

Our Mission: Supporting student wellbeing, development and success.

Under our mission we promote the following ideals

*Student Self-Acceptance Development
Positive Connections through Ethical and Collaborative Processes for Change*

Our Core Values

*Cultural Consciousness and Identity Development
Compassion, Acceptance and Respect
Resiliency and Prevention
Goal Development and Creative Problem Solving
Competency and Integrity
Support and Being a Catalyst for Change
Altruism and Service*



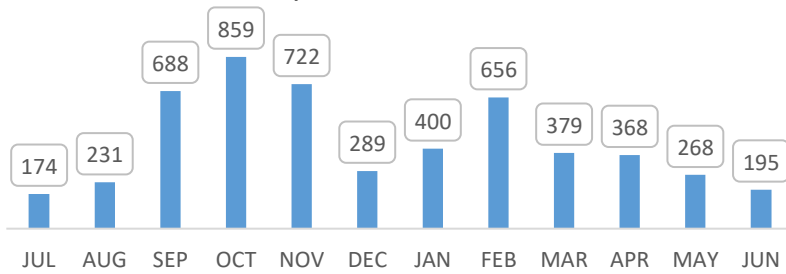
Our Goal:

The primary goal of Missouri State Counseling Center is to provide preventive and therapeutic mental health services for the university student community.

CLINICAL SERVICES

Monthly Clinical Contacts

July 2019 - June 2020

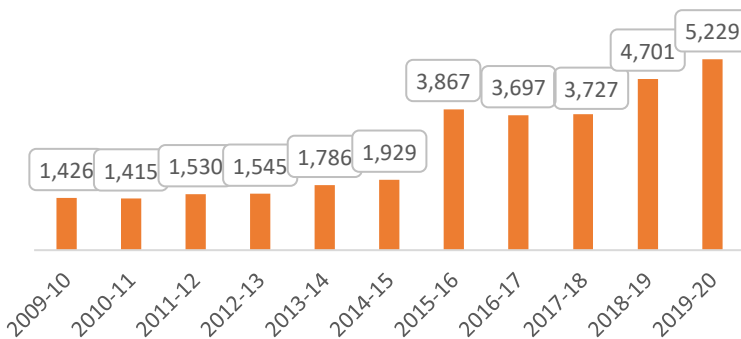


In 2019-20, clinical staff provided 5,229 clinical service hours to students. Clinical services include:

- Consultations
- Intake assessments
- Individual counseling
- Couples counseling
- Crisis interventions

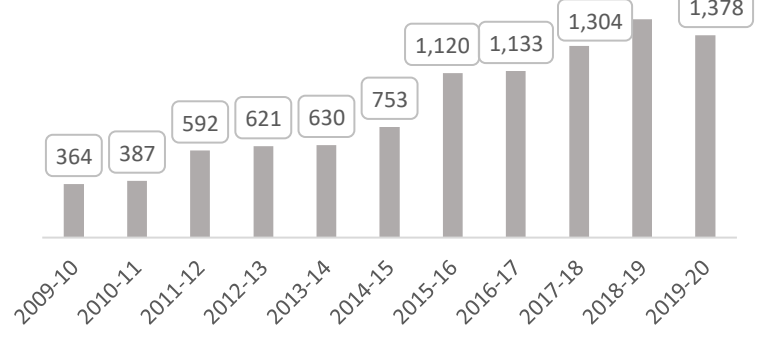
Counseling Sessions Provided

July - June



Individual Students C counseled

July - June



The Counseling Center experienced another record-breaking year in student demand for services. Counseling center staff provided 5,229 individual and couples sessions and counseled a total of 1,378 MSU students during FY 20. Since 2010, there has been an over three-fold increase in the number of students seeking counseling services. Primary areas of treatment include:

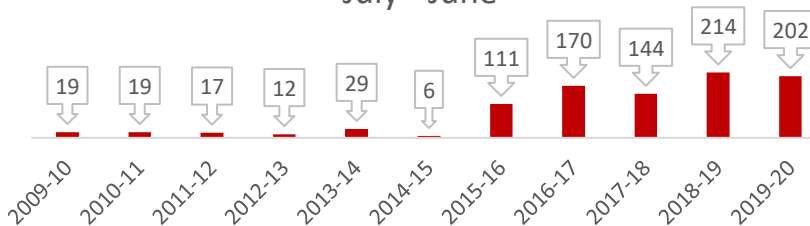
- Anxiety (73%)
- Relationships (60%)
- Depression (51%)
- Academics (43%)

CLINICAL SERVICES

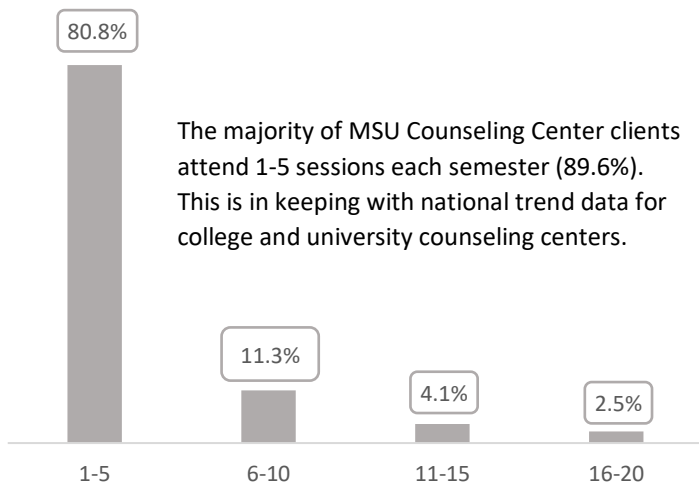
Students in crisis are our #1 priority at the MSU Counseling Center. Students presenting in crisis have been on the rise since 2010, however, the center has experienced a significant increase in the number of crisis appointments over the past three years, compared to previous years. This is in part due to changes made in how the center schedules intake and crisis appointments, contrasted with previously managing all appointments on a walk-in basis.

Crisis Assessments

July - June

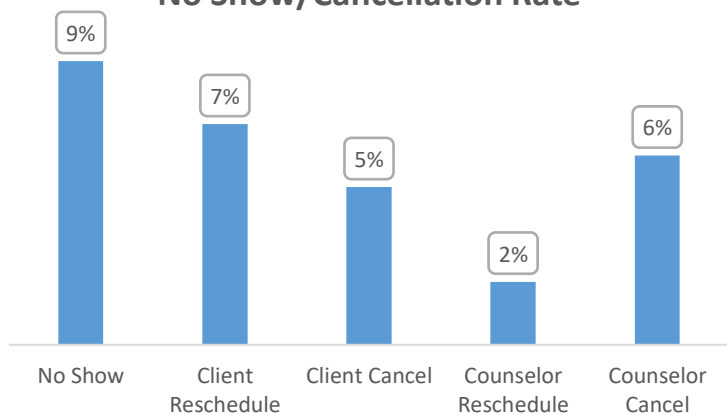


Session Utilization



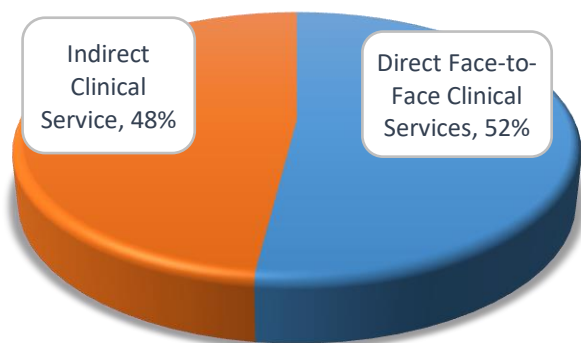
The majority of MSU Counseling Center clients attend 1-5 sessions each semester (89.6%). This is in keeping with national trend data for college and university counseling centers.

No Show/Cancellation Rate



N=13 (includes full-time, ½-time and GA staff; percentages are adjusted to reflect this.)

Direct vs. Indirect Clinical Utilization



Direct, face-to-face clinical services include one-on-one and couples counseling, crisis intervention sessions, consultations and supervision. Indirect services include case management, clinical preparation, meeting attendance, administrative time, training preparation, professional development and many other miscellaneous duties.

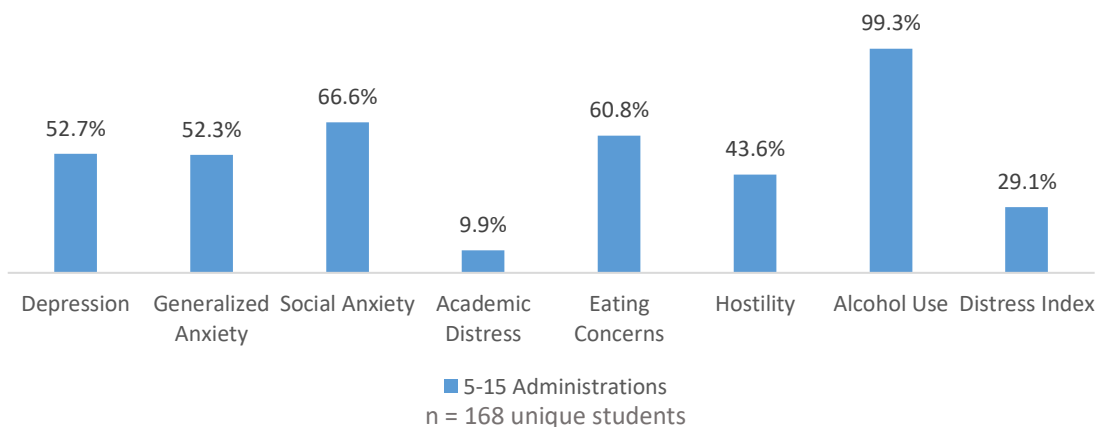
Counseling Center Staff – 2019-2020

- Rhonda Lesley, MA, LPC
Director, Licensed Professional Counselor
- Ann Orzek, PhD
Licensed Psychologist
- Doug Greiner, PhD
Licensed Psychologist
- Tammy Dixon, MS, LPC
Licensed Professional Counselor
- Justin Johns, MSW, LCSW, CRADC
Substance Abuse Assessment Specialist
- Shaun Fossett, MS, LPC
Licensed Professional Counselor
- Jane Henke, MS, LPC
*Licensed Professional Counselor
Victim Services and Advocacy Specialist*
- Chiara Citterio, MS, PLPC
Provisionally Licensed Professional Counselor
- Anthony Franklin, MS, PLPC
*Provisionally Licensed Professional Counselor
Mental Health Clinician*
- Brianne Smith, MA, LPC, NCC
*Licensed Professional Counselor
Part-time Mental Health Clinician*
- Graduate Assistants:
 - Hannah Meyer, BS
 - Sara Johnson, BS
 - Christie Fletcher, BS
 - Caleb Hatz, BA
 - Robert Adkison, Administrative Assistant II

CCAPS DATA RESULTS

In order to provide a clearer understanding of student symptom changes from session to session and to assist in providing outcome measurements data for improved services, the MSU Counseling Center began administering the Counseling Center Assessment of Psychological Symptoms (CCAPS) during the spring semester of 2017. MSU's Counseling Center, along with over 160 college and university counseling centers across the U.S. are compared in the graph below, including 207,818 unique college students seeking mental health treatment; 4,059 clinicians; and 1,580,951 appointments.

MSU Counseling Center CCAPS Positive Change Rates for Elevated Symptoms



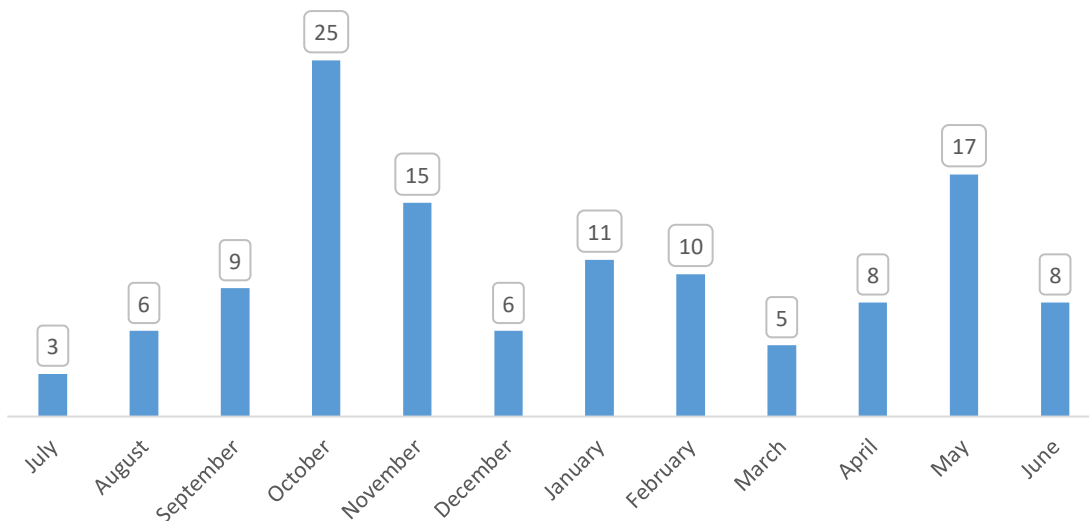
The data reveal that for students who present with elevated symptoms, MSU Counseling Center's effectiveness in reducing elevated symptoms is in the 53rd percentile for depression, 52nd percentile for generalized anxiety, 67th for social anxiety, and 99th percentile for alcohol use.

*Due to the CCAPS being unable to be regularly administered to students during Spring and Summer of 2020 due to COVID-19, only data from the Fall 2019 semester are included in this report.

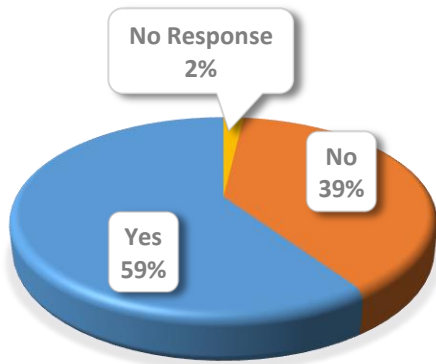
PROTOCOL

For after-hours and weekend mental health emergency support, the MSU Counseling Center contracts with ProtoCall Services, Inc., the nation's leading provider of seamless access to crisis assessment, intervention and stabilization assistance provided exclusively by Masters and Doctoral-level clinicians. During 2019-2020, a total of 123 calls were managed through ProtoCall.

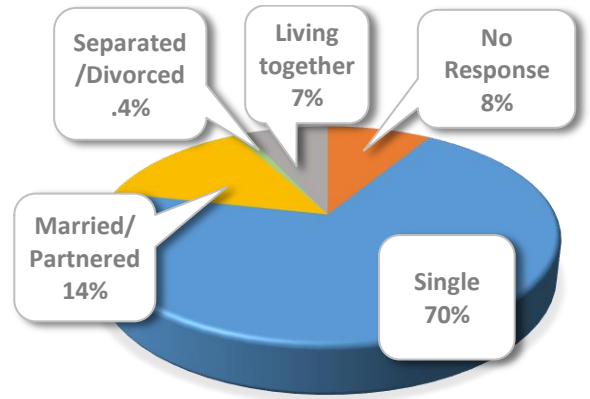
ProtoCall Services Call Data by Month



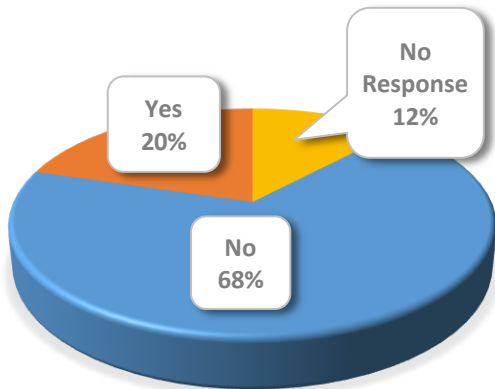
STUDENT DEMOGRAPHICS



Previous Counseling

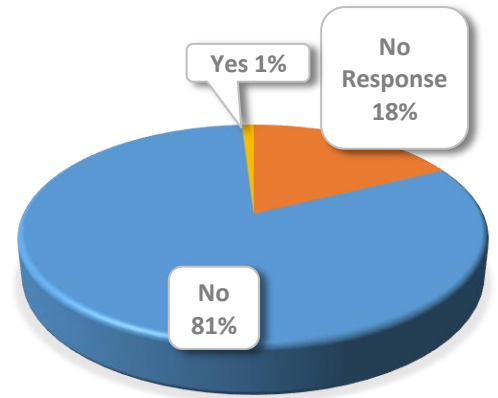


Relationship Status

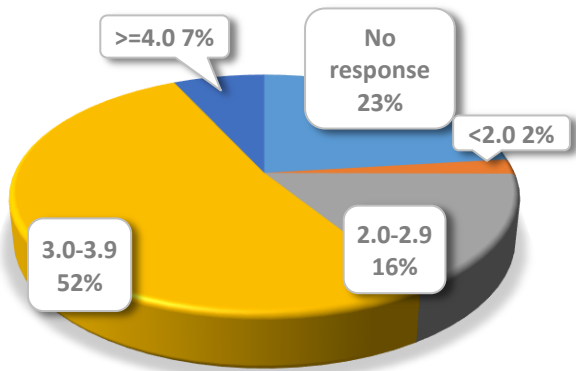


Transfer Student

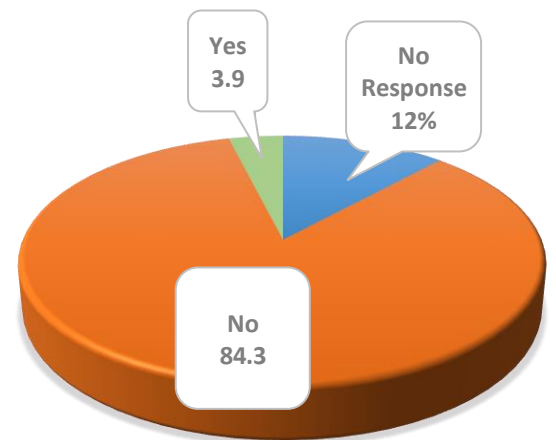
Approximately 5-6 % of the MSU student body seek counseling support annually, and the total number of students served has steadily increased over the years. Students seeking counseling on campus come from a variety of diverse backgrounds, including international students, minority cultures, LGBTQ+, disabled students and veterans.



Veteran Status



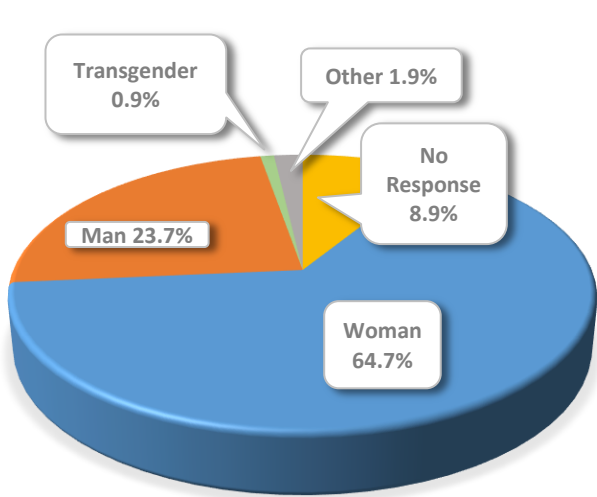
GPA



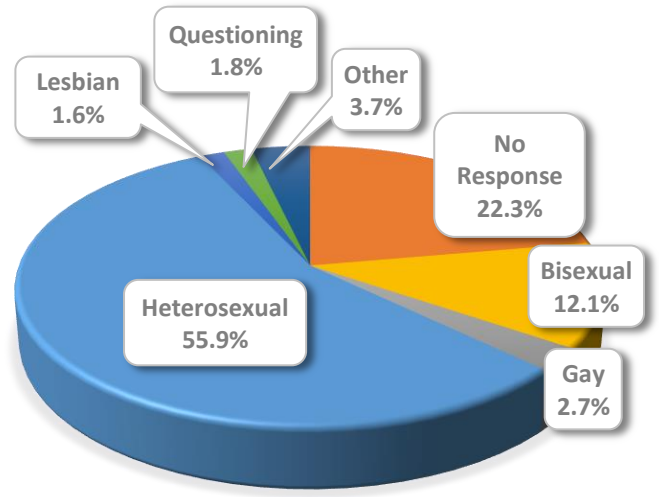
Academic Probation

*All Demographic graph percentages based on 1,131 individual students.

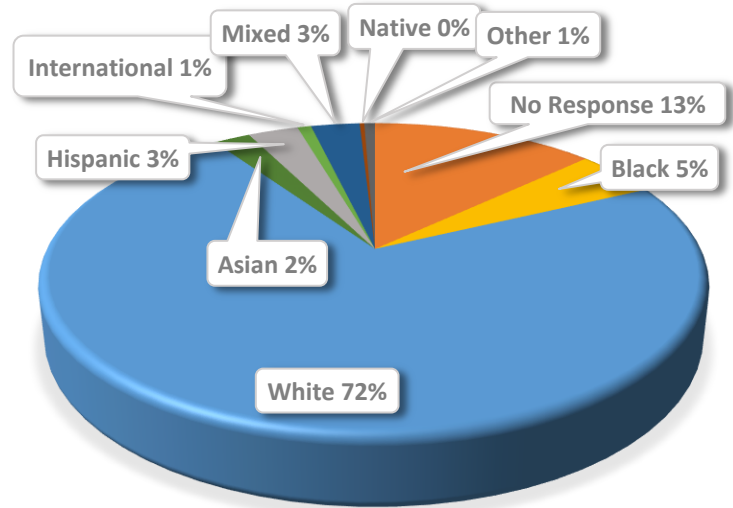
STUDENT DEMOGRAPHICS



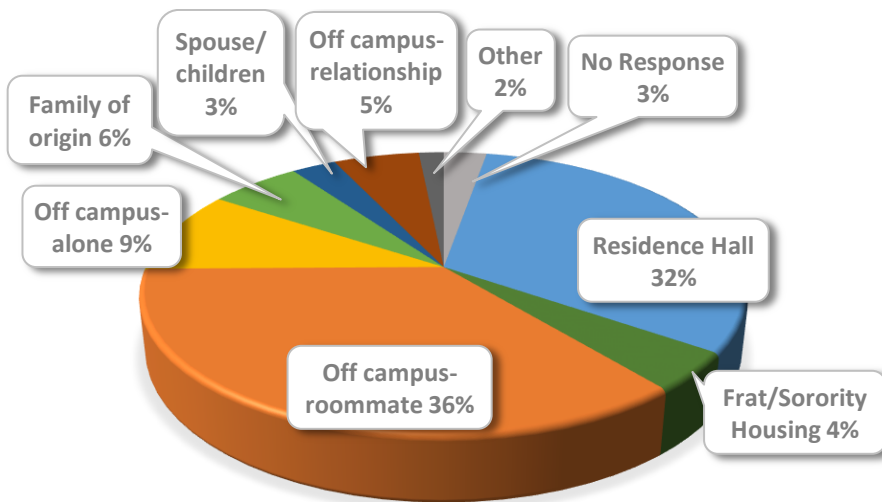
Gender Identity



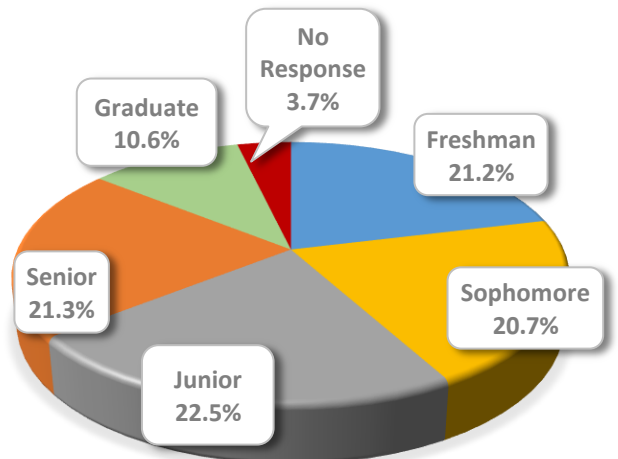
Sexual Orientation



Ethnicity



Living Situation



Client Academic Status

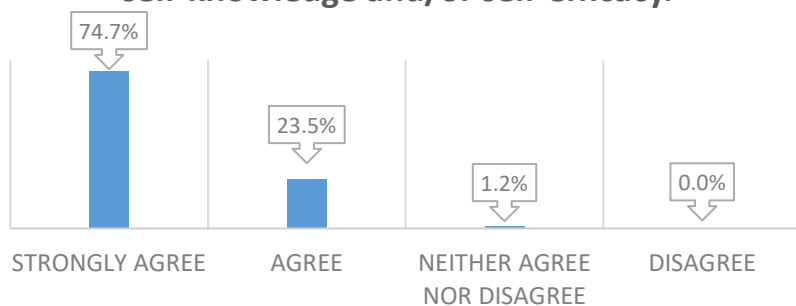
*All Demographic graph percentages based on 1,131 individual students.

STUDENT SATISFACTION and LEARNING OUTCOMES

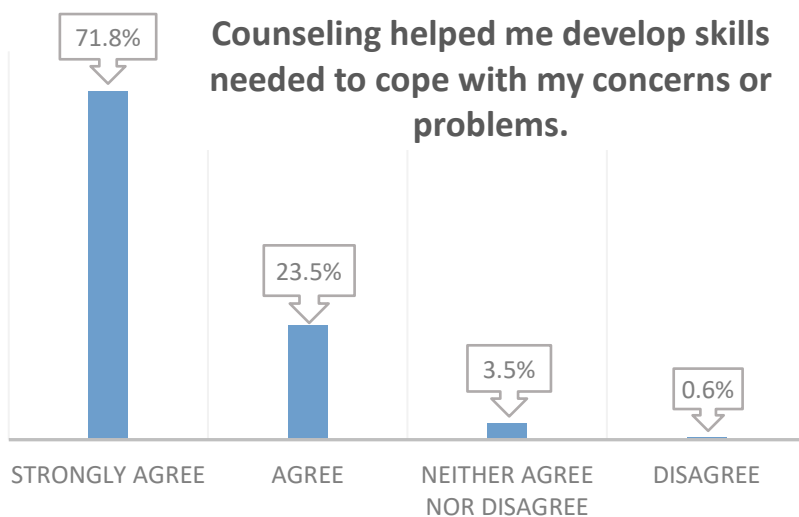
The Counseling Center CAS Review identified the need for Learning Outcomes for the counseling experience. Therefore, the counseling staff has identified 4 specific learning outcomes that are currently being measured in the student satisfaction survey, and are reflected in the following graphs:

1. Increase self-knowledge/self-efficacy
2. Identify personal areas of improvement
3. Develop skills needed to deal with presenting problems
4. Develop skills needed to maintain academic progress

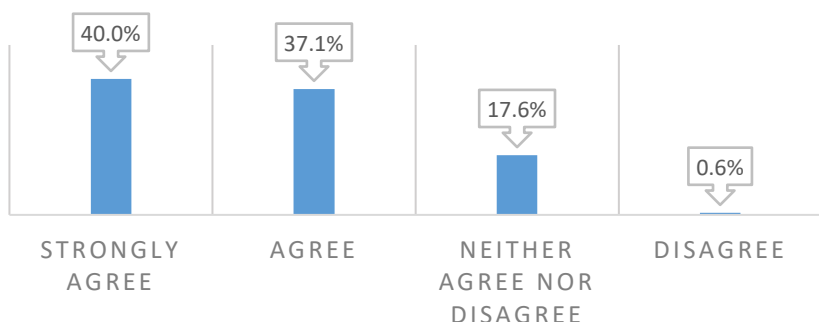
Counseling helped me increase my self-knowledge and/or self-efficacy.



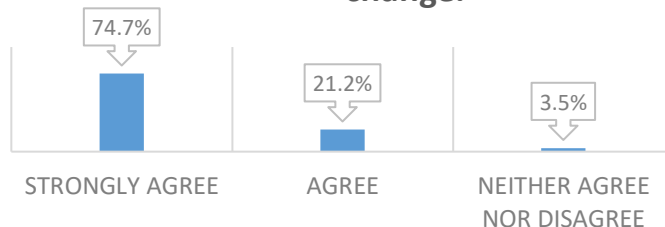
Counseling helped me develop skills needed to cope with my concerns or problems.



Counseling contributed to my academic success or progress.



Counseling helped me identify personal areas for improvement or change.



Student survey comments:

Everyone working at the facility are extremely nice and understanding.

It brought a safe space to me in the university.

I appreciated the calming and inviting environment.

I felt validated and encouraged.

I learned how to deal with my PTSD and am finding ways to cope.

I learned techniques to stay grounded in reality.

I learned that I am capable of more than what my anxiety tells me.

I learned to recognize anxiety triggers and how to rationalize my thoughts.

Overall acceptance of self.

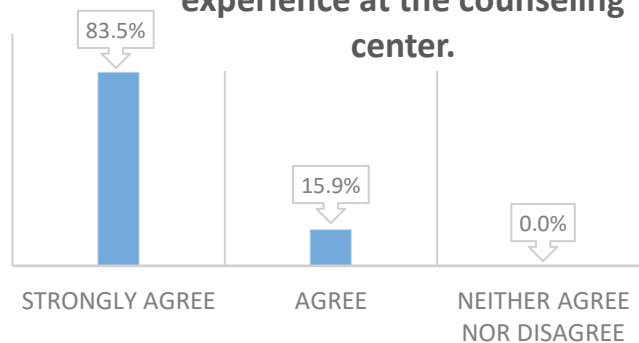
Mental and emotional health is important for myself and my relationships.

I had a wonderful experience, and I would recommend it to anyone.

Thank you for always being inviting, kind, and courteous.

You guys are an awesome resource for students in crisis!

Overall, I am satisfied with my experience at the counseling center.



*The above percentages are based on 325 students surveyed.

COLLEGIATE RECOVERY PROGRAM



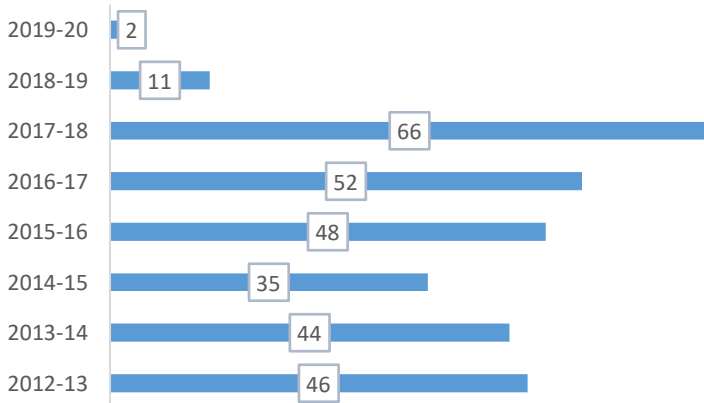
Missouri State University's Collegiate Recovery Program (CRP) is a program dedicated to assisting students as they live a life in recovery.

The CRP provides students with support group meetings, alternative sober activities, service work/community engagement and a positive presence on the university campus as well as a safe and nonjudgmental community.

BASICS/CASICS Assessments

2018-19 AY	BASICS	CASICS
# of students	5	29
# of sessions	9	56
2019-20 AY	BASICS	CASICS
# of students	9	29
# of sessions	11	50

Substance Abuse Assessments



BASICS - BASICS stands for Brief Alcohol Screening and Intervention for College Students

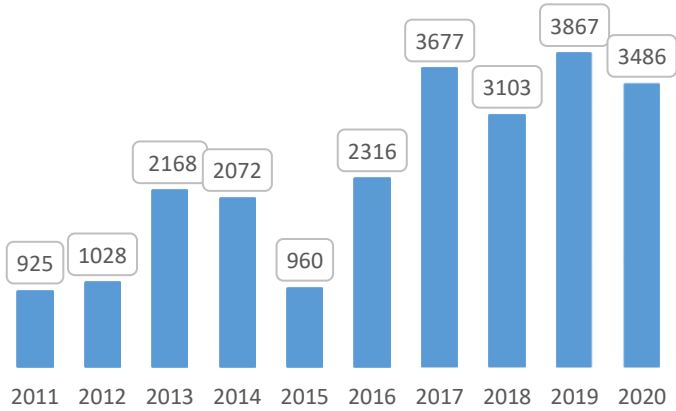
CASICS - CASICS stands for Cannabis Screening and Intervention for College Students



OUTREACH, COLLABORATIONS and TRAINING

Outreach is an important aspect of campus mental health. Each year, Counseling Center staff reach thousands of students by providing prevention education and mental wellness information through presentations, panels and support work.

Outreach Attendees



2019-20 Outreach Topics

The Counseling Center staff provided 233 presentations and/or support programs addressing the following topics:

- Adjustment
- Homesickness
- Substance Use
- SOAR: Talking with Families
- Stress
- Self Care
- Title IX
- Crisis
- Counseling Center Services
- Body U
- Anxiety
- Loss/Grief
- Mindfulness
- Mental Health
- Stigma of Mental Health in the Black Community
- Sexual Assault
- Yoga Zen
- Long Distance Relationships
- The Black Experience
- Coping with COVID

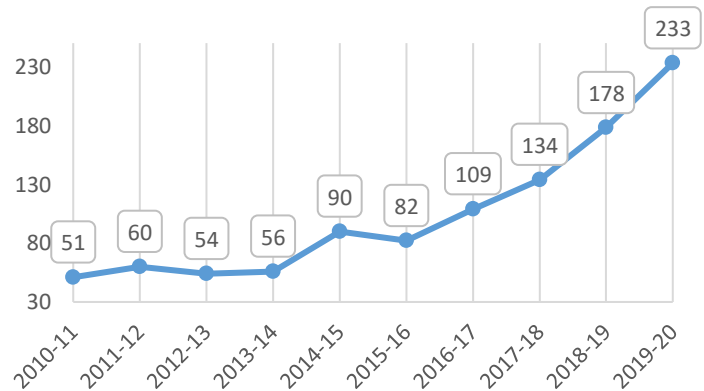
RESPOND

Partnering for Campus Mental Health

Everyone experiences emotional pain or distress at some point during their life. About 1 in 5 people will experience a diagnosable mental illness this year. Most of us want to help yet often feel uncertain about what to do or say. Participation in RESPOND empowers individuals to offer effective support to a student or colleague. The course provides a basic overview of symptoms often associated with mental health problems and offers an action plan to help individuals RESPOND effectively. The course also addresses campus policies such as FERPA and reviews campus and community mental health resources.

Since August 2016, the MSU Counseling Center, in collaboration with the Dean of Students Office, has provided 10 RESPOND trainings to a total of 271 MSU Staff, Faculty and Students.

Outreach Programs Provided



Counseling Center Staff Trainings

- Anxiety
- Disability Resource Center
- TRIO
- Fresh Check Day
- ADHD + LDC
- Athlete Mental Health
- Diversity
- Generation Z
- The Leadership Challenge
- Addiction Counseling/Motivational Interviewing
- Counseling Ethics
- Magers Health and Wellness Center
- Burrell Behavioral Health
- Sexual Assault Prevention on Campus
- Brief Therapy
- Trauma
- Eating Disorders and Screenings
- Victim Center



Fresh Check Day is an annual mental health fair, co-sponsored by the JED Foundation and Jordan Porco Foundation. The purpose of Fresh Check Day is to educate MSU students in a fun and meaningful way about mental health and about seeking support, suicide prevention and how to be mentally well and resilient. 153 students and staff participated in Fresh Check Day during Fall 2019. Fresh Check Day 2020 will be held September 22, from 11-2 pm on the North Mall on campus.

freshcheckday.com/missouristate.

MENTAL HEALTH SCREENING STATISTICS

Online Screenings

Online anonymous mental health screenings are free for MSU students for the following concerns:

- Anxiety
- Post-Traumatic Stress Disorder
- Eating Disorders
- Alcohol Misuse
- Substance use
- Depression
- Bipolar Disorder

http://counselingcenter.missouristate.edu/Online_Screening_info.htm



BODY U

257 MSU students accessed the BODY U program during 2019-2020.

COULD YOUR EATING HABITS BE BETTER?
YOUR BODY IMAGE LESS CRITICAL?
DO YOU HAVE A HEALTHY RELATIONSHIP TO EXERCISE?

A Program For Your Happiness and Wellbeing

Body U is a self-help, educational program with tools designed to help you stay fit & healthy, manage depression & anxiety, improve your relationship to food & exercise.

Go to the [BodyU website](#) for more information.

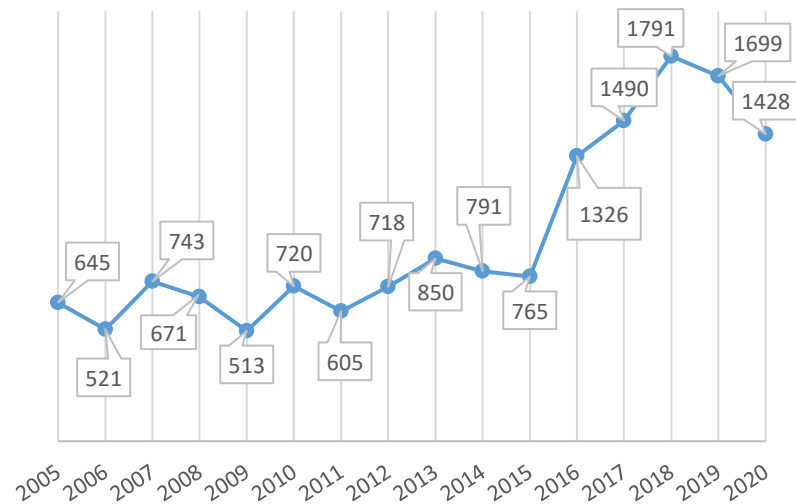
In-Person Screening Events

National Depression Screening Day 10/17/2019
15 Total screenings

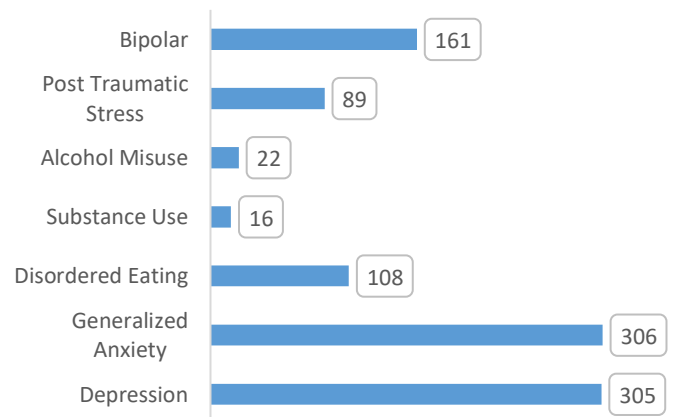
<http://helpyourselfhelpothers.org/>

National Eating Disorders Awareness Week (2/24-2/28/19)
2 Eating disorder screenings

Online Mental Health Screening Annual Totals



Online Mental Health Screening Category Totals July 2019 - June 2020



SOCIAL MEDIA OUTREACH

Facebook:

Post Reach: 4,840

Post Reactions: 294

Page Follows: 394



<https://www.facebook.com/counselingmsu/>

Twitter:

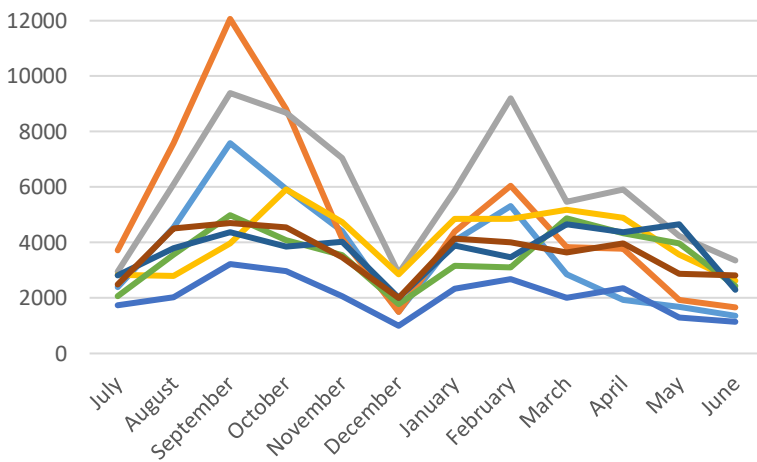
64,441 impressions

221 followers



https://twitter.com/counseling_msu

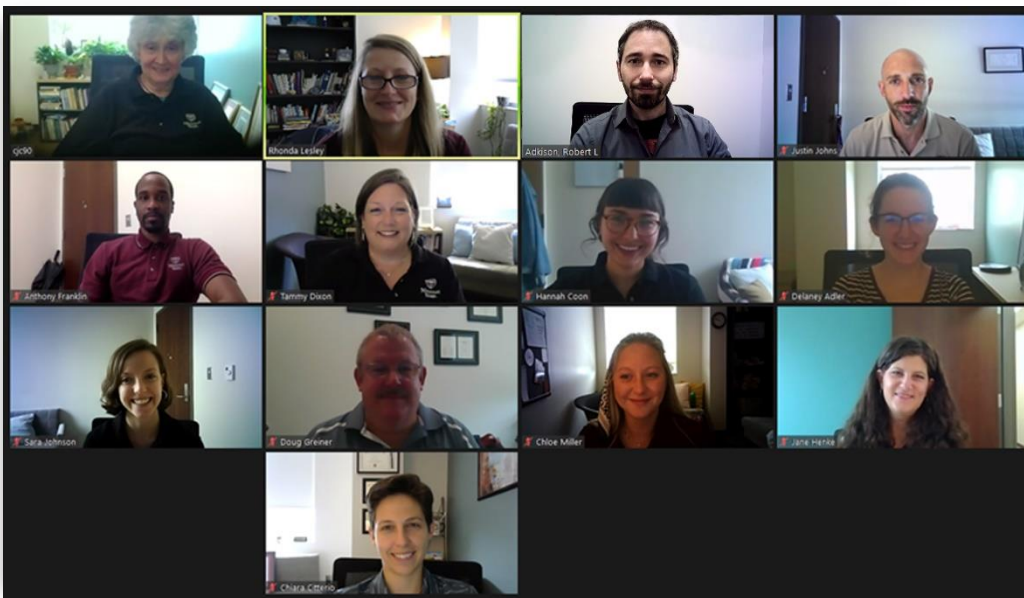
Website Views



Annual Totals

2019-20	43,592
2018-19	59,476
2017-18	71,089
2016-17	49,090
2015-16	24,794
2014-15	41,924
2013-14	44,219
2012-13	43,127

Way to go, Counseling Center Team, for consistently helping MSU students create positive changes!



Student Workers

Jordyn Bartlett*
 Brienne Bechtel
 Abdillahi Dirie
 Trenell Morgan*
 Dung Truong*
 *Pictured

Missouri State Counseling Center Staff – Fall 2019

*Statistical reporting for years prior to the 2018-2019 academic year were for the period of June 1st through May 31st. Reporting methods have changed for the 2018-2019 academic year to be more consistent with Missouri State University fiscal year reporting and are for the period of July 1st through June 30th.