

COUNSELING SERVICES 2010-2011 END OF YEAR REPORT

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Through numerous supportive services, the Counseling Services staff strives to assist members of the OTC community with their personal issues and career decisions. These services include:

- Assessment, exploration, and researching services for those with career and college major decision-making needs
- Individual and group, mental-health counseling
- Referrals to community mental-health, social service and medical facilities
- Educational programs (both on and off campus) and campus-wide outreach events
- Crisis intervention services
- Web-based, self-help resources

Page two of this report details a summary of the number of individuals who participated in career, personal, crisis intervention and/or academic counseling services. From the data on page two along with statistics kept for our presentation services and our goals for this past year, there are three specific areas that are especially noteworthy:

1. After experiencing a 46% increase in the number of individuals participating in presentations conducted by the counseling staff in 2009/2010 (928), we maintained this high level of contact this past year as well. Presentation topics included career decision-making, recognizing/responding/reporting to the Behavioral Intervention Team, balancing work/family, personality styles, and Mental Health First Aid.
2. Our career counseling services continue to be well utilized with 471 individuals seen for the first time for one-on-one career counseling (an 8% increase from the previous year). We continue to communicate our services in multiple ways including on our Getting Started Admissions web pages, during the STAR (Student Advising and Registration Seminar) and at career information tables that we have set up around campus.
3. Compared to last year, we experienced a **21% increase in the number of individuals who participated in personal counseling and crisis intervention services**. This significant increase was largely due to our staff working more closely with the Behavioral Intervention Team (BIT). Through the efforts of the BIT, our employees and students are more comfortable at "recognizing, responding, referring and reporting" students in distress. This, in turn, allows our counselors to reach out earlier and to more students whose behaviors are of concern.

Our department is also pleased to have accomplished the following goals during the '10-'11 academic year:

4. Developed web-cam counseling services for our Education Centers. Currently, our Education Centers in Lebanon and Waynesville along with our Richwood Valley Campus all have dedicated counseling offices with web-cams available so that our staff can provide more consistent personal and career counseling services to all students, regardless of location.
5. Continued the implementation of OTC's BIT, working closely with our counseling staff to reach out to students much earlier than ever before whose concerning behaviors had been reported.
6. Actively participated in numerous OTC and community committees including the Student Grievance Committee, Community Partnership's Underage Drinking Task Force and Domestic Violence Task Force, Crisis Management Committee, Behavioral Intervention Team and BIT Advisory Committee, Employee Insurance, the MCCA Classified Staff and Student Services "Fun" Committee.
7. Trained for, developed and implemented the Mental Health First Aid initiative on the OTC campus, serving approximately 75 employees during our first year of implementation.

To further enhance the strength and breadth of OTC's Counseling Services, the following are our primary goals for '11-'12:

- Continue the development of OTC's BIT, including intentional marketing to students and continuing to offer BIT information sessions and Mental Health First Aid trainings throughout the year.
- Seek to expand our number of full-time counseling services staff by at least one for the following academic year. This additional staff will be critical to assist us not only with our significant increases in client numbers, but to also more effectively manage our large number of Behavioral Intervention Team cases.
- Expand our career counseling services to include the web-based, comprehensive career counseling assessment "FOCUS 2."
- Fully implement our contracted services with the Robert J. Murney Clinic/Forest Institute. These services include emergency psychological evaluation and consultation services for our campus community and utilizing graduate-level interns from the Forest Institute of Professional Psychology to provide supplemental counseling services on our Springfield campus.
- Work collaboratively with Disability Support Services and our Veterans Affairs staff to bring a counseling representative from the Springfield Vet Center to our campus to provide more effective and timely counseling services to our students who are veterans.
- Continue to enhance the Counseling Services portion of OTC's website to improve the breadth of services for all students, including our distance education students.

**END OF YEAR REPORT
COUNSELING SERVICES · OZARKS TECHNICAL COMMUNITY COLLEGE
2010-2011**

(Unless otherwise indicated, the number of clients indicated does not reflect students who came in more than once. The numbers indicate students seeking services for the first time.)

Counseling Services Statistics

	97-98	98-99	99-00	00-01	01-02	02-03	03-04	04-05	05-06	06-07	07-08	08-09	09-10	10-11
TOTAL FIRST TIME CLIENT CONTACTS	170	250	302	380	409	477	439	541	480	531	567	563	708	744
Academic Advising (Number <u>does not</u> include clients seen while assisting during peak registration periods)	40	50	73	70	55	52	52	27	48	32	56	58	77	54
Personal Counseling	44	65	63	71	85	115	135	182	150	164	145	132	157	186
Career Counseling	72	105	133	196	236	294	225	314	255	307	342	327	441	471
Crisis Intervention	01	02	00	00	02	01	00	02	01	02	02	09	05	10
Group Counseling	00	10	00	06	08	08	08	00	00	00	00	06	00	00
Combination of Any of the Above	10	18	33	37	23	09	19	16	26	26	22	31	28	24
Clients Seeking Any of the Above Services More Than Once	101	135	160	220	232	210	269	234	241	225	219	251	204	213
Average Number of Sessions per Client	2.4	2.4	2.3	2.1	2.1	2.1	1.9	2	2.7	2.3	1.8	2.2	1.9	2
Average Length of Each Session (includes assessment time)	1¼ hrs	1.5 hrs	1¼ hrs	1¼ hrs	1.3 hrs	1.3 hrs	1.3 hrs	1.2 hrs	1.1 hrs	1.2 hrs	2.0 hrs	1 hr	1.2 hrs	1.3 hrs
Total Number of One-On-One Client Contacts Made (New & Continuing) (Number does not include those seen for Group Counseling or Classroom Instruction)	404	599	664	823	878	978	853	1,071	1,279	1,270	1,020	1,227	1,310	1,424
Career Assessments Administered (includes assessments administered to post-secondary counseling clients as well as those administered during presentations at OTC, Forest Institute & MSU. Beginning 2010/2011, these assessments include the MBTI, STRENGTHS and STRONG)	181	323	433	576	879	1,096	1,134	1,015	1,835	1,133	1,284	1,329	827	862