadi presented on this topic at the American Educational Research Association annual meeting in New York, April 16, 2018.

4) Align financial and human resources to operate more effectively and efficiently

Fundraising

Counseling Services continued its fundraising efforts with approximately \$5,000.00, cash & in kind donations, given to the UA Little Rock Food Pantry, Counseling Services programming, e.g., September suicide prevention activities, holiday celebration, Trojan Wars and other campus programming.

Campus Campaign

Per usual, the department reached the 100% participation/donation goal.

Clinical Internship Placement Site

During the academic year CS provided clinical training and opportunities to four intern students from the School of Social Work and Rehabilitation Counseling programs. These interns provided 415 counseling sessions for our students. To date, CS has hosted 27 clinical interns since fall 2009.

Psychiatric Nurse Preceptor Site

Tara Kittrell, APRN, served as the clinical preceptor for two Master of Science Nursing Students specializing in psychiatric nursing.

Employee Assistance Program (EAP) On Campus

With Counseling Services expanded space, EAP was afforded office space to provide counseling services two days per month for faculty and staff.

Vet Center Collaboration

In an effort to encourage students who are veterans to avail themselves of mental health counseling, Counseling Services hosted a Vet Center counselor monthly in our office

Continuing Education Units (CEU)

Counseling Services purchased and hosted, a live webinar presented by David Kessler entitled On Grief and Grieving. UA Little Rock professional personnel from Health Services, Disability Resource Center and CS attended for the educational value, professional development and also earned CEUs , May 15, 2018.

Garrett Lee Smith Campus Suicide Prevention Grant

CS collaborated with MidSouth of the School of Social Work, to submit the grant on February 20, 2018.

Status: the grant was not awarded to UA Little Rock.

Developing Donation Proposal

CS, in collaboration with the Office of Alumni and Development, is in the process of developing a donation proposal to renovate space to create a dedicated room for group therapy and meditation space.

5) Promote student development, engagement, and leadership

- Little Rock Out of Darkness Community Walk
 - Counseling Services staff and Active Minds student organization helped facilitate and participated in the American Foundation for Suicide Prevention annual community walk on November 5, 2018.
- Conflict Resolution & Effective Communication Workshop
- Tara Kittrell and Aresh Assadi presented to approximately 200 student athletes, November, 8, 2017.
- Stress Less, Laugh More

- Active Minds, in collaboration with Counseling Services, put on a stress reducing event for students prior to the onset of finals.
- Activities included giant twister game, face painting, pipe cleaner arts and coloring books, November 28, 2017.
- LGBTQ+ Support Group
 - Developed, implemented and facilitated by our Master of Social Work clinical intern. Purpose of the group was to provide support for the UA Little Rock LGBTQ+ community. Sessions were held on Thursdays across the fall 2017 and spring 2018 semesters.
- Athletics Life Skills Presentation
 - Cai Carvalhaes and Mike Kirk conducted a workshop on Mindfulness Based Stress Reduction to 130+ student athletes, February 6, 2018.
- LGBTQ+ Suicide Prevention Conference
 - Counseling Services and the American Foundation for Suicide Prevention (Arkansas chapter) co-sponsored on campus event, March 10, 2018.
- Through the Looking Glass
 - Counseling Services partnered with the Active Minds student organization to present a panel discussion focused on the issues and stigma of dealing with chronic personal and/or family mental health issues, April 13, 2018.
- Student Organization Advisor of the Year Award
 - Dr. Kirk was the recipient of this award presented by the Student Experience Center for his role as advisor to the Active Minds student organization.
- Mindfulness Moment
 - Counseling Services facilitated daily 15 minute sessions with the intent of introducing and enhancing deep breathing meditation techniques to reduce stress of participants. These sessions were open to the faculty, staff and students and conducted over the course of the entire academic year.
- Mindfulness Group and Mindful Yoga
 - Counseling Services developed and facilitated both a weekly mindfulness group and a weekly mindful yoga training session throughout the academic year.
- Mindfulness Workshop
 - Developed in conjunction with the UA Little Rock volleyball team, Counseling Services developed and presented a four week workshop to teach mindful techniques and relaxation strategies.

6) Other

Arkansas Collegiate Drug Education Committee (ACDEC)

The mission of ACDEC is to assist Arkansas college and university campuses in alcohol and drug abuse prevention and intervention programming. CS continues to support this endeavor by having Hyginus Ukadike serve with this group of substance abuse professionals.

Title IX Training Team

CS director served as part of internal team to train UA Little Rock Title IX investigators on March 15, 2018. In particular, the topic presented was the psychological and neurobiological impact of sexual assault and trauma on those assaulted

Employee Wellness Health Fair

CS entire staff assisted Health Services with this event on July 26, 2017.

V. Assessment

Counseling Services Satisfaction Survey for Fall 2017 & Spring 2018

Describe assessment method and implementation

Counseling Services (CS) conducted identical satisfaction surveys during the fall 2017 and spring 2018 semesters. Purpose of the surveys was to evaluate the overall quality as well as the impact of our services in improving coping skills and retaining students served by CS. In addition, we completed a student learning outcome (SLO) and operational assessment using different items from the same instrument

For the SLO assessment, we wanted to assess if students perception of personal resilience was enhanced through the counseling process.

The specific item used to assess resilience was:

Rate how true this statement is for you: My interactions with Counseling Services improved my ability to cope with setbacks and/or disappointment and kept me on track to meet my professional and personal goals.

Range of possible responses on the five point Likert scale were *Very True, True, N/A, Somewhat True and Not True*

For the operational assessment we sought to assess if our online resources were meeting the needs of our students. The item used to assess this was:

Rank in order (1-6) what UA Little Rock Counseling Services needs to improve upon from most (1) to least (6). Services to choose from included *Availability of Counseling (how long it takes to get an appointment), Ease of Scheduling, Customer Services, Quality of Therapy, Location of Office, and Online Tools & Resources.*

Those selected for the survey were students who attended a clinical appointment during the months of October 2017, for the fall and March 2018 for the spring surveys, respectively. An

email invitation to participate and access instructions to the seven-item survey was emailed to fall invitees in November 2017 and to spring invitees in April 2018. For fall 2017, 34 of the 161 students invited to participate completed the survey resulting in a return rate of 21%. Spring 2018 participation rate was 32 out of 115 or 28%

Type of assessment:

SLO #3C Articulate strategies to manage emotional well-being

Describe assessment method and implementation

Rate how true this statement is for you: My interactions with Counseling Services improved my ability to cope with setbacks and/or disappointment and kept me on track to meet my professional and personal goals. Range of possible responses on the five point Likert scale were *Very True, True, N/A, Somewhat True and Not True.*

Fall 2017 result

91.2% of respondents indicated true or very true that their 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.

Spring 2018 result

93.8% of respondents indicated true or very true that their 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.

Interpretation of data

Results indicate therapeutic interactions with students seems to bolster their resilience with slight improvement from fall to spring. Plan was to incorporate resources to build college student resilience into the CS website. However this did not occur due to difficulty in finding appropriate resources to incorporate into our web resources.

Communication of results

Since no additional resources were added this precluded the need to communicate results.

How results will lead to improvement

Along with other web resources we will also continue to research appropriate tools to incorporate into our website to bolster resilience.

Data fall 2017:

91.1% of respondents indicated true or very true that Counseling Services provided advocacy, support, and/or insight which led me to be more academically successful.

91.2% of respondents indicated true or very true that their 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.

64.7% of respondents indicated true or very true that the services provided to them by the Counseling Center helped keep them enrolled at UA Little Rock.

94.1% of respondents indicated true or very true that they would return to Counseling Services if future assistance was needed.

Data spring 2018:

87.5% of respondents indicated true or very true that Counseling Services provided advocacy, support, and/or insight which led me to be more academically successful.

93.8% of respondents indicated true or very true that their 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.

81.3% of respondents indicated true or very true that the services provided to them by the Counseling Center helped keep them enrolled at UA Little Rock.

87.1% of respondents indicated true or very true that they would return to Counseling Services if future assistance was needed.

Type of assessment:

Operational

Describe assessment method and implementation

The item used to assess this was: Rank in order (1-6) what UA Little Rock Counseling Services needs to improve upon from most

(1) to least (6). Services to choose from included Availability of Counseling (how long it takes to get an appointment), Ease of Scheduling, Customer Services, Quality of Therapy, Location of Office, and Online Tools & Resources.

Fall 2017 result

Out of 6 possible choices, respondents ranked online tools and resources as the area of Counseling Services most in need of improvement. Availability of counselors and ease of

scheduling came in nearly equal in second and third place. Quality of counseling and customer service were ranked as needing the least amount of improvement.

Spring 2018 result

Respondents ranked online tools and resources as the area of Counseling Services most in need of improvement. Availability of counselors was second and ease of scheduling was third. As in the fall survey, quality of counseling and customer service were ranked as needing the least amount of improvement.

Interpretation of data

Results indicate this is the area in which CS continues to need the most improvement of the assessed items as the results have been the same for the 3 semester assessment points beginning in spring 2017. During the latter part of spring 2018 CS website was greatly improved by the Student Affairs graduate assistant, Adelene "Addie" McClenney. Improvements and additions to the website were not made earlier due to lack of department technical knowledge. In addition, additional tools and resources were not added due to lack of funds.

Communication of results

Due to changes in the webpage occurring in late March and April no communication was sent out

How results will lead to improvement

Based upon these results, CS will continue to research web-based resources such as self-assessments, mindfulness tools, and ways to better communicate upcoming event information to students. CS is exploring resources and feasibility of establishing an "Online Mindfulness Center" on our website plus apps that can be downloaded for free

Data fall 2017:

Out of 6 possible choices, respondents ranked online tools and resources as the area of Counseling Services most in need of improvement. Availability of counselors and ease of scheduling came in nearly equal in second and third place. Quality of counseling and customer service were ranked as needing the least amount of improvement.

Data spring 2018:

Out of 6 possible choices, respondents ranked online tools and resources as the area of Counseling Services most in need of improvement. Availability of counselors was second and ease of scheduling was third. As in the fall survey, quality of counseling and customer service were ranked as needing the least amount of improvement.

VI. Priorities for Next Year

Counseling Services' Departmental Goals for 2018-2019

Educate students who utilize Counseling Services about campus club and organization opportunities as part of the intake process.

Create Counseling Services specific student worker training in Blackboard and incorporate customer service training into the curriculum.

Collaborate with Health Services to provide two (2) professional development/CEU opportunities for Health Services and Counseling Services personnel.

Engage students by asking about their interest in campus involvement.

Distribute information cards about the Student Experience Center (including the website address).

VII. Appendix: Fast Facts

Our Clinical Numbers

- 2,300 individual Clinical Appointments
- 512 individuals screened on National Depression Screening Day
- 165 individuals screened during National Eating Disorders Week
- 180 individuals partook of the daily Mindfulness Moment, average participation was 2 per session.
- 45 participants attended a Mindfulness Groups session, average attendance was 4 per session
- 75 participants attended a Mindful Yoga session, average attendance was 4 per session

Advocacy, Collaboration, Programming & Presentations Numbers

CS prides itself on its outstanding customer service and eagerness to advocate, educate, and help students who utilize our services. In addition, CS staff readily volunteer to help out across the campus community to assist colleagues from various campus offices with myriad types of programming and events as evidenced by the following:

- 27 students benefited from CS staff personally advocating for them with Financial Aid, Bursar & Student Accounts, Admissions, Records & Registration, Bowen School of Law and professors as well as with the provision of reference and referral letters.
- 1570 individuals participated in recruitment, retention, and orientation programming and training. CS staff provided and or assisted with new, transfer, international student, Clinton School, HIED, MSW, and CLC orientations. Further, CS participated in parent programs and in many aspects of RA training.

- 2075 students participated in student programming in which CS staff directed, facilitated or collaborated to bring to fruition. Examples include McNair Scholar group, Campus Living move-in, PEAW and CLC classes, WorldFest, Active Minds Mental Health Panel and student athlete workshops and presentations.
- 566 fellow employees participated in programming and training in which CS directed or supported such as Title IX training, new faculty orientation, and the Employee Wellness Fair.

Satisfaction Survey Comments

Fall 2017 survey:

This is probably one of the most important services you offer. It has saved me. Everyone at counseling services is so amazing and helpful. Even when I'm going through the worst time they make it better.

Having counseling with Tara (Kittrell) is so important to me, she understands what I'm going through and frames ideas in ways in ways that works for me.

The staff is always kind and so is the counselor I go to see. I've had no problems with counseling services at all.

Honestly the best thing that has happened to me on this campus. I am now able to deal with life in a calm manner. Very grateful for Jo (Lewis, Intern).

[Counseling Services] gave me someone who I felt I could go to when I was really really struggling. Felt like I had someone in my corner :)

Spring 2018 survey:

I have nothing but good feedback for the counselor that has helped me through very tough times in the last few semesters. I would recommend Mr. Aresh Assadi to any student.

Excellent services. Love the sweet lady (Kweilin "K") at the front desk and her efforts to make us comfortable.

Tara (Kittrell) is awesome! Always here to help and listen.

Tara Kittrell helped me so much when I was so overwhelmed with home life and school life. She helped me get through and thrive!

The services rendered through Dr. Kirk allow me to implement more healthy thoughts patterns for my lifestyle. I am conscientious of my abilities to grasp a greater understanding of what it will take to be successful and stable for the future. Thank you very much to the entire staff, especially to Dr. Kirk. I am a better person because of my courage to consider counseling at this point. God bless you all! Thanxs (sic) again!

Professor Hyginus (Ukadike) is amazing! Has helped me maintain my focus and see my obstacles in a new light. I am so grateful for him! I love my therapy, is where I can release all the stress and have a better understanding of the situation and refocus on what really matter. After every session I feel like a new me.