

## **COUNSELING SERVICES 2011-2012 END OF YEAR REPORT**

*Joyce R. Thomas, Director, Counseling Services*

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. **The number of individuals participating in presentations doubled this year (1,000 in 2010/2011 and 2,000 in 2011/2012).** This significant increase of participants is due to a stronger effort by Counseling Services staff to present in classrooms as well as an increase in the number of BIT presentations conducted. Presentation topics included career decision-making, recognizing/responding/reporting students of concern to the Behavioral Intervention Team, balancing work/family, personality styles, building personal resilience, Mental Health First Aid and time management.
2. Our career counseling services continue to be well utilized with 395 individuals seen for the first time for one-on-one career counseling. We continue to communicate our services in multiple ways including on our Getting Started Admissions web pages, during STAR (Student Advising and Registration Seminar), at career information tables that we have set up around campus, and on our departmental webpages. **Counseling Services purchased and implemented the FOCUS 2 Career & Educational Planning System this year, which has given users 24/7 access to career assessment and researching tools. This comprehensive, on-line career decision-making system has been well-utilized in its first year, with 1,519 OTC students (prospective and enrolled) completing the FOCUS 2 assessments.**
3. **In 2010/2011, we experienced a 21% increase over the previous year in the number of individuals who participated in personal counseling and crisis intervention services. This year, the increase was 77%.** These significant increases are largely due to our staff working more closely with the Behavioral Intervention Team (BIT). Through the efforts of Counseling Services and 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 '11-'12 academic year:

1. Continued distance counseling services using phone and web-cam for our Education Center students. 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.
2. Expanded the Mental Health First Aid training by developing this initiative into a 1-credit course (PSY 295). Since March 2011, 150 employees and students have become certified in Mental Health First Aid. We have also "taken MHFA on the road," reaching hundreds in the surrounding community.
3. Expanded the National Depression Screening Day initiative by collaborating with Drury University to add a candle light vigil, suicide awareness walk and presentation for the OTC/Drury communities.

**Beginning July 1, 2012, our Career Employment Services department will take on career counseling and assessment responsibilities with prospective and enrolled OTC, post-secondary students.** Career counseling is a critical student service. With the significant increase in demand for personal counseling and crisis intervention services that Counseling Services has experienced, it makes good sense that our Career Employment Services department take on career counseling so that it (career counseling services) will have the staff support and resources that career counseling requires. Personal counseling and crisis intervention services along with preventative outreach services will remain the focus of our Counseling Services department.

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2011-2012**

(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	11-12
<b>TOTAL FIRST TIME CLIENT CONTACTS</b>	170	250	302	380	409	477	439	541	480	531	567	563	708	744	<b>799</b>
<b>Academic Advising</b> (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	<b>24</b>
<b>Personal Counseling</b>	44	65	63	71	85	115	135	182	150	164	145	132	157	186	<b>330</b>
<b>Career Counseling</b>	72	105	133	196	236	294	225	314	255	307	342	327	441	471	<b>395</b>
<b>Crisis Intervention</b>	01	02	00	00	02	01	00	02	01	02	02	09	05	10	<b>20</b>
<b>Group Counseling</b>	00	10	00	06	08	08	08	00	00	00	00	06	00	00	<b>00</b>
<b>Combination of Any of the Above</b>	10	18	33	37	23	09	19	16	26	26	22	31	28	24	<b>30</b>
<b>Clients Seeking Any of the Above Services More Than Once</b>	101	135	160	220	232	210	269	234	241	225	219	251	204	213	<b>279</b>
<b>Average Number of Sessions per Client</b>	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	<b>2.1</b>
<b>Average Length of Each Session (includes assessment time)</b>	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	<b>1¼ hrs</b>
<b>Total Number of One-On-One Client Contacts/Appointments Made (New &amp; Continuing)</b> (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	<b>1,677</b>
<b>Career Assessments Administered</b> (includes assessments administered to post-secondary counseling clients as well as those administered during presentations at OTC, Forest Institute & MSU. Beginning 2011/2012, these assessments included the MBTI, STRENGTHS and FOCUS 2)	181	323	433	576	879	1,096	1,134	1,015	1,835	1,133	1,284	1,329	827	862	<b>935</b>