

# University Counseling Center (UCC) Annual Report

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2021 TO 2022

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Submitted by

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# Overview of the UCC

## Our Mission

We support student wellbeing and success by providing mental health care from a holistic strengths-based, culturally affirming, and person-centered approach

## Our Purpose

The UCC provides a full range of mental health services to University of Utah Students. We host five doctoral and masters-level training programs in psychology and social work, and one undergraduate internship. The UCC Skills, Workshops, and Mindfulness Programs augments our clinical services by offering workshops for students seeking to develop better skills for managing stress, anxiety, and attentional/learning concerns. The UCC actively engages with the campus community in providing outreach presentations, consultation with faculty and staff, training to University of Utah students, and crisis services.

**2021 - 2022**

**2,435**

Students Served

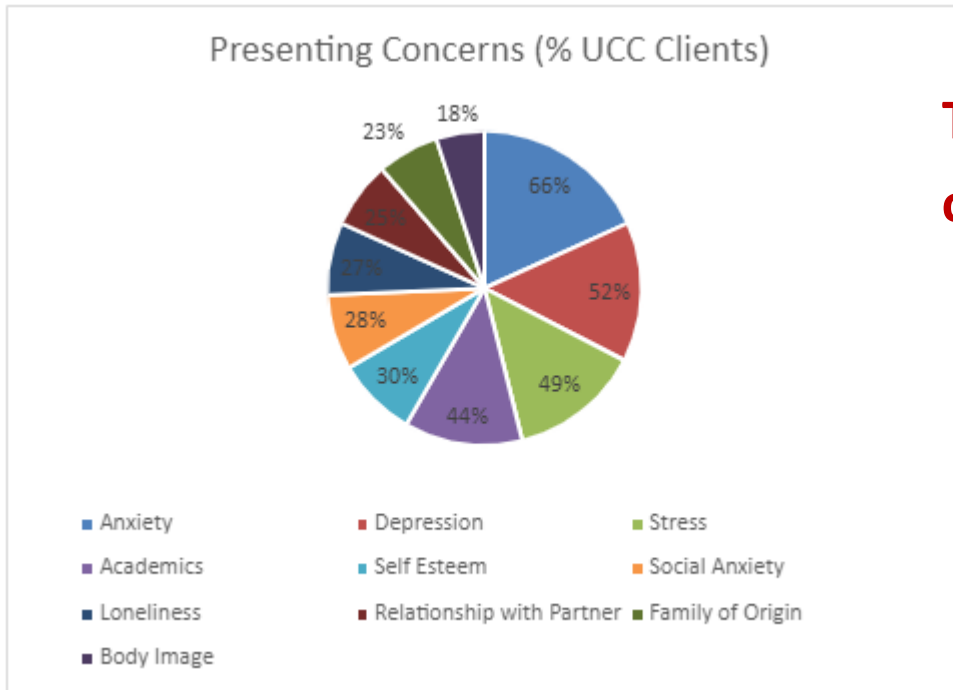
**15%** Increase from Previous Year

**14,410**

Total Clinical Appointments

**4%** Increase from Previous Year

# Why students come to the UCC and how we help



## Top five reasons U of U students seek counseling

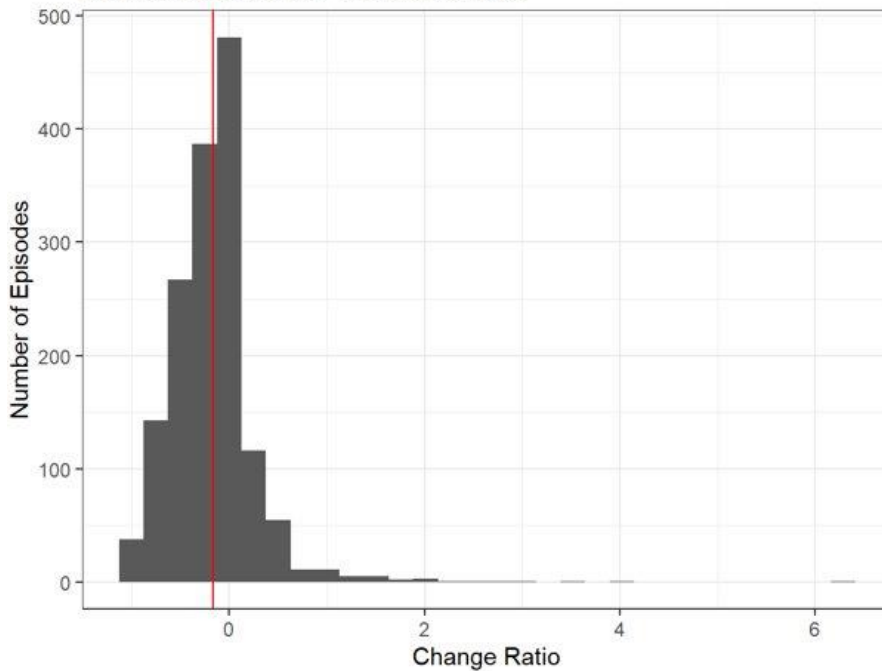
1. Anxiety
2. Depression
3. Stress
4. Academics
5. Self-esteem

## UCC is 25 licensed counselors and 22 graduate student trainees helping students through

- Intake Assessments
- Crisis Services
- Quick Care
- Individual Counseling
- Group Counseling
- Relationship Counseling
- Psychiatric Medication Services
- Care Management
- Clinical Consultation
- Mindfulness Center Workshops
- Campus Outreach Presentations

# UCC's Impact on Students

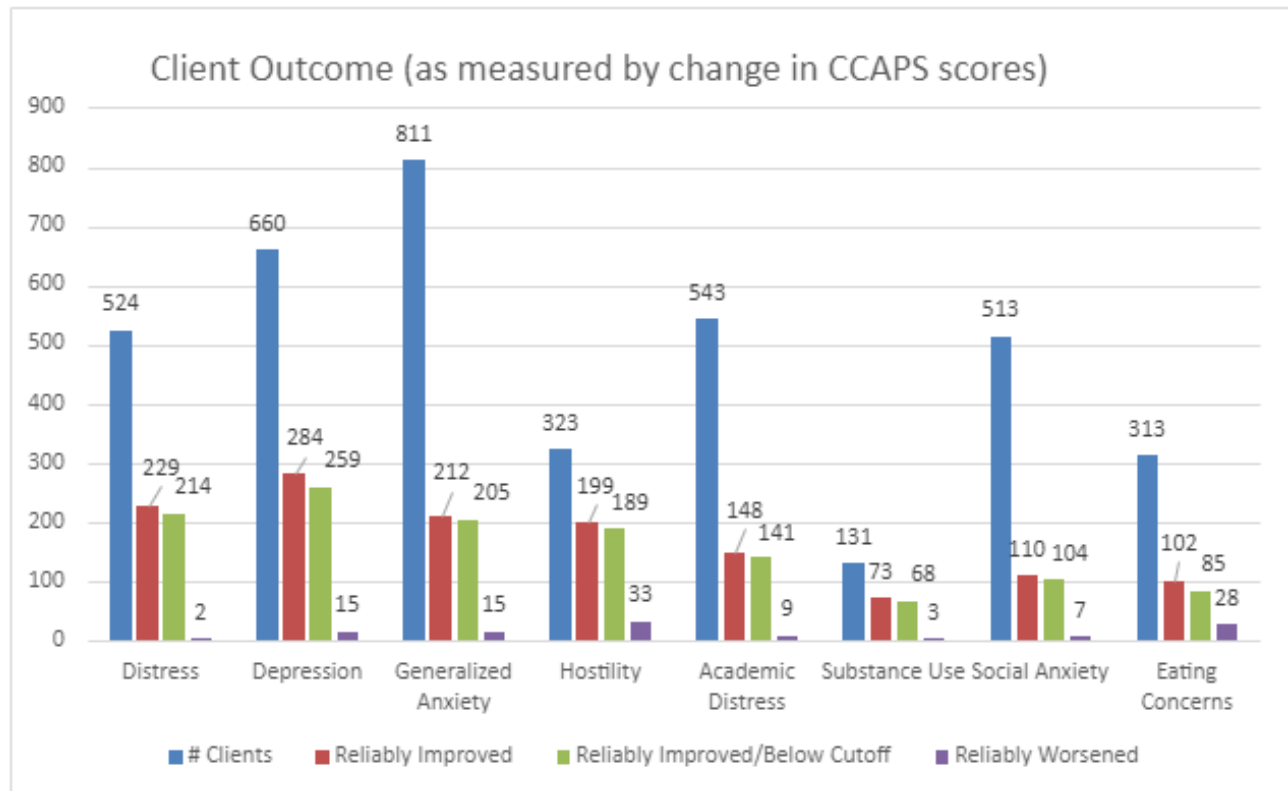
Pre-to-post Change in Distress Index (Individual) in 2021-2022  
Mean percent change: -17% per episode



The Distress Index is a measure of overall mental/emotional distress reported by students on the Counseling Center Assessment of Psychological Symptoms (CCAPS) at intake and each clinical session

**On average, student's overall distress levels decreased by 17% over the course of their treatment at the UCC**

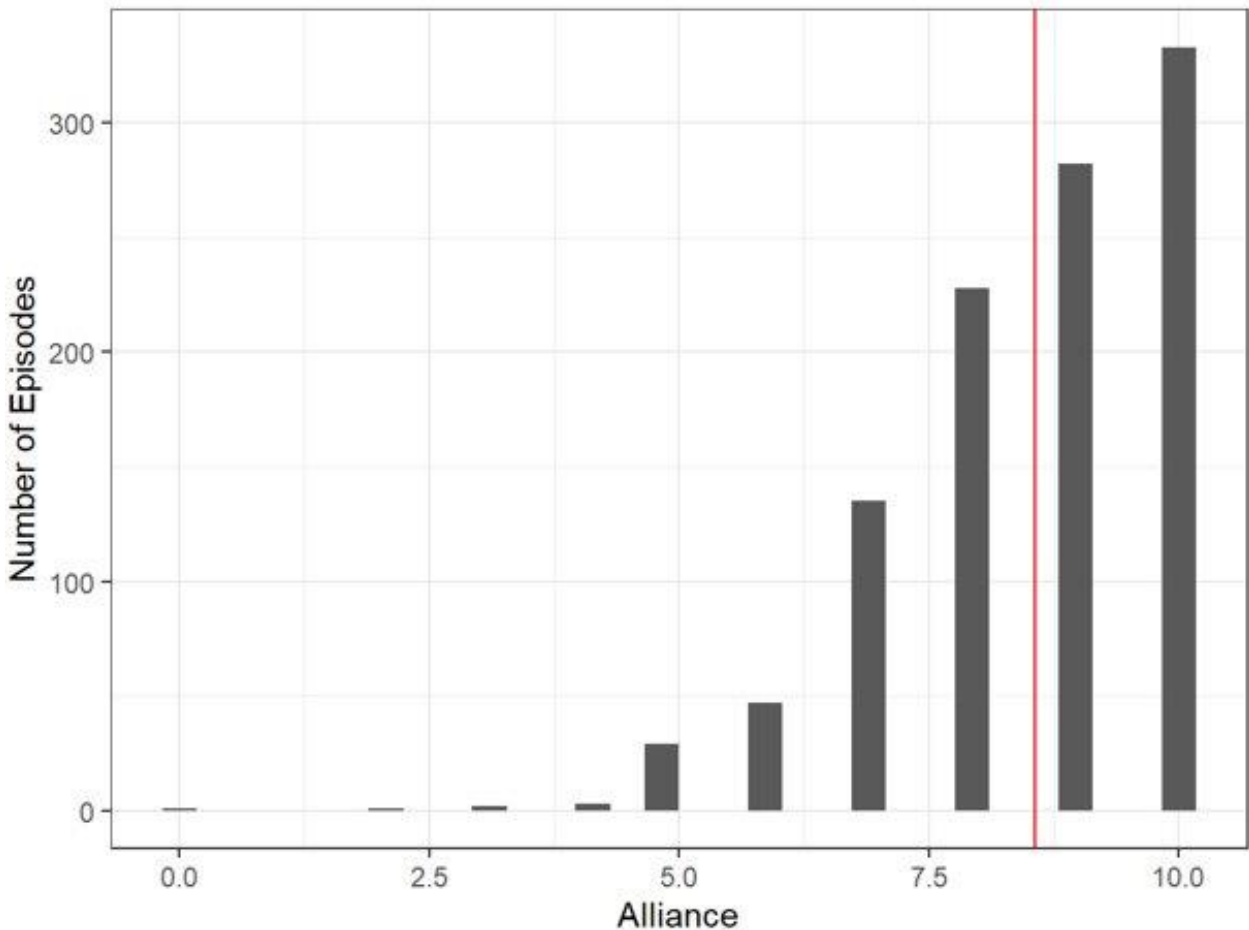
## UCC's Impact on Students (Continued)



**UCC Clients reliably improved  
across all CCAPS areas of concern**

## Post-treatment Score of Alliance in 2021-2022

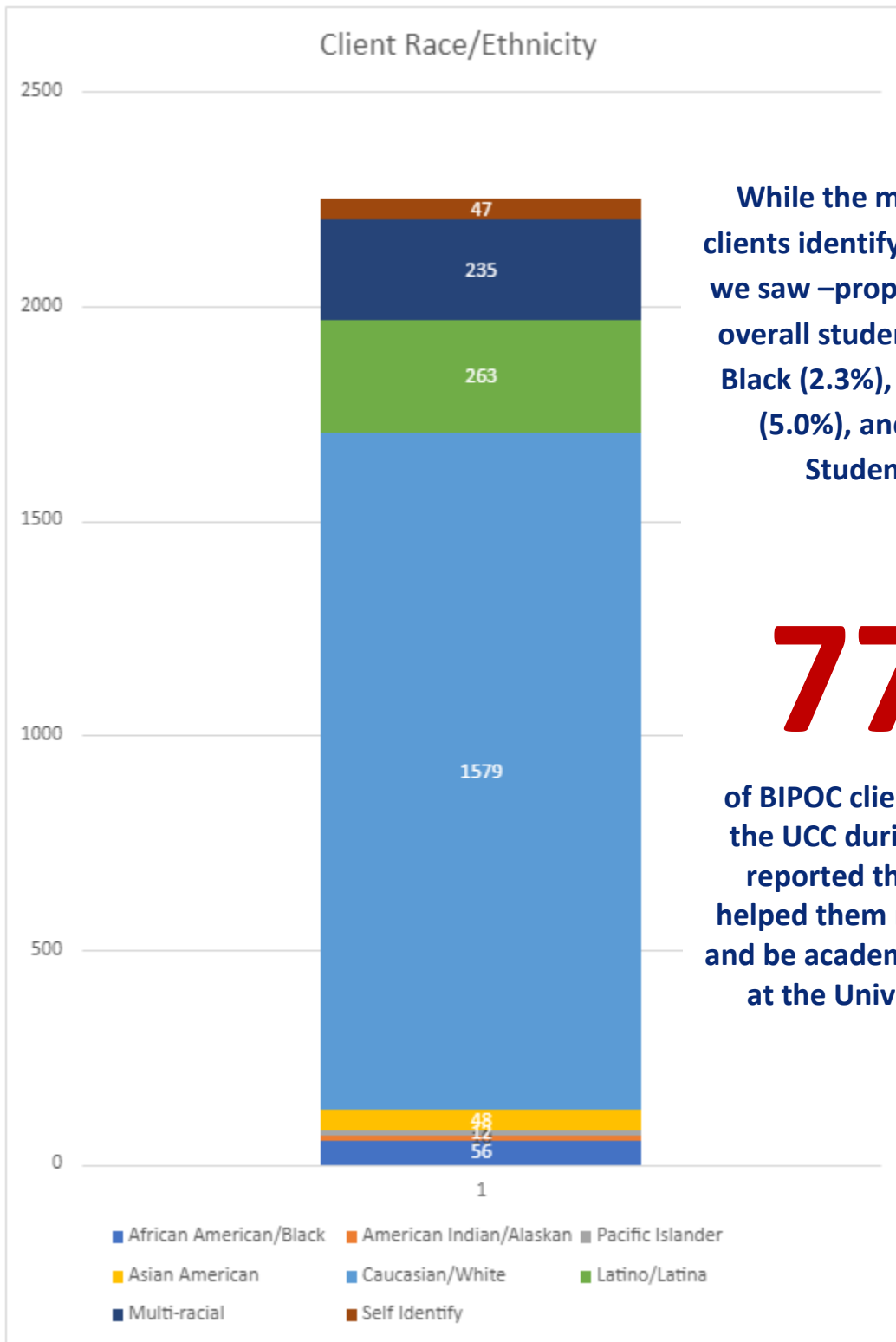
Mean score: 8.562 per episode



# 8.6 / 10

Students rate the quality of UCC services at every clinical session using the Alliance and Multicultural Survey (AMS). On a scale from 0 (worst possible counseling) to 10 (best possible counseling), the average rating at the end of treatment was 8.6 indicating very high overall satisfaction with UCC services.

# UCC's Impact on BIPOC Students



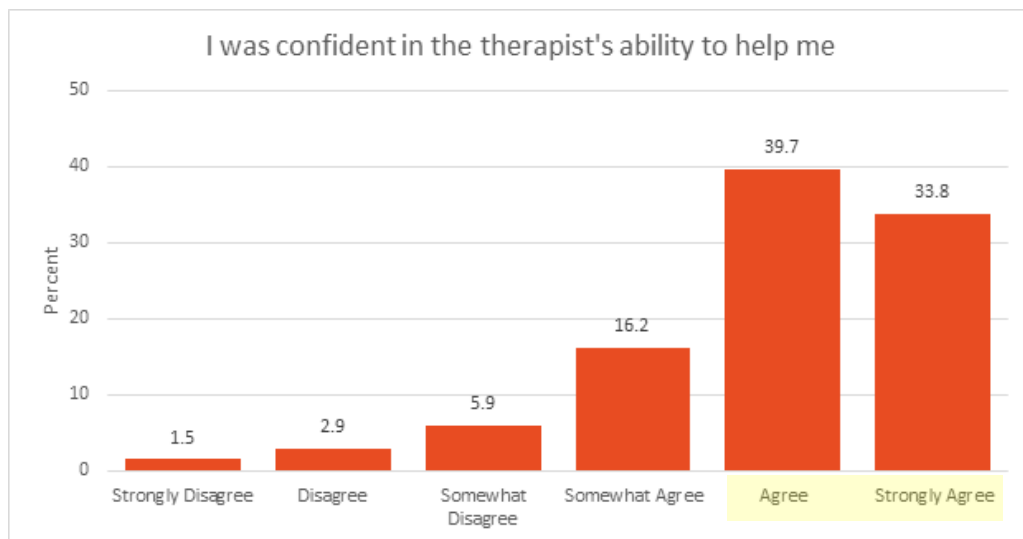
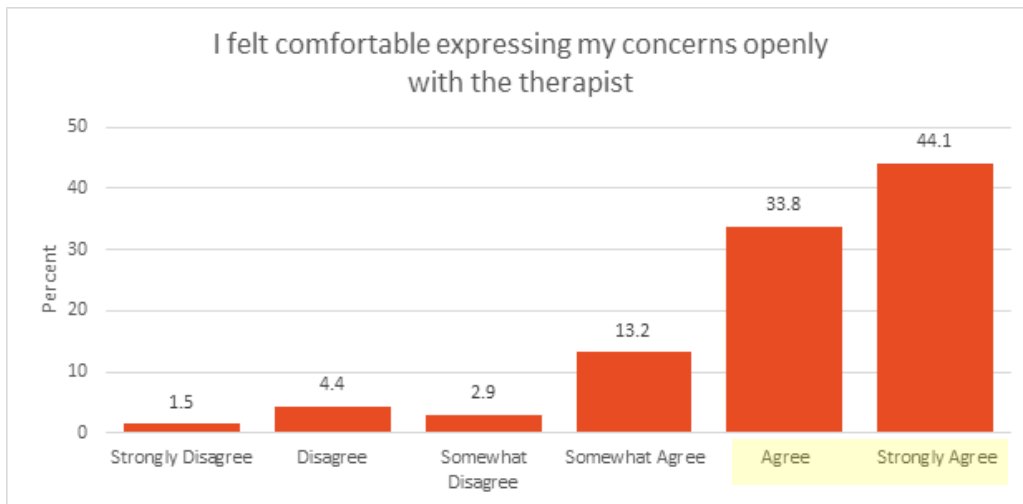
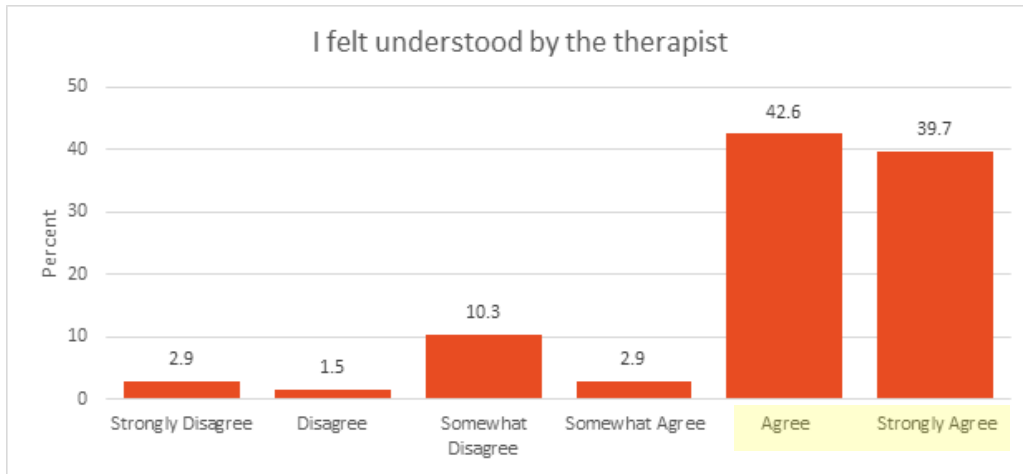
While the majority of UCC clients identify as White (66%), we saw –proportionate to the overall student body– more Black (2.3%), Pacific Islander (5.0%), and Multiracial Students (5.6%)

**77%**

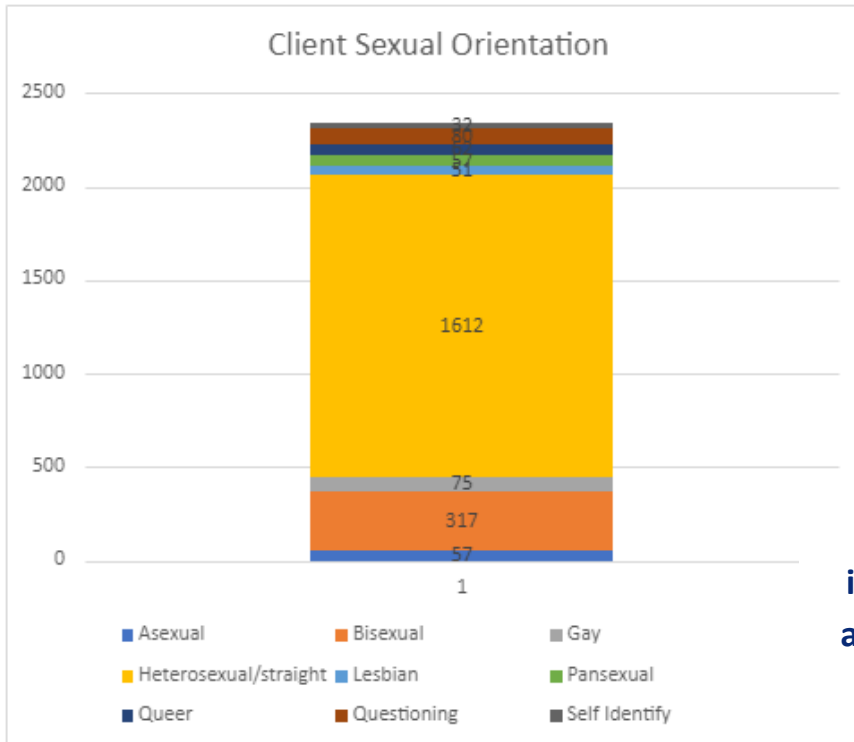
of BIPOC clients surveyed at the UCC during Spring 2022 reported that counseling helped them remain enrolled and be academically successful at the University of Utah



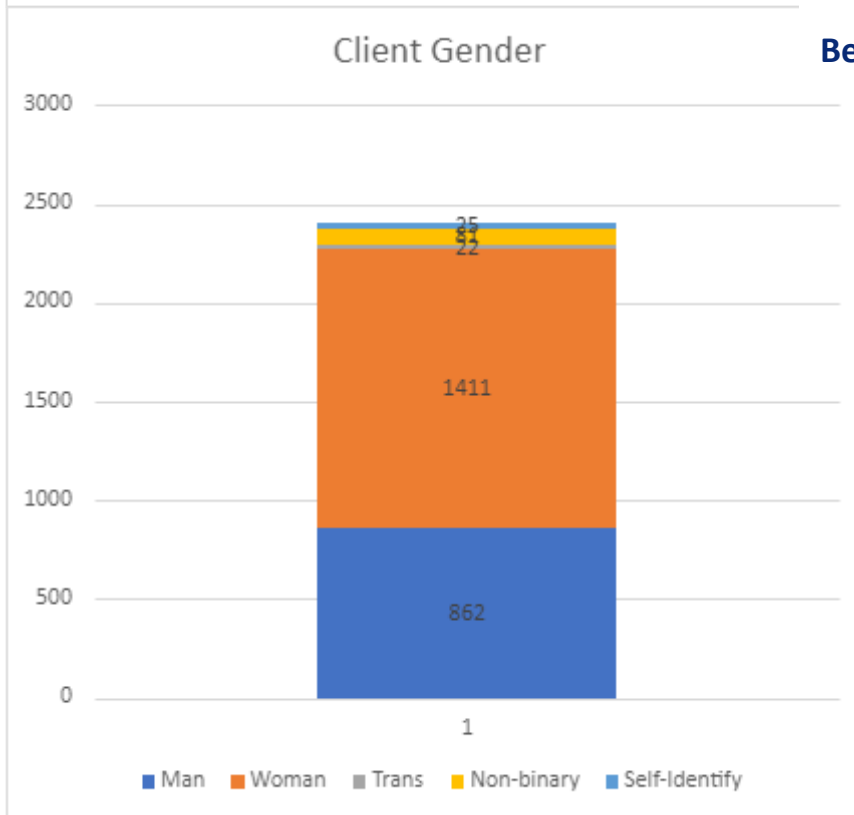
## The same survey from Spring 2022 of UCC BIPOC clients found...

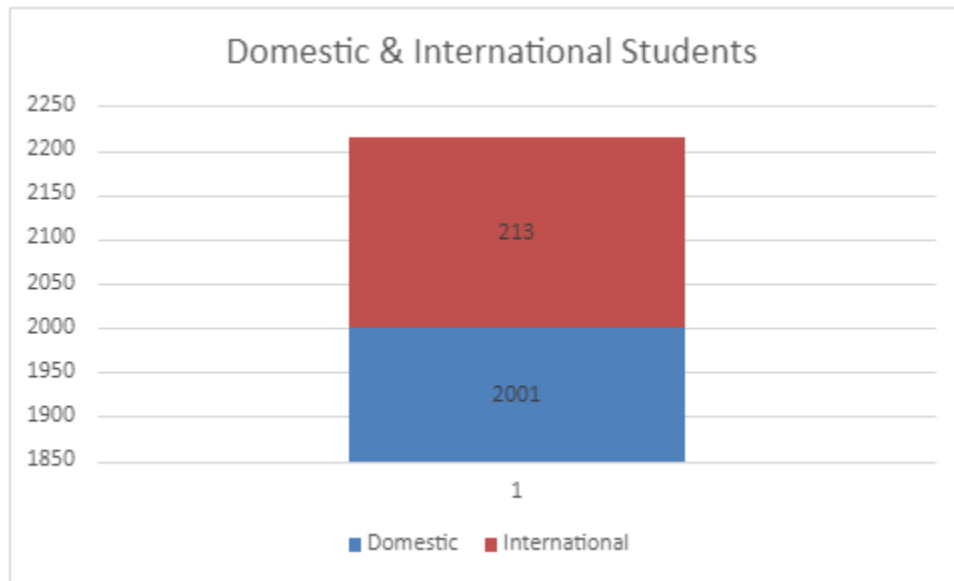


# UCC Client Demographic Overview

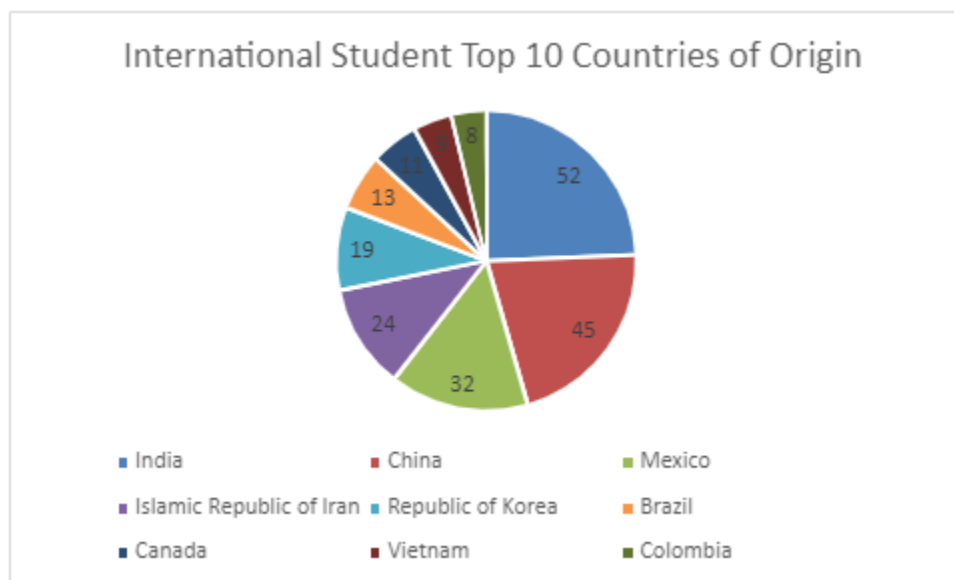


While many UCC clients identify as heterosexual, we actively support LGBTQ+ and gender diverse students through services like our Beyond Binaries Support Group

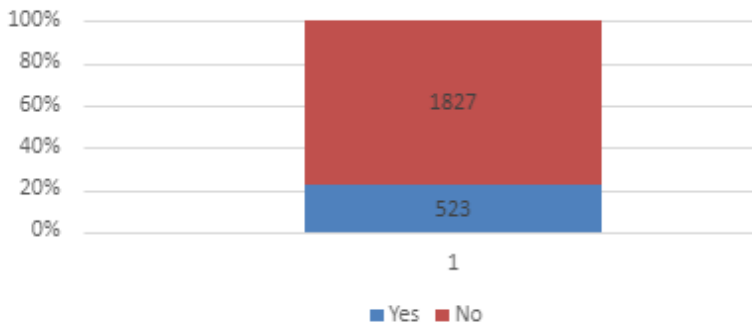




The UCC served students from **80** different countries, with **11%** of all UCC clients identifying as international students



### First Generation College Students (# UCC clients)



**22%**

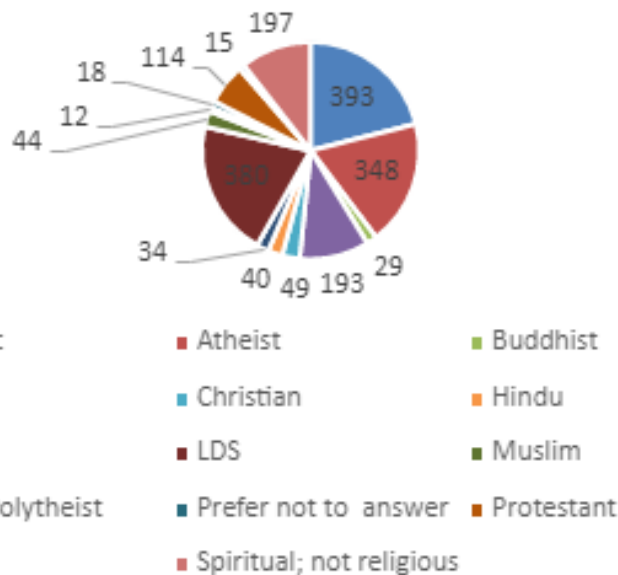
of UCC clients identify as First-Generation, highlighting the important role counselors play in supporting academic success and adjustment for those new to higher education

### Prior Military Service (# UCC clients)

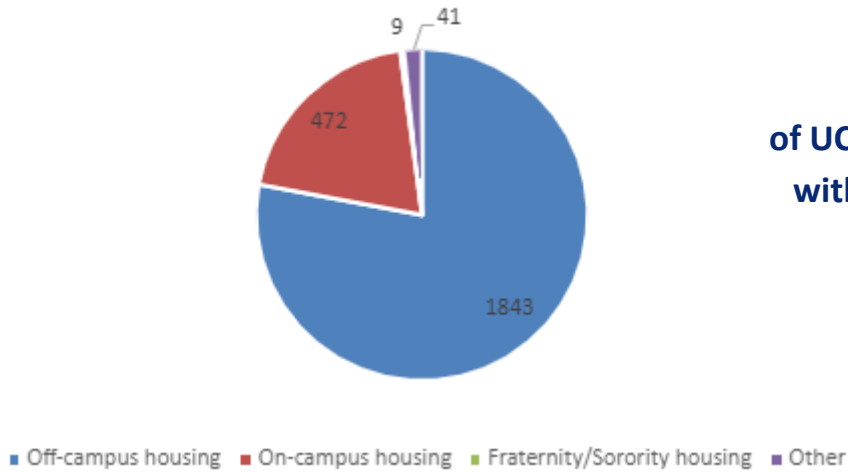


Just **1.3%** UCC clients report prior military experience, and we see students from a range of faith backgrounds

### Religious Identity (# UCC Clients)

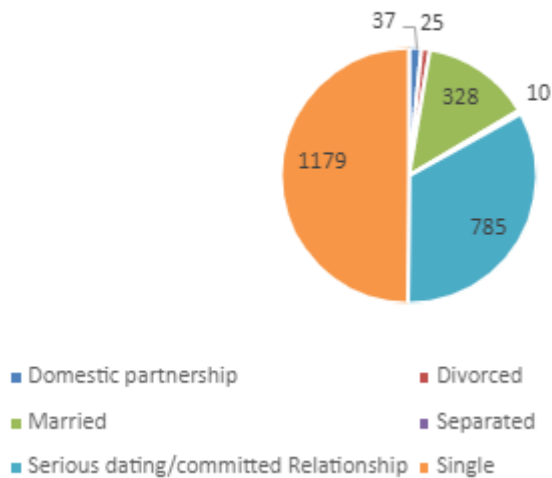


Living Situation (# UCC Clients)



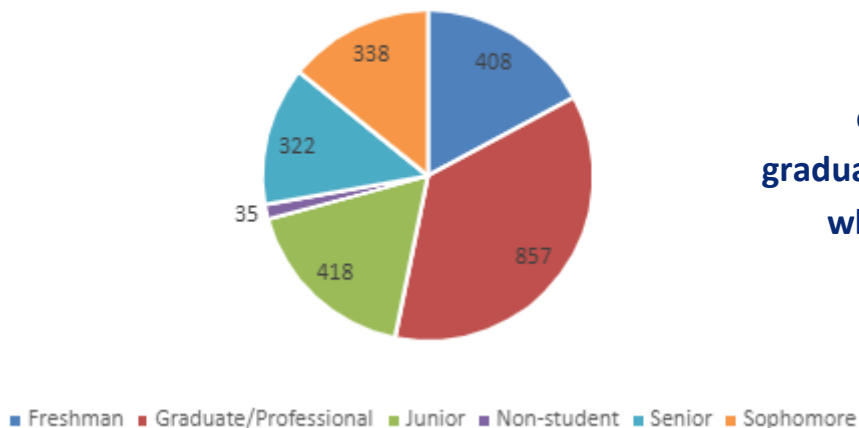
**20%**  
of UCC clients live on campus,  
with **78%** living off campus

Relationship Status (# UCC Clients)



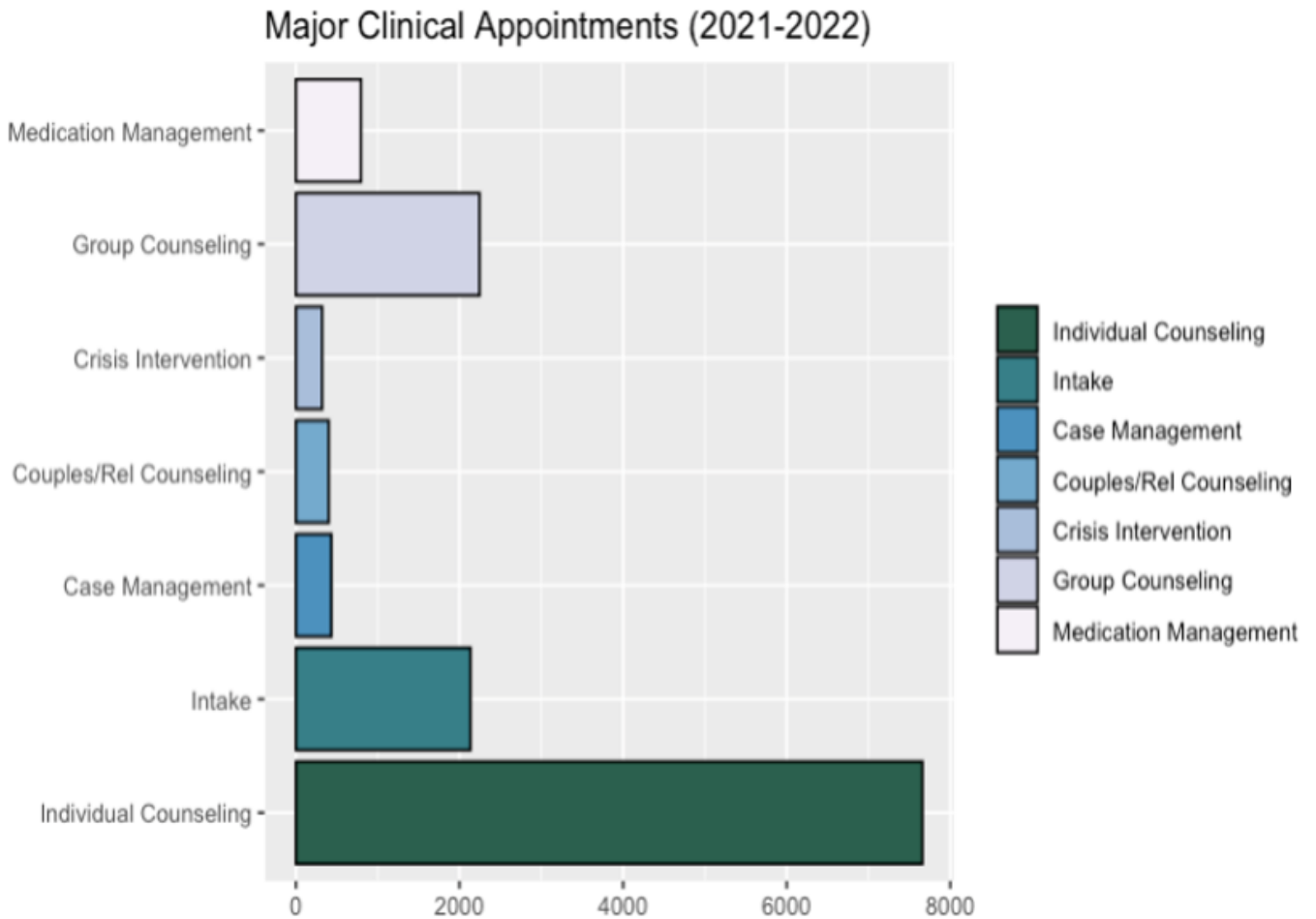
**50%**  
of UCC clients are single, with  
**47%** in a serious or committed  
relationship

Academic Status (# UCC Clients)

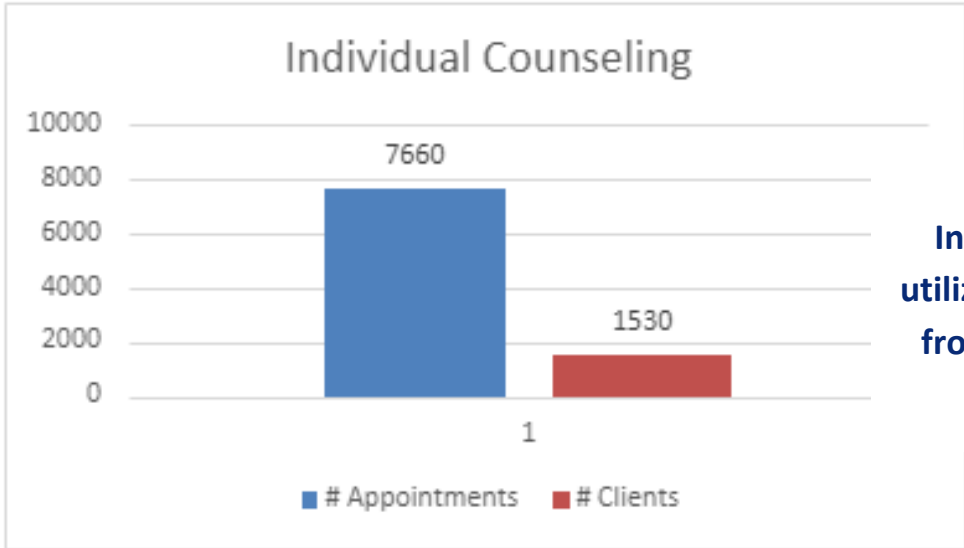


**36%**  
of UCC clients were  
graduate/professional students  
while **17%** identified as  
freshmen

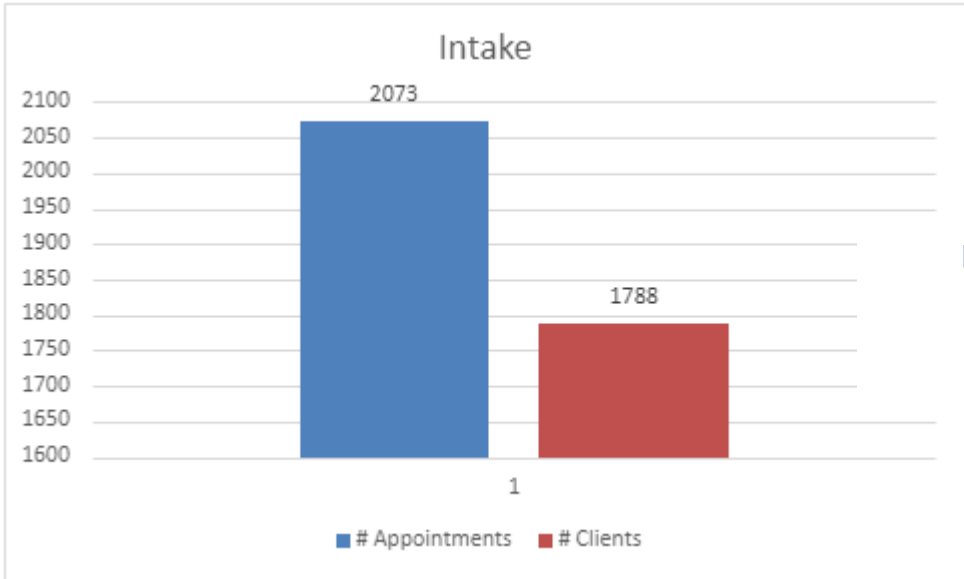
# Counseling Utilization Overview



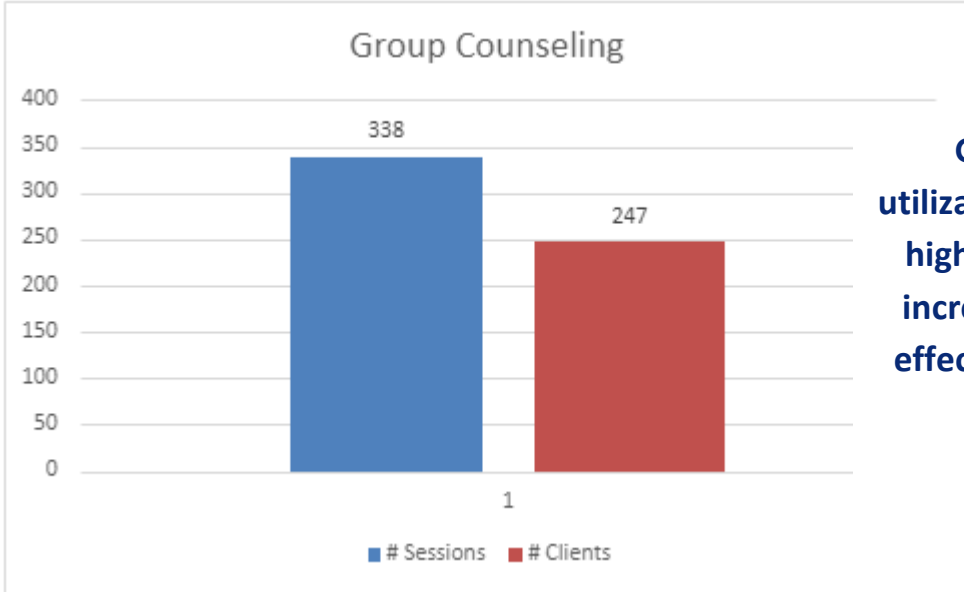
**Individual counseling, intakes, and group counseling** were the services most often utilized by clients in 2021 to 2022



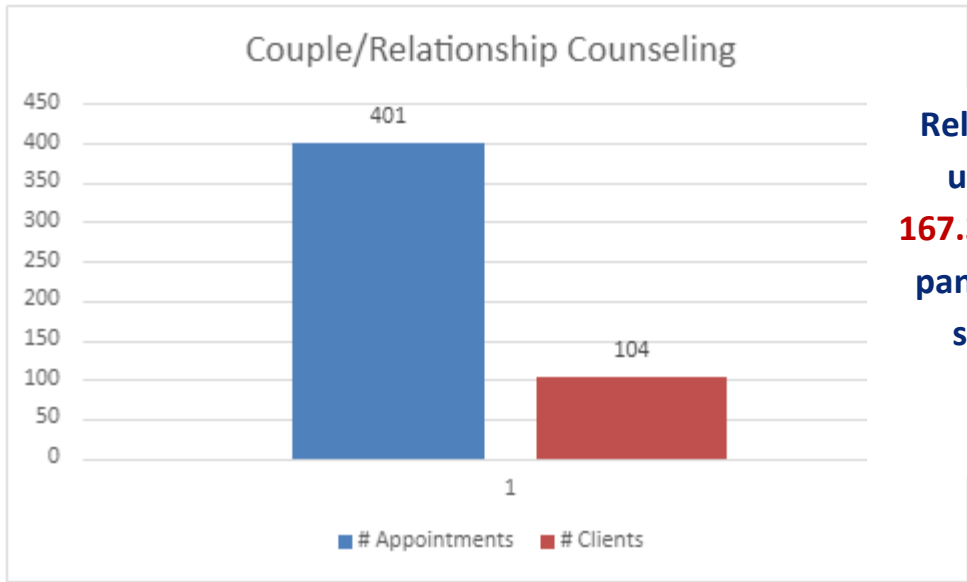
**Individual counseling utilization increased 8.2% from the previous year**



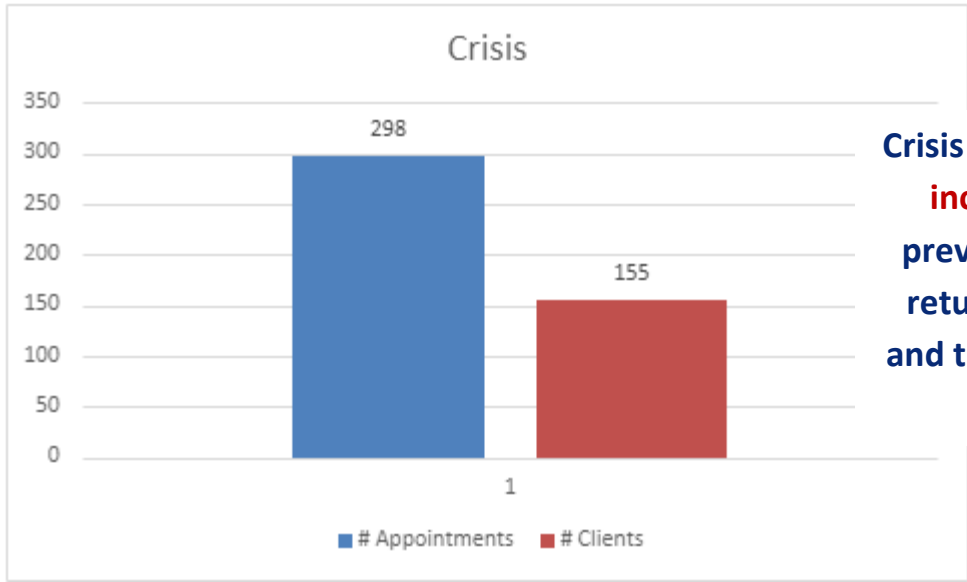
**Intake utilization increased 17.2%**



**Group counseling utilization decreased 14.9% highlighting the need to increase referrals to this effective service in 2022 - 2023**

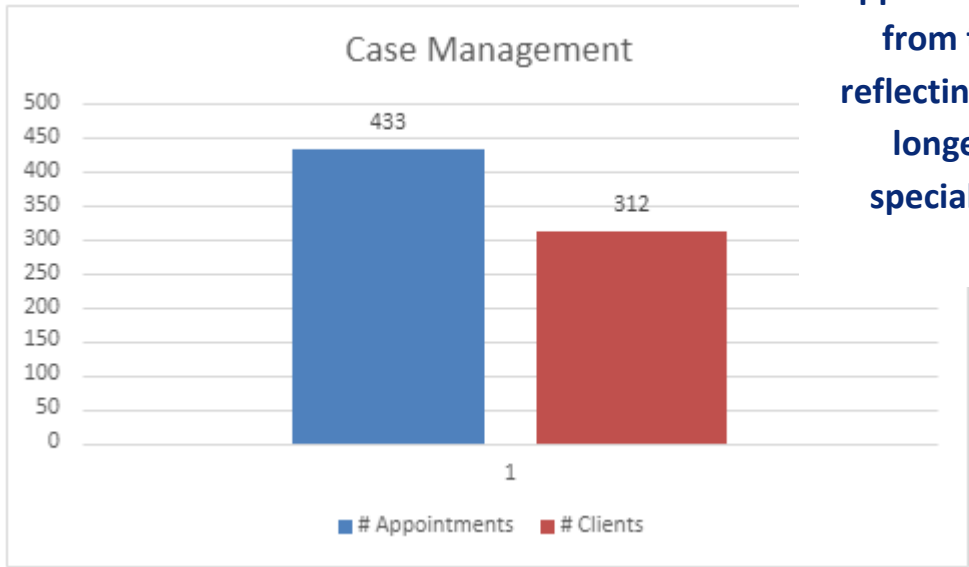


Relationship counseling utilization **increased 167.3%**, the likely result of pandemic and economic stress on partnered students

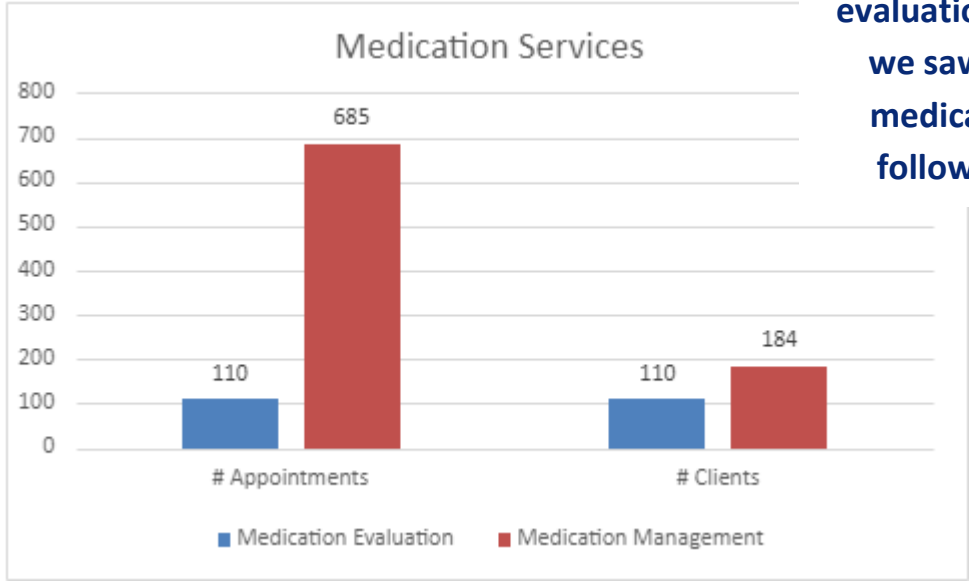


Crisis counseling utilization **increased 100%** from previous year, related to return-to-campus stress and the ongoing pandemic



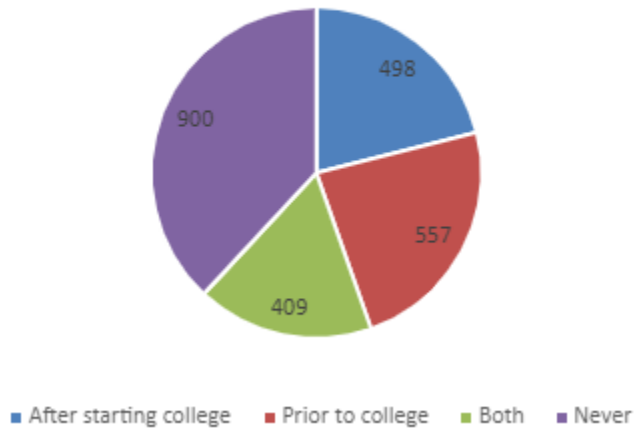


Case management appointments increased **20%** from the previous year, reflecting a growing need for longer-term and more specialized care for some students



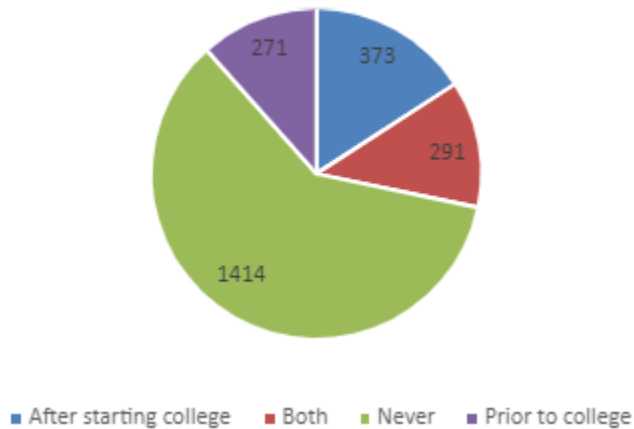
While initial medication evaluations decreased by 2%, we saw a **36%** increase in medication management follow-up appointments

Prior Counseling Experience (#UCC Clients)



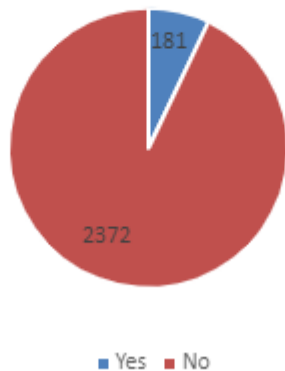
**62%** of UCC clients had some prior counseling experience; **40%** have taken medication previously; **7%** have been hospitalized for mental health concerns

Prior Medication Use (# UCC Clients)



**This continues the trend for students arriving at the University of Utah with greater severity of presenting concerns, existing mental health concerns, and more familiarity with mental health services and medication**

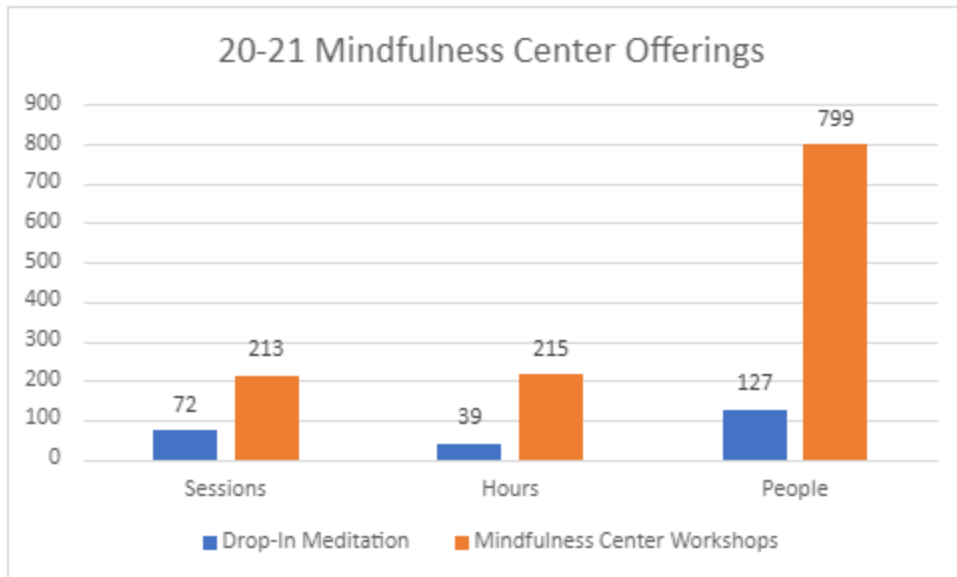
Prior Hospitalization (# UCC Clients)



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# UCC Mindfulness Center

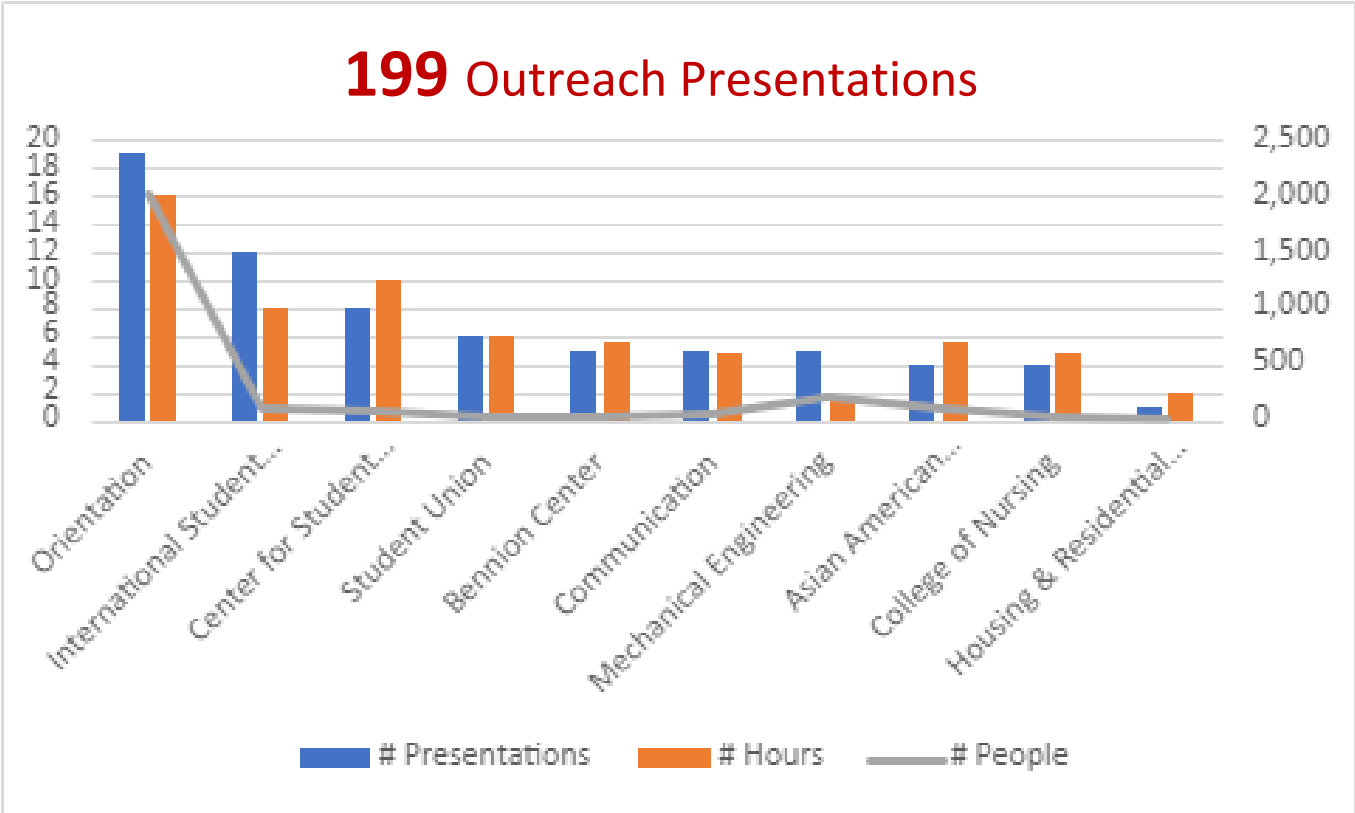
## Skills Workshops and Mindfulness Programming Benefited 926 Students, Staff, and Faculty



### 2021 to 2022 Offerings Included:

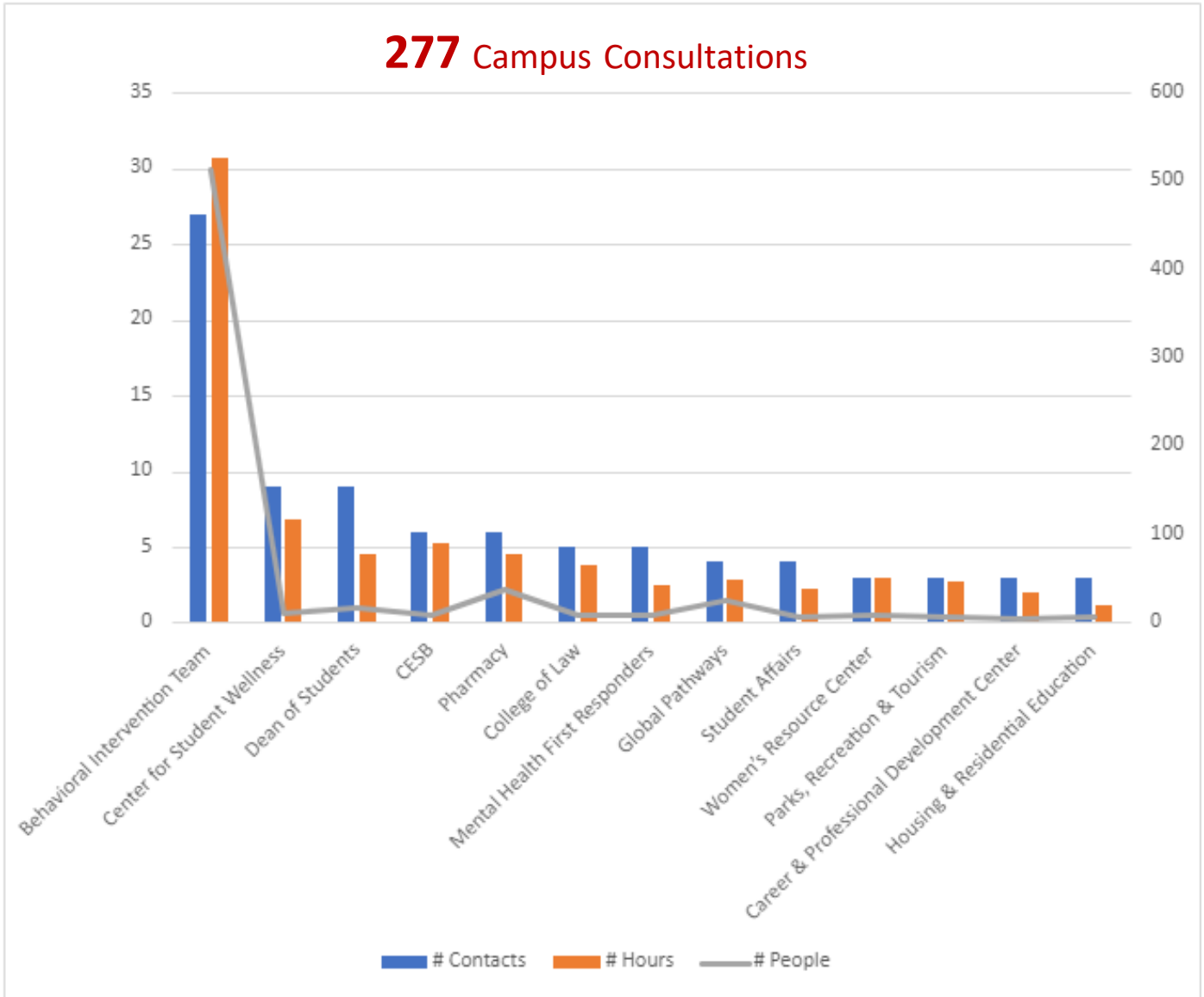
- Drop-In Mindfulness Session
- Feel Better Now
- Building Resilience
- Mental Coaching for Success
- Trauma Triage
- Mindful Work/Life Balance
- Radical Self-Compassion for BIPOC Students

# Campus Prevention and Intervention Highlights

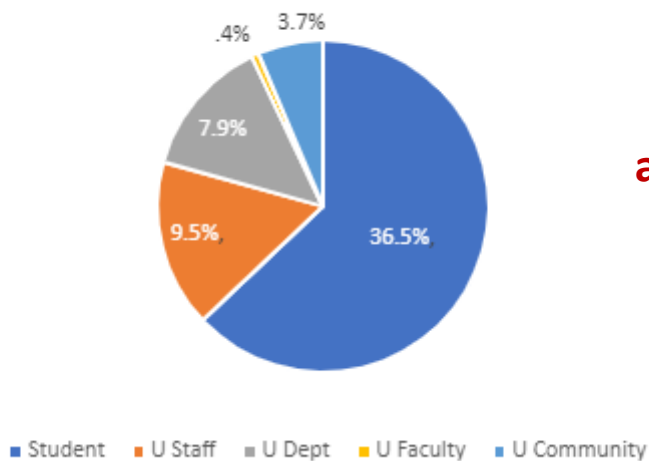


**Outreach programming in 2021 to 2022 reflected a return to in-person student and parent orientations as well as campus critical incidents and continued collaboration with campus partners**

## 277 Campus Consultations



Consultations Regarding



**The UCC continued to actively provide support and consultation to campus partners, faculty, and staff**

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# 2021 to 2022 Accomplishments and Challenges

## ACCOMPLISHMENTS

**Student Mental Health Fee funding** supported two new clinical positions. We expanded our embedded therapists to the College of Science and added one more mental health therapist.

**Our clinical staffing is at the highest level to date.** With 25 counselors (25.16 FTE), there is now 1 UCC counselor for every 1,311 students

**We have been successful in hiring all open positions,** even with the profound impact COVID has had on the labor market.

**We received funding to bring on a third-party virtual counseling service** which will increase student access and expand UCC services by providing 24/7 counseling support to students.

**We were successful in obtaining staff equity salary increases** which is an essential factor in retaining our talented team of mental health professionals in today's higher education landscape.

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## CHALLENGES

**Hiring and Retention.** We recognize the ongoing challenges of staff retention in the current competitive job market. Ensuring our team's well-being as they do the critical work of supporting University of Utah students and the campus community remains our highest priority.

**UCC Budget.** Several factors have impacted the UCC budget, including sustaining a COVID budget cut, the administrative separation of the UCC from the Testing Center, and the decision to no longer charge a fee for most counseling services. We are committed to working with Student Affairs administration to stabilize our budget moving forward.

**Interim UCC Leadership.** We are nearing the end of a period of interim UCC leadership, necessitated in part by the phased retirement of the former Director and Associate Director for Clinical Services. We successfully hired a permanent Associate Director for Clinical Services and anticipate that UCC leadership will stabilize with the hiring of the permanent UCC Executive Director.

**UCC Organizational Structure.** With the increase in the size of our clinical staff, the UCC is overdue for an organizational restructure to increase efficiency in personnel supervision and area oversight. A reorganization would also provide additional leadership opportunities for UCC clinical staff, which should have a positive impact on staff retention.