

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*



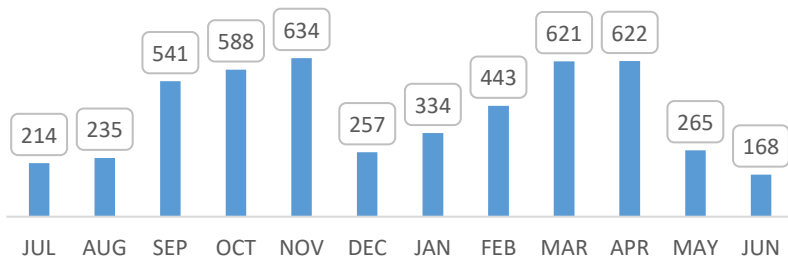
Our Goal:

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 2020 - June 2021

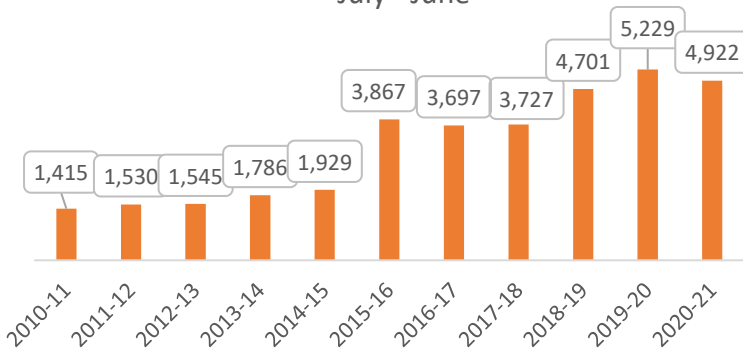


In 2020-21, clinical staff provided 4,922 clinical service hours to students. Clinical services include:

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

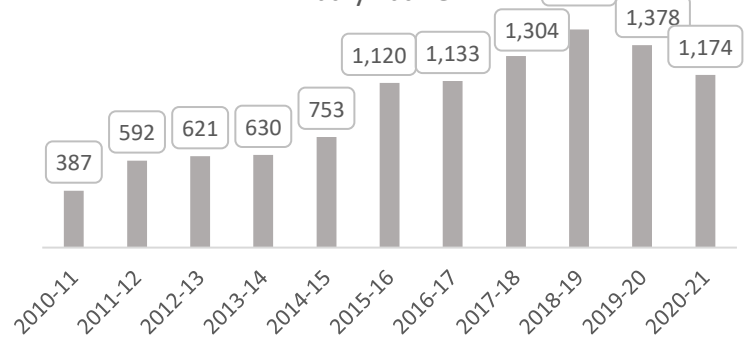
Counseling Sessions Provided

July - June



Individual Students Counseled

July - June



The Counseling Center experienced another year in high student demand for services. Counseling center staff provided 4,922 individual and couples sessions and counseled a total of 1,174 MSU students during FY 21. Since 2010, there has been an over three-fold increase in the number of students seeking counseling services. Primary areas of treatment include:

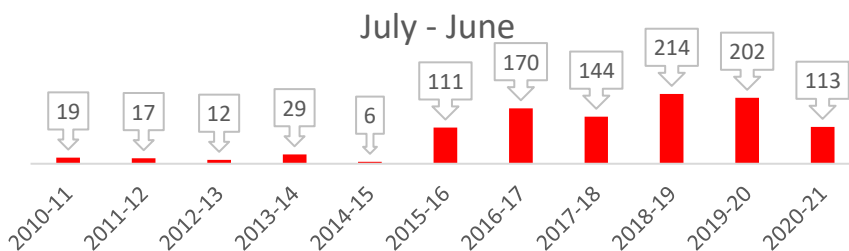
- Anxiety (76%)
- Relationships (53%)
- Depression (51%)
- Academics (45%)
- Suicidal Thoughts/Plans (31%)
- Eating Concerns (21%)
- Substance Use (19%)

Other: Self Injury (17%), Financial Concerns (15%), Abuse: Physical, Sexual, Emotional (14%), Trauma (24%), Grief/Bereavement (15%), Work Issues (10%), Anger Issues (9%), Sexual Assault (8%), Crisis Adjustment (6%), Oppression (4%), Homicidal Thoughts (2%), and many others

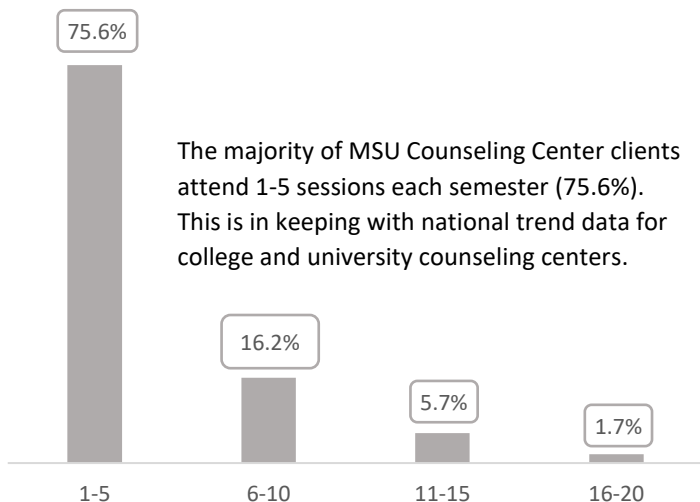
CLINICAL SERVICES

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.

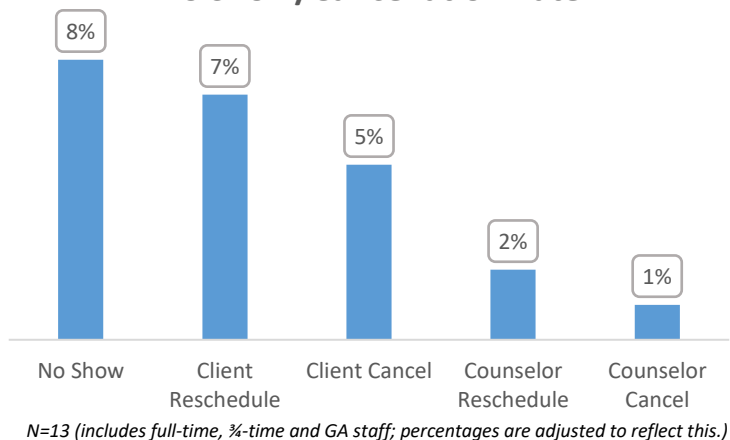
Crisis Assessments



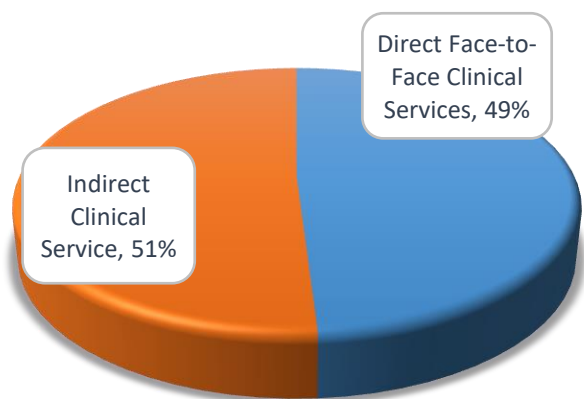
Session Utilization



No Show/Cancellation Rate



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 – 2020-2021

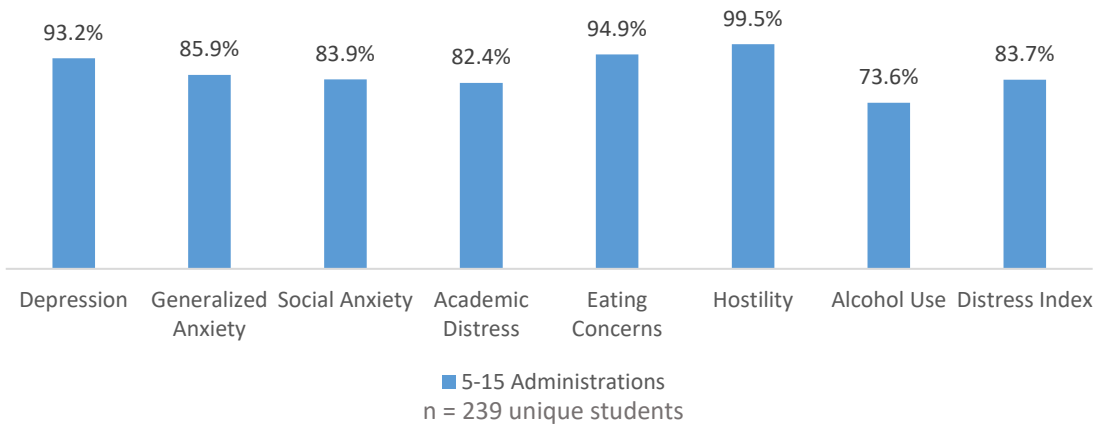
- Rhonda Lesley, MA, LPC
Director, Licensed Professional Counselor
- Doug Greiner, PhD
Licensed Psychologist
- Tammy Dixon, MS, LPC
Assistant Director, Licensed Professional Counselor
- Justin Johns, MSW, LCSW, CRADC
Substance Abuse Assessment Specialist
- Jane Henke, MS, LPC
Licensed Professional Counselor
- Christie Fletcher, MS, LPC
*Licensed Professional Counselor
Victim Services and Advocacy Specialist*
- Chiara Citterio, MS, LPC
Licensed Professional Counselor
- Anthony Franklin, MS, LPC
Licensed Professional Counselor
- Nia Morgan, MS, PLPC
Provisionally Licensed Professional Counselor
- Graduate Assistants:

Hannah Coon, BS	Sara Johnson, BS
Delaney Adler, BS	Chloe Miller, BA
Morgan Montgomery, MSW	Vernard Farley, BS
Breeanna Slusher, 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

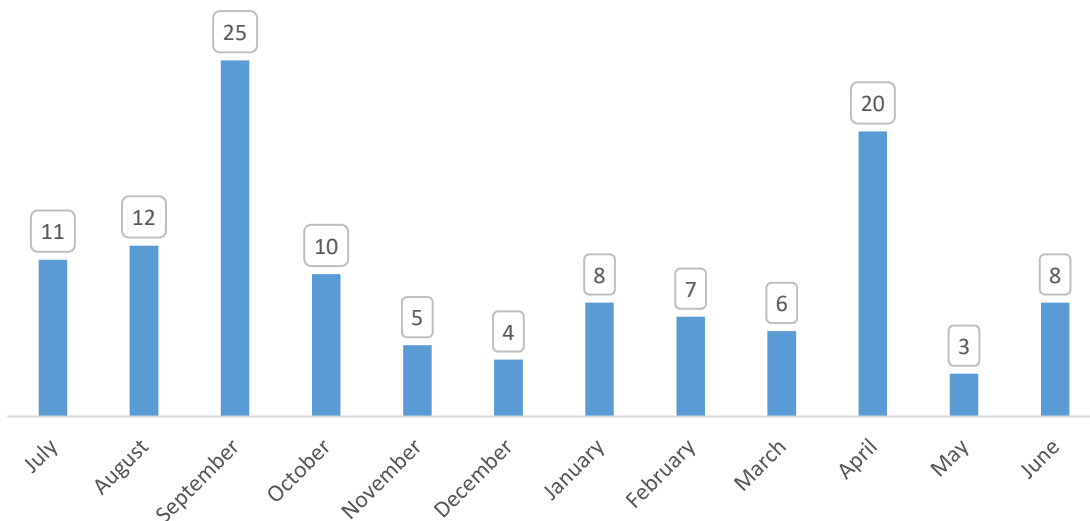


The data reveal that for students who present with elevated symptoms, MSU Counseling Center's effectiveness in reducing elevated symptoms is in the 93rd percentile for depression, 86th percentile for generalized anxiety, 84th for social anxiety, and 73rd percentile for alcohol use.

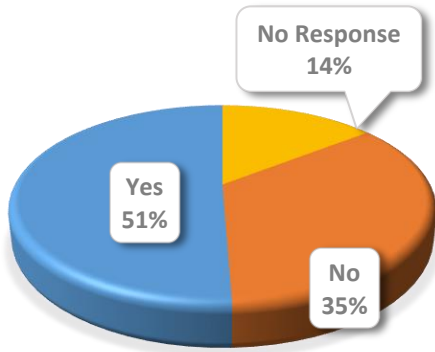
PROTOCOL

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 2020-2021, a total of 111 calls were managed through ProtoCall.

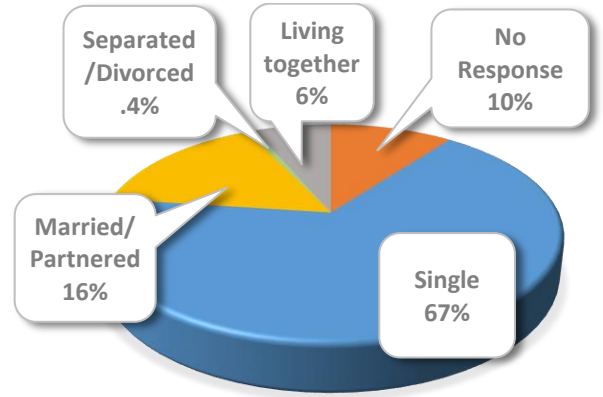
ProtoCall Services Call Data by Month



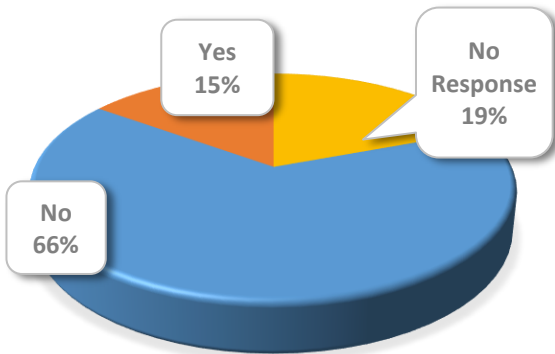
STUDENT DEMOGRAPHICS



Previous Counseling

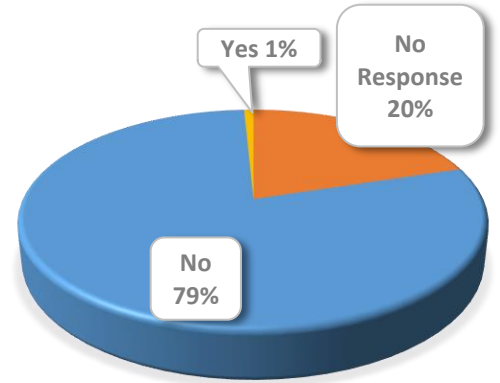


Relationship Status

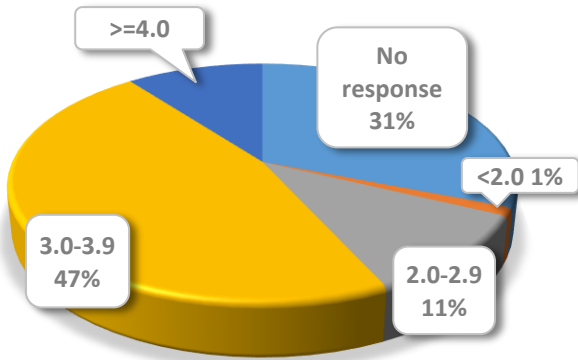


Transfer Student

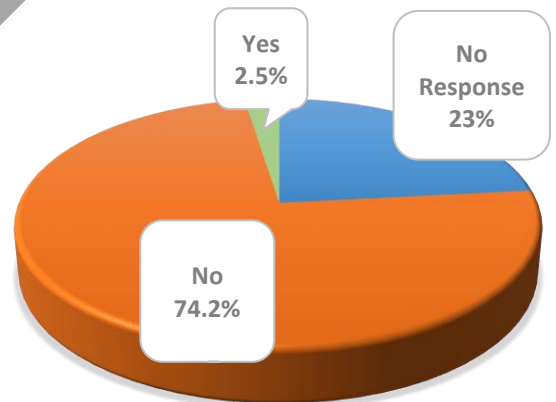
Approximately 5-6 % of the MSU student body seek counseling support annually, and the total number of students served has steadily increased over the years. Students seeking counseling on campus come from a variety of diverse backgrounds, including international students, minority cultures, LGBTQ+, disabled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



Veteran Status



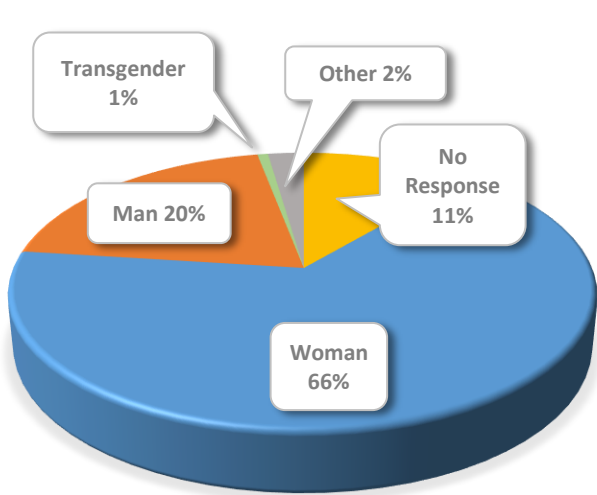
GPA



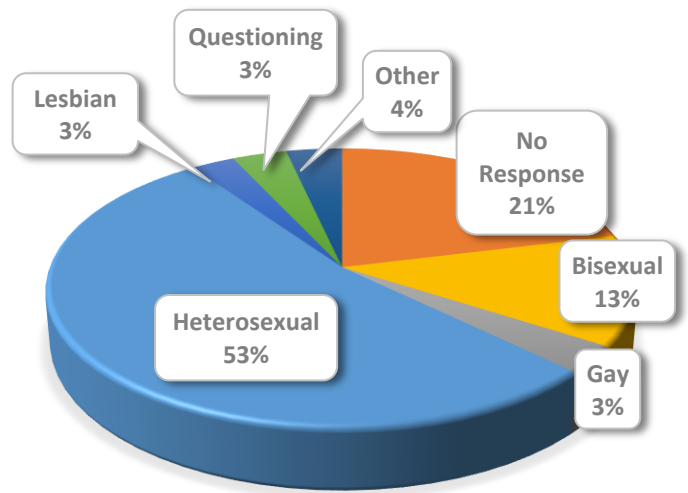
Academic Probation

*All Demographic graph percentages based on 1,170 individual students.

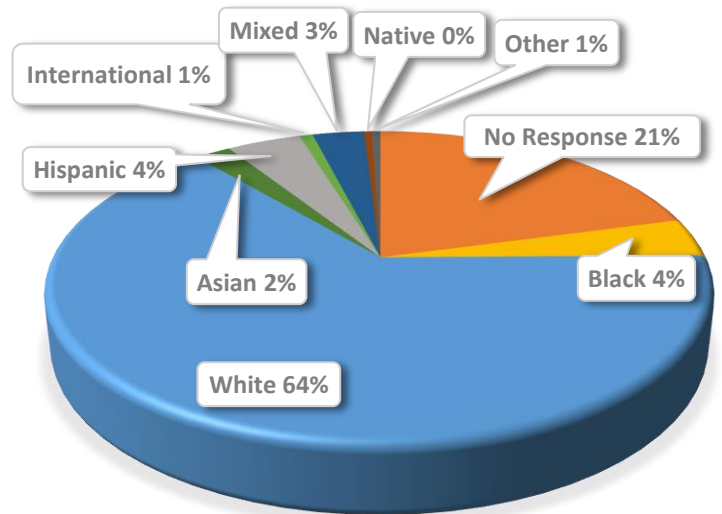
STUDENT DEMOGRAPHICS



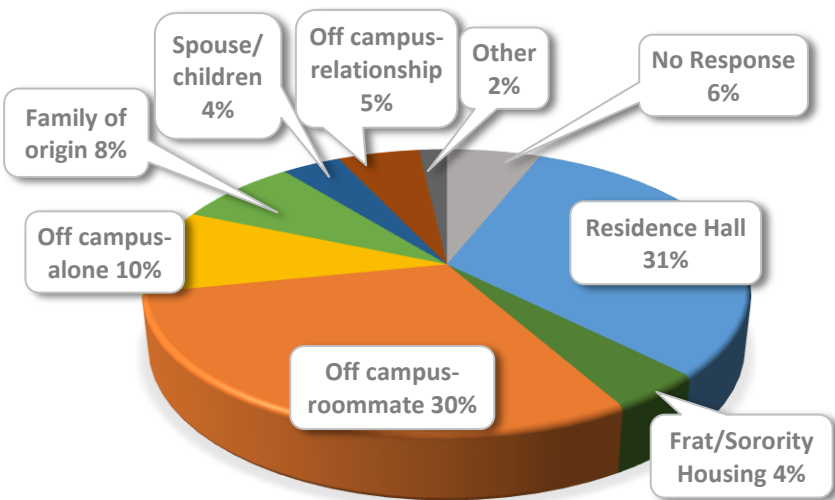
Gender Identity



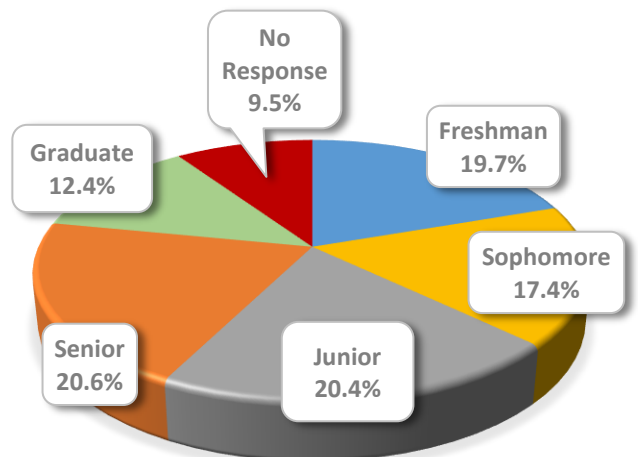
Sexual Orientation



Ethnicity



Living Situation



Client Academic Status

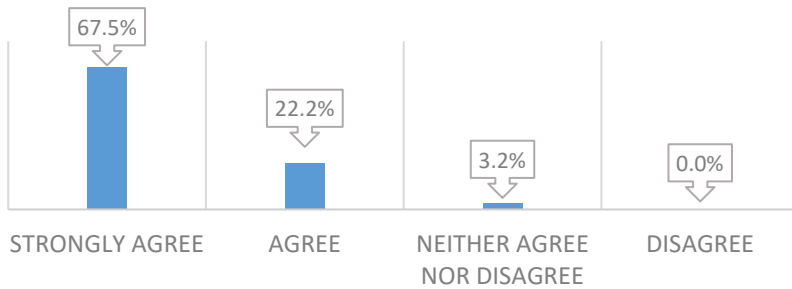
*All Demographic graph percentages based on 1,170 individual students.

STUDENT SATISFACTION and LEARNING OUTCOMES

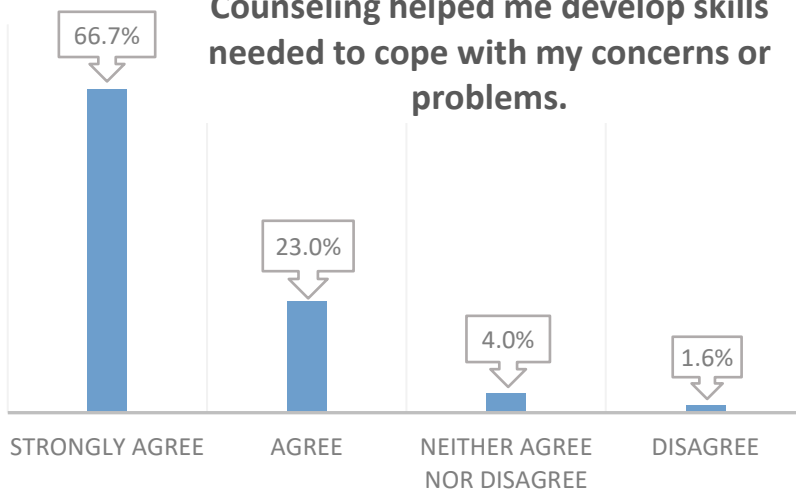
The Counseling Center CAS Review identified the need for Learning Outcomes for the counseling experience. Therefore, the counseling staff has identified 4 specific learning outcomes that are currently being measured in the student satisfaction survey, and are reflected in the following graphs:

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

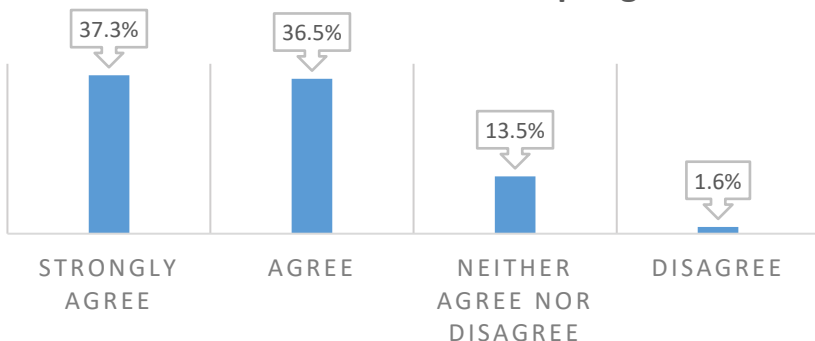
Counseling helped me increase my self-knowledge and/or self-efficacy.



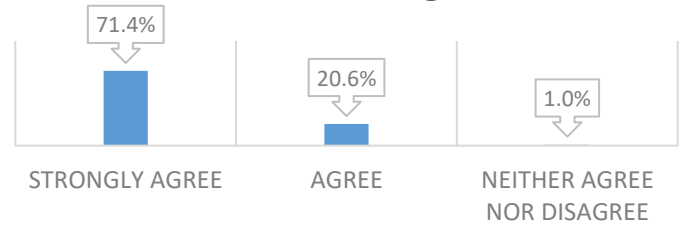
Counseling helped me develop skills needed to cope with my concerns or problems.



Counseling contributed to my academic success or progress.



Counseling helped me identify personal areas for improvement or change.



Student survey comments:

"Everyone is so nice in the office so it's a welcoming environment."

"Excellent counselors."

"How kind and eager they are to help their students."

"My counselor met my needs and supported me."

"Very understanding, reassuring, overall very helpful."

"My counselor was willing to listen and offer steps to effectively help."

"It was very easy to get started and set up for regular appointments."

"Helped [me know] that all of my emotions are valid."

"I loved working with my counselor! They are a wonderful counselor...always makes me feel cared about."

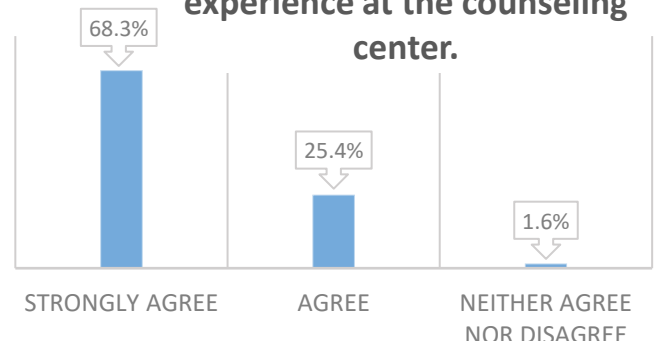
"My counselors appointments are always professional and results oriented."

"...the advice I received here allowed me to grow in a positive way."

"Most helpful was the experience of just having someone to talk to who didn't know me personally."

"The counseling center helped me resolve issues in a timely manner."

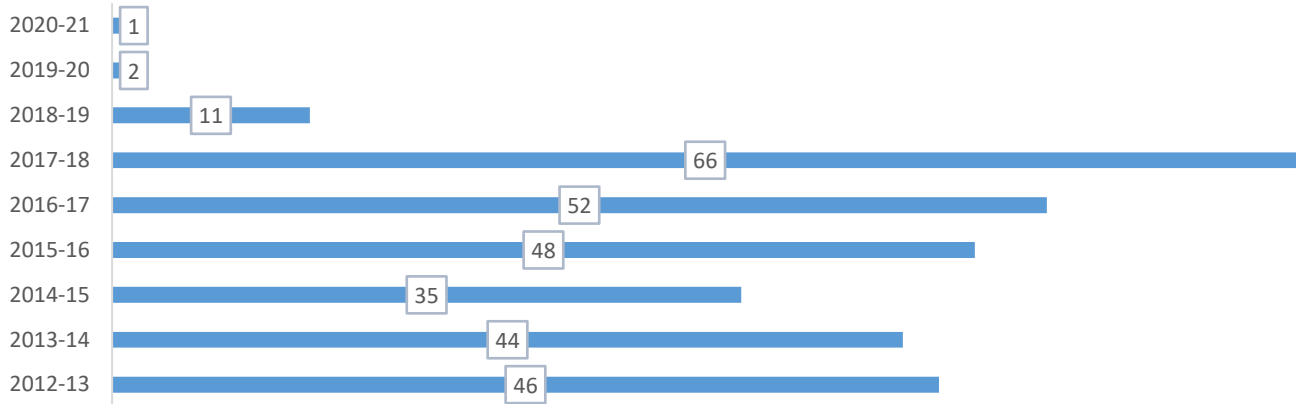
Overall, I am satisfied with my experience at the counseling center.



*The above percentages are based on 126 students surveyed.

SUBSTANCE USE ASSESSMENTS

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

BASICS/CASICS Assessments

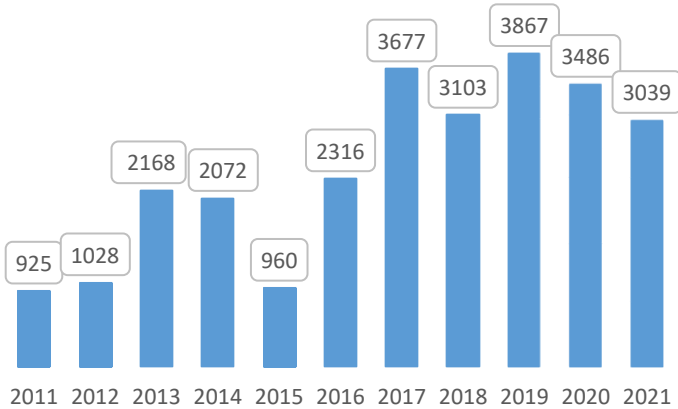
2018-19 AY	BASICS	CASICS
# of students	5	29
# of sessions	9	56
2019-20 AY	BASICS	CASICS
# of students	9	29
# of sessions	11	50
2020-21 AY	BASICS	CASICS
# of students	4	24
# of sessions	8	47



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



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.

Counseling Center Staff Trainings

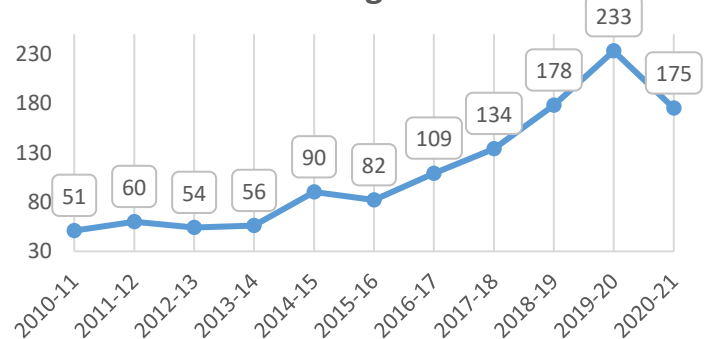
- Telemental Health
- Financial Aid
- Hospital Procedures
- Lost and Found Grief Center
- Multicultural Programs
- Disability Resource Center
- Aids Project of the Ozarks (APO)
- Diversity Training
- Springfield Recovery Community Center
- Healthy Mind Study
- JED Foundation
- Zoom Procedures
- Loss and Grief
- Jordan Valley
- Office of Student Engagement
- Healthy Eating
- Eating Disorder Screening
- NAMI
- Assessing Students for Trauma
- Multicultural Awareness & Diversity
- Project HEAL
- Harmony House
- Grief and Bereavement

2020-21 Outreach Topics

The Counseling Center staff provided 175 presentations and/or support programs addressing the following topics:

- Stress
- Anxiety
- Counseling Center services
- General Mental Health
- Test Anxiety and Helping Friends with Depression
- Suicide Prevention
- Change and Resilience
- Balance
- Change
- The transition to college
- Impact of Researching Domestic Terrorism on Students
- How to Cope with the Stress
- How to talk about mental health
- Boundaries
- Mindfulness
- Yoga Zen
- Change and Resilience
- Bears in the Know - College Counseling Trends
- Exposing Racial Disparities and Whiteness within Mental Health
- Impact of COVID-19 on Communities
- Alcohol and Drug Prevention
- Avoidance and coping techniques
- Mental Health & White Supremacy and Racism
- Trauma-Informed Approach to Bear POWER Services
- Impact of Researching Domestic Terrorism on Students and How to Cope with the Stress
- RESPOND - Mental Health Response for Staff/Faculty
- Diversity and Inclusion - Diversity Champion
- Mental Health Assessment and Response for Athletic Trainers
- You Can Help A Student - MH Assessment and Response

Outreach Programs Provided



freshcheckday[®]

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. 781 students and staff participated in our virtual Fresh Check Day during Fall 2020. Fresh Check Day 2021 will be held August 31, from 10 am -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. Statistics for 2020-2021 not currently available.

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.

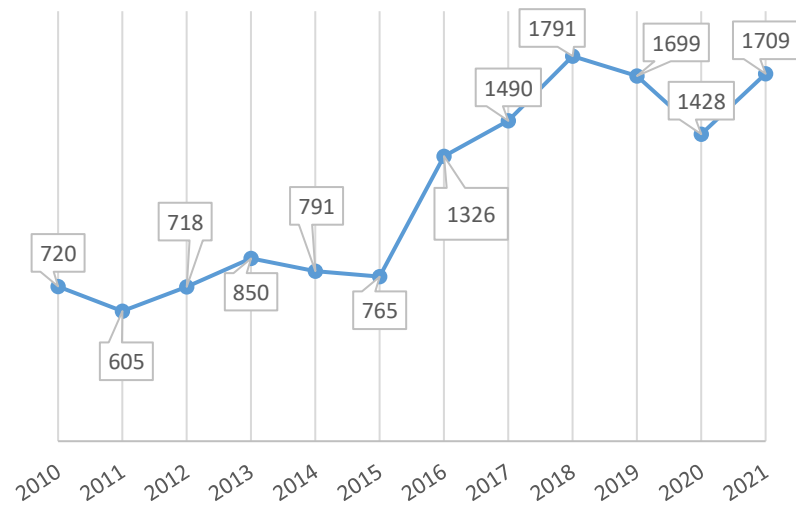
In-Person Screening Events

National Depression Screening Day 10/06/2020
3 Total screenings

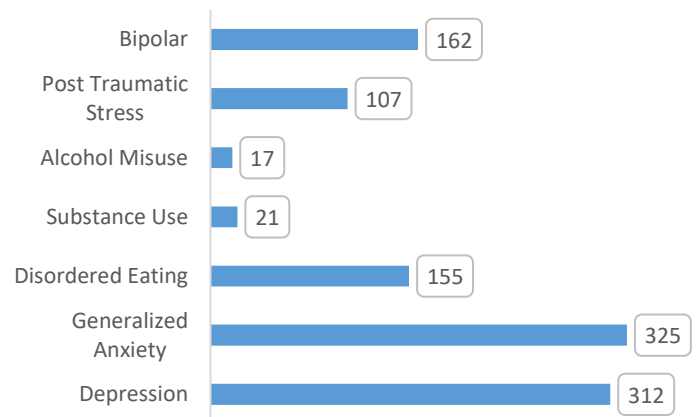
<http://helpyourselfhelpothers.org/>

National Eating Disorders Awareness Week (2/24-2/28/20)
2 Eating disorder screenings

Online Mental Health Screening Annual Totals



Online Mental Health Screening Category Totals July 2020 - June 2021



SOCIAL MEDIA OUTREACH



Facebook:

Post Reach: 185 (June 2021)
Page Follows: 474

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



Twitter:

1252 impressions (June 2021)
221 followers

https://twitter.com/counseling_msu



Instagram:

754 impressions (June 2021)
147 followers

https://twitter.com/counseling_msu

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



Student Workers

Jordyn Bartlett*
Brienne Bechtel
Teresa Aguayo
Breanna Pace
Dung Truong*
*Pictured

Missouri State Counseling Center Staff – Fall 2020

*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.