



# Counseling Center Data

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# Agenda

- Show examples of the data we collect and report
- Describe how we use it to illustrate counseling service's impact on our student community
- Share thoughts on how we use data to aid stakeholder development and justify resource requests



# Client Demographics

Gender	% of People
Woman	67
Man	32
Self Identify	1

Race/ Ethnicity	% People
White	57
Asian American/ Asian	27
African American/ Black	6
Hispanic/ Latino/a	2
Multi-racial	5
Other	3

Referral Source	% of People
Self	51
Friend	26
Faculty/ Staff	25
Advisor	7
Dean	7
Parent	8
Other	5
Res. Life	3
Hospital/ER	2

Sexual Orientation	% of People
Heterosexual	87
Gay	2
Bisexual	5
Questioning	1



# Academic Status

Academic Year	% People
First Year	22
Second Year	20
Third Year	16
Fourth Year	9
Fifth Year	17
Sixth Year	3
Other	13

Academic Major
Pharmacy
Physical Therapy
Occupational Therapy
Biology
Physician Assistant
15 other majors represented

Academic Major
Pharmacy
Occupational Therapy
Physical Therapy
Biology
Physician Assistant
Undeclared/ Other
Pharmaceutical Sciences
Health Science
Microbiology
No response
Biochemistry
Pharmacology/ Toxicology
Physics
Pharmacy Marketing & Management
Chemistry
Humanities & Science



# Clinical Information

Presenting Concerns	% People
Personal Psychological	70
Academic Performance	34
Required/ encouraged	26
no response	18
Interested in Meds	15
Changing status	5
Other	2
Alcohol/ Drug	2

Prior Counseling	% people
no response	1
Never	60
Prior to College	14
After Starting College	20
Both	7

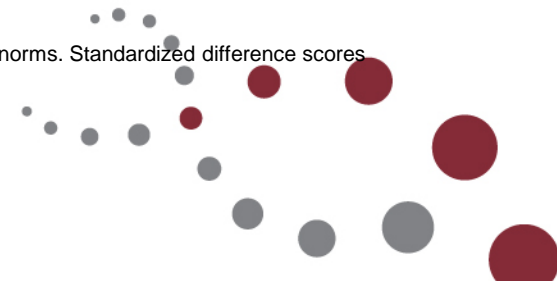
Prior Meds	% People
no response	4
Never	74
Prior to College	2
After Starting College	13
Both	8



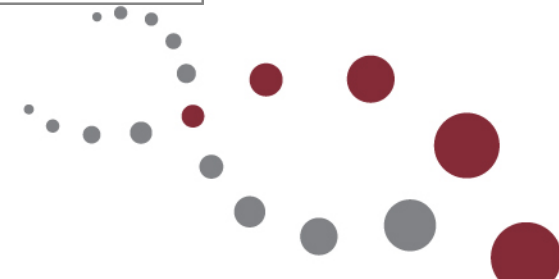
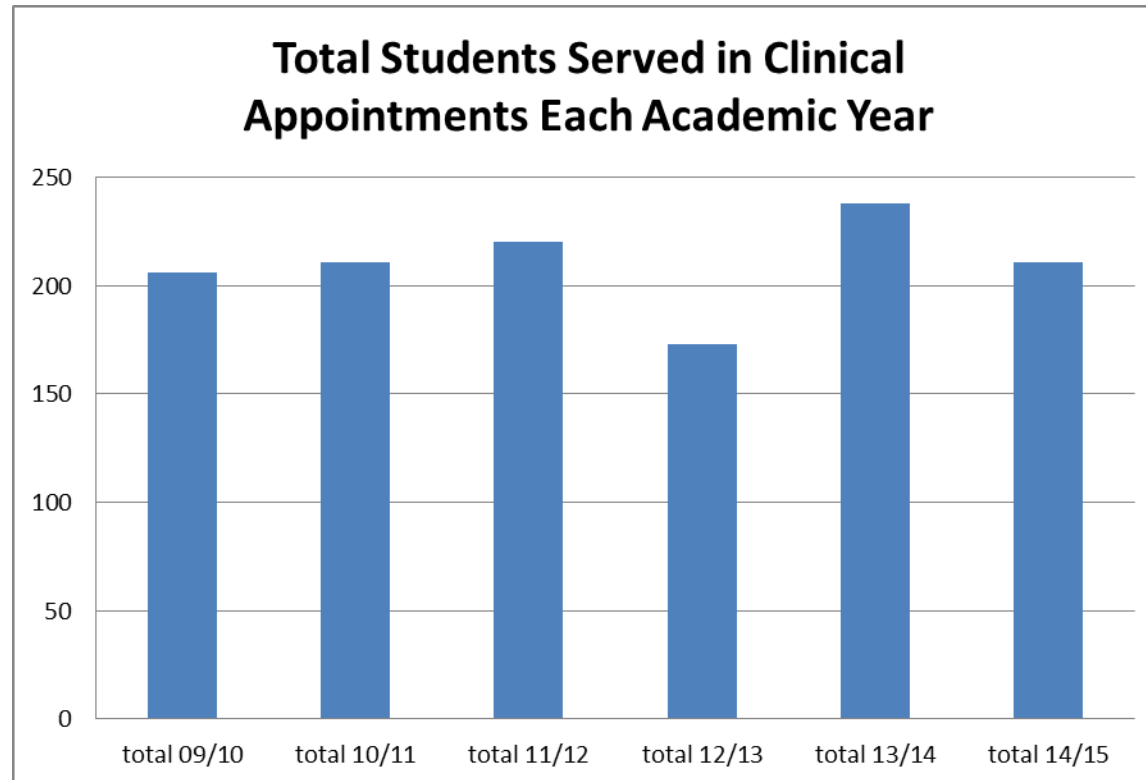
# Scores on Counseling Center Assessment of Psychological Symptoms (CCAPs)

Subscales	Center Average Score	National Average Score	National Standard Deviation	Center Standardized Difference
Depression	1.64	1.58	0.93	0.07
Generalized Anxiety	1.75	1.60	0.92	0.17
Social Anxiety	1.98	1.81	0.95	0.18
Academic Distress	1.93	1.85	1.02	0.08
Eating Concerns	0.91	1.00	0.88	-0.10
Family Distress	1.32	1.28	0.96	0.04
Hostility	0.99	1.04	0.87	-0.06
Substance Use	0.50	0.76	0.87	-0.30
Distress Index	1.72	1.64	0.84	0.10

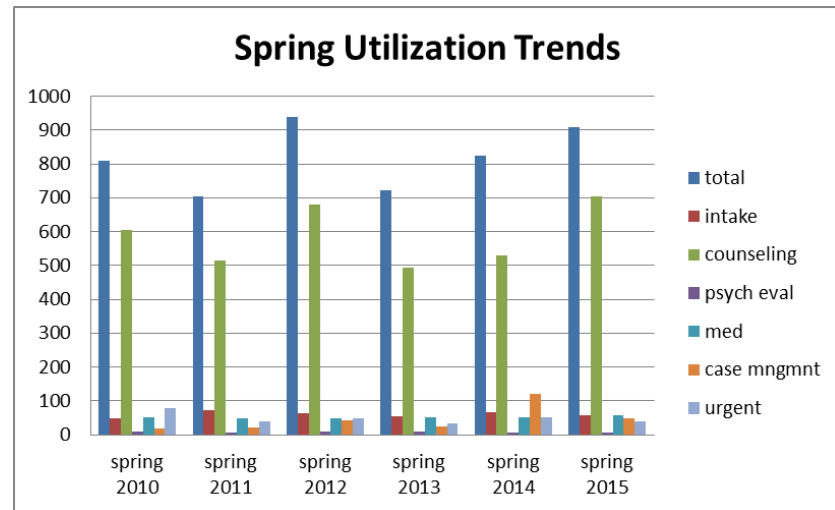
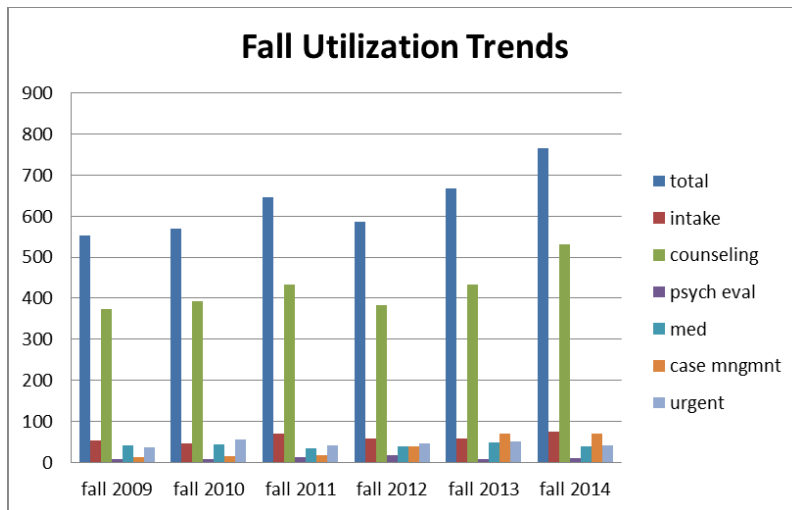
- Center Average Score:
- The average subscale score for your center. Scores are computed from the number of administrations specified in the report header.
- National Average Score:
- The average subscale score from current national norms.
- National Standard Deviation:
- The standard deviation of each subscale based from current national norms.
- Center Standardized Difference:
- This score describes the difference between your center average and the national average in standard deviations.
- A score of 0 represents no difference. A score of +1 or -1 indicates a difference of 1 standard deviation from the national norms. Standardized difference scores can be compared to each other.



# Clinical Services

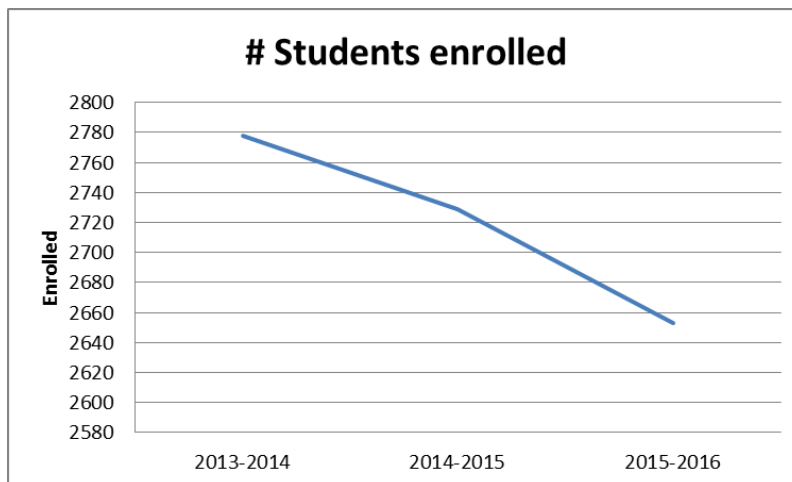
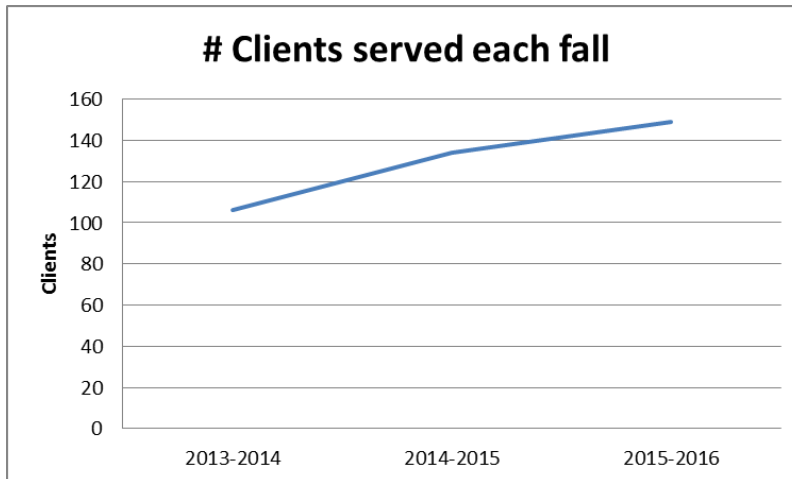


# Clinical Services Continued

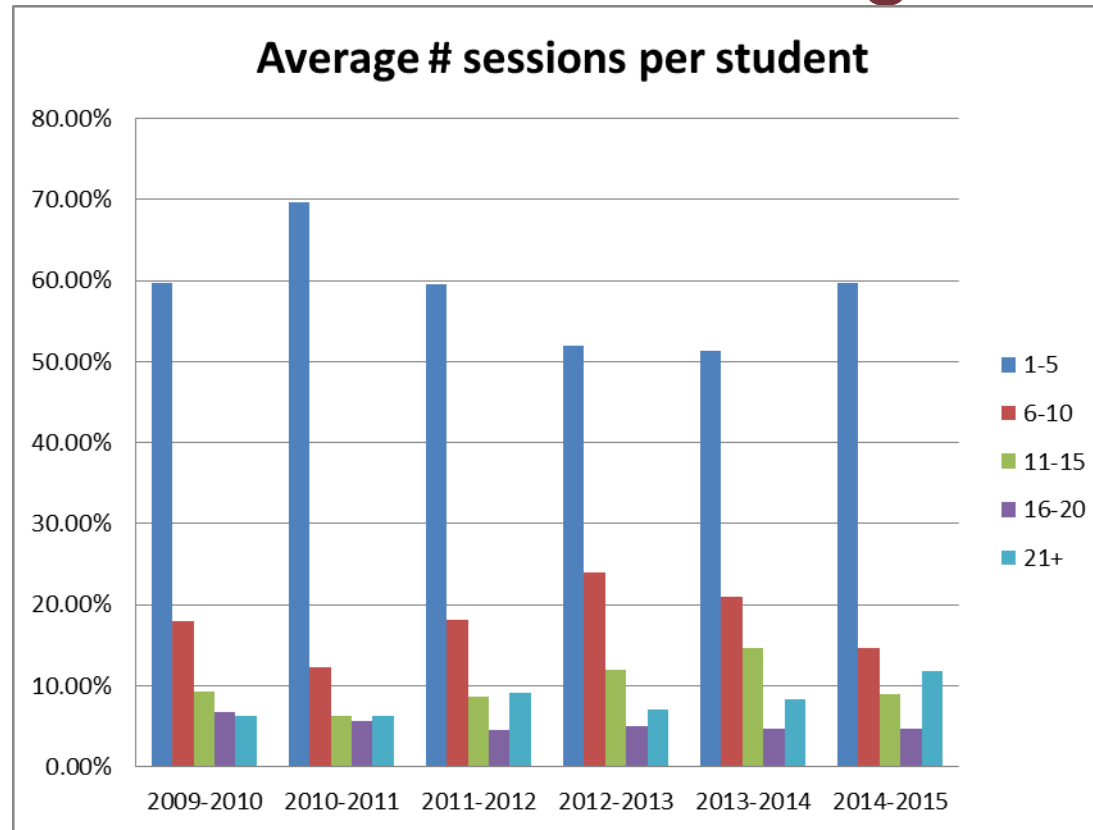




# Increasing Trends in # Clients/ Decreasing enrollment



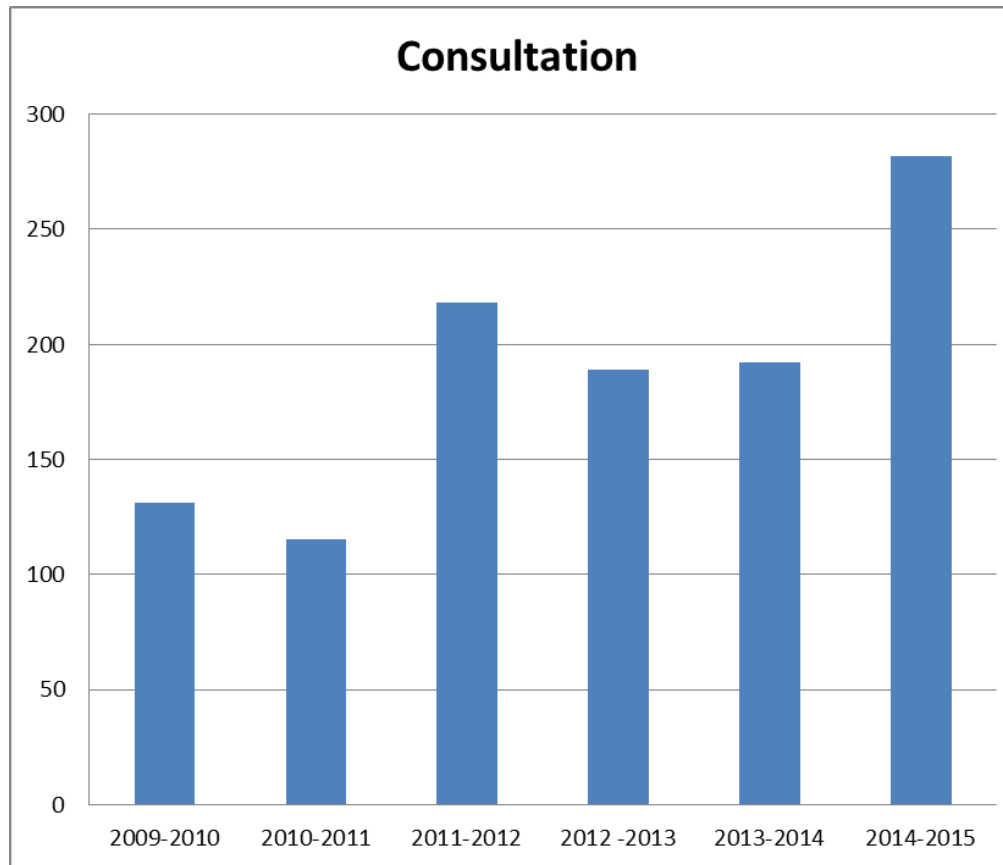
# Session limits/ Waiting lists?



Note: average wait time to intake = 5.51 days (including weekends)



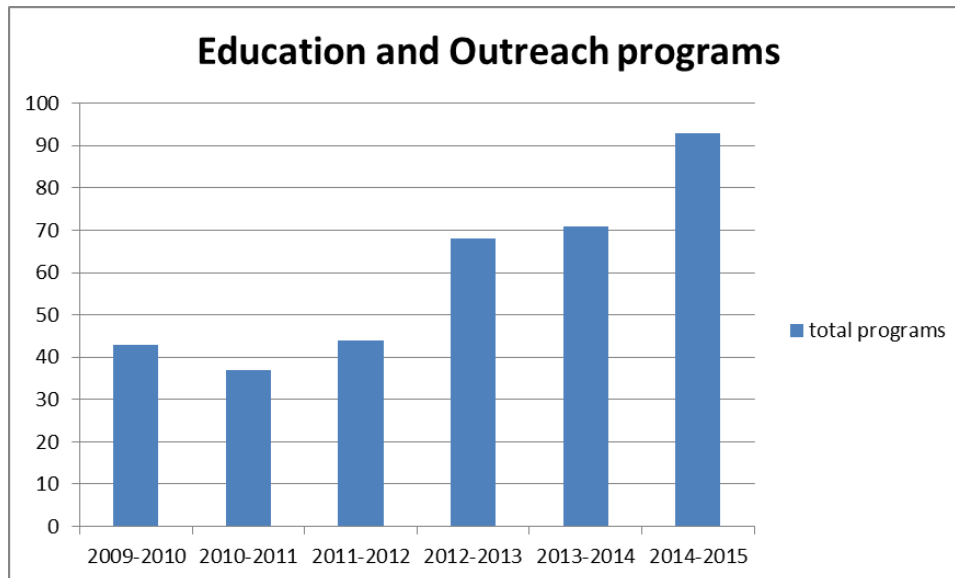
# Crisis Consultation



Consultation/ liaison delivered by SHAC staff in service to students, faculty, staff, and key administrators



# Education & Outreach



Program topics have included but are not limited to:

Date Rape Prevention Workshops

Stress Management Workshops

Orientation to SHAC services

LGBT issues

Response to Crises

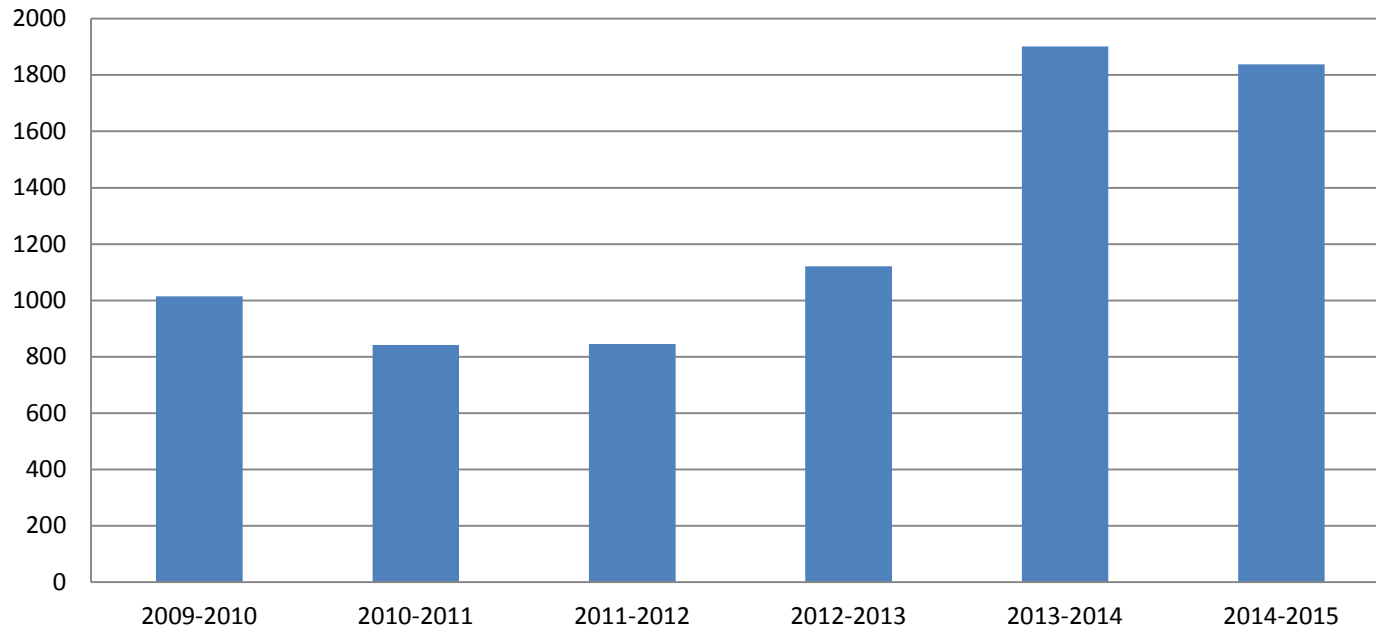
General Mental Health

Communication skills



# Outreach continued

**# People served in Preventative/ Educational programming**



# Sample Evaluation Form

**Date Rape Prevention Workshop - Student Evaluation Questionnaire**  
USciences Student Health and Counseling (SHAC)

Questionnaire results will remain anonymous, therefore your name is not required. Results will be reported in the aggregate only (responses from groups, not individuals).

1) Please circle your gender:            **Female**    **Male**    **Other** \_\_\_\_\_

2) Circle the word that best describes your upbringing regarding issues of sexuality:

Never Discussed (Conservative)	Rarely Discussed (Moderate)	Regularly Discussed (Liberal)
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3) Please circle the word that best describes your own views on issues of sexuality:

Not appropriate for public discussion (Keep it to yourself- it's private)	Makes me a little uncomfortable (Do we have to?)	No problem (Let's talk)
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4) Are you better informed about date rape as a result of attending the workshop?

No change	More confused	More informed
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What was most useful about the information provided in the workshop?

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5) How much will you act differently in sexual situations based on the workshop?

1	2	3	4	5
Not at all		Somewhat		A lot

What specifically will you do differently in sexual situations in the future:

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6) Which aspects of the workshop were most useful?

	Not useful	Somewhat useful	Very useful
Videotape	1	2	3
Group Leaders	1	2	3
Group discussion	1	2	3
Handouts	1	2	3

7) Have you attended presentations on this topic before?            Yes    No

8) Are you an NCAA Division II athlete?            Yes    No

If yes, what sport/s do you play? \_\_\_\_\_



# Date Rape Prev. Workshop Data

- Better informed: 67%
- Act Differently: 65%
- Video: 93% (somewhat to very useful)
- Discussion: 97% (somewhat to very useful)

- Top 5 most useful:

**Consent, definition, discussion, video, communication**

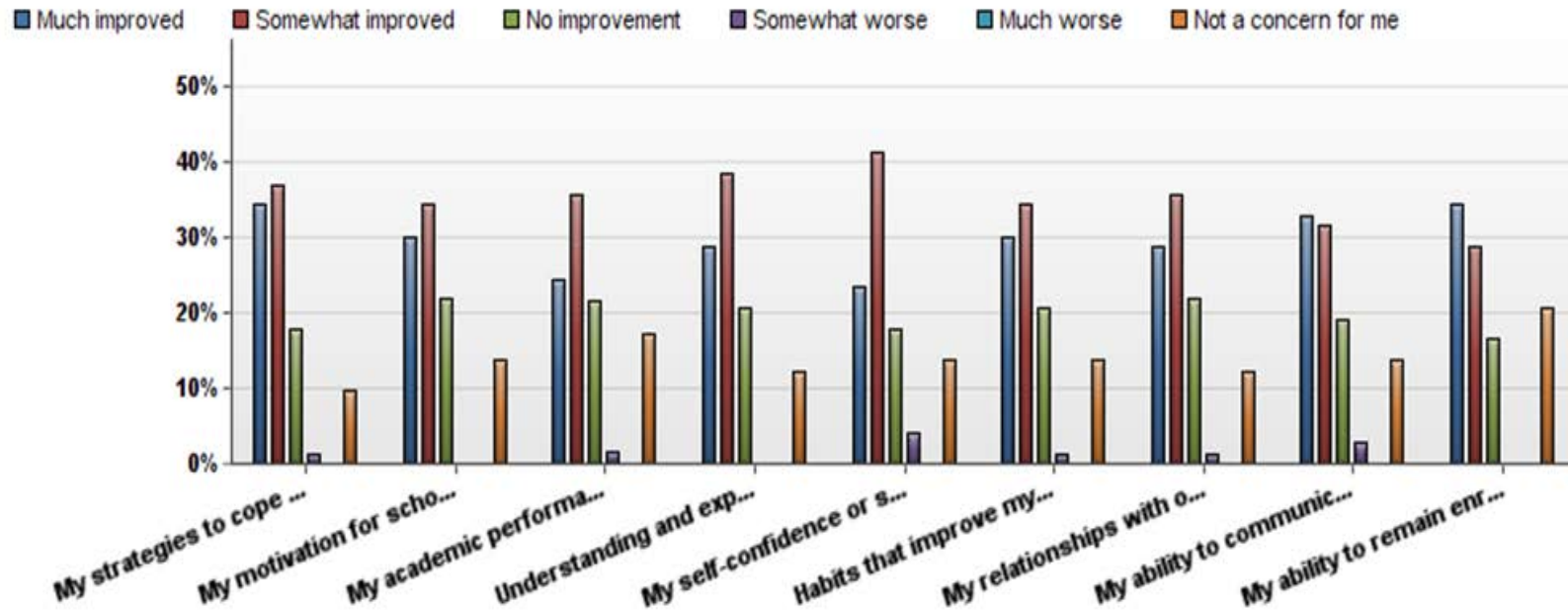
- Top 5 do different:

**Communication, consent, talk/listen, no change/nothing, careful**



# Student Satisfaction Survey (Spring 2015)

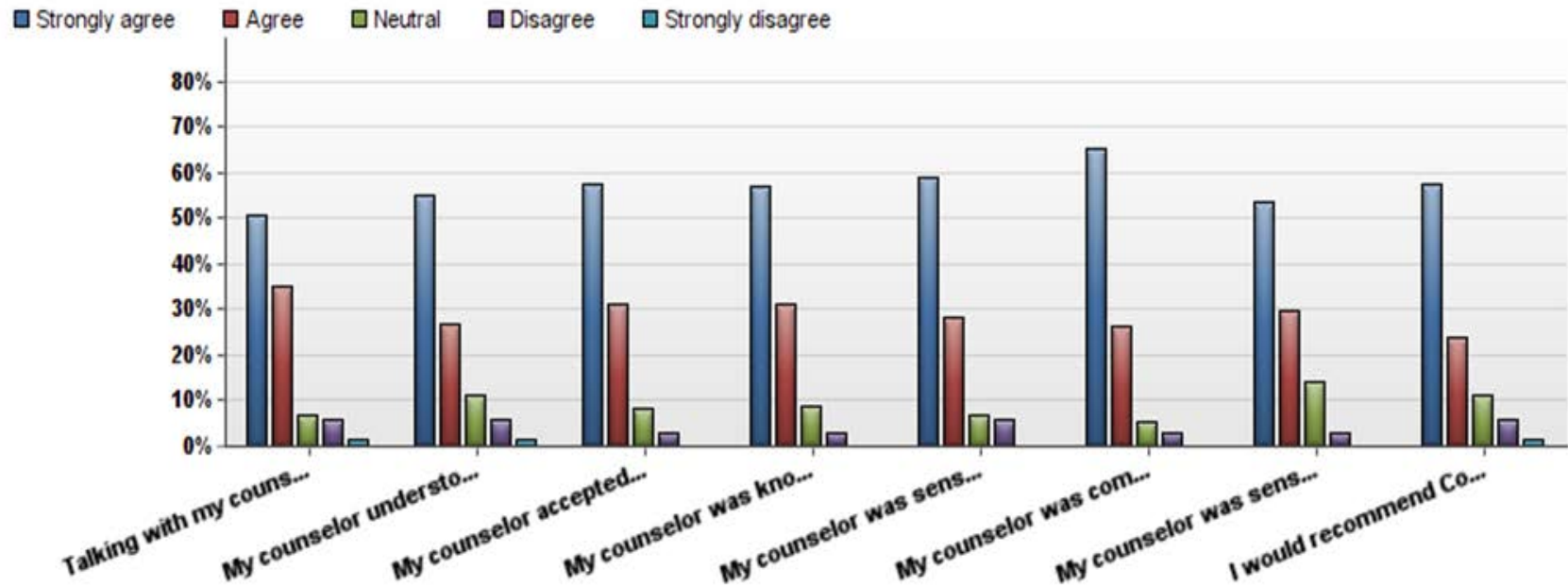
How much has working with your counselor helped you to improve...





# Student satisfaction continued

Rate your overall experience with your counselor:



# Reasons for collecting and reporting data

- Knowing who we are seeing- do we need to target specific populations that are not being served?
- Informing administrators about what we do & identifying upward trends in need of students and services provided
- Getting a sense of how our population of students compares to college students in general
- Demonstrating how much service we are providing to the community to justify the resources we have/ request more resources (i.e. staffing, salaries, support for programs, permission to form campus task force, general buy in and good will)
- Educating both trainees & the campus about the scope and reach of Counseling Center services in a higher education setting
- Complying with annual assessment reports and informing strategic planning



## Wish list/ future data:

- Quantitative numbers to show contribution of counseling to retention and student success
- Symptom reduction/ outcome data
- Explorations of difference between genders, ethnic groups, academic programs, etc.



# Discussion

- Other kinds of data that you collect and report
- Software, programs, procedures you use
- Sexy findings that have swayed your audience, garnered grants or increased funds, and brought acknowledgment of your work

