

University of South Florida Counseling Center

2021-2022 Annual
Report





MESSAGE FROM THE COUNSELING CENTER DIRECTOR

Scott Strader, Ph.D.
Director, Counseling Center Services

The 2021-2022 academic year had a special energy. Students breathed new life across the Tampa campus as the university expanded in-person classes, events, and services. As the USF-Tampa Counseling Center prepared yet again to meet the changing needs of the campus community, one thing was clear: we would not simply return to pre-pandemic operations. We had learned so much from the challenges and changes of the past several years, and we were eager to implement a new era of service delivery to the campus community. We rolled out our most adaptable, high-tech, accessible set of services ever. Students had the greatest amount of flexibility and choice, including online and in-person individual and group counseling, specialty virtual workshops, online support forums, and both virtual and in-person outreach and consultation programming. It's no wonder "pivot!" became one of the most commonly used words around the Counseling Center. Our team remains dedicated to our central mission to flexibly meet the changing mental health needs of our diverse campus community – and in 2021-2022, the emphasis was on "flexibly."

2021-2022 Executive Summary

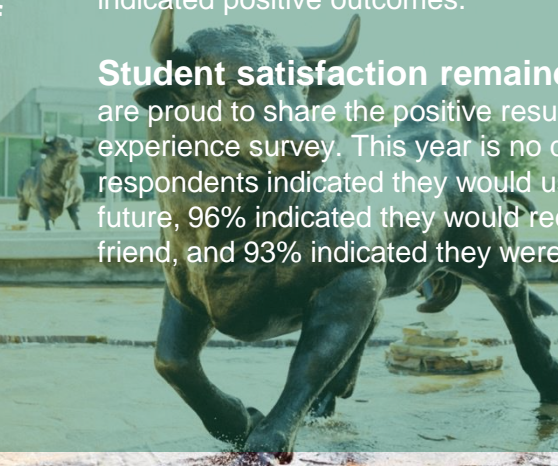
We continued to serve a diverse group of students reflective of USF's overall diversity. USFCC staff have made significant efforts to expand our reach throughout USF's diverse student body. This year, we continued to serve a client base that in many ways reflected the diversity of the USF community. In fact, we saw increases in service utilization of groups like African American and Black students, Asian and Asian American students, international students, and LGBTQ community members.

We implemented a new assessment tool that allowed us to more precisely track the progress of our students. This year, we made the decision to implement the Outcome Questionnaire (OQ) measure, an assessment tool that provides highly nuanced data about the progress of each of our clients. This helped us make highly informed individual treatment plans and shaped our overall operations as a center.

We increased flexibility for students. We helped students select online and in-person appointments to meet their changing individual needs. This provided increased access to therapy and support resources while also making it possible for students to return to in-person services if desired.

We implemented a center-wide Multicultural Orientation (MCO) framework. We remain committed to multiculturalism and diversity. This year, we infused an MCO approach into all aspects of our operations, including our clinical work, outreach initiatives, training activities, and staff relationships. We leaned into three major MCO pillars: displaying cultural humility, seeking cultural opportunities, and increasing cultural comfort. Initial assessment of this initiative indicated positive outcomes.

Student satisfaction remained high. Each year, we are proud to share the positive results from our client experience survey. This year is no different. 94% of our respondents indicated they would use our services again in the future, 96% indicated they would recommend our services to a friend, and 93% indicated they were satisfied with our services



Clinical Services Summary*

3,168

Total students attending appointments with the USF CC

7.6

Percentage of overall student body served

18,542

Scheduled appointments

4.43

Average number of appointments per student

710

Crisis appointments conducted

645

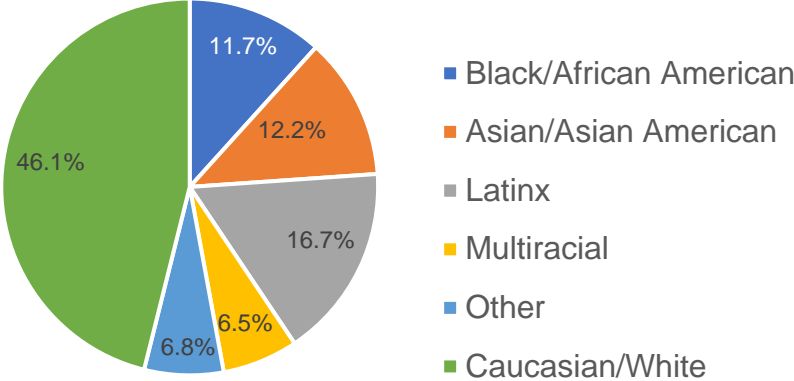
Students served for crisis appointments

*Yearly comparisons of data are complicated by the COVID-19 pandemic and changes in staffing

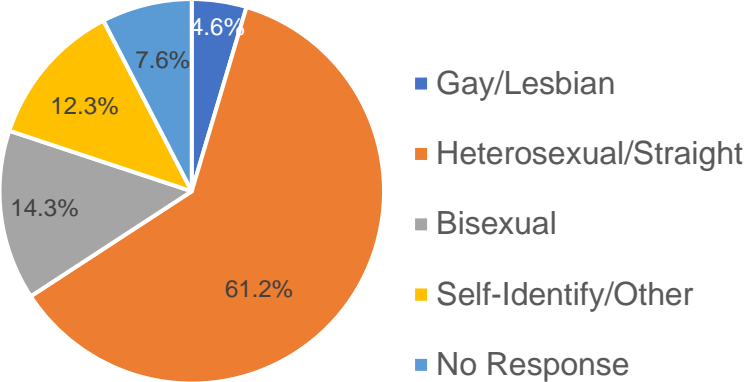


Client Characteristics

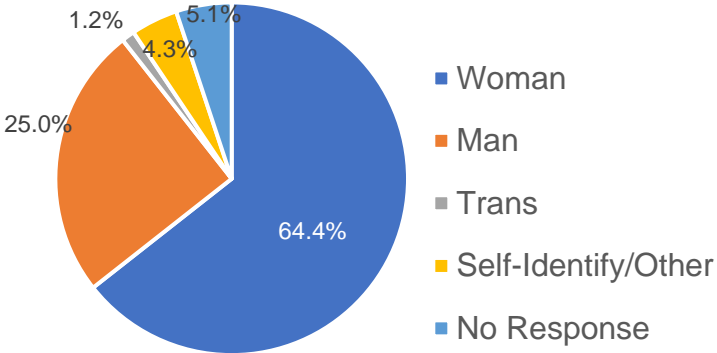
Race/Ethnicity:



Sexual Identity:



Gender Identity:



Additional Client Characteristics:

- 10.7% International students
- 25.6% Transfer students
- 25.0% First generation college students
- 15.2% Diagnosed with a disability

Clinical Outcomes

Counseling Outcomes

Each USF student who used individual counseling services at the Counseling Center completed a brief pre-visit assessment to help their provider establish a baseline and assess their progress in counseling. They also completed the assessment at each follow-up appointment. The Outcome Questionnaire (OQ 45 TA) assesses functioning in multiple areas and suggests that the majority of students who use the USFCC experience improved functioning as a result of their counseling experience.

These results reflect students who attended at least three (3) visits between July 1, 2021 and June 30, 2022:

70%

of all students reported an improvement in functioning between their first and last visits.

80%

of all students reporting symptoms of depression reported an improvement in functioning between their first and last visits.

Client Experience Outcomes

Each student who utilizes USFCC services is invited to provide their reactions and feedback regarding their experience. We carefully review all client responses to inform our work and improve services. Once again this year, students reported positive experiences utilizing various USFCC services.

97% Felt their counselor listened carefully to them

96% Felt safe talking about their concerns

94% Felt their counselor understood their problems or concerns

94% Felt their counselor genuinely cared about them

91% Felt their counselor did a lot to make counseling useful to them

91% Learned strategies to address their concerns

95% Would return for additional services if necessary

96% Would recommend USFCC to a friend who needed help

93% Were overall satisfied with their counseling experience

Client Feedback



“I was only able to have 3 sessions with my counselor, but they helped me work through more than the 2.5 years I spent in therapy previously.”

“My counselor was great at helping me identify changes I needed to make to improve my mental health.”

“It has really helped me through not only my grief journey but also underlying trauma I never faced before.”

Group Services

21 general & topical groups served **148** students

Over **96%** of students . . .

learned something valuable about themselves through interaction with other group members

improved their ability to understand and interact with people who were different than them

improved their overall well-being

Over **90%** of students . . .

would recommend group counseling to a friend

"It may seem scary at first, but after about the second meeting you get to know your groupmates and group becomes something you look forward to every week. It is a great tool to help with whatever it is you need."



USFCC provided group services during the 2021-22 academic year, providing students the experience of learning and developing through interaction with peers in a supportive and therapeutic environment. As in years past, students found the experience enriching and beneficial to their overall well-being and academic success.

Outreach, Prevention Programming, and Consultation

We are dedicated to fostering resilience among USF students and the USF community, and provide a variety of outreach programming, including:

- **Workshops:** We deliver culturally-informed workshops focused on resiliency-based learning objectives that help students maximize their strengths, learn new ways to cope, connect with others, and prepare to be psychologically and academically successful.
- **Crisis Support:** We provide a compassionate presence and empathic support to groups on campus during times of crisis.
- **Faculty and Staff Consultation:** We consult with faculty and staff about how to best support USF students in the classroom, on campus, studying abroad, and in general.

Summary:

Overall Outreach Appointments: **470** Overall Consultations: **167** Overall People Served: **13,039**



Training

Overview:

Providing training opportunities to developing clinicians is fundamental to our mission. We currently provide training opportunities through our Postdoctoral Fellowship, Doctoral Internship, and Graduate Student Clinician programs. Our trainees can expect to learn and apply evidence-based treatment practices that are relevant to college populations, while receiving competency-based supervision from the Center's excellent training staff. We work to create a warm and inclusive atmosphere where trainees are valued members of the team.

Typical Training Experiences:

- Providing individual and group counseling for USF students
- Weekly supervision and mentorship from a diverse team of licensed clinicians
- Conducting consultation and outreach projects for the USF community
- Participating in didactic seminars and group supervision
- Involvement in USFCC committees, clinical teams, and staff meetings

Training Highlights

Doctoral Intern Consultation Projects: Throughout the year, Doctoral Interns serve as psychological consultants for a campus partner. They build relationships, conduct needs assessments, implement customized interventions, and evaluate the success of their projects.

Postdoctoral Fellowship Specialization Projects: Postdocs receive advanced training in an area of clinical specialization, administrative functioning, or training.

Summer Specialization: Fellows and Interns have the opportunity to complete a ten-week, 16 hour-per-week external rotation with an affiliated agency including the Tampa VA Hospital, Tampa General Hospital, and Rogers Behavioral Health, or focus on using the summer to deepen an aspect of their work at the Counseling Center.



Ropes Course Team Building



Orientation Scavenger Hunt

Staff Contributions to the Mental Health Field

This past year, we continued our tradition of making significant contributions to the mental health field and our community. We published in peer-reviewed journals and books, presented at national conferences, helped lead professional organizations, and taught continuing education workshops. Highlights include:

Leadership and Service



LISA FERDINAND, Ph.D.

Served as the Division 17 representative on the APA Council of Representatives and as the secretary for the Council Caucus on Promoting Global and Human Perspectives in Psychology



MICHAEL ROGERS, Ph.D.

Served his 2nd year as a board member for the Association for Counseling Center Training Agencies, and served as Chair of the USF Presidential Advisory Committee on Issues of Sexual Orientation and Gender Identity



SCOTT STRADER, Ph.D.

Served his 6th year as a member of the Elements of Excellence Committee for the Association for University and College Counseling Center Directors and served on the USF Presidential Advisory Committee on the Status of Men.



HEGE RIISE, Ph.D.

Began her 4th year and 2nd term serving on the American Psychological Association's Commission on Accreditation



LASHLEY MARKS, Psy.D.

Served as the 2021-2022 Secretary for the board of the Florida Group Psychotherapy Society



DANI ROSENKRANTZ, Ph.D.

Served as the cochair for the APA Division 44 task force on religious spirituality and LGBTQ issues

Professional Publications



JORDIE PONCY, Ph.D.

Kim, M., Poncy, G., & Lopez, F. G. (2022). Passive Facebook use and students' academic stress: The moderating role of authenticity. *Journal of American College Health*. <https://doi.org/10.1080/07448481.2022.2047704>



MICHAEL ROGERS, Ph.D.

Rogers, M. & Mitchell, J. (2022). Supervising CBT Delivery in College Counseling Centers. In, E. A. Storch, D. McKay, J. Abramowitz (Eds.), *Training and Supervision in Specialized Cognitive-Behavior Therapy: Methods, Settings, & Populations*. American Psychological Association.

Professional Presentations



JOSEPHINE CHU, Psy.D.

Chu, K.S. & Poncy, G. (2021, October). *An attachment approach to interpersonal process*. [CE presentation.] USF Counseling Center, Tampa.



HEATHER WALDERS, LCSW

Rego, J. & Walders, H. (2022, June) *Power in community: CLASping together to promote suicide prevention and awareness training programs*. [Conference presentation]. AUCCCO Conference, San Francisco.



DARLEEN GRACIA, Psy.D.

Gracia, D. (2022, January). *Using liberation psychology principles and the racial identity, social interaction model to identify and decolonize oppressive psychological practices for supervisory relationships in BIPOC dyads*. [Conference Roundtable]. 2022 National Multicultural Summit.



SCOTT STRADER, Ph.D.

Strader, S., Barnette, V., Mann, W.C., Singleton, K. & Ng, J. (2021, October). *The PPE we wear: Navigating systemic oppression and striving for authenticity/safety in the workplace*. [Conference Breakout]. AUCCCD Annual Conference, Seattle.



Social Justice Team Building Event

On May 13th, 2022, members of the Counseling Center gathered at *Feeding Tampa Bay* to volunteer as a team to package food that was disseminated to food banks across the region.