

**Department/Unit:** Counseling & Wellness Services      **Year:** FY2018  
**Contact Name:** Robert Rando, Ph.D.      **Contact Title:** Assistant Vice President/Director

**Unit Overview/Mission/Purpose**

Our Vision is to cultivate a flourishing Wright State University community.

Our Mission is to promote optimal student wellness and mental health and the pursuit of social justice through the provision of quality education, consultation, and clinical service and training as an active presence in the Wright State University community with an appreciation for multiculturalism and diversity.

**Success Outcome 1:**

Counseling and Wellness Services will provide clinical services in an efficient and effective manner to the Wright State student population.

**KPI 1.1 *Counseling and Wellness Services will provide clinical services (therapy and psychiatric services) to 4% of the Wright State University student population.***

**Data:** Headcount of students who have received clinical services. Reported in overlapping service domains (individual therapy, group therapy, psychological assessment, service evaluation, crisis intervention, and psychiatric services).

**Result:**

| Term        | Total University Headcount | Number of CWS Clients | Percent of total headcount seen at CWS |
|-------------|----------------------------|-----------------------|--|
| Summer 2017 | 6,546                      | 327                   | 5%                                     |
| Fall 2017   | 16,240                     | 535                   | 3%                                     |
| Spring 2018 | 12,191                     | 550                   | 5%                                     |

**Response/Action Plan:**

On average, Counseling and Wellness Services provided clinical services to 4.3% of the WSU student population. It is reasonable to anticipate that for the upcoming FY19 year that we will not reach the 4% mark as we lost a primary service domain – psychiatric services. Since we will not be able to provide this service in FY2019 due to budget cuts, we will have a decrease by the number of clients in that service from our total (not including clients who were in multiple services).

**KPI 1.2 *Counseling and Wellness Services clinical services clients will spend no more than four weeks on the Center’s waitlist prior to be staffed to a service provider (individual, group, couples, psychiatry, assessment).***

**Description:**

The waitlist is managed by a CWS clinical staff member. Clients who are placed on the waitlist have all completed an initial problem screening and risk assessment. All waitlist clients have a case manager who contacts them every week to assess their status and continued interest in treatment. If a waitlist client enters a crisis state, they will be scheduled for a crisis intervention session. Waitlist clients are classified by the assessing therapist as either being staffed at a

PRIORITY or REGULAR status depending on the severity of their presenting problem and level of risk for self/other harm. Waitlist clients are also offered entry into brief, problem focused workshops around topics consistent with their presenting problem (e.g., Managing Anxiety Workshop). All clients on the waitlist are provide with a list of community referrals. They are also encouraged to come in for a crisis intervention session if their state reaches a crisis level.

**Data:** Data will be compiled using the Waitlist Report feature in Titanium Schedule our Electronic Clinical Records System.

**Result:**

|  |   |  |  |
|--|---|--|--|
| Number of Clients who were on the waitlist for any amount of time during FY 18 | Average time spent on the waitlist prior to being staffed | Number of clients who were on the waitlist receiving PRIORITY staffing classification. | Average wait time for PRIORITY clients on the waitlist |
| 530 individual entries   | 31 Days   | 106 individual entries   | 15 days  |

**Response/Action Plan:**

We met our goal of moving clients from the waitlist into ongoing clinical service within a 30-day period. We will adjust the staffing process for clients on the waitlist for the upcoming FY19. The new process will allow professional clinicians to directly staff clients from the waitlist to themselves or their trainees. Previously, staffing of clients from the waitlist was completed by the waitlist coordinator after a request had been made of additional clients.

**KPI 1.3 Counseling and Wellness Services clinical services clients will evidence positive (greater than 3.5 on Likert scale) responses on our CWS Evaluation of Counseling and Wellness Services.**

During the Spring Semester, 2018, an evaluation of CWS was provided to all clients attending therapy during a two-week period. The clients are informed that data will be de-identified and only reported in aggregate.

**Data:**

**Counseling and Wellness Services**

This report is based on 194 Data Forms and 194 unique Clients

| I completed my initial evaluation for services appointment on the same day that I first sought services. | No. of Forms | % of Forms |
|--|--------------|------------|
| <No Response>  | 39           | 20.1       |
| Yes  | 129          | 66.5       |
| No   | 26           | 13.4       |
|  | <b>194</b>   |            |

| If you did not complete your initial evaluation for services appointment on the first day that you sought services, how many days did it take to complete your evaluation for | No. of Forms | % of Forms |
|---|--------------|------------|
|---|--------------|------------|

**service appointment from the first day that you sought services?**

|                       |            |      |
|-----------------------|------------|------|
| <No Response>         | 90         | 46.4 |
| Not applicable        | 79         | 40.7 |
| 1 additional day      | 4          | 2.1  |
| 2 additional days     | 2          | 1.0  |
| 3 additional days     | 7          | 3.6  |
| 4 additional days     | 1          | 0.5  |
| 5 additional days     | 4          | 2.1  |
| 7 additional days     | 5          | 2.6  |
| 8-10 additional days  | 1          | 0.5  |
| 17-19 additional days | 1          | 0.5  |
|                       | <b>194</b> |      |

**After my initial appointment, I was staffed to a therapist in an acceptable amount of time.**

|                   | No. of Forms | % of Forms |
|-------------------|--------------|------------|
| <No Response>     | 38           | 19.6       |
| Strongly Disagree | 7            | 3.6        |
| Disagree          | 8            | 4.1        |
| Unsure/Neutral    | 12           | 6.2        |
| Agree             | 71           | 36.6       |
| Strongly Agree    | 56           | 28.9       |
| Not Applicable    | 2            | 1.0        |
|                   | <b>194</b>   |            |

65.5% indicated a score of 4.0 or 5.0

**The availability of crisis/walk-in times met my needs.**

|                   | No. of Forms | % of Forms |
|-------------------|--------------|------------|
| <No Response>     | 40           | 20.6       |
| Strongly Disagree | 1            | 0.5        |
| Disagree          | 4            | 2.1        |
| Unsure/Neutral    | 15           | 7.7        |
| Agree             | 66           | 34.0       |
| Strongly Agree    | 30           | 15.5       |
| Not Applicable    | 38           | 19.6       |
|                   | <b>194</b>   |            |

49.5% indicated scores of 4 or 5

**I found the administrative support staff to be professional and helpful.**

|               | No. of Forms | % of Forms |
|---------------|--------------|------------|
| <No Response> | 40           | 20.6       |

|                |            |      |                                  |
|----------------|------------|------|----------------------------------|
| Unsure/Neutral | 7          | 3.6  |                                  |
| Agree          | 51         | 26.3 | 75.3% indicated scores of 4 or 5 |
| Strongly Agree | 95         | 49.0 |                                  |
| Not Applicable | 1          | 0.5  |                                  |
|                | <b>194</b> |      |                                  |

| <b>The location of Counseling and Wellness Services was accessible and comfortable.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |                                  |
|---|---------------------|-------------------|----------------------------------|
| <No Response>   | 38                  | 19.6              |                                  |
| Disagree  | 4                   | 2.1               |                                  |
| Unsure/Neutral  | 9                   | 4.6               |                                  |
| Agree   | 70                  | 36.1              | 73.7% indicated scores of 4 or 5 |
| Strongly Agree  | 73                  | 37.6              |                                  |
|   | <b>194</b>          |                   |                                  |

| <b>I felt comfortable in the reception area.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |                                  |
|--|---------------------|-------------------|----------------------------------|
| <No Response>                                    | 38                  | 19.6              |                                  |
| Strongly Disagree                                | 1                   | 0.5               |                                  |
| Disagree   | 2                   | 1.0               |                                  |
| Unsure/Neutral                                   | 9                   | 4.6               |                                  |
| Agree  | 72                  | 37.1              | 74.3% indicated scores of 4 or 5 |
| Strongly Agree                                   | 72                  | 37.1              |                                  |
|  | <b>194</b>          |                   |                                  |

| <b>I believe that information about me will be kept confidential.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |                                  |
|---|---------------------|-------------------|----------------------------------|
| <No Response>   | 39                  | 20.1              |                                  |
| Strongly Disagree   | 1                   | 0.5               |                                  |
| Disagree  | 2                   | 1.0               |                                  |
| Unsure/Neutral  | 6                   | 3.1               |                                  |
| Agree   | 61                  | 31.4              | 74.7% indicated scores of 4 or 5 |
| Strongly Agree  | 84                  | 43.3              |                                  |
| Not Applicable  | 1                   | 0.5               |                                  |
|   | <b>194</b>          |                   |                                  |

| <b>I think that the services that I have/am receiving at Counseling and Wellness Services has met or is meeting my needs.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |  |
|---|---------------------|-------------------|--|
| <No Response>   | 38                  | 19.6              |  |

|                   |            |      |                                |
|-------------------|------------|------|--------------------------------|
| Strongly Disagree | 1          | 0.5  |                                |
| Disagree          | 2          | 1.0  |                                |
| Unsure/Neutral    | 23         | 11.9 |                                |
| Agree             | 74         | 38.1 | 70% indicated scores of 4 or 5 |
| Strongly Agree    | 56         | 28.9 |                                |
|                   | <b>194</b> |      |                                |

| <b>I would recommend Counseling and Wellness Services to other students.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |                                  |
|--|---------------------|-------------------|----------------------------------|
| <No Response>  | 38                  | 19.6              |                                  |
| Strongly Disagree  | 1                   | 0.5               |                                  |
| Unsure/Neutral   | 3                   | 1.5               |                                  |
| Agree  | 63                  | 32.5              | 77.9% indicated scores of 4 or 5 |
| Strongly Agree   | 88                  | 45.4              |                                  |
| Not Applicable   | 1                   | 0.5               |                                  |
|  | <b>194</b>          |                   |                                  |

| <b>I am more easily able to express myself.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |                                  |
|---|---------------------|-------------------|----------------------------------|
| <No Response>                                   | 38                  | 19.6              |                                  |
| Strongly Disagree                               | 1                   | 0.5               |                                  |
| Disagree  | 5                   | 2.6               |                                  |
| Unsure/Neutral                                  | 39                  | 20.1              |                                  |
| Agree   | 71                  | 36.6              | 55.7% indicated scores of 4 or 5 |
| Strongly Agree                                  | 37                  | 19.1              |                                  |
| Not Applicable                                  | 3                   | 1.5               |                                  |
|   | <b>194</b>          |                   |                                  |

| <b>My ability to relate to others has improved.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |                                  |
|---|---------------------|-------------------|----------------------------------|
| <No Response>                                       | 38                  | 19.6              |                                  |
| Strongly Disagree                                   | 1                   | 0.5               |                                  |
| Disagree  | 7                   | 3.6               |                                  |
| Unsure/Neutral                                      | 53                  | 27.3              |                                  |
| Agree   | 62                  | 32.0              | 47.5% indicated scores of 4 or 5 |
| Strongly Agree                                      | 30                  | 15.5              |                                  |
| Not Applicable                                      | 3                   | 1.5               |                                  |
|   | <b>194</b>          |                   |                                  |

| <b>Therapy is helping me to make decisions and solve problems.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |
|--|---------------------|-------------------|
| <No Response>  | 38                  | 19.6              |
| Strongly Disagree  | 1                   | 0.5               |
| Disagree   | 2                   | 1.0               |
| Unsure/Neutral   | 34                  | 17.5              |
| Agree  | 75                  | 38.7              |
| Strongly Agree   | 42                  | 21.6              |
| Not Applicable   | 2                   | 1.0               |
|  | <b>194</b>          |                   |

60.3% indicated scores of 4 or 5

| <b>I am more hopeful about my future.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |
|---|---------------------|-------------------|
| <No Response>                             | 39                  | 20.1              |
| Strongly Disagree                         | 1                   | 0.5               |
| Disagree                                  | 4                   | 2.1               |
| Unsure/Neutral                            | 38                  | 19.6              |
| Agree                                     | 68                  | 35.1              |
| Strongly Agree                            | 43                  | 22.2              |
| Not Applicable                            | 1                   | 0.5               |
|   | <b>194</b>          |                   |

57.3% indicated scores of 4 or 5

| <b>I was considering leaving Wright State University prior to receiving services at Counseling and Wellness Services.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |
|---|---------------------|-------------------|
| <No Response>   | 39                  | 20.1              |
| Strongly Disagree   | 41                  | 21.1              |
| Disagree  | 37                  | 19.1              |
| Unsure/Neutral  | 19                  | 9.8               |
| Agree   | 30                  | 15.5              |
| Strongly Agree  | 11                  | 5.7               |
| Not Applicable  | 17                  | 8.8               |
|   | <b>194</b>          |                   |

21.2% indicated scores of 4 or 5

| <b>I am a more successful student due to the changes that I've made as a part of my therapy at Counseling and Wellness Services.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |
|--|---------------------|-------------------|
| <No Response>  | 39                  | 20.1              |
| Strongly Disagree  | 2                   | 1.0               |
| Disagree   | 7                   | 3.6               |

|                |       |            |                                  |
|----------------|-------|------------|----------------------------------|
| Unsure/Neutral | 60    | 30.9       |                                  |
| Agree          | 54    | 27.8       | 40.2% indicated scores of 4 or 5 |
| Strongly Agree | 24    | 12.4       |                                  |
| Not Applicable | 8     | 4.1        |                                  |
|                | <hr/> | <b>194</b> |                                  |

| <b>The services that I've received at Counseling and Wellness Services have helped me to improve my academic performance.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |                                  |
|---|---------------------|-------------------|----------------------------------|
| <No Response>   | 39                  | 20.1              |                                  |
| Strongly Disagree   | 2                   | 1.0               |                                  |
| Disagree  | 8                   | 4.1               |                                  |
| Unsure/Neutral  | 64                  | 33.0              |                                  |
| Agree   | 49                  | 25.3              | 37.2% indicated scores of 4 or 5 |
| Strongly Agree  | 23                  | 11.9              |                                  |
| Not Applicable  | 9                   | 4.6               |                                  |
|   | <hr/>               | <b>194</b>        |                                  |

| <b>I have increased my engagement in on campus and/or off campus extracurricular activities.</b> | <b>No. of Forms</b> | <b>% of Forms</b> |                                  |
|--|---------------------|-------------------|----------------------------------|
| <No Response>  | 39                  | 20.1              |                                  |
| Strongly Disagree  | 5                   | 2.6               |                                  |
| Disagree   | 28                  | 14.4              |                                  |
| Unsure/Neutral   | 54                  | 27.8              |                                  |
| Agree  | 36                  | 18.6              | 26.8% indicated scores of 4 or 5 |
| Strongly Agree   | 16                  | 8.2               |                                  |
| Not Applicable   | 16                  | 8.2               |                                  |
|  | <hr/>               | <b>194</b>        |                                  |

**Result:**

The results from the evaluation of CWS services were very positive. Items (See above) are summarized in the table below. A total of 194 clients completed the survey.

| Item  | Percent indicating scores of 4 (Agree) or 5 (Strongly Agree) |
|---|--|
| "After my initial appointment, I was staffed to a therapist in an acceptable amount of time." | 65.5%  |
| "The availability of crisis/walk-in times met my needs."                                      | 49.5%  |
| "I found the administrative support staff to be professional and helpful."                    | 75.3%  |

|   |       |
|---|-------|
| "The location of Counseling and Wellness Services was accessible and comfortable."  | 73.7% |
| "I felt comfortable in the reception area."   | 74.3% |
| "I believe that information about me will be kept confidential."  | 74.7% |
| "I think that the services that I have/am receiving at Counseling and Wellness Services has met or is meeting my needs."      | 70%   |
| "I would recommend Counseling and Wellness Services to other students."   | 77.9% |
| "I am more easily able to express myself."  | 55.7% |
| "My ability to relate to others has improved."  | 47.5% |
| "Therapy is helping me to make decisions and solve problems."   | 60.3% |
| "I am more hopeful about my future."  | 57.3% |
| "I was considering leaving Wright State University prior to receiving services at Counseling and Wellness Services."          | 21.2% |
| "I am a more successful student due to the changes that I've made as part of my therapy at Counseling and Wellness Services." | 40.2% |
| "The services that I've received at Counseling and Wellness Services have helped me to improve my academic performance."      | 37.2% |
| "I have increased my engagement in on campus and/or off campus extracurricular activities."                                   | 26.8% |
|   |       |

**Response/Action Plan:**

The results from the survey provide significant support for the effectiveness of services provided by CWS. They also support the impact of these services on academic and social functioning. The plan is to provide this survey during both the Fall and Spring semesters during FY2019.

**KPI 1.4 Counseling and Wellness Services clinical services clients will evidence post-test decreases in symptomology as evidenced by scales of the Counseling Center Assessment of Psychological Symptoms (CCAPS-34).**

**Data:** Data will be compiled and reported using Titanium Schedule, our electronic record system. Contained within Titanium Schedule is the Counseling Center Assessment of Psychological Symptoms. This is a 34-item instrument designed to assess treatment outcome and provide percentile ratings on a seven treatment related scales (Depression, Generalized Anxiety, Social Anxiety, Academic Concerns, Eating Concerns, Hostility, and Alcohol Use). The instrument is completed before each therapy session. Within Titanium Schedule, the ability to compile a pre- and post- test change comparison is available. This was calculated for clients who have completed at least 4 CCAPS-34, indicating that they had completed at least 4 therapy sessions.

The report compares CWS's average change on the CCAPS' subscales to a national sample of 106 counseling centers representing 47,948 clients. Average change is calculated by subtracting each client's last scorable CCAPS administration from their first scorable CCAPS administration and then averaging these differences by subscale. Two charts are provided above based on client's level of initial distress: (1) clients with moderate and/or elevated initial distress or (2) clients with only elevated initial distress. A total of 496 clients were included in the analysis from CWS.

**Result:** The results of the CCAPS analysis are presented in the table below:



| CCAPS SCALE         | Center Percentile Score (percent of counseling centers in the national sample for which our change score is higher) |   |
|---------------------|---|---|
|                     | Client's indicating initial moderate and/or elevated levels of distress   | Clients indicating initial elevated levels of distress. |
| Depression          | 98.6%   | 99.4%   |
| Generalized Anxiety | 99.8%   | 99.9%   |
| Social Anxiety      | 98.4%   | 99.5%   |
| Academic Distress   | 93.0%   | 85.7%   |
| Eating Concerns     | 97.0%   | 97.1%   |
| Hostility           | 99.4%   | 99.8%   |
| Alcohol Use         | 99.0%   | 99.4%   |

**Response/Action Plan:**

The results of the CCAPS Pre- Post- analysis are striking in their support for the effectiveness of treatment provided to CWS clients as compared to a national sample of over 47,000 counseling center clients. No changes are planned in this area.

**Success Outcome 2:**

Counseling and Wellness Services will offer health promotion and gender-based violence and harassment prevention programming to the Wright State University student population.

**KPI 2.1 CWS will provide at least 52 outreach programs to a minimum of 2,500 Wright State University students, faculty and staff during FY18.**

**Data:** Outreach programs are reported in Titanium Schedule. Programs are subdivided into relevant category designations.

**Result:** The results indicate that CWS provided a total of 110 outreach programs to 4334 participants.

**Response/Action Plan:**

The results indicate that we exceeded our goal. The plan is to further apply the Got A Minute? Bystander program model to other health related areas (substance use, diversity education, etc.). The plan is to also include a post-program assessment.

**Success Outcome 3:**

Counseling and Wellness Services will provide clinical training to students from Mental Health Counseling, Clinical Psychology, and Social work graduate programs.

**KPI 3.1 Results of the CWS Trainee evaluation will evidence positive responses (average 3.5 or greater on a Likert scale) in all assessed domains.**

As noted above, trainees at CWS come from the School of Professional Psychology (SOPP), Counseling, Social Work and Psychiatry programs. During FY2018, we had 7 SOPP practicum trainees, 3 SOPP Interns, 1 counseling intern, and 1 social work intern.

**Data:** An exit interview is completed for all trainees at the end of the training year (May/June depending on academic program). Trainees are asked to complete an only survey and also an exit interview with the Associate Director for Clinical Training.

**Result:** The results of the survey are presented below. All scores are on a Likert Scale with 4 and 5 being Agree and Strongly Agree.

| <b>Question Area</b>                                   | <b>Average Rating</b> |
|--|-----------------------|
| Overall Training Experience                            | 4.92                  |
| Individual Supervision                                 | 4.83                  |
| Group Supervision                                      | 4.33                  |
| Trainee Staff Meetings                                 | 4.42                  |
| Integration of Social Justice/ Diversity into Training | 4.5                   |
| Electronic Records System (Titanium Schedule)          | 4.42                  |
| Digital Video System                                   | 3.5                   |
| Atmosphere at CWS                                      | 4.67                  |
| Utilization Review Meetings                            | 4.42                  |
| Interaction with staff and supervisors                 | 4.58                  |
| Overall operational flow                               | 4.55                  |

**Response/Action Plan:**

Feedback was consistently high (greater than 4.0). The only area with an average rating below 4 is our digital video system. This is the system that is used to record sessions for review in supervision. The digital video system is suboptimal and will, at times, be slow in response with moderately poor audio and video quality. Unfortunately, we do not have the financial resources to upgrade this system. Also, limitations to video quality are ongoing due to security of video feed and method used in viewing video.