Section 1. Goals and Accomplishments

**Goal 1:** Access: Enhance student mental health and retention through increased access to Student Counseling Center services.

- Every student will exhibit awareness of SCC services available: Provided 24 hr crisis response availability in the event of student-related emergencies for TTU Residence Life, Police, and administrative personnel.
- Every student will exhibit awareness of SCC services available: Provided 6312 hours of counseling services to 1066 students (see Quantitative Information).
- Every student will exhibit awareness of SCC services available: Provided 198 hours of mental health educational programming to 5432 students (see Quantitative Information).
- Every student will exhibit awareness of SCC services available: Provided updated and comprehensive information on SCC services via departmental website.
- Every student will exhibit awareness of SCC services available: Provided summaries of SCC services and programming through distribution of departmental brochures to campus community.

**Goal 2:** Engagement: Provide scholarly outreach opportunities that contribute to students’ learning and that benefit our communities, the state, and nation.

- Students served by SCC report that services positively impacted academic success and continued enrollment: 66% of students surveyed reported that SCC services positively impacted their academic success.
- Students served by SCC report that services positively impacted academic success and continued enrollment: 60% of students surveyed reported that SCC services positively impacted their continued enrollment.
- Provide training experiences for graduate students in the helping professions each academic year: Provided 16 semester-long supervised clinical experiences (approx. 10 hours per week) for TTU graduate students in Psychology

**Goal 3:** Technology: Utilize available technology to maximize efficiency and effectiveness in the delivery of programs, services, and marketing.

- Acquire and update necessary audio/visual and computer equipment for in-house training and outreach program: Replaced 1/3 or departmental PC’s according to established equipment obsolescence plan.
- Obtain appropriate technology and technical support to enhance efficiency of clinical services: Still in planning phase during 2007-2008 year. No results to report.

**Goal 4:** Partnerships: Promote internal and external partnerships that enhance services for students and the professional growth of counseling psychologists.

- Continued contact each year by SCC to all academic colleges and residence halls staff: SCC staff and interns served as assigned liaisons to residence life staff of all residence complexes on campus.
- Continued contact each year by SCC to all academic colleges and residence halls staff: Contact to academic colleges was provided on a responsive as-needed basis to assist in management of students in distress.
- Provide campus-wide educational programs each year in partnership with Student Affairs departments: Partnered with Student Diversity Relations to provide LGBTQ Allies Training programs to campus community.
- Provide campus-wide educational programs each year in partnership with Student Affairs departments: Partnered with Rec Sports to provide mental health screenings (anxiety and depression) to TTU students.

**Goal 5:** Human Resources and Infrastructure. Increase and use resources to recruit and retain quality staff to support an optimal work environment.

- Increase professional staff toward meeting student-to-staff ratio standards of the International Association of Counseling Services (IACS): Increased FTE professional counseling staff from 11 to 12.
- Increase professional staff toward meeting student-to-staff ratio standards of the International Association of Counseling Services (IACS): Added FTE Case Manager position.
- Maintain secretarial support staff to meet ongoing needs of full time professional staff: No change in 4.0 FTE secretarial support staff during 2007-2008 year.
- Maintain effective, efficient and professional office procedures: Director conducted bi-monthly support staff meetings to ensure efficient office practices and communication.
- Increase professional staff salaries to be comparable to APA-accredited Big 12 counseling centers in Texas: Increased entry-level staff psychologist starting salary from 50K to 52K.
- Facilitate accomplishment of appropriate state licensure for all professional staff: Provided professional development funding and exam study time for staff pursuing licensed psychologist or licensed professional counselor status.
- Facilitate accomplishment of appropriate state licensure for all professional staff: One staff member achieved Licensed Professional Counselor status during 2007-2008 year.
- Facilitate accomplishment of appropriate state licensure for all professional staff: Two staff members passed the national written exam toward licensure as a psychologist.

Goal 6: Accountability: Provide cost-effective, quality psychological services that will meet the needs of Texas Tech students and adhere to American Psychological Association ethical standards for training and services.
- Adhere to the highest ethical standards of professionalism in service delivery and agency functioning resulting in no violations of the APA Ethical Code: No formal complaints were filed by students against any SCC employees during the 2007-2008 year.
- Maintain American Psychological Association (APA) accreditation status of our pre-doctoral internship training program: Completed annual report on internship program to APA in order to maintain current accreditation status through 2012.
- Bi-directional evaluation system utilized annually by all employees: Director completed annual employee evaluations for all FTE professional and support staff.
- Bi-directional evaluation system utilized annually by all employees: Director conducted individual monthly meetings with all FTE professional staff in order to ensure positive work environment, facilitate communication, and maintain highest quality of service delivery.
- Bi-directional evaluation system utilized annually by all employees: Bi-monthly support staff meetings to ensure efficient office practices and communication.
- Bi-directional evaluation system utilized annually by all employees: Associate Director facilitated professional staff evaluations of pre-doctoral intern performance.
- Bi-directional evaluation system utilized annually by all employees: Bi-annual meetings for pre-doctoral interns to provide feedback on training program.
- Receive 90% positive feedback from students on satisfaction surveys: 95% of respondents reported that they found their counseling experience to be “Somewhat helpful” or “Very helpful”.
- Receive 90% positive feedback from students on satisfaction surveys: Respondents rated the front office staff as either “Excellent” or “Good” on Friendliness (98%), Efficiency (97%), Professionalism (99%), and Informative (96%).
- Receive 90% positive feedback from students on satisfaction surveys: Respondents gave ratings of either “Excellent” or “Good” on Comfort of Physical Facilities (99%), Timeliness of Services (94%), Confidentiality of Services (98%)

Goal 7: Diversity: Promoting awareness and appreciation of diversity and multiculturalism on campus, and building relationships with a diverse student body in order to provide services tailored to their needs.
- Increase contact with students from diverse groups through outreach initiatives, consultation, and clinical activities: Staff counselor (Christine Odiome, M.Ed.) served as liaison to International Cultural Center, providing outreach programming and consultation to students and staff associated with this department.
- Increase programming and activities focused on promoting awareness and appreciation of diversity: Partnered with Student Diversity Relations to provide LGBTQ Allies Training programs to campus community.
- Hired Asian female psychologist in ongoing effort to expand cultural representation of our professional staff
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
### Section 3a. Quantitative Information

#### Psychotherapy

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Section 3b. Qualitative Information.

- Other notable partnerships not assessed by a benchmark above include: • Staff psychologist served as liaison to Athletics Department in order to provide customized therapy services for student athletes. • Staff psychologist served as liaison to Law School in order to facilitate referral of law students.
- Christine Odiorne, M.Ed. successfully completed all requirements for licensure as a professional counselor in Texas.
- Dr. Tom Golightly successfully passed the national written exam toward licensure as a psychologist.
- Dr. Herlina Pranata successfully passed the national written exam toward licensure as a psychologist.
- Dr. Richard Lenox served as an officer for the South Plains Association of Psychologists.
- The Department conducted a year-long review of its programs and services based on The Council for the Advancement of Standards in Higher Education (CAS). A committee of representatives from across the TTU campus and an external reviewer from Texas State University judged the SCC to be highly successful in achieving its mission goals.
- Our group therapy program expanded dramatically; the number of groups doubled from the previous year and the number of group participants increased 8-fold.
- A Critical Incident Handbook was developed to assist staff psychologists in providing crisis counseling, during the day, night or weekend, on a variety of topics (e.g., sexual assault, sudden death, natural disasters) at a moment’s notice.
- In response to heightened national attention to mental health issues on college campuses, the SCC purchased an online, interactive program titled Mental Health Edu. The program instructs faculty and staff members in identifying students in distress and directs them to campus referral resources. Presentations on this new campus resource were conducted widely across campus.
- The SCC Director chaired a year-long Task Force on Sexual Assault Support Services. This resulted in the addition of an SCC staff psychologist position focused on sexual assault education, media campaigns to reduce campus violence, a website devoted to the topic, and a new partnership with the TTU Police Department.
Commentary:
The Student Counseling Center has maintained a positive work environment and energetic staff of professional psychologists and support staff. The addition of a Staff Psychologist position has resulted in an increased availability and diversity of services to students. Our partnerships with various Student Affairs departments and academic departments continue to expand in satisfying directions. The SCC staff of psychologists continues to meet the ordinary and extraordinary daily needs of our students, as well as the consultation needs of faculty, staff and parents. The addition of MentalHealthEdu, an interactive, online program to educate faculty and staff about warning signs of students in distress, has been an effective tool. The increase in number of psychotherapy clients served and hours of therapy provided compared to the Academic Year 2006-2007 can be attributed to both an increase in demand for services as well as having filled a vacant staff position from the previous year. Five national searches were conducted in the spring and summer of 2008 to fill vacated and a new position. The transition required extensive reorganization of professional staff responsibilities and has created increased enthusiasm for innovative programs and services. The slight decrease in number of students reached through Outreach Programming as compared to the previous academic year, while experiencing an increase in presentation hours, may be explained by faculty offering less extra credit for attendance at mental health events; this resulted in a significant decrease in attendance at the SCC's large-scale mental health screening activities. New marketing strategies for this preventive mental health education are underway. The increase in number of clinical supervision hours provided as compared to the previous academic year can be attributed to a larger number of graduate practicum students accepted for training during the 2007-2008 year. This increased participation in our training program for psychology graduate students positively affects our ability to meet students' counseling needs without a waiting list during the most high-volume times of the semester.

Implementation Plan:
Because of the nationwide attention to mental health issues on college campuses, the Student Counseling Center will continue to focus attention on educating the campus community about mental health issues. In response to TTU plans for increasing enrollment and to ever-increasing student mental health needs, the Student Counseling Center will continue to explore avenues to add mental health providers.