



Marshall B. KETCHUM UNIVERSITY

University Student Counseling Services

University Student Counseling Services Annual Report

2021-2022 Academic Year (AY)

Marshall B. Ketchum University (MBKU) offers a continuum of mental health services which are available to all students. The Director for University Student Counseling Services ("Director") is responsible for providing individual counseling services to MBKU students, evaluating students who may indicate a need for outside referral and responding to students who require immediate intervention. The Vice President for Student Affairs (VPSA) oversees the entire program of counseling services for students at MBKU.

Overview of Services

MBKU is committed to providing different options of culturally sensitive and inclusive mental health services for all students. Consistent messaging throughout the year is coordinated by University Student Affairs (USA) with a focus on wellness and prevention. Data from higher education institutions continue to identify unusually high numbers of students who have suicidal ideation, depression, anxieties, and trauma. These stressors have become more prevalent as students face unprecedented challenges and changes related to the pandemic.

USA aims to provide MBKU students with information, tools, and resources to promote resilience, awareness, and wellness. Information regarding accessing these services is available in the University Student Handbook, in the Student Achievement Center (SAC) Moodle course, and on the MBKU student portal. Additional resources are frequently developed and shared.

The Director is available to all MBKU students at no cost on a part-time flexible schedule throughout the year, providing one-on-one counseling on an appointment or emergency basis as well as support to the campus community during times of crisis or emergencies. The Director serves as a member of the Campus Assessment, Response, and Evaluation (CARE) Team. She is a licensed clinical psychologist who specializes in student support and issues impacting young adults. Counseling is sought for a variety of reasons including:

- Test anxiety
- Fear of failure or academic demands
- Isolation
- Difficult transitions
- Challenges during clinical rotations
- Feelings of inadequacy
- Generalized anxiety, panic attacks
- Challenging living situations
- Stressful relationships

The three most common emotions reported by students requesting Counseling Services were anxiety/stress, feeling of being overwhelmed and depression/hopelessness. Significant behaviors experienced by students included unusual eating habits, academic problems and relationship issues. Physical symptoms most frequently reported by students included fatigue/exhaustion, sleep problems and muscle tension/headaches.

Options for low-cost mental health services are available through a partnership with Hope Counseling Center (HCC) which provides a spectrum of counseling services to current students. HCC offers personal/individual, marriage/couples, and family counseling for \$5 per session. Students in need of long-term therapy are referred to their health care provider(s), HCC, or other outside agencies.

Educational Initiatives

During the 2021-2022 AY, students faced ongoing challenges related to the pandemic with resilience and determination. The constantly changing dynamics required students to be flexible and fluid. Distance learning led to many students feeling disconnected, dealing with loss, and/or facing academic challenges. Some faced challenges outside of school, often exacerbating existing mental health concerns. Remote access to mental health support services continued throughout the year. Students, including those on clinical rotations, were able to request and schedule counseling services either in person or via Zoom.

An enhanced system for monitoring and tracking students who receive counseling services was implemented in June 2021. This information assists MBKU in better understanding the use of mental health services and making data-driven recommendations to improve delivery. Factors tracked include program, class year, number of initial and follow-up sessions, issues of concern, referrals, and resolution. Additionally, demographic information is collected so we can ensure we are supporting all student populations.

University Student Counseling Services Statistics AY 2021-2022

Individual counseling services were provided throughout the year using a variety of platforms, both in person and virtual. Most students self-referred; others were referred by faculty advisors, staff, peer advisors, or fellow students. Student email, text, or phone requests were responded to within 48 hours and appointments scheduled within a week. Depending on individual needs, students were encouraged to follow-up with a second session or via e-mail or phone.

During the 21-22 AY, 75 students (~10% of the study body) scheduled an initial counseling session and 97% completed the intake questionnaire. Approximately 202 individual counseling interactions were provided during the academic year either in person or virtually. This includes initial sessions and second or third follow-up sessions.

Individual Student Counseling Sessions and Follow-Up								
SPAS (n=23)			SCCO (n=35)			COP (n=17)		
Initial Visit	Visit #2	Follow-Up	Initial Visit	Visit #2	Follow-Up	Initial Visit	Visit #2	Follow-Up
23	19	24	35	21	29	17	16	18

Demographic Information

In the 2021-2022 Academic Year, University Counseling Services collected demographic information for students accessing the service for the first time. There were 73 students who completed the survey. Responses represented all programs and graduation years. Students were able to self-identify their race/cultural background, however for the purposes of comparison and protecting identity, the responses were collapsed into the census definition of race and ethnicity.

- Hispanic/Latinx origin or decent: 16%
- Race: (Select all that apply or self-describe)
 - White/Caucasian: 31%
 - Asian American: 48%
 - Middle Eastern: 8%
 - American Indian or Alaska Native: 1%
 - African American: 0%
 - Other: 5%
 - Prefer not to say: 7%
- International students: 1%
- Female: 71%
- Veteran: 4%
- Parenting students: 5%
- Documented disability: 19%

Executive Summary

MBKU University Student Counseling Services strives to provide access to mental health resources for all students who seek them. Referral information is available on the Student Portal, Moodle and throughout the year. In addition to various handouts and workshops, short-term individual counseling sessions are available by request. Referrals to outside agencies are offered as well. Mental health services aim to be inclusive, confidential and stigma-free.

National statistics suggest a growing number of students in higher education reporting mental health concerns. MBKU is prepared to support these students through Student Counseling Services as well as Disability Services when appropriate.