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 Mission: Every student matters!

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
Jun 2017 - May 2018

In 2017-18, clinical staff provided 3,737 clinical service hours to students. Clinical services include:

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

The Counseling Center experienced another record-breaking year in student demand for services. Counseling center staff provided 3,727 individual and couples sessions and counseled a total of 1,304 MSU students during FY 18. Since 2010, there has been an over three-fold increase in the number of students seeking counseling services. Anxiety, depression, relationship problems and academic concerns remain the top concerns for which students seek counseling at MSU.
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.

### 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.

### 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.

### Crisis Assessments June - May

<table>
<thead>
<tr>
<th>Year</th>
<th>No Show</th>
<th>Client Reschedule</th>
<th>Client Cancel</th>
<th>Counselor Reschedule</th>
<th>Counselor Cancel</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009-10</td>
<td>19</td>
<td>19</td>
<td>17</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>2010-11</td>
<td>19</td>
<td>17</td>
<td>12</td>
<td>29</td>
<td>6</td>
</tr>
<tr>
<td>2011-12</td>
<td>17</td>
<td>12</td>
<td>6</td>
<td>29</td>
<td>6</td>
</tr>
<tr>
<td>2012-13</td>
<td>12</td>
<td>6</td>
<td>6</td>
<td>29</td>
<td>6</td>
</tr>
<tr>
<td>2013-14</td>
<td>29</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>2014-15</td>
<td>29</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>2015-16</td>
<td>111</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>2016-17</td>
<td>170</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>2017-18</td>
<td>144</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
</tbody>
</table>

*N=9 (includes full-time, ¾-time and GA staff; percentages are adjusted to reflect this.)*

### Counseling Center Staff – 2018

- 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, CRADC  
  *Substance Abuse Assessment Specialist*
- Shaun Fossett, MS, LPC  
  *Licensed Professional Counselor*
- Jane Henke, MS, LPC  
  *Licensed Professional Counselor*
- Amanda Allen, MS, LPC  
  *Licensed Professional Counselor*
  *Victim Services and Advocacy Specialist*
- Robert Adkison, Administrative Assistant II

Graduate Assistants:
- Chiara Citterio, BS  
- Anthony Franklin, BA
- Christie Fletcher, BS  
- Caleb Hatz, BA

Graduate Assistants:
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 147 college and university counseling centers across the U.S. are compared in the graph below, including 161,014 unique college students seeking mental health treatment; 3,592 clinicians; and over 1,255,052 appointments.

The data reveal that for students who present with elevated symptoms, MSU Counseling Center’s effectiveness in reducing elevated symptoms is in the 72nd percentile for depression, 75th percentile for generalized anxiety, 96% for social anxiety, and 86th percentile for alcohol use.

### MSU Counseling Center CCAPS Positive Change Rates for Elevated Symptoms

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Change Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression</td>
<td>71.7%</td>
</tr>
<tr>
<td>Generalized Anxiety</td>
<td>75.2%</td>
</tr>
<tr>
<td>Social Anxiety</td>
<td>96.0%</td>
</tr>
<tr>
<td>Hostility</td>
<td>82.8%</td>
</tr>
<tr>
<td>Alcohol Use</td>
<td>86.5%</td>
</tr>
<tr>
<td>Distress Index</td>
<td>74.7%</td>
</tr>
</tbody>
</table>

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 2017-2018, a total of 177 calls were managed through ProtoCall.
**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.**

*All Demographic graph percentages based on 1,304 individual students.*
STUDENT DEMOGRAPHICS

**Gender Identity**
- Woman 63.9%
- Man 24.6%
- Transgender 0.3%
- Other 1.3%
- No Response 10%

**Sexual Orientation**
- Heterosexual 58.5%
- Lesbian 1.4%
- Gay 3%
- Bisexual 9%
- Questioning 2%
- Other 2.3%
- No Response 23.8%

**Ethnicity**
- White 71%
- Black 7%
- Hispanic 3%
- Asian 2%
- Mixed 2%
- Native 1%
- Other 1%
- No Response 11%

**Living Situation**
- Residence Hall 36%
- Off campus-roommate 35%
- Off campus-alone 8%
- Spouse/children 4%
- No Response 2%
- Other 1%
- Off campus-relationship 4%

**Client Academic Status**
- Freshman 22.7%
- Sophomore 19.5%
- Junior 24.8%
- Senior 8.2%
- Graduate 8.2%
- No Response 2.6%
- Freshman 22.7%

*All Demographic graph percentages based on 1,304 individual students.*
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.**

- STRONGLY AGREE: 61.3%
- AGREE: 29.5%
- NEITHER AGREE NOR DISAGREE: 6.0%
- DISAGREE: 1.0%

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

- STRONGLY AGREE: 60.9%
- AGREE: 25.2%
- NEITHER AGREE NOR DISAGREE: 9.3%
- DISAGREE: 2.3%

**Counseling contributed to my academic success or progress.**

- STRONGLY AGREE: 33.4%
- AGREE: 31.8%
- NEITHER AGREE NOR DISAGREE: 25.8%
- DISAGREE: 2.6%

**Counseling helped me identify personal areas for improvement or change.**

- STRONGLY AGREE: 65.9%
- AGREE: 25.8%
- NEITHER AGREE NOR DISAGREE: 5.3%

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**Student survey comments:**

- “It was a place I could go and feel comfortable talking about what was on my mind.”
- “I was able to talk to someone without judgment about my problems.”
- “The environment feels safe. I could talk honestly.”
- “The Counseling Center is filled with very understanding counselors.”
- “I think the [counseling] services are top notch.”
- “I learned a better way to deal with the things going on in my life.”
- “I learned how to love and take better care of myself.”
- “Without the Counseling Center, I do not know where I’d be right now.”

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

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*The above percentages are based on 302 students surveyed.*
Collegiate Recovery Program

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>2016-17 Stats</th>
<th>2017-18 Stats</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovery/Sober Evening Events</td>
<td>Avg. 5 students/mtg.</td>
<td>2 events, avg. 15</td>
<td>On campus events</td>
</tr>
<tr>
<td>Active Minds Meetings</td>
<td>Avg. 5 students/mtg.</td>
<td>No meetings</td>
<td>Student Group</td>
</tr>
<tr>
<td>Alcoholics Anonymous</td>
<td>Avg. of 4 per mtg.</td>
<td>16 meetings in the Fall, no attendance record</td>
<td>Students, faculty, staff, and community members</td>
</tr>
<tr>
<td>Bears in Recovery</td>
<td>16 meetings/semester</td>
<td>16 meetings/semester</td>
<td>Student meetings</td>
</tr>
<tr>
<td></td>
<td>Avg. 4 students/mtg.</td>
<td>Avg. 2 students/mtg.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8 unique individuals</td>
<td>7 unique individuals</td>
<td></td>
</tr>
<tr>
<td>Open Lounge Hours</td>
<td>Open access to students in recovery.</td>
<td>The CRP Lounge closed in January 2018.</td>
<td></td>
</tr>
</tbody>
</table>

*Numbers were not recorded in 2014-15
**Alcohol data appear greatly reduced due to a regulation change during 2015-16 requiring this class after the second alcohol offense instead of the first.
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.

### 2017-18 Outreach Topics

The Counseling Center staff provided 134 presentations and/or support programs addressing the following topics:

- Stress
- Resiliency
- Test-taking
- Counseling Center services
- Sexual assault
- Relaxation/Yoga
- Relationships
- Distressed students
- Adjustment to college
- Anxiety
- Depression
- Suicide
- Eating disorders

### Outreach Attendees

![Graph showing Outreach Attendees from 2011 to 2018]

### Fresh Check Day

**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. Over 170 students and staff participated in Fresh Check Day during Fall, 2017. Fresh Check Day 2018 will be held September 13, from 1-4 pm on the North Mall on campus.

[freshcheckday.com/missouristate](http://freshcheckday.com/missouristate)

### Counseling Center Staff Trainings

- Depression Assessment
- National Depression Screening Day
- Alcohol & Drug Assessment
- Counseling Case Presentations
- Diversity and Inclusion: Terminology and Multiple Identities
- Symptom Level Assessment System
- Counseling Center Assessment of Psychological Symptoms (CCAPS)
- Office Procedures
- Counseling Ethics
- Magers Health and Wellness Center
- Fresh Check Day
- Vitamins Impacting Medication
- Myers Briggs Type Indicator
- Eating Disorders Screening
- Therapeutic Relationship and Countertransference
- Research Based Relationship Counseling
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

In-Person Screening Events

National Depression Screening Day 10/05/2017
- 34 Total screenings
  - 1 Eating disorder screening
  - 2 Substance use screenings

http://helpyourselfhelpothers.org/

National Eating Disorders Awareness Week (2/26-3/02/18)
- 5 Eating disorder screenings

Online Mental Health Screening
Annual Totals


Online Mental Health Screening
Category Totals June 2017 - May 2018

- Bipolar: 173
- Post Traumatic Stress: 67
- Alcohol Misuse: 33
- Substance Use: 23
- Disordered Eating: 141
- Generalized Anxiety: 570
- Depression: 784

Go to the BodyU website for more information.

BODY U

78 MSU students accessed the BODY U program during 2017-2018.
SOCIAL MEDIA OUTREACH

Facebook:
Post reach: 3,106
Post Likes: 113
Page Likes: 31
https://www.facebook.com/counselingmsu/

Twitter:
Over 11,500 impressions
93 profile visits in past month
https://twitter.com/counseling_msu

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Website Views

Annual Totals

- 2017-18: 47874
- 2016-17: 47606
- 2015-16: 26083
- 2014-15: 41783
- 2013-14: 44743
- 2012-13: 41440

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

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Missouri State Counseling Center Staff – Fall 2017

Student Workers
Jordyn Bartlett*
Katana Clutter
Abdillahi Dirie
Trennel Morgan*
Tori Oldham
Dung Truong*
*(pictured)