

**NC STATE**

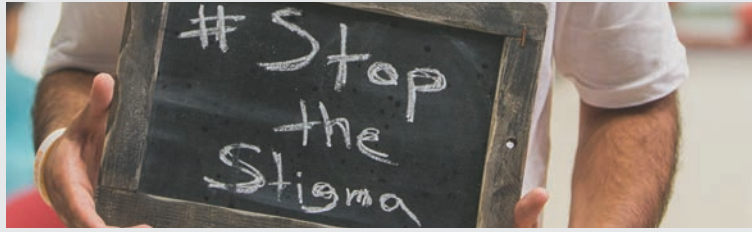


# Counseling Center

Annual Report 2018-2019

# 04

Major Initiatives



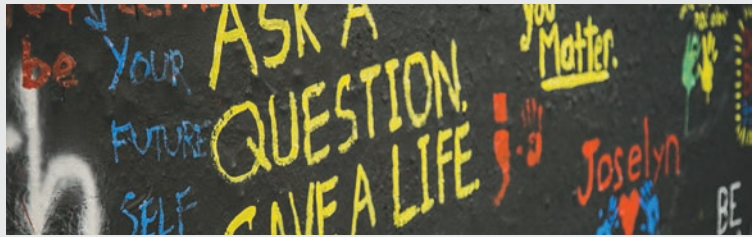
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## From the Executive Director



The Counseling Center at NC State believes that a healthy emotional life is the foundation for personal, academic, and professional success. Honoring individual differences, core human values, and the complexities of collegiate life, our counselors use compassionate, professional interactions to support emotional balance while encouraging students to reach their potential.

Our mission is realized through the delivery of comprehensive services, such as:

- Brief individual, group, and couples counseling
- Psychiatric evaluation and treatment
- 24-hour crisis response
- Campus and community referrals
- Faculty, staff, and student consultation
- Mental health educational programming

As you review our annual report for the 2018-2019 academic year, you will notice our emphasis on promoting the success of the whole student through a variety of prevention and treatment modalities. One constant through the years has been an increase in demand for mental health services. This is not unique to NC State. It is important to note that mental health demand is increasing nationally- more students are coming to campus with needs as well as a willingness to reach out and get help. We are rising to meet that demand and developing creative solutions on an individual and community level. The center is committed to strong campus partnerships, engaging students throughout campus and breaking down barriers of access.

College transitions can be stressful. The staff at the Counseling Center are highly qualified professionals who care deeply about the success of NC State students. I am proud of the work we do and proud to be a part of the Wolfpack community that supports all of us who are vulnerable and all of us who are growing. It has been a busy year! Enjoy learning a little more about what we do.

Sincerely,

Monica Z. Osburn, PhD, LPCS

# Major Initiatives

## Meeting Students Where They Are

A key initiative this year was the expansion of a satellite office on the Centennial Campus in an effort to make counseling services more available to students who find it a challenge to come to the Main Campus. Counseling Center staff expanded to 8 offices located in Research Building 2 on Centennial Campus. Counselors had 2,607 attended appointments at the Centennial location. This was an increase of 48.5% from last year and represents 6.6% of total appointments provided by the Counseling Center.

## Growing Extraordinary Staff

The Association of College Counseling Center Directors recognized Executive Director Monica Osburn with the Lifetime Achievement Award. This award honors members who embody the highest level of excellence in the support of campus mental health and recognizes the decades of service Monica provided at NC State and on a national level.

Associate Director Richard Tyler-Walker took on a leadership role as the president-elect of the American College Counseling Association. His role as President began July 1, 2019 and demonstrates the support provided by the Division of Academic and Student Affairs and the Counseling Center to the professional growth of staff.

Michelle Joshua, Counseling Center Staff Member and Director of Sport Psychology within NC State University Athletics served as Sport Psychologist for the U.S. Soccer Women's National Team. Her role with the defending World Cup champion team began in Summer 2018 and will continue as they work towards qualifying for the 2019 World Cup Tournament in France.

On behalf of the student body, Student Government awarded Angel Bowers, Associate Director of Outreach and Prevention Services with the Jenny Chang Award for Outstanding Student Service. This award is bestowed annually to one university faculty or staff member who has "demonstrated exceptional service to the Student Body, above and beyond the expectations of the Student Body and the Student Government."

## Building a Healthy Community

The Counseling Center provided 944 hours of continuing education to staff and members of the local therapeutic community. Multicultural principles were incorporated in all training and monthly multicultural conversations were scheduled to build upon the knowledge to support the provision of multiculturally affirming services within the Counseling Center.

## Creatively Meeting Demand

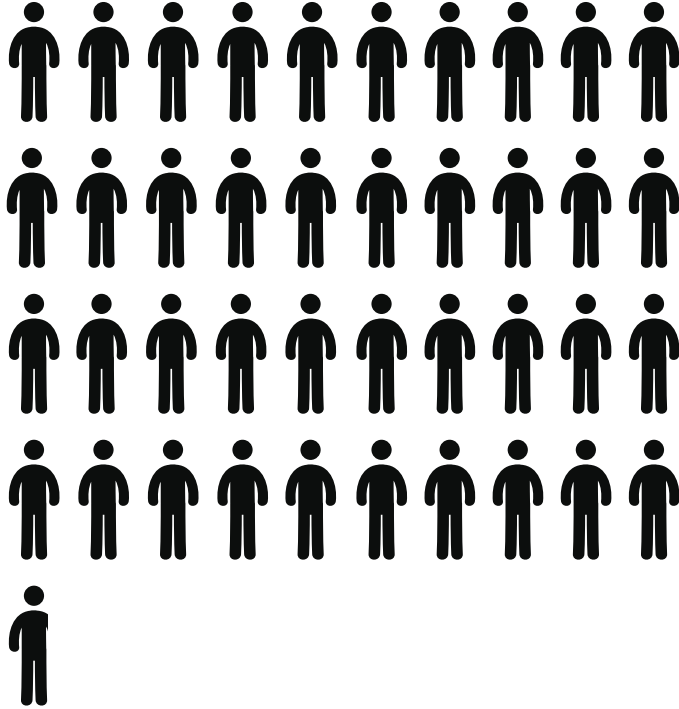
The Counseling Center began to pilot evidence-based group workshops this year as a creative way to meet demand. The three workshops piloted this year were Anxiety Toolbox (psychoeducation and skills for managing anxiety), Getting Unstuck (psychoeducation and skills for managing depression), and RIO (psychoeducation for use of therapy and distress tolerance skills). In total, the Counseling Center offered 210 group workshop sessions providing 789 students contacts.

## Training Excellence

The Training Program at the Counseling Center expanded to provide quality services while minimizing expense, and to sustain the professions it represents. Two one-year Post-Doctoral Psychology Fellows were added to 4 Doctoral Psychology Interns, 6 Post-Masters Fellows, 7 Psychiatry Residents, as well as continued training at the Masters level with 6 Masters Interns and 5 Practicum Trainees. In total, trainees provided 11,902 individual and group appointments to students under supervision of Senior Staff. The Training Program provides valuable experience to graduate students from the Counselor Education Program and Social Work Department at NC State and from graduate programs around the country as well as psychiatry residents come from UNC-Chapel Hill's medical school.



## Services Provided



# 40,734

Appointments, including:

- Intakes
- Follow-up sessions
- Case management
- Academic support
- Triage

 = 1,000

# 1,177

Group Sessions

# 4,879

Group Contacts

# 3,732

Psychiatric  
Appointments

# 1,266

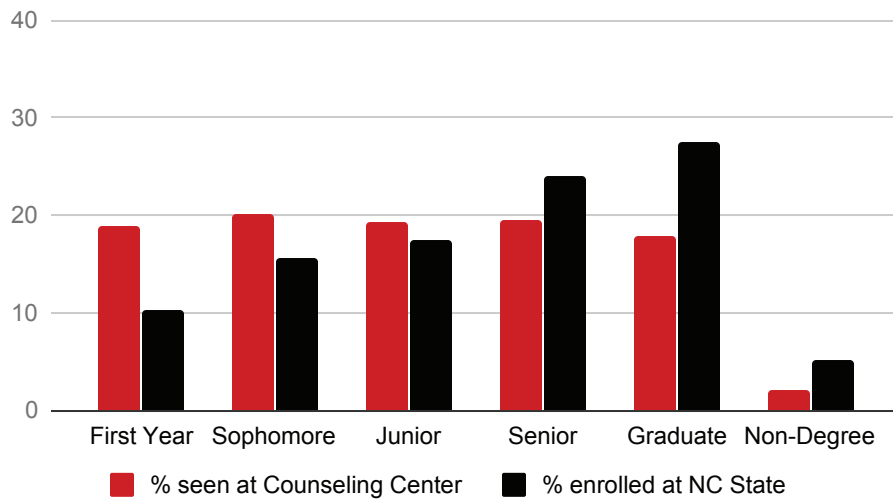
Outreach Programs

# Who Seeks Services?

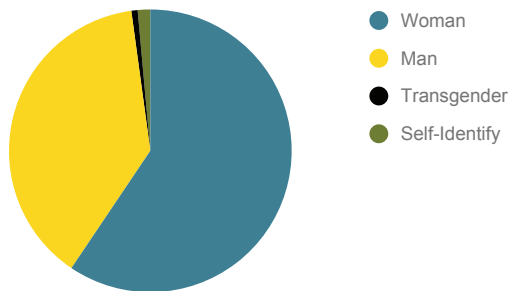
# 5,980

Unique Students

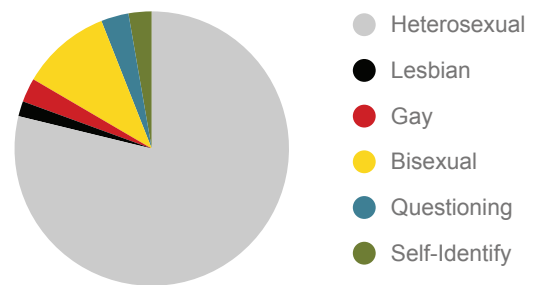
### Counseling Center Utilization by Academic Class



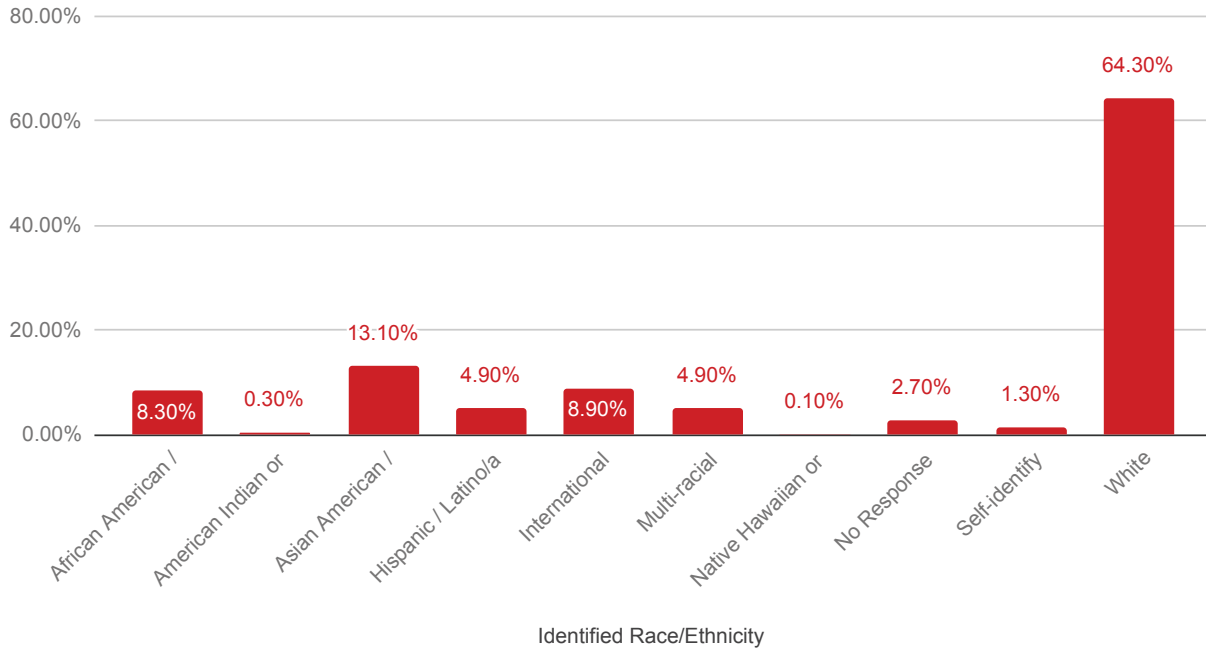
### Gender Identity of Students Seeking



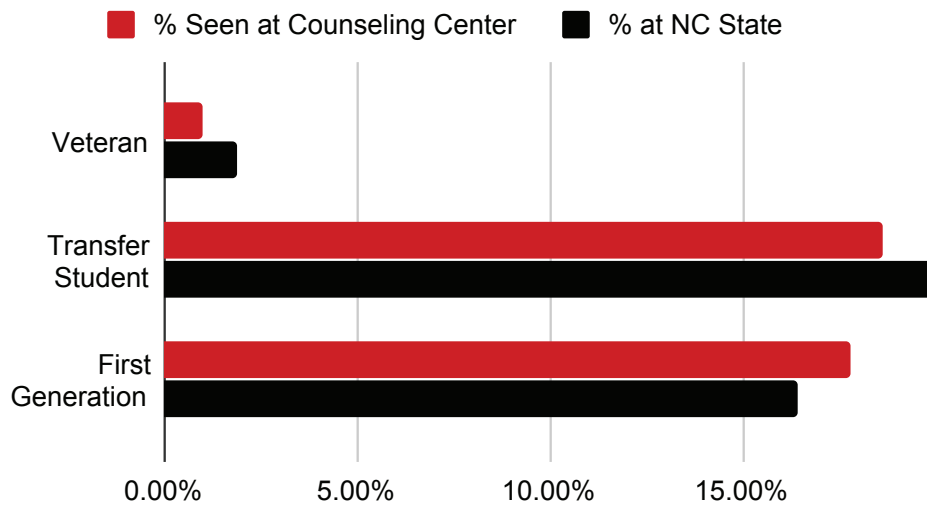
### Sexual Orientation of Students



### Counseling Center Utilization by Identified Race/Ethnicity



### Utilization by Additional Student Status



# Addressing Diverse Needs

The Counseling Center endeavors to meet the needs of all members of the campus community, with special attention to groups that are emotionally and psychologically impacted by marginalization and discrimination. Additionally, we maintain a strong effort to support populations who have not traditionally accessed counseling services at the university. Marketing and outreach, informed by assessment data, have been used to support utilization that better matches the university population as a whole.

## Answering to Diverse Student Needs

The Counseling Center has responded to demand by providing walk-in services at the following locations.

<b>Student Center</b>	<b># of Student Contacts</b>
African American Cultural Center	1,030
GLBT Center	815
Hillel Center	203
Intensive English Program	550
Military and Veterans Resource Center	219
Multicultural Student Affairs	358
Office of International Studies	357
Women's Center	605

## Meeting Students Where They Are

The Counseling Center created connections and offered services at two new sites in 2018-2019 (IEP and the Hillel). By meeting students in their communities with walk-in consultation and counseling services, the Counseling Center reduces barriers and responds to student needs. These services are heavily utilized. Sometimes the purpose is to direct students in need to the Counseling Center, but often they are addressed through walk-in services before they escalate and require more clinical attention.

## Making a Lasting Difference

The Counseling Center hosted the Multicultural Mental Health Student Art Show. Students contributed 36 pieces of original artwork for the show, of which 32 were gifted the Counseling Center to establish a permanent collection. 31 attendees from the NC State Community attended the show and discussed the intersection of art, culture, and mental health.

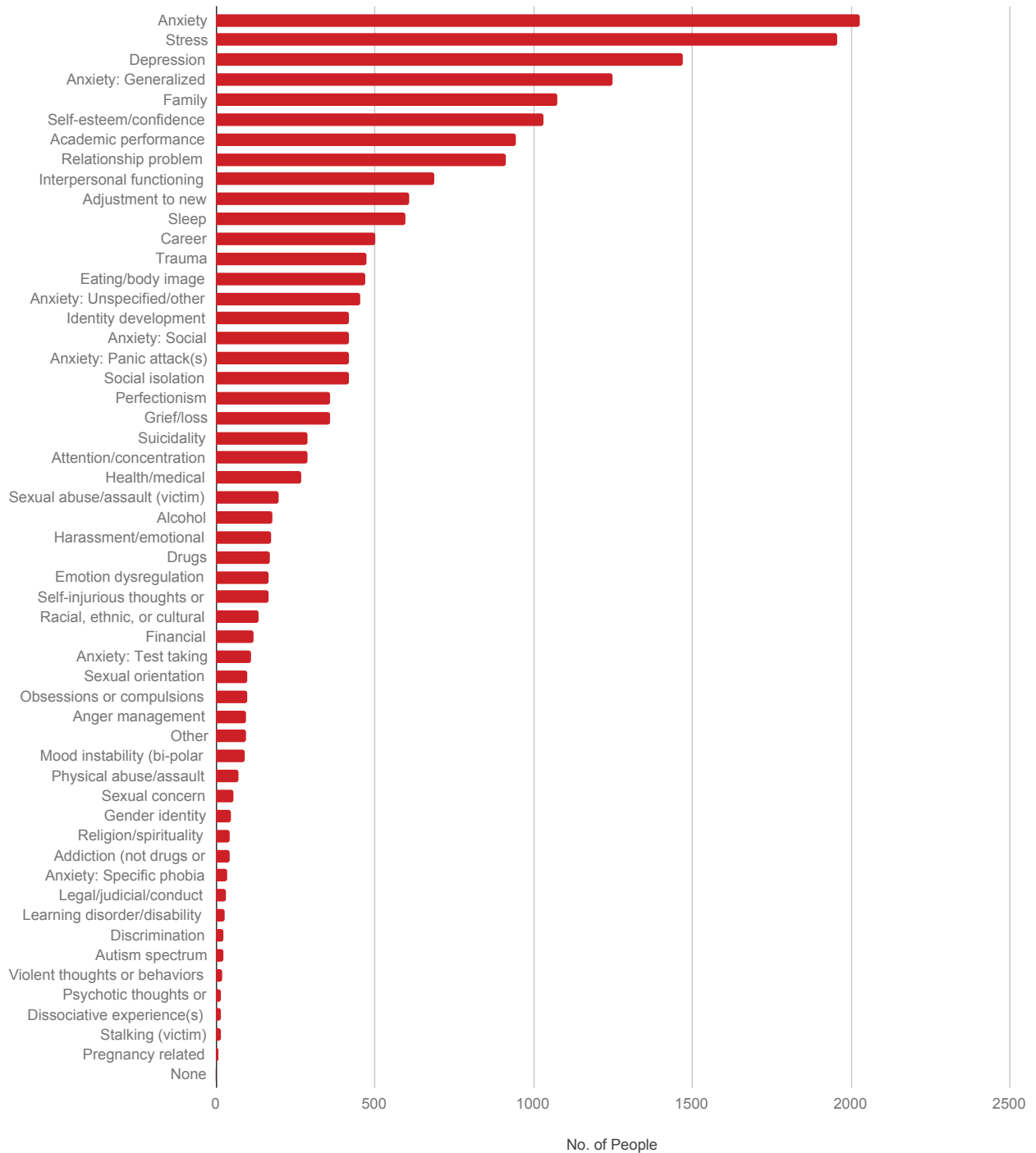
## Reaching All Students

All major demographic groups utilized services from the Counseling Center in 2018-2019. In terms of gender expression, women continue to utilize services at a higher rate than men, and men's utilization dropped to 37.5% this year from 38.6% last year. Continued support and resources have been devoted to the Men of Color group to ensure that men of color feel comfortable accessing services at the Counseling Center.



# Addressing the Issues

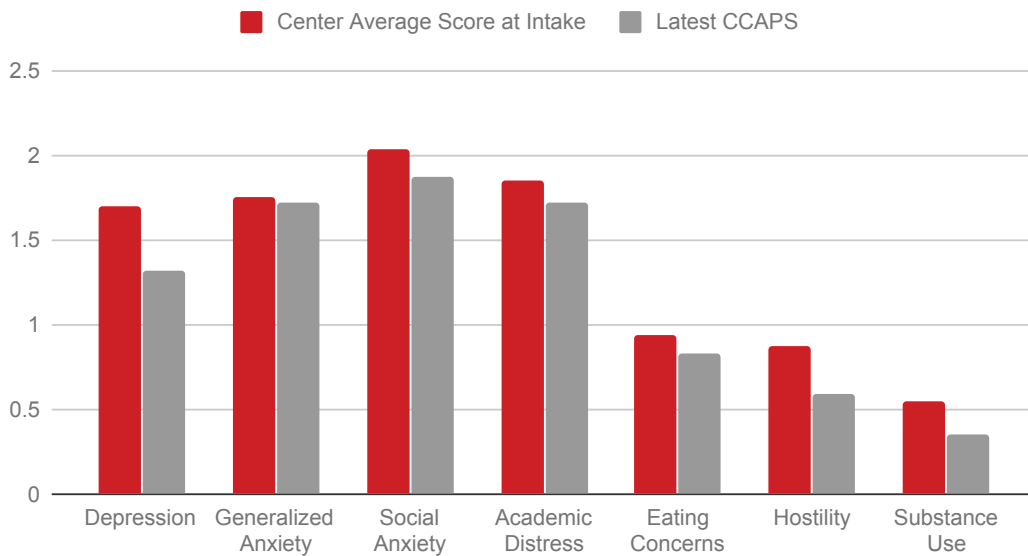
Client Concerns Identified at Intake



# NC State vs. National Data

Through participation in the Center for Collegiate Mental Health (CCMH) research network, the Counseling Center has access to data that provides a broader context. Students at the NC State Counseling Center complete the CCAPS (Counseling Center Assessment of Psychological Symptoms) at intake. The CCAPS is administered as well as by students seeking services at more than 350 counseling centers across the country. The following graph and table illustrate the average scores at intake for NC State students in comparison to national averages. Questions are asked on a Likert scale with “0” indicating “not at all like me” through “4” indicating “extremely like me.” Averages are calculated for each of the 8 domains listed below based on the questions that fit within that diagnostic category.

Center Average Score at Intake and Latest CCAPS

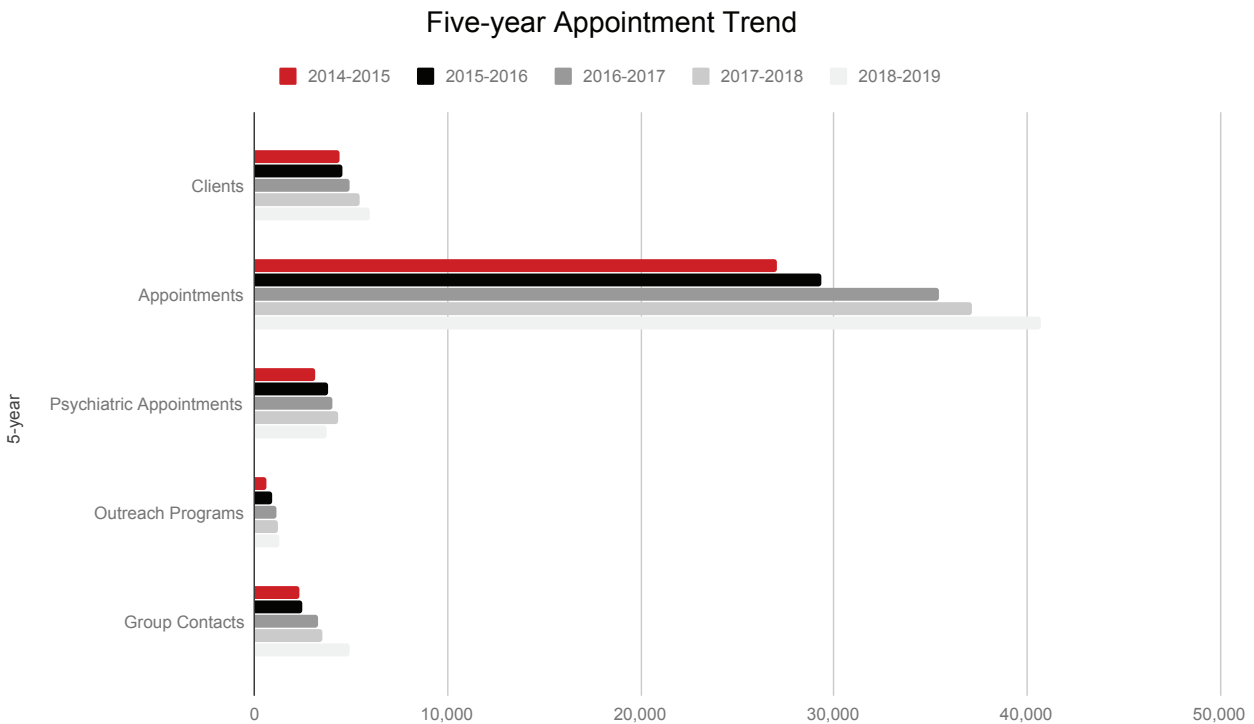


Subscales	Center Avg. Score	National Avg. Score
Depression	1.70	1.68
Generalized anxiety	1.75	1.72
Social anxiety	2.14	1.91
Academic distress	1.85	1.88
Eating concerns	0.94	1.01
Family distress	1.24	1.31
Hostility	0.87	0.74
Substance use	0.55	0.74

*These statistics show that clients presenting at the Counseling Center indicate experiencing somewhat higher levels of distress related to depression and anxiety but are slightly lower in other domains relative to college students across the country.*

# Addressing Service Provision

5-year trends indicate consistent growth in service demand and provision across most of the major service areas. Number of outreach contacts decreased since last year, though number of outreach programs continued to increase. The following graph demonstrates this growth:



## Methods to Address Growth

As a result of increasing demand, the Counseling Center is developing and using creative solutions to increase service provision.

### Groups



*The number of group contacts at the NC State Counseling Center increased 44.5% from the 2017-2018 to the 2018-2019 academic year.*

### Trainees



*The Counseling Center provided supervision to 30 trainees in 2018-19. See Professional Development for additional information.*

### MHA Program



*Mental Health Ambassadors are peer educators who promote awareness of mental health issues and help students develop coping skills. See next page for additional information.*

# Addressing Service Provision

## Specialized Services: Ensuring High Quality Care for Vulnerable Populations

Through treatment teams, the Counseling Center brought innovative interventions and expertise to students.

- The Addictive Behaviors Treatment Team provided 530 group and individual appointments using evidence based approaches to address alcohol and drugs, as well as behavioral addictions (gambling, gaming, pornography, etc.). 46 students also attended groups focused on support, education and reduction of harmful behaviors.
- The Eating Disorder Treatment Team worked collaboratively across campus with partners in Student Health Services, University Recreation and Wellness and NC State Cares to provide critical interventions to students. Additionally, outreach connected with Fraternity and Sorority Life, University Housing and the Women's Center in campus-wide events focused on prevention.
- The Interpersonal Violence Treatment Team created a manual for Counseling Center staff detailing a team-based approach to meeting the medical, psychological and practical needs of sexual assault survivors. The team also emphasized the importance of community support and treatment connecting with the Chrysalis Network to bring the Solving the Campus Sexual Assault and Dating Violence Puzzle Conference to NC State for the 3rd year.

## Mental Health Ambassadors: Effecting Change on Campus

The Counseling Center trained 33 NC State Mental Health Ambassadors. All MHAs completed a 12-hour training to become Certified Peer Educators (CPE) and all passed the certification exam on the first attempt. MHAs were trained in and offered standardized programs on the following topics:

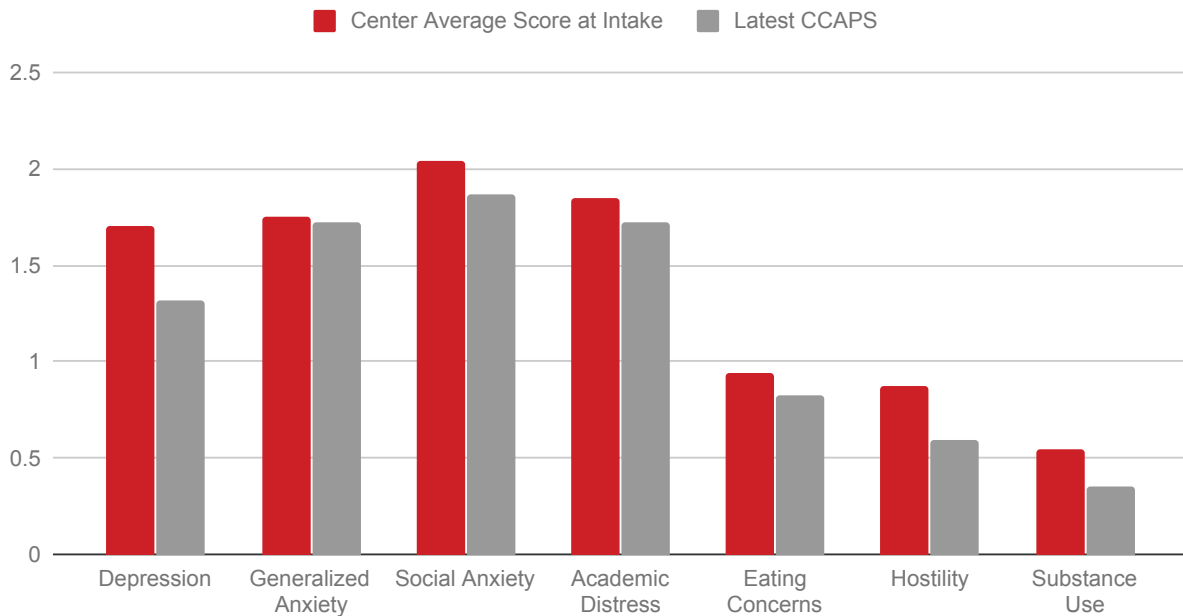
- Introduction to the Counseling Center and how to refer a friend
- Stress Management
- Time Management and Study Skills
- Healthy Relationships
- Diversity and Multicultural Awareness
- Anxiety and Depression Reduction strategies
- Conflict Resolution and Healthy Communication
- Assist with QPR (Question, Persuade and Refer) Suicide Prevention Program

*33 MHAs presented 73 programs, including partnerships with the African American Cultural Center, Multicultural Student Affairs, University Activities Board, and Wellness and Recreation.*

# Outcome Data

The following graph illustrates change of average raw score from the first appointment to the most recent administration of the CCAPS for students seen at least 3 times. Raw score averages are calculated for each of the 7 domains listed below based on the Likert Scale averages (“0” indicating “not at all like me” through “4” indicating “extremely like me”).

## Center Average Score at Intake and Latest CCAPS



The NC State Counseling Center participates in the data set confirming the value of mental health treatment on campus. The table below demonstrates the difference between improvement at NC State and the average improvement at college counseling centers around the country. For example, NC State affects change in depressive symptoms better than 52.5 percent of university counseling centers.

Subscales	Center Percentile Score
Depression	52.5%
Generalized Anxiety	59.2%
Social Anxiety	43.8%
Academic Distress	40.1%
Eating Concerns	52.7%
Hostility	62.0%
Substance Use	74.0%
Distress Index	45.3%

# Student Satisfaction

The Counseling Center administers two Services Evaluation Survey to clients in an effort to gather direct feedback. All students who attended appointments from October 15 - October 26, 2018 and April 1- April 12, 2019 were sent an email with a link to the survey. Emails were sent to 3,022 students and 1076 responded- a response rate of 35.6%. Students were asked to evaluate services on a scale from 1 to 5, where 1 is not-at-all satisfied and 5 is extremely satisfied. Survey results are included in the following tables.

## Results for Individual Counseling

<b>Item Measured</b>	<b>Avg. Score 18-19</b>	<b>Avg. Score 17-18</b>	<b>% Change</b>
Overall satisfaction w/ counseling	4.58	4.57	+0.2
Felt understood	4.64	4.59	+1.1
Felt identity was understood	4.66	4.63	+0.7
Helped clarify concerns	4.45	4.49	-0.9
Developed coping skills	4.39	4.37	+0.5
Helped w/ academics	4.25	4.23	+0.5
Seen in timely manner	4.42	4.42	+0.0
Seen as often as desired	4.07	4.04	+0.7
Relationship w/ counselor was meaningful	4.34	4.29	+1.2
Counseling helped with concerns	4.06	4.05	+0.3

## Results for Group Counseling

<b>Item Measured</b>	<b>Avg. Score 18-19</b>	<b>Avg. Score 17-18</b>	<b>% Change</b>
Overall, I am satisfied w/ my group counseling experience	4.51	4.7	-4.0
What I learned in group enhanced my ability to function personally and socially	4.42	4.3	+2.8
What I learned in group enhanced my ability to function academically at NC State	3.89	4.0	-2.7
Group helped me improve my ability to communicate and interact w/ others	4.41	4.3	+2.6
Being in a group w/ others who share similar concerns was helpful	4.74	4.8	-1.2
I would recommend group counseling to a friend	4.60	4.7	-2.1



## Outreach

1,266 Outreach Programs with 42,042 Contacts

Item Measured	Avg. Score (1-5) 18-19	Avg. Score (1-5) 17-18
I learned a new skill/concept that will benefit my emotional well-being	4.29	4.26
The presenter was knowledgeable of content area covered	4.74	4.77
The program increased my awareness of Counseling Center services	4.47	4.52

### What they're saying

*"I learned how I can face a challenging situation with support in a foreign country."*

*"Learn easy strategies to deal with stress."*

*"I learned a new perspective on my own perfectionism."*

*"Self-compassion!"*

*"That I'm not alone and I'm not the only one struggling."*

*"How to breathe!"*



### Question, Persuade, and Refer

Question, Persuade, and Refer (QPR) training, a community based, nationally recognized, and empirically grounded suicide prevention program for students, faculty, and staff. 1,761 students, faculty and staff were trained as QPR Gatekeepers. This important initiative was made possible in large part due to grant funding and individual donations made to the Counseling Center.

# Professional Development

## Ensuring Quality and Cultivating Growth Among Clinical Staff

The Counseling Center provided 944 hours of APA and NBCC approved continuing education to staff and members of the local community:

- “The Ethics of Cross-Cultural Counseling and Supervision”
- “Mindfulness and Meditative Practices for Mental Health Practitioners”
- “Treating Eating Disorders: A Short Term Model”
- “Deepening Cultural Humility in Clinical Care: Implications for University Counseling Centers”
- “Understanding the Impact of Cultural Trauma, Racial Fatigue and Stress When Working with African American Male College Students at Predominantly White Institutions”
- “Clinical Considerations When Working with Chinese International Students”
- “Spirituality in the Therapeutic Setting: Navigating Spirituality with Clients”



## Multicultural Committee Discussions

Beyond formal continuing education workshops, the Multicultural Committee organized a series of monthly discussions on the following topics: identity, working with multicultural students, roles and hierarchy in the Counseling Center, power and privilege, UNC System diversity initiatives, gender identity, family identity, and identity based on discipline. These discussions were given priority and attendance was required as part of staff meetings. These discussions provided a guiding theme for the center and for staff self-reflection and growth.

## Training Program

Through the expansion of the training program, trainees in counseling, psychiatry, psychology and social work were able to provide services to 2,488 students under the supervision of licensed senior staff.

	2018-2019
Masters-level intern: Number of appointments (4 in cohort)	2,269
Masters-level intern: Number of students seen	478
Post-masters fellow: Number of appointments (6 in cohort)	5,291
Post-masters fellow: Number of students seen	1,396
Doctoral psychology intern: Number of appointments (4 in cohort)	2,796
Doctoral psychology intern: Number of students seen	759
Practicum level trainees: Number of appointments (4 in cohort)	443
Practicum level trainees: Number of students seen	81
<b>Total appointments by trainees</b>	<b>10,799</b>

## Staff

Elise Anderson	Post-Masters Fellow
Matt Bishop	Masters Level Intern
Angel Bowers	Associate Director, Counseling and Prevention Services
Joseph Burke	Licensed Clinical Social Worker
Chris Carden	Assistant Director of Doctoral Psychology Training and Licensed Psychologist
Laura Castro	Licensed Clinical Social Worker
Mala Chintalapudi	Practicum Intern
Dianne Chiogna	Office Assistant
Jackson Chiu	Psychiatrist
Galana Chookolingo	Licensed Psychologist
Marina Cline	Licensed Professional Counselor
Oliva Gabriela	Licensed Psychologist
Jennifer Glassmire-Policari	Licensed Psychologist
Beth Glueck Triage	Counselor and Licensed Professional Counselor
Daniel Goldberg	Academic Specialist and Licensed Professional Counselor
Daniel Goldstein	Licensed Clinical Social Worker
Kelly Gould	Triage Counselor and Licensed Professional Counselor
Lynn Gupton	Case Manager and Licensed Professional Counselor
Eileen Haase	Licensed Professional Counselor
Hillary Halpern	Doctoral Psychology Intern
Brooke Harris	Post-Masters Fellow
Kate Hibbard-Gibbons	Doctoral Psychology Intern
Bradford Hill	Licensed Professional Counselor
Jacqueline Holmes	Office Assistant
Olga Iefremova-Carson	Triage Counselor and Licensed Professional Counselor
Alli Irving	Interim Assistant Director for Clinical Services
Lari Jackson	Associate Director of Clinical Services and Licensed Psychologist
Rose Jerome	Licensed Professional Counselor
Will Jordan	Masters Level Intern
Michelle Joshua	Sport Psychologist and Licensed Psychologist
Yuka Kato	Licensed Psychologist
Robin Kohli	Psychiatrist
Vivian Lee	Office Assistant
Samantha Lohorn	Graduate Assistant
Meagan MacLellan	Masters Level Intern
Ronni Margolin	Licensed Psychologist
Callie Martell Podraza	Practicum Intern
Noah Martinson	Interim Assistant Director of Post Masters Fellow Training
Kelly McConkey	Licensed Professional Counselor
Krystal Meares	Licensed Psychologist and Outreach Coordinator
Keino Miller	Doctoral Psychology Intern
Lydia Miller-Anderson	Psychiatrist
Bredell Moody	Graduate Assistant

## Staff (cont.)

Ashley Nash	Graduate Assistant
Kim Nguyen-Dinh	Addiction Specialist and Licensed Professional Counselor
George Nichols	Licensed Psychologist
Carley Niland	Post-Masters Fellow
Mary Njaramba	Licensed Professional Counselor
Dara O'Sullivan	Addictive Behaviors Coordinator and Licensed Clinical Social Worker
Monica Osburn	Executive Director and Licensed Professional Counselor
Jeffrey Parks	Psychiatrist
Jasmine Peters	Post-Masters Fellow
Elizabeth Robinette	Licensed Professional Counselor
Heather Rogers	Psychiatrist
Tammy Rose	Masters Intern Training Coordinator and Licensed Professional Counselor
Stephanie Rubain	Assistant Director and Licensed Professional Counselor
Liza Sagor Licensed	Clinical Social Worker
Sasha Saxena Licensed	Psychologist
Rebecca Schwartz	Eating Disorder Coordinator and Licensed Psychologist
Deborah Sheehan	Office Manager
Barbara Sheppard	Office Assistant
Alex Thompson	Doctoral Psychology Intern
Richard Tyler-Walker	Associate Director and Licensed Professional Counselor
Courtney Wade	Masters Level Intern
Bridget Wolfe	Behavioral Health Consultant
Brittany Woolford	Doctoral Psychology Intern
Tina Yang	Triage Counselor and Licensed Clinical Social Worker
Tracy Yang	Doctoral Psychology Intern
Melissa Yarborough	Interpersonal Violence Coordinator and Licensed Psychologist
Shantoneeka Zorn	Practicum Intern

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**NC STATE**  
Academic and  
Student Affairs