



Marshall B. KETCHUM UNIVERSITY

University Student Counseling Services

University Student Counseling Services Annual Report

2022-2023 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 Enrollment and Student Services oversees the focus on wellness and counseling services for students at MBKU.

Overview of Services

MBKU is committed to offering students multiple options for culturally sensitive and inclusive mental health services. Consistent messaging throughout the year focuses on wellness and prevention. Research continues to identify high numbers of students with suicidal ideation, depression, anxieties, and trauma. MBKU aims to provide students with information, tools, and resources to promote resilience, awareness, and wellness. Information regarding these services is available in the University Student Handbook, the Student Achievement Center (SAC), Moodle, and the MBKU student portal. Additional resources are continuously 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 specializing in student support and issues impacting young adults.

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. A list of local providers is provided to students upon request.

Educational Initiatives

A variety of programming focusing on wellness and social-emotional growth is offered throughout the year. Individual counseling services were offered using a variety of platforms. Most students self-referred; others were referred by faculty advisors, staff, peer advisors, or fellow students. Student email, text, or phone requests were typically responded to within 48 hours and appointments scheduled within a week. All students, including those on clinical rotations, were able to request and schedule counseling services. Students requiring additional services were referred to outside resources.

Lunch seminars were offered on topics related to wellness with a focus on providing students with practical skills they could apply in their everyday lives. The seminars were well attended and well received. Popular topics were Overcoming Social Anxiety, Understanding Loss and Grief, and Getting Unstuck. Seminars served as a springboard for some students to seek assistance. Webinar recordings, handouts, and referral information were made accessible to students and faculty. Resources on critical topics such as suicide awareness were shared with students.

University Student Counseling Services Statistics 2022-2023 AY

Many students took advantage of available resources and sought support as they faced challenges. An enhanced system for monitoring and tracking students who receive counseling services assists MBKU in better understanding the use of mental health services and making data-driven recommendations to improve delivery. Factors tracked include program, year, number of initial and follow-up sessions, issues of concern, referrals, and resolution. Additionally, demographic information is collected to ensure all students receive support.

Counseling was sought for a variety of reasons. The three most common emotions reported by students requesting counseling services were anxiety/stress, feeling of being overwhelmed and depression/hopelessness. Other indicators included fear of failure, academic demands, social isolation and grief. Significant behaviors experienced by students included unusual eating habits, academic struggles and relationship issues. Physical symptoms most frequently reported included fatigue/exhaustion, sleep problems and muscle tension/headaches.

During the 2022-2023 AY, 71 students (19 SPAS, 35 SCCO, and 17 COP) scheduled an initial counseling session and 87% completed the intake questionnaire. Approximately 174 individual 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=19)			SCCO (n=35)			COP (n=17)		
Initial Visit	Visit #2	Follow-Up	Initial Visit	Visit #2	Follow-Up	Initial Visit	Visit #2	Follow-Up
19	14	18	35	21	24	17	12	14

Demographic Information

Demographic information is reported for students accessing counseling services for the first time. Responses represented all programs and classes.

Hispanic/Latinx origin or descent: 16%

- Race: (Select all that apply or self-describe)
 - White/Caucasian: 30%
 - Asian American: 52%
 - Middle Eastern: 10%
 - African American: 2%
 - Other: 6%

75% of respondents were female, 2% were veterans, 75% identified as single, 14% are parents and 18% reported a documented disability.

Executive Summary

MBKU strives to provide inclusive, confidential, and stigma-free mental health services. Counseling, emails, and seminars aim to provide students with skills geared to personal growth and self-improvement. MBKU continues to seek a variety of research-based service options to meet the needs of students and to find optimal ways to disseminate information.