



ILLINOIS

Counseling Center

STUDENT AFFAIRS

2018-19 Annual Report

Message from the Director



The 2018-2019 academic year was another great one for the Counseling Center! We were thrilled to welcome several new clinicians with a wide variety of talents and skills who joined our veteran staff to uphold the Student Affairs mission of transforming student lives and empowering them to achieve their greatest potential in their personal and academic development.

We continue to focus our efforts on strengthening our comprehensive model to counseling by providing the most effective and innovative services in terms of our clinical practice, outreach and prevention efforts, crisis management, and training/educational programming.

Over the past five years, demand for our clinical services has increased approximately 30 percent, and this past academic year was another near record-breaking one for the Counseling Center. In addition to our scheduled clinical appointments, we responded to 456 emergency assessments. The number of students coming to the Counseling Center for these unscheduled, crisis appointments has increased approximately 70 percent over the past five years. Overall data shows that Illinois students are presenting at an increased rate and with more serious and complex mental health issues. We expect this trend to continue and are determining the best methods to ensure students are able to access services quickly when their need is the greatest.

This year, we introduced embedded clinicians within the Colleges of Engineering and Liberal Arts and Sciences. These clinicians have offices in and work exclusively with students and faculty/staff from the college they've been assigned. The goal is to support students and offer multiple access points to counseling services. Early feedback about the embedded model is positive, and we for the 2019-2020 year, we will be adding embedded counselors in the Division of General Studies and College of Business.

Another highlight from this year was that we successfully completed an intensive self-study and site visit to receive re-accreditation as a doctoral training site for the American Psychological Association's health services internship program. We received accreditation for a period of 10 years, and site visitors indicated that we are meeting the standards for re-accreditation and are excelling at educating trainees about diversity and outreach and prevention.

As we look ahead to 2019-2020 and beyond, we are excited to expand our embedded counselor model, investigate new technology that will allow our center to be more efficient, and further growing our outreach and prevention offerings. With everything we do, our continued focus on student wellness will guide our efforts.

Sincerely,

A handwritten signature in black ink that reads "Carla J. McCowan". The signature is written in a cursive, flowing style.

Carla J. McCowan, Ph.D.
Counseling Center Director

Mission, Vision, and Values



Counseling Center staff discuss our services with students at International Student Check-In.

Our Mission

The Counseling Center is committed to providing a broad range of high quality, innovative, and ethical services that address the psychological, educational, social, and developmental needs of University of Illinois at Urbana-Champaign students. We also actively contribute to the campus' broader academic mission by training and developing students and professionals, helping build a multicultural learning community, and providing leadership in forming collaborative partnerships among Student Affairs, Academic Affairs, the Graduate College, and Administrative Affairs units.

Our Vision

The Counseling Center enhances the overall well-being of students at the University of Illinois.

Our Values

Commitment to excellence

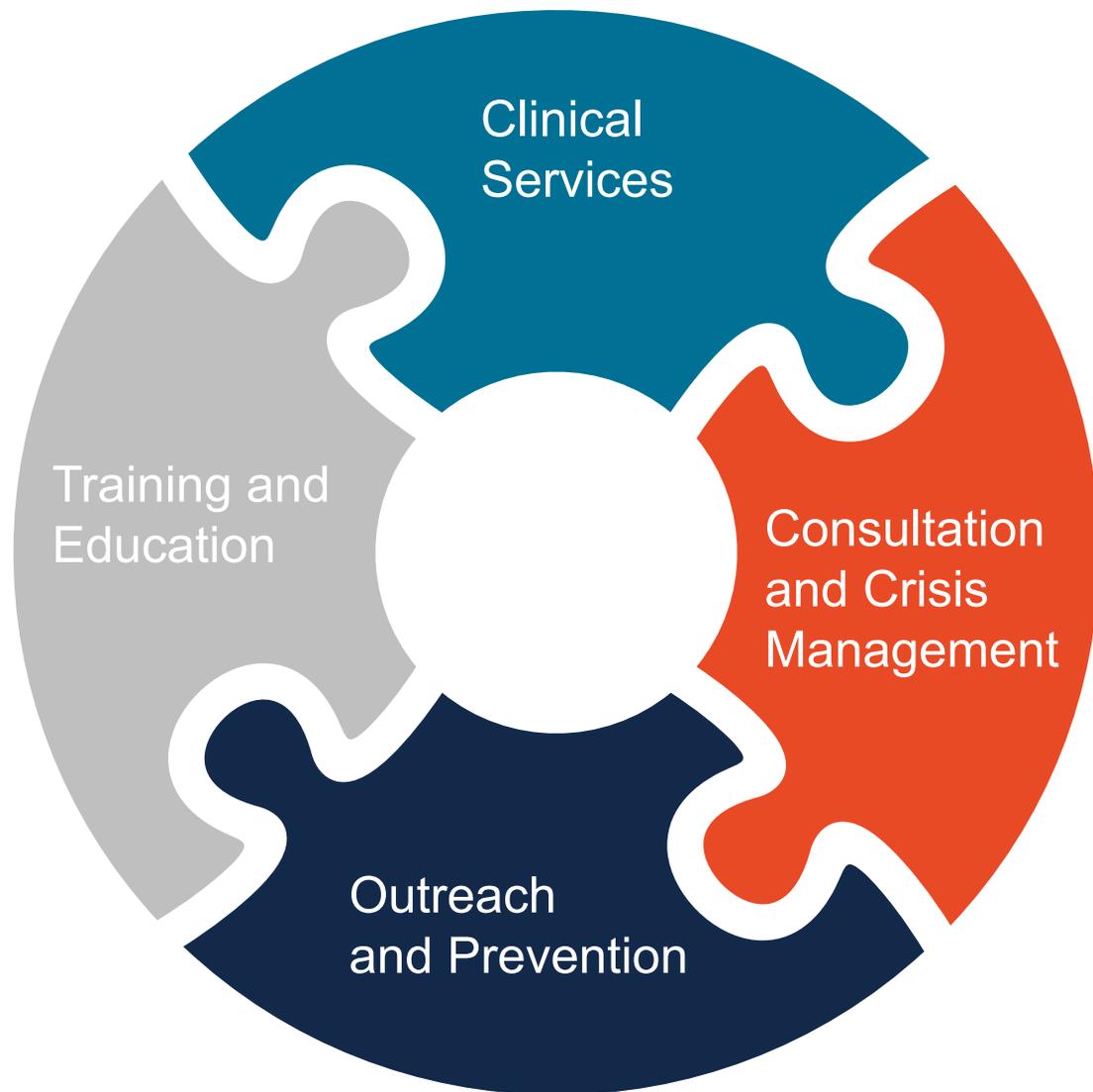
Wellness

Diversity and inclusion

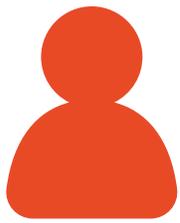
Integrity

Collaboration

Comprehensive Counseling Center Model



The Comprehensive Counseling Center model was introduced in a 2017 article published by Brunner, et al. in the *Journal of College Student Psychotherapy*. The authors assert that college counseling centers are much more than sites to provide students with psychological counseling. Rather, they suggest that outreach and prevention (psychoeducation and explanation of services), training experiences for students pursuing careers as mental health professionals, and providing guidance on managing mental health crises to faculty and staff are integral to responding to the changing landscape of college mental health. Universities across the nation have reported that, like we've seen at Illinois, students are presenting at increased rates and severity.



TOTAL INDIVIDUAL
CLINICAL
APPOINTMENTS

13,831



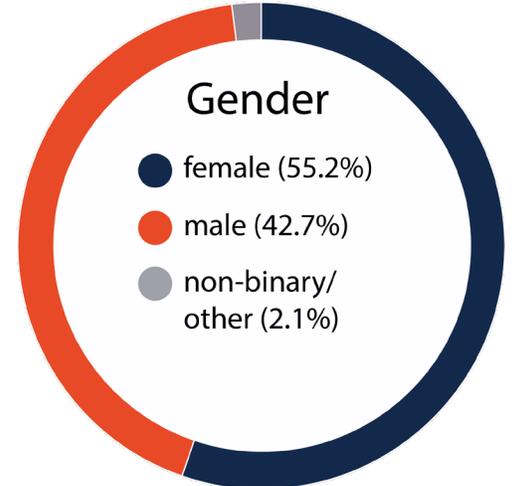
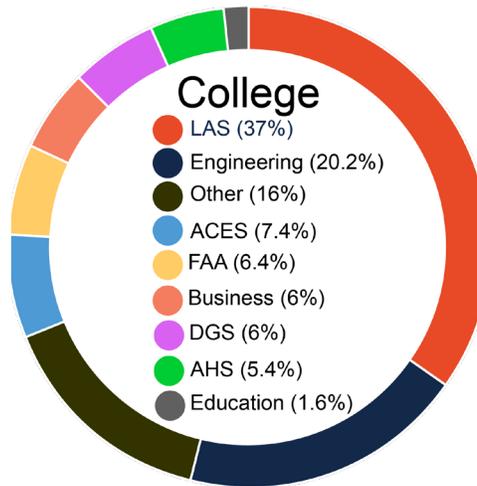
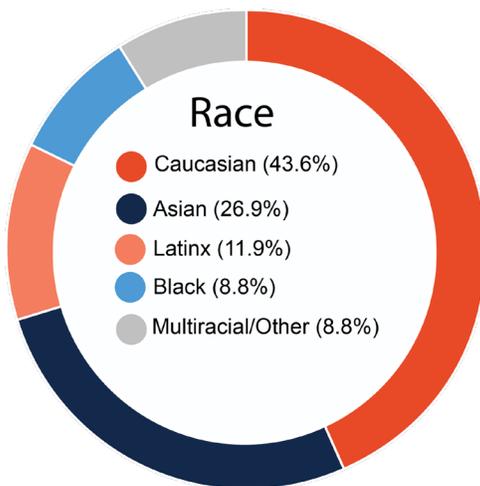
TOTAL
PSYCHOTHERAPY
GROUPS OFFERED

62

TOTAL GROUP
APPOINTMENTS

4,815

INFORMATION ABOUT THE STUDENTS WE SERVED



53% of clients were from traditionally underserved groups.

Clinical Outcomes

99.1%

Students receiving services agreed or strongly agreed that:
their session addressed their needs.

97.7%

their counselor was sensitive to their culture, values, and background.

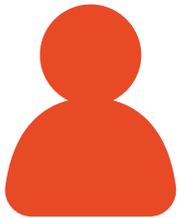
97%

their session helped them.

Consultation and Crisis Management

Counseling Center staff are always available to assist students who are in the midst of a crisis or to consult with faculty and staff about how to approach a student who may be in need of our services. Through our trauma response efforts, triage efforts for students who feel they need to be seen right away, and our liaisons across campus, we strive to be there for the campus community when they need it most.

TRIAGE SERVICES FOR UNPLANNED APPOINTMENTS



NUMBER OF UNPLANNED APPOINTMENTS

456



PERCENTAGE INCREASE SINCE 2015-16

59%

TRAUMA RESPONSES



NUMBER OF TRAUMA RESPONSES

15

(covering 8 incidents)



NUMBER OF STUDENTS SERVED

583

LIAISONS ACROSS CAMPUS

While the Counseling Center provides consultation to any person on campus who has concerns about a student, we had formal Counseling Center liaisons with the following units for 2018-19:

Asian American Cultural Center
Bruce D. Nesbitt African American Cultural Center
College of Engineering*
College of Liberal Arts and Sciences*
College of Medicine
Division of General Studies

Graduate College
LAS Access and Achievement
LaCasa Cultural Latina
Native American House
University Housing

*Served by an embedded counselor.

During the 2018-19 year, we were informed that we received reaccreditation for our doctoral internship training site for a period of 10 years by the American Psychological Association. This is the maximum timeframe for which a site can be reaccredited. We are fortunate that we continue to attract diverse, talented, and driven trainees from across the globe. Trainees are integral part of the Counseling Center and our overall mission.



NUMBER OF YEARS OUR DOCTORAL
TRAINING SITE WAS RE-ACCREDITED BY THE AMERICAN
PSYCHOLOGICAL ASSOCIATION

10

NUMBER OF TRAINEES WHO SUCCESSFULLY COMPLETED
TRAINING AT THE COUNSELING CENTER IN 2018-19:

4 doctoral interns
2 social work interns
5 practicum counselors



2018-19 Doctoral Intern Completion Celebration.



2018-19 Practicum Counselors and Social Work Interns.

Outreach and Prevention Services



TOTAL OUTREACH
EVENTS OFFERED

1,326

TOTAL PEOPLE
REACHED

34,258



OUTREACH POINTS OF PRIDE

- Our psychoeducational offerings continue to expand. During 2018-19, we regularly offered prevention workshops on managing ADHD, test anxiety, perfectionism, time management, and emotional regulation/mindfulness.
- Our Alcohol and Other Drug Program offered early intervention classes on alcohol and marijuana information classes to assist students who may be grappling with substance use. Staff also led ACE IT trainings that reached **98%** of all first-year and transfer students with information on safer drinking practices. Staff focusing on AOD issues engaged in prevention during high-risk times such as Unofficial and Halloween.
- Our Counseling Center Paraprofessional Program (CCP) continues to thrive as undergraduate peer educators are trained to do outreach on behalf of the Center. In 2018-2019, the CCP program celebrated its fortieth anniversary. CCPs hosted **67** psychoeducational workshops and reached more than **1,200** students.
- Inner Voices Social Issues Theatre allows us to reach students in innovative and unconventional ways. During the 2018-19 academic year, Inner Voices reached **4,045** students through interactive appearances and performances.



CCPs at #FinishStrong Event



Staff, Graduate Assistants at
Suicide Prevention Week



Inner Voices ensemble



SOCIAL MEDIA HIGHLIGHTS

The Counseling Center relies on social media to educate followers on self-care and self-management strategies, provide motivation and positivity, and advertise our outreach events. Since starting our social media efforts in 2014, we currently have the most followers out of any other counseling center in the Big Ten. We saw significant growth across all of the social media platforms we use for the 2018-19 year:

- Facebook: 1,328 followers (9% increase from 2017-2018)
- Twitter: 1,155 followers (13% increase from 2017-2018)
- Instagram: 588 followers (48% increase from 2017-2018)

During this past academic year, we were able to reach people more than 100,000 times with our social media. Below are some examples of advertising used to publicize our psychoeducational workshops.



Want to Boost Resilience & Better Manage Emotions?

Check out the Spring 2019 Recognition, Insight, and Openness (RIO) Workshop Series!

To register, visit go.illinois.edu/RIO or sign-up at the Counseling Center. Each series is limited to 25 participants, so sign up early to get a spot that works best for you.

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counselingcenter.illinois.edu
217-333-3704



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Time Management Workshop

At times, it might feel like procrastination keeps you from truly accomplishing what's most important to you. This workshop will help you reflect on how you prioritize, learn task-management and motivation strategies, and understand the importance of self-care and allowing yourself breaks.

Monday, February 25, 4 to 4:50 p.m.

Friday, April 26, 3 to 3:50 p.m.

Student Services Building Room 44 (610 E. John Street, Champaign)

To register, visit counselingcenter.illinois.edu/TimeManagement.
Questions? Contact Dr. Jiyun Kang at jjyunk@illinois.edu.

Future Directions



CCPs at Fortieth Anniversary Celebration

For the 2019-2020 year, our focus is on the following areas.

- **Embedded Counselors in Academic Colleges:** We will engage in ongoing evaluation this year and identify which colleges/academic units that make strategic sense to partner with next to provide the best service to students and faculty/staff. Currently we have embedded counselors in Engineering, LAS, Business, and DGS.
- **Increased Use of Technology:** Explore use of technology to better serve students and campus community with innovative psychoeducational and skills-based groups and “Live” events on Facebook and Instagram.
- **Continue to increase access (and perception of access) to clinical services:** Continue limited evening hours for service, consider alternatives to 7:50 a.m. call system, and hold student focus groups.
- **Increase campus suicide prevention awareness efforts:** Implement efforts to reach at-risk populations via collaborative programming and increase Kognito At- Risk gatekeeper training usage as a formal mechanism to train faculty and staff to recognize at-risk students.
- **Capitalize on opportunities for synergy:** Identify creative ways to impact students and staff that demonstrate inclusive excellence and promote success within our new reporting structure under Auxiliaries, Health and Wellbeing.



Counseling Center Eating Disorders Outreach Team celebrates a successful NEDA Walk



INNER VOICES cast member performs a scene from *Stop That!*



Counseling Center graduate assistants at Transgender Day of Remembrance event.



Counseling Center
Student Services Building
610 East John Street
Champaign, IL 61820

counselingcenter.illinois.edu
217-333-3704