



Counselling Centre Annual Report **2010-2011**

**Submitted by: Stewart Engelberg, M.Ed, RSW.
Director
July 2011**

Introduction

The Trent Counselling Centre provides personal counselling services to address the developmental, situational, remedial, and psycho-educational needs of the student population. The Centre is founded in a holistic approach geared to promote inter-personal growth leading to personalization of values and to nurture a sense of social responsibility and collective consciousness. Our objectives are as follows:

- ✓ To conduct confidential assessment, individual, couple, and group therapy.
- ✓ To meet with students in crisis situations and facilitate access to resources as needed.
- ✓ To develop prevention and outreach programming to foster campus wellness.
- ✓ To liaise/consult with the many student services and academic departments.
- ✓ To provide documentation of students needs to faculty/staff and ensure appropriate accommodations are in place.
- ✓ To act as clinical consultant to the greater university community (staff, faculty, senior administration).
- ✓ To maintain contact with community mental health professionals and service agencies to ensure and increase their commitment to providing service to Trent students.
- ✓ To maintain professional standing by participating in professional development and affiliation with professional colleges and associations.
- ✓ To document information regarding a student in a timely, respectful, confidential and succinct manner.

The Counselling Centre strives to provide quality customer service and clinically sound programming by enhancing student development; fostering strong partnerships both within Trent and the greater community; and in promoting a culture which engages all students free from stigma and negative personal and social determinants. The goal of student engagement and retention is central to the functioning of the centre and an integral component contributing to the University's identity, vibrancy, and financial sustainability.

In meeting the "whole" needs of the changing demographics of the student population, both through generational shift (increase in complexity and severity of presenting issues) and support for targeted areas of growth (i.e.: graduate, part-time and international enrolment), the Counselling Centre is committed to promote inclusiveness and nurture a sense of belonging for all members of the community, in both student and academic life.

In encouraging excellence and innovation in student development, a focus on holistic and experiential approaches to wellness requires a collaborative and expanded model of student services that supports strong partnerships with colleges, departments and academic programs. We are very excited as we embark on our renewed vision with a multi-year integrated plan that supports our ongoing program enrichment.

Personnel

Name	Title	FTE
Karen Whalen	Administrative Assistant	1.0 FTE (Sept-June)
Dr. Kevin Nugent	Psychiatrist	.225 (Sept-April)
Stewart Engelberg	Director	1.0 FTE
Emmanuelle Festas-Keogh	Social Worker	.8 FTE (Sept-April)
Sheila Collett	Psychotherapist	.6 FTE (Sept-April)
Ali Sauer	Psychotherapist	.6 FTE (Sept-April)
Karen Searle	Social Worker	.8 FTE (Sept-April)

Total FTE annualized for 10-11 was 3.7 which compares to 3.6 for 09-10. As the director's role for the Counselling Center evolves into the Director of Student Wellness, there will be a need to backfill clinical duties with an increase in counsellor FTE's. This past year the director took an acting role with Health Services and the counsellor FTE from Sept-April was increased by .2 to offset the reduction in clinical time available by the director.

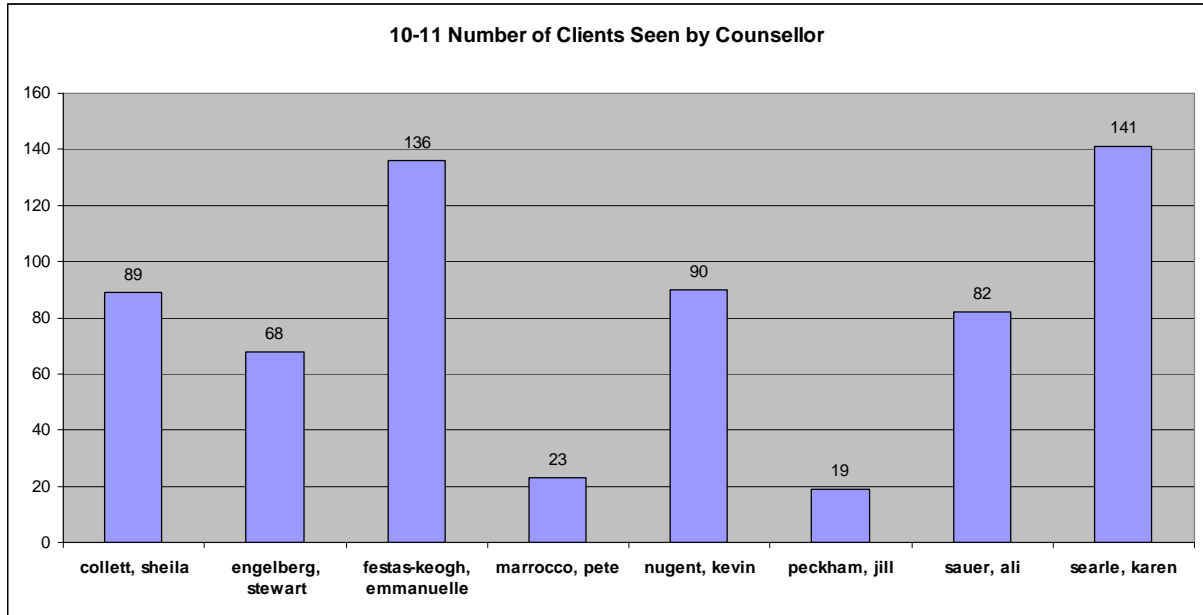
In addition to the above, the Counselling Centre had the privilege of two graduate interns this past year. One graduate intern from the University of Ottawa completed a 12-week (275 hours) placement from May to July 2010. Another intern from the University of Calgary completed a 16-week placement (336 hours) from January to April 2011.

Service Activity

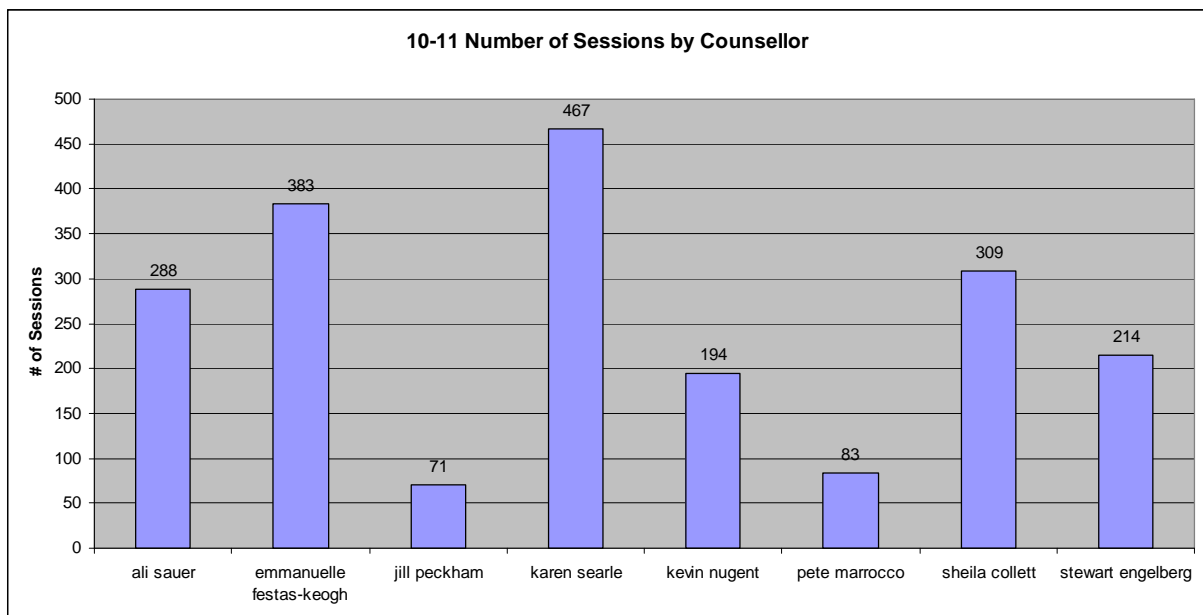
(May 1st/10 to April 30th /11)

A total of 600 unique students were seen during the 10-11 academic year. The total for Dr. Nugent includes 48 clients who were also seen by one of the therapists. Total referrals for 10-11 saw an increase of .7% year-over-year in the number of clients served in individual therapy. Of the total number of clients served, 64 % were new intakes, while the remaining were students from previous years. 5 % of students seen were identified as high risk clients due to self-harm, harm to others, or compromised mental status. This represents a slight increase over the previous year's figure of 4.7 %. The total number of Trent International students served was 23 or 3.8 % of the total served.

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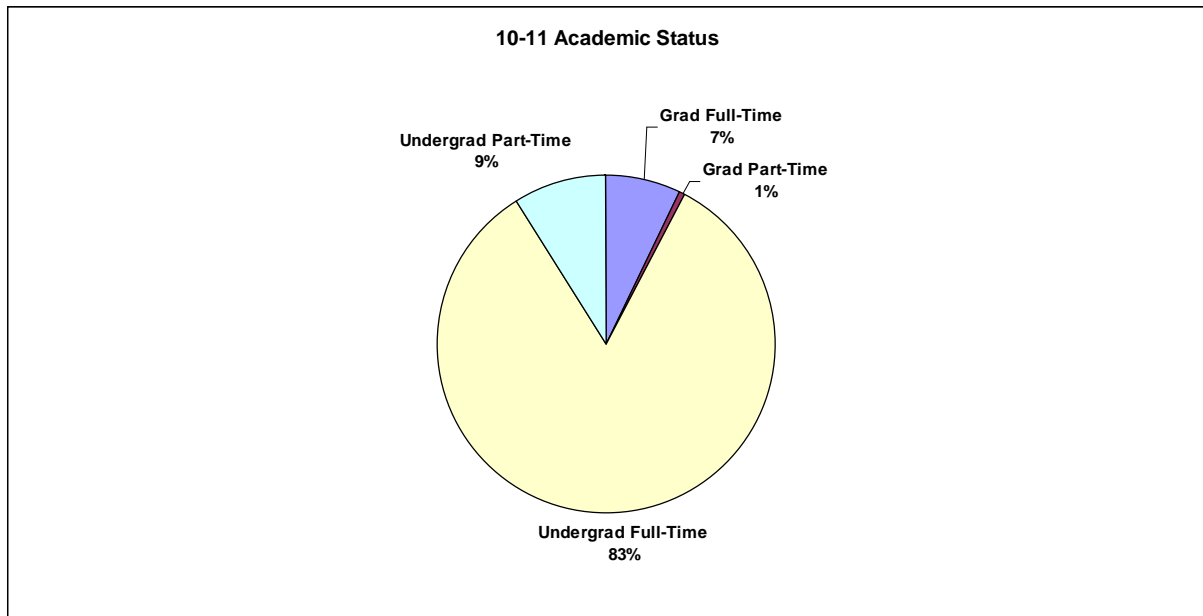


Total number of sessions saw an increase of 10 % over the previous year. The average number of sessions a client accessed was 3.3. The “no show” rate of 8.37 % was a 1.63 % decrease from the previous year. This decrease may be attributed to an electronic system for notifying all clients 48 hours in advance of their upcoming appointment. In addition, new clients received an introductory e-mail discussing some of the challenges and psycho-social barriers which prevents some individuals from following-up on their intentions.

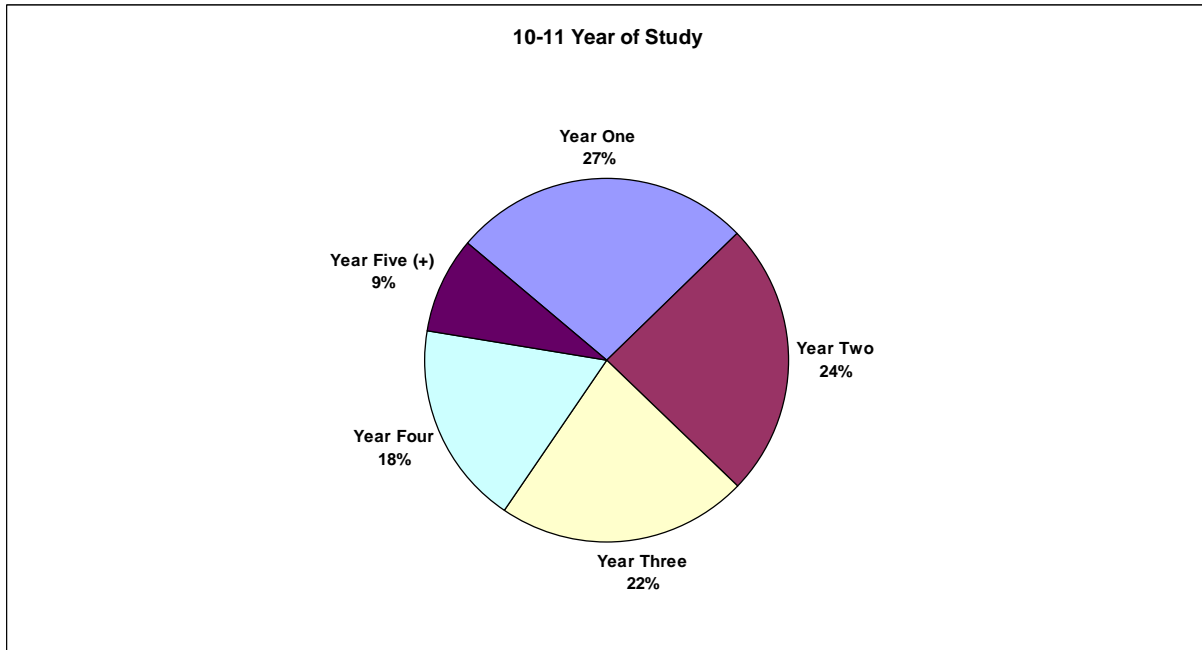


The average wait for first appointment of 12.5 days exceeded the figure of 11.2 days recorded in 09-10. The Counselling Centre continues to work toward meeting the benchmark of 10 days average wait for a first appointment.

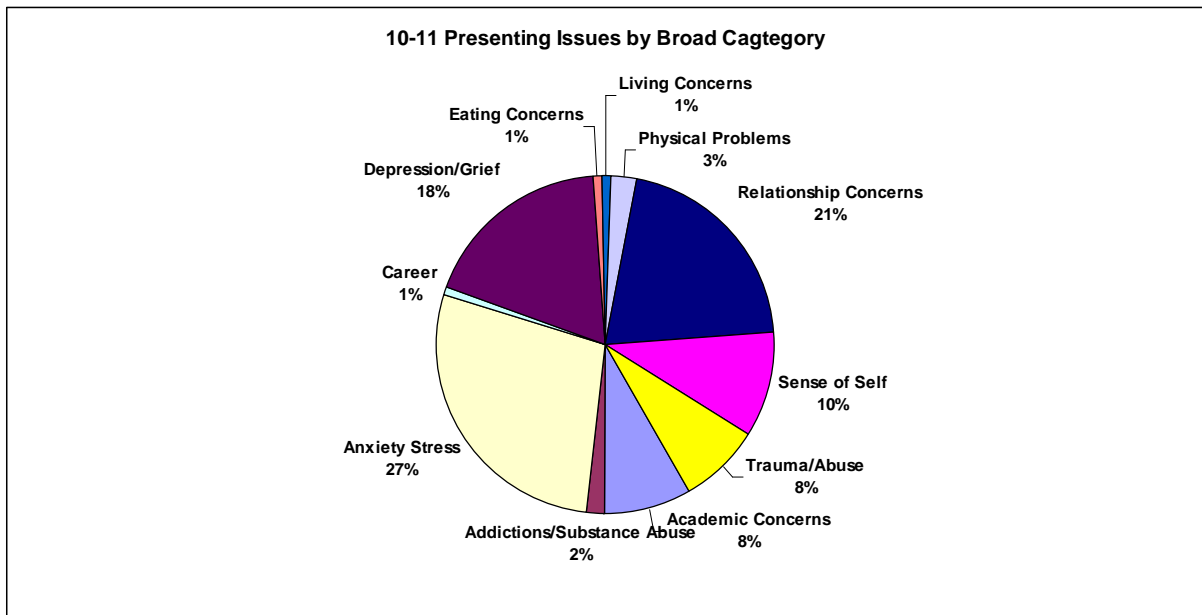
Looking at the academic status of the clients at the Counselling Centre, 7.6% of the total number of clients served were graduate students. As total of 9.35 % were registered in part-time undergraduate or graduate studies. The majority (83%) continues to be full time, undergraduate students.



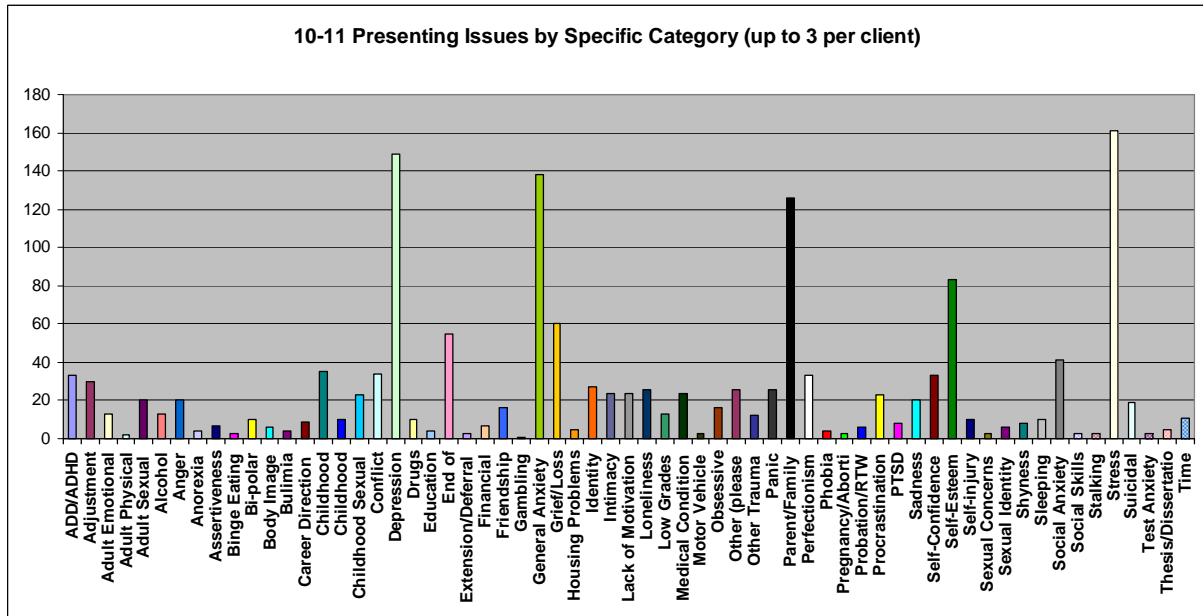
Turning to year of study one can see that the Counselling Centre draws clients equally from all stages of a student's academic experience.



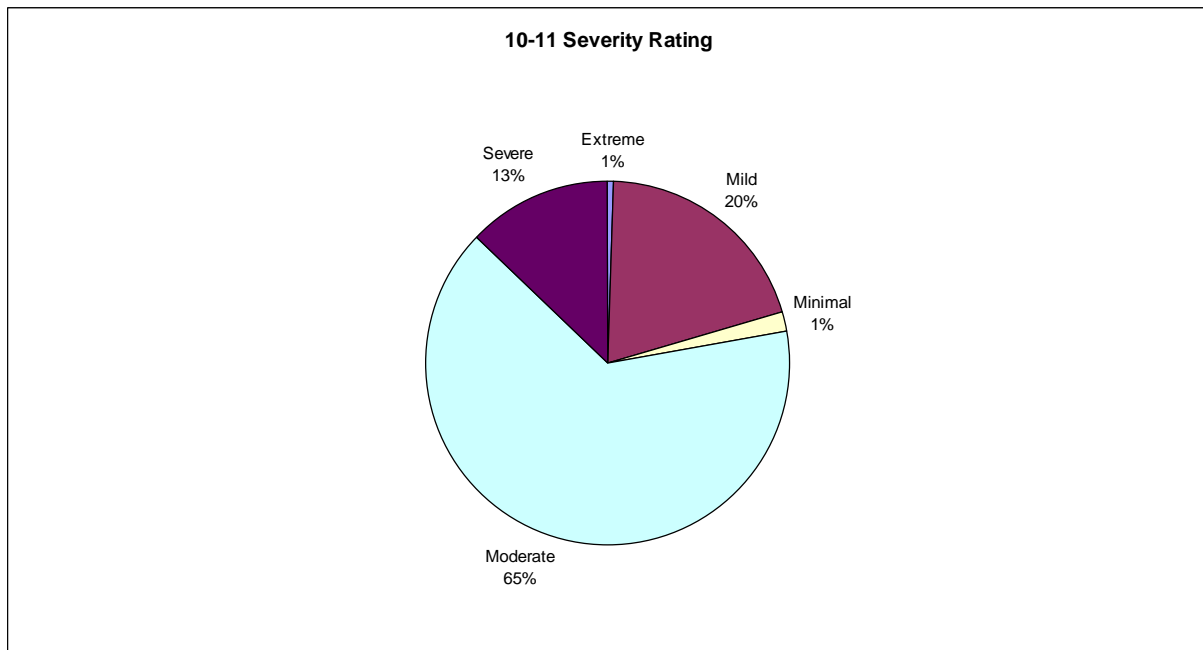
The top five reasons for seeking counselling support were as follows: Anxiety/Stress (27%) Relationships (21%); Depression/Grief (18%); Sense of Self (10 %) and Academic (9%). The results are similar to those attained during the previous year.



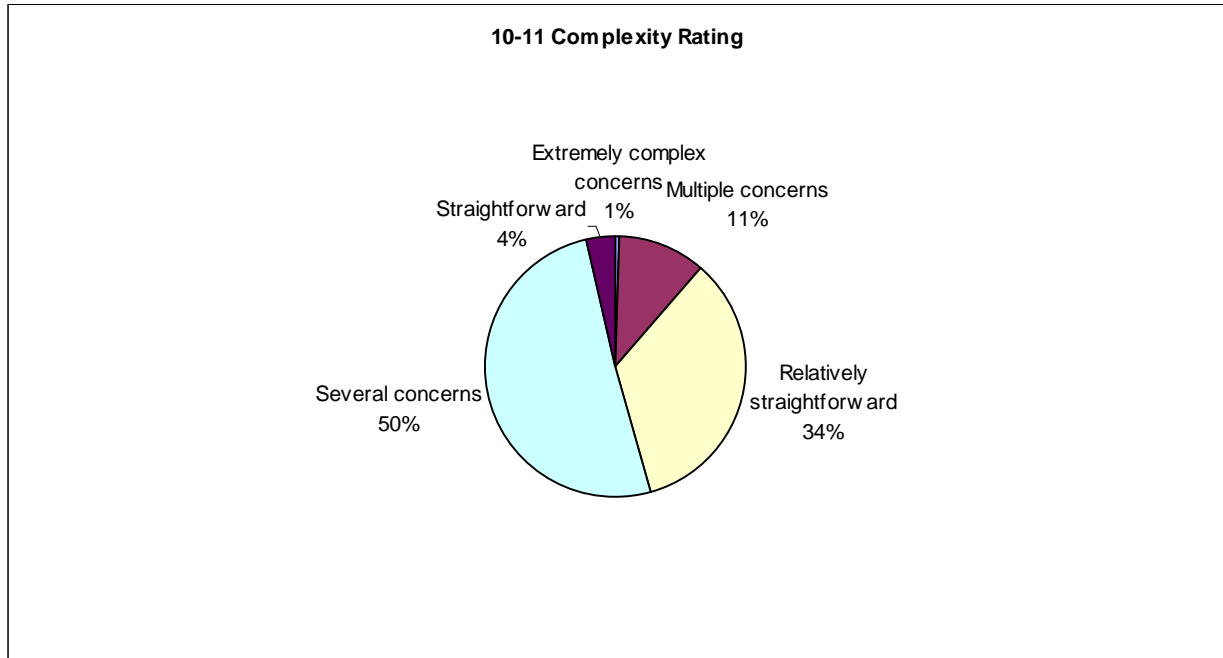
Looking at the specific reasons for referral, the top five areas are: Stress Management, Depression, Generalised Anxiety, Parent/Family, and Self-Esteem



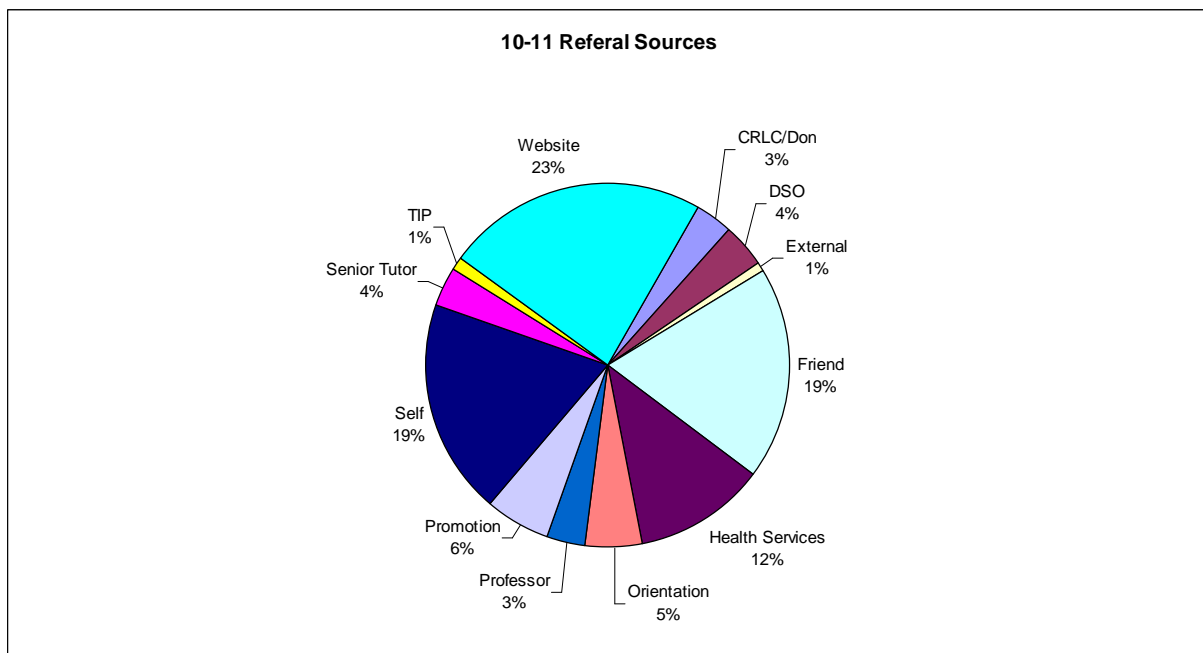
Severity ratings on all new and returning students registering at the centre reveals that 14% of students assessed at intake presented as either “extreme” or “severe” distress. Severe distress is noted by impairments in social and/or academic functioning while extreme distress is noted by some danger of hurting self or others. Clients who fall in either of these categories require a significant amount of support and resources.



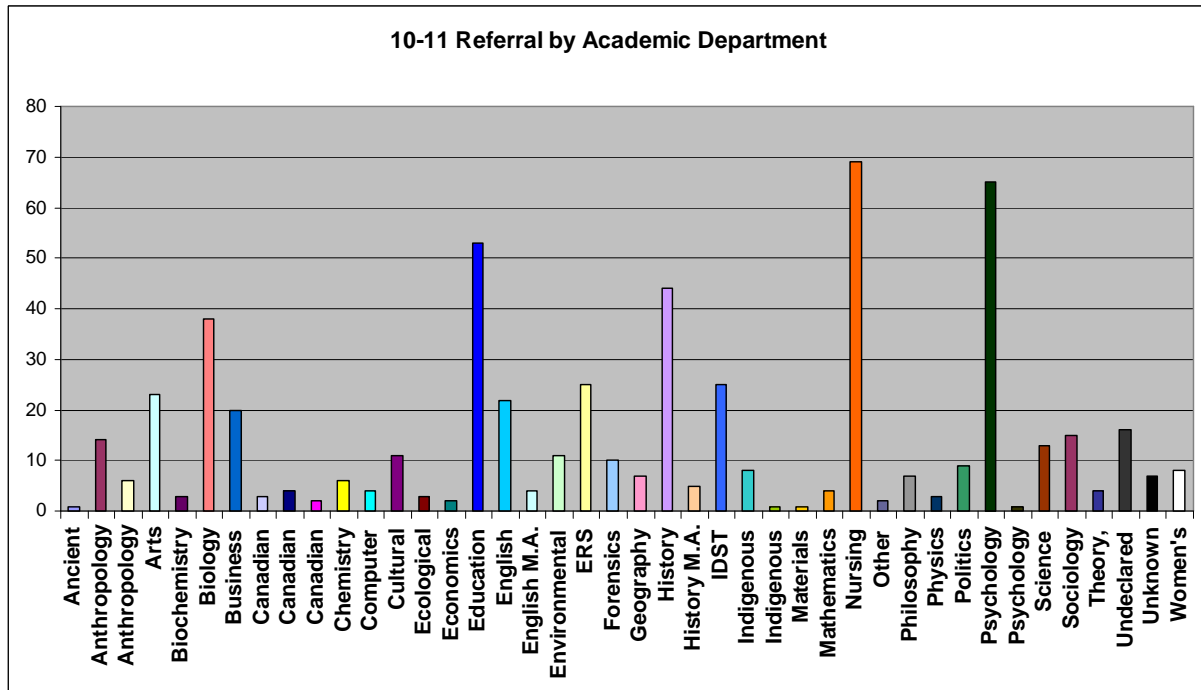
Looking at complexity ratings we find comparable results with 12% of students assessed at intake as presenting with either “extremely complex” or “multiple concerns”. The anchors for these scales were based on the DSM-IV-TR’s global assessment of functioning.



The Counselling Centre continues to invest in ensuring that services are well promoted and visible to the student population. The top five referral sources were: Website (23%); Self (24%); Friend (19%); and Health Services (12%); Promotion (6%). These results are similar to the previous year, with the exception of an increasing number of students learning about the Counselling Centre from our website.



Reviewing referrals by academic department, the top five areas served were: Nursing; Psychology; Education; History; and Biology.



Program Highlights


Student Health 101

In partnership with the Office of Student Affairs and The Central, the Counselling Centre coordinated the implementation of Student Health 101, a monthly digital magazine which uses interactive technology to deliver a wide range of health and wellness information to all Trent students. In addition to providing students with valuable information presented in a fun and engaging format, Student Health 101 also has live audio and video clips, forums for students to discuss topics nationally, along with polls and contests to encourage readership. Most importantly this e-zine was branded with the Trent logo and locally developed custom-made videos were created by Trent students and posted to the magazine.

A year-end usage reports reveals the following:

What Trent University Students Are Reading the Most...

- Most read article, Orientation '10...
What Do Professors Really Expect?
- Most read article, September '10...
Secrets to Academic Success
- Most read article, October '10...
How to Catch Up When You're Falling Behind
- Most read article, November '10...
Tattoos and Piercings Leave Their Mark on Campus
- Most read article, December '10...
Maintaining Your Face Value on Facebook
- Most read article, January '11...
Cooking Basics
- Most read article, February '11...
Eating Disorders: A Cry for Help
- Most read article, March '11...
The Perfect Paper
- Most read article, April '11...
Making Stress Work for You




Usage Overview
Through April 2011

Usage Statistics Through April 30th

Student Permanent Link: <http://sh101.ca/trentu.html>
 Distribution Target: All Students, Parents, Faculty and Staff Typical Edition: CDN
 Primary Distribution Method: School Sends Emails
 Has Basic Customization? YES Has Campus Correspondent? YES Has Custom Video Option? NO

TOTAL of Monthly Sessions: 9,799 TOTAL Time Active: 604:14:31
TOTAL of Pages Read: 74,816
PLUS TOTAL OF MOBILE SESSIONS: 334 (NEW, not included in usage totals above)

Issue	Total Pages Read	Unique Sessions	Average Pages Read	Total Time Active	PLUS MOBILE SESSIONS	URL
Orient. '10	13,568	1,883	7.21	92:13:46	N/A	http://sh101.ca/go2trentu.html
Sept. '10	1,296	144	9.00	20:05:42	72	http://sh101.ca/trentu.html?id=06b2e8e8
Oct. '10	6,552	1,050	6.24	59:44:03	10	http://sh101.ca/trentu.html?id=b457f52f
Nov. '10	7,666	950	8.07	60:49:00	94	http://sh101.ca/trentu.html?id=b54bd2b8
Dec. '10	13,722	1,890	7.26	121:26:38	53	http://sh101.ca/trentu.html?id=d5bb8b7d
Jan. '11	10,142	1,229	8.25	79:41:07	28	http://sh101.ca/trentu.html?id=95b09978
Feb. '11	8,565	923	9.28	69:54:16	46	http://sh101.ca/trentu.html?id=6255f36d
Mar. '11	6,105	867	7.04	46:20:36	11	http://sh101.ca/trentu.html?id=6a45f16d
Apr. '11	7,200	863	8.35	53:59:23	20	http://sh101.ca/trentu.html?id=042268e3



Usage Overview
Through April 2011

This past year Student Health 101 was supported by two Campus Correspondents (one volunteer and one Ontario Work Study Plan) who were responsible to promote awareness of the e-zine and provide Trent specific content to add to the custom pages. For 11-12, marketing for Student Health 101 will begin during New Student Orientation and be once again highlighted during Introductory Seminar Week. Parent e-mail addresses will be collected and the monthly parent edition of the e-zine will be distributed to all parents who provide their contact information.

E-Chug

The Trent Counselling Centre continued to subscribe to the electronic check-up and go alcohol screening program. This year 180 students completed the on-line assessment. This was a 19% increase from the previous year.

Clockwork

Enhancements to the Clockwork database included reminder e-mails for all appointments and the option for online registration. Many students commended the reminder e-mail system. An online registration system was piloted and found to be helpful in enhancing customer service and triaging student needs prior to visiting the office.

Groups

In 10-11 the Counselling Centre ran three process group addressing Childhood Sexual Abuse, Perfectionism, and LGBTQ support. Several wellness workshops were given to TWOLA (To Write Love on Her Arms) a student group whose mandate covers mental health promotion and awareness. In addition, the Counselling Centre conducted Mindfulness training in both the Fall and Winter terms organised through the Athletics Complex. A total of 73 students participated in group options which compares to 36 for 09-10

Client Satisfaction

Client satisfaction surveys are conducted on a bi-annual basis and were not distributed this year. The Counselling Centre will explore the use of online resources for assessing client satisfaction for 11-12.

Goals Achieved 2010-2011

The annual report for 09-10 set out specific goals for 10-11:

- 1) Expand the use of Clockwork to include reminder e-mails for all appointments and introduce a module for on-line registration.
 - A reminder e-mail system was implemented for the start of the fall term. Many students have commented that they have appreciated this use of technology. The number of students “no showing” for their scheduled appointment decreased by 1.63 %. In addition, the number of students calling and cancelling their appointment increased; thus giving the administrative assistant an opportunity to re-book another student who may have been waiting for an earlier appointment.
 - On-line registration began in January 2011. Thirty-seven students registered on line and the results were used to triage for urgency of appointment. Beginning September 2011, all students who call to book an appointment will be directed to the on-line portal. All students will still have a choice in registering on line or completing the paper and pencil registration.
- 2) Begin use of the Health Dynamics Inventory and explore use of the Outcome and Session Rating Scales (Scott Miller).
 - The Health Dynamics Inventory was implemented for most referrals to the consulting psychiatrist as of January 1st 2011. Initially it was felt that the HDI could be used to screen all students registering at the Counselling Centre, however it was determined that the benefits would not outweigh the costs and administration time. The Counselling Centre will continue to use the HDI on a case-by-case basis when referring a student for psychiatric consultation.
 - The ORS & SRS were employed by one counsellor as a trial to assess its usefulness. The counsellor found the ORS helpful for both client and therapist to monitor growth and change. The SRS was noted to be valuable in monitoring the therapeutic alliance, modelling healthy interpersonal communication, and allowing the client an opportunity for feedback on the efficacy of the alliance and modality.
- 3) Explore the use of the Health Risk Assessment (HRA) component of Student Health 101 and work to increase overall readership of the e-zine.
 - A focus group completed the HRA over the summer of 2011 and the results were not at all favourable. As such the decision was made not to pursue its use.

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- To enhance readership for SH101, a Campus Correspondent was hired to promote the e-zine and upload customised videos and pages. Overall readership increased significantly.
- 4) Expand group options to include Dialectical Behaviour Therapy and aGBTQQ support group.
- AGBTQQ group was introduced in October 2010 and in short course it had seven active and supportive members. This was viewed as a highly successful group offering.
 - The piloting of the DBT group was held over to 11-12
- 5) Explore partnership with Human Resources on the delivery of EAP services
- Discussions did not take place to explore this venture. Given ongoing challenges with space, it is unlikely that this partnership would be viable in the near future.
- 6) Work towards shifting the staffing model for the TCC from professional service agreements to contracted employee positions.
- The costs related to this shift are significant (ie: benefits & employee paid premiums). With the Director of Counselling transitioning into the role of Director for the Student Wellness Centre, approximately 50 K was freed up to increase counsellor FTE and bring one counsellor on a two-year contract as a 1.0 FTE for 12 months. As a result, for 11-12 the Trent Counselling Centre will be open year round. The other three counsellors will be offered 8-month contracts and although they will not be eligible for benefits, they will qualify for some statutory holidays.
- 7) Establish stronger links towards wellness model and partnerships with Trent stakeholders
- Expanded the role of the Wellness Sub-Committee of CASSC to include various student groups with a mandate that addresses wellness (ie: TWLOHA & Active Minds).
 - Advocated to create a Student Wellness Centre which would include Health, Counselling, and Disability services under one roof. This resulted in a tentative plan to have Disability Services move to Blackburn Hall and for the Director of Counselling to assume responsibility for both Health and DSO under the title of Director, Student Wellness Centre.
 - Consulted with Eunice Lund-Lucas who was in the process of researching an on-line wellness module for all students to complete during NSO/ISW.

Goals for 2011-2012

- 1) Develop an on-line client satisfaction questionnaire.
- 2) Expand upon the use of on-line registration
- 3) Begin to integrate departments under the Wellness Centre
- 4) Coordinate the delivery of mental health first aid training
- 5) Continue marketing Student Health 101; integrate into NSO & ISW and begin distributing the parenting edition.
- 6) Website development

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