

## **COUNSELING SERVICES 2013-2014 END OF YEAR REPORT**

*Joyce R. Bateman, Director, OTC Counseling Services*

The Counseling Services staff seeks to support and strengthen members of the OTC community by providing the following individualized services:

- Individual and group, mental-health counseling
- Referrals to community resources
- Educational programs (both on and off campus)
- Crisis intervention services
- Campus-wide outreach events
- Comprehensive online, self-help resources

Page two of this report details a summary of the number of individuals who participated in personal, crisis intervention and/or academic counseling services. From this data, 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. **Campus outreach events and presentations sponsored by Counseling Services increased.**

Counseling Services staff continued to focus on prevention activities by reaching larger numbers of students and employees through increased outreach events and presentations this year. These outreach activities included Stress Relief Stations, Lunch Break Seminars, Information Tables, Substance Use Awareness Activities, Mental Health First Aid trainings, National Mental Health Screening events, the Depression/Suicide walk and vigil, Faculty Development Days participation, Pet Therapy of the Ozarks days, “Pay It Forward” activities, and participation in Welcome Day, Campus Picnic, Open House, RegFest, and Veteran’s Fair events. Our presentations and outreach events took place primarily in Springfield, however, we were able to expand our time and services to Lebanon, Waynesville, Table Rock and Richwood Valley this year as well. In campus presentations alone, we served over 1,500 students and employees. This is a 31% increase from the 1,196 served in 2012-2013.

2. **Collaboration with OTC’s Behavioral Intervention Team continued to increase.**

Counseling staff worked closely again this year with the Behavioral Intervention Team (BIT). Through the efforts of Counseling Services and the BIT, our employees and students continued to increase their comfort in “recognizing, responding, referring and reporting” students in distress. This, in turn, allowed our counselors to reach out earlier to students whose behaviors were of concern.

3. **The total number of individual appointments for personal, mental health counseling and educational advisement stayed about the same as the number seen last year (1,190 one-on-one client appointments made in 2013-2014 and 1,196 in 2012-2013).**

Counseling staff continued to expand electronic, distance counseling services (phone, webcam, website, and email), presentation offerings, and outreach events; all of which allowed us to serve more students and employees. We anticipate the number of individual appointments will continue to stay fairly consistent each year as we focus our efforts on reaching more members of our campus community with our proactive, prevention outreach activities.

In 2014-2015, Counseling staff will continue to expand prevention activities to students and employees. These activities will include those conducted in 2013-2014. In addition, the department will be expanding campus-wide drug abuse prevention activities, relationship violence awareness activities, and will host a mental-health resource fair. We also look forward to continuing our regular presence in classrooms (conducting mental-health and academic success presentations) and at employee professional development activities.

**END OF YEAR REPORT  
COUNSELING SERVICES · OZARKS TECHNICAL COMMUNITY COLLEGE  
2013-2014**

(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	12-13	13-14
<b>TOTAL FIRST TIME CLIENT CONTACTS</b>	170	250	302	380	409	477	439	541	480	531	567	563	708	744	799	408	<b>345</b>
<b>Educational Counseling</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	24	18	<b>12</b>
<b>Personal Counseling</b> <i>(beginning '12-'13, includes crisis intervention sessions)</i>	44	65	63	71	85	115	135	182	150	164	145	132	157	186	330	375	<b>329</b>
<b>Career Counseling</b> <i>(beginning '12-'13, Counseling Services is no longer responsible for Career Counseling Services)</i>	72	105	133	196	236	294	225	314	255	307	342	327	441	471	395	0	<b>0</b>
<b>Crisis Intervention</b> <i>(beginning '12-'13, crisis int. sessions are included under Personal Counseling)</i>	01	02	00	00	02	01	00	02	01	02	02	09	05	10	20	0	<b>0</b>
<b>Group Counseling</b>	00	10	00	06	08	08	08	00	00	00	00	06	00	00	00	0	<b>0</b>
<b>OTHER or Combination of Any of the Above</b> <i>(beginning '12-'13, includes clients seen for financial aid advising, general OTC info, career guidance or any combination thereof)</i>	10	18	33	37	23	09	19	16	26	26	22	31	28	24	30	15	<b>4</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	279	180	<b>179</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	2.1	3	<b>3.5</b>
<b>Average Length of Each Session (includes assessment time)</b>	1½ hrs	1.5 hrs	1 ¼ hrs	1 ¼ 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	1 ¼ hrs	1 hr	<b>1 hr</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	1,677	1,196	<b>1,190</b>
<b>Career Assessments Administered</b> <i>(beginning '12-'13, Counseling Services is no longer responsible for Career Counseling and therefore, no career assessments administered)</i>	181	323	433	576	879	1,096	1,134	1,015	1,835	1,133	1,284	1,329	827	862	935	0	<b>0</b>