

**Annual Report**  
AASU Counseling and Volunteer Services  
Fiscal Year 2006-2007

**I. Mission Statement**

AASU's Office of Counseling and Volunteer Services provides services to help students grow, develop, overcome personal problems, and learn the coping skills they need to succeed in meeting their academic goals. Students will be helped to appreciate their own identity and culture of origin. Students who seek help with volunteer options will be assisted in their goals to involve themselves in the community in a meaningful way.

**II. Goals of the Department**

- A. Provide counseling services to AASU students to help them successfully deal with the demands of a college environment. Help them overcome self-defeating behaviors that result from mental health disorders and/or substance abuse. Teach the coping skills needed to complete their academic goals at AASU.
- B. Publicize counseling and volunteer options. Promote healthy lifestyles and effective stress reducing behaviors. Use prevention efforts to improve poor coping skills and to reduce the potential for developing stress-related mental health and/or substance abuse symptoms that could negatively impact students' performance or continued attendance.
- C. Maintain and develop knowledge and skills needed to provide high quality "state of the art" services for AASU students in need of personal counseling or volunteer options.

**III. Goals for 2006-2007**

- A. Counseling Services will provide diagnostic and treatment option assessment, personal adjustment and crisis counseling, and individual counseling with a focus on short-term therapy. Couples, group, and family therapy will also be offered on a case by case basis. Additional services (like our Smoking Cessation Groups) will be developed as needed.

This goal was accomplished by providing a total of 586 individual counseling sessions, developing 3 new group formats, and 3 new Power Point seminars along with our Smoking Cessation Groups. Crisis counseling was always available on an immediate basis. Crisis referrals were made by phone, telling us that a student was on the way, by staff or faculty walking students over to the office, or by going to the students wherever they were on campus. During this period, only one student was sent to an inpatient psychiatric setting on an involuntary basis.

A collaborative effort with our health clinic has resulted in their stocking generic versions of anti-depressant medication at very low prices (i.e. generic Prozac 20mg/QD at \$5.00 per month).

We have also worked out a highly cooperative walk-in emergency protocol that allows us to get students in crisis started on

antidepressants immediately whenever the clinic is open and the Nurse Practitioner is present.

- B. Increase awareness of mental health issues and the addictive disease process along with the services that are available to them on campus to treat these problems. Provide evaluation, counseling, and referral services to students who need these services but were previously under-treated or not served. Reduce inappropriate alcohol and drug use and help prevent the development of long-term substance abuse or dependence problems.

Fourteen presentations were done. The majority were classroom presentations on stress reduction that also included information on test anxiety, relaxation techniques, depression, time management, and the counseling services on campus. It was typical to get 1-2 staff referrals for counseling from each presentation.

After the Virginia Tech tragedy, the counseling office responded quickly with information about how to deal with the emotional response and how to refer students to our services.

For the first time, classroom presentations were provided on-site at the Liberty Center.

Red Ribbon Week activities were expanded and integrated with programs at Compass Point.

Seven different “Am I Mental?”, “Am I OK?”, and “Out of Control” flyers were posted campus-wide in our ongoing “captive reader” (bathroom stalls) publicity campaign.

In April, for Counseling Awareness Month, we created a new awareness campaign, putting up thought-provoking fliers every few days to increase the visibility of our presence on campus.

During that time, we received calls directly related to the contents of the flyers and saw an increase in referrals.

- C. Promote personal growth and self-confidence through volunteer service. Help students expand their educational experience by seeing the value of their education in a “real world” setting, where they can clearly see how they can make a difference in someone’s life. Help maintain the university’s involvement with the local community and the community’s respect and support of AASU as a valued partner in efforts to improve the quality of life for those in need.

The Director is a member of the Council of Volunteer Administrators (COVA) and attends monthly meetings to learn about volunteer opportunities and keep information current about new options.

Mrs. Kirkland expanded, updated, and revamped our volunteer resource information. This included in-house bulletin boards, supervising campus-wide information distribution, and creating a new volunteer e-mail account, as well as the framework for an expanded range of volunteer experiences in conjunction with Residence Life and Student Activities.

We were honored again this year with a certificate for AASU's high level of volunteer involvement in the Chatham County Public Library System (Live Oak Public Libraries).

- D. Services offered will reflect current knowledge of the most effective diagnostic, counseling, and treatment techniques available. Information will be continually updated on psych pharmacology, drugs of abuse, cultural differences, and lifestyle choices that could affect our students. This information will be used to provide the fastest and most successful therapeutic outcomes for those who seek counseling.
  - 1. Counseling staff attended several workshops and conferences during the past year to stay current with clinic trends and hear about programs offered in other Georgia colleges and universities.
    - a. Conferences
      - 1.) Georgia College Counseling Association
      - 2.) Licensed Professional Counselor's Association
      - 3.) Clinical Social Work Association of Savannah
    - b. Workshop Training
      - 1.) Advanced Bereavement Facilitator Training (2 days)
      - 2.) Diversity
      - 3.) Mindfulness/Meditation
      - 4.) Suicidal and Agitated Clients
      - 5.) Prime for Life Alcohol and Drug Training (2 days)
    - c. Monthly CSW/A Savannah meetings, which offer 1 hour of ceu credit for each luncheon/training meeting

#### IV. **Assessments**

##### A. **Satisfaction Survey**

Our primary assessment tool has been an evaluation of service form that has been in service since 2001. It tracks age, gender, ethnicity, year in college, total number of counseling sessions, and basic reasons for seeking counseling. It looks at promptness of service upon request and 24 satisfaction and quality measures on a 7-point scale. It then requests comments as the "most helpful" and "least helpful" aspect of services received, along with a spot that asks, "What reactions do you have to your counselor that you would like him/her to know?"

In previous years this was a useful measure for quality and satisfaction that consistently produced highly favorable ratings. We have traditionally chosen November and early December as our intensive survey months, partly in response to previous yearly reports that were based on the calendar year.

When we went to pull the file for 07/06-07/07, there were not enough surveys completed to be statistically relevant. We will have the assessments back in place for our next annual report.

Smoking Cessation Groups used a before and after measure to track reduction in smoking, and also satisfaction with the Smoking Cessation Group. Participants expressed satisfaction with the group; however,

participation in our Smoking Cessation Groups has dropped off now that we can no longer offer free health clinic visits and free Zyban medication which we were able to do in the past based on a Smoking Cessation Grant written by the Director. Zyban was frequently mentioned as a positive aspect of the group and finding a way to fund these services again would increase participation.

**B. University-wide Assessment/Review**

Summer and Fall of '06

The Director initiated the process, formed and chaired the committee, and authored AASU's 04-06 Biennial Alcohol and Drug Policy Review. This brought AASU back into compliance with federal statutes about informing students, faculty, and staff of required alcohol and drug policies and the consequences for non-compliance.

**V. Usage Statistics**

A. Individual Counseling Sessions, 1 ½ hours for the intake, 1 hour regular session, 2 hours or more for emergencies

1. 751 sessions scheduled
2. 165 cancellations or "no-shows"
3. 586 sessions provided

B. Classroom presentations

1. 11 Stress Reduction presentations with 261 students attending
2. 3 additional presentations
  - a. "Careers in Mental Health" (Psych Department) 25 students attended
  - b. "Helping Dental Patients Stop Smoking" (Dental Hygiene Department) 28 students attended
  - c. "No Means No and STD Information" (Campus Fraternity) 32 students attended
3. 14 presentations in total with 346 students in attendance

C. Several presentations were made to the C.A.'s during last year's training

D. Volunteer Information Interviews: 22 sessions were provided for students seeking volunteer opportunities

E. Seminars

1. The Power Point seminars were open to the campus, advertised by flyers, e-mails to staff and faculty, and Inkwell. Seminars were presented in the Fall and Spring semesters twice for 3 days to allow 6 opportunities to attend a topic or topics of choice.
  - a. Stress Management
  - b. Time Management
  - c. Test Anxiety

F. Groups

1. Two groups were offered, but students did not choose to participate. The Coping Group was suggested by AASU's health clinic staff as a support group to be lead by Ms. Williams. The referrals were not campus-wide.

2. The second was the group for shy or students with limited social skills. It was advertised campus-wide and was named simply “The Group”.
3. The next group effort was “The Stress Busters Group” and it did succeed in having enough participants to meet once per week. It was advertised by flyers to targeted departments: the AASU health clinic, Academic Advisement, and Student Affairs and was lead by Ms. Williams.
4. Two four-session “Fresh Start” Smoking Cessation Groups were run during this period.
5. 16 students were served in various group formats.

G. Awareness Event

Annual Red Ribbon Week had approximately 80 students involved in activities as participants or committee members.

VI. **Professional Activities**

A. Julianna Williams

1. **Campus Organizations**

- a. *Chi Theta Kappa (Local Service Sorority)*  
Advisor (2003-present)  
Sorority Awarded Certificate of Appreciation by Savannah Development and Renewal Authority on April 10, 2007.
- b. *E.A.S.E.*  
Staff Mentor (2003-present)
- c. *Staff Advisory Council* Nominee for Student Affairs

2. **Search Committees**

- a. Vice President of Student Affairs
- b. Assistant Director of Residential Life
- c. Clerk III for Counseling and Volunteer Services
- d. Student Worker for Counseling and Volunteer Services
- e. Graduate Assistant for Counseling and Volunteer Services

3. **Departmental/Division Campus Activities**

- a. AASU Day
- b. Red Ribbon Week-Co-chair
- c. CHAOS
- d. Navigate Armstrong
- e. Sexual Assault Response Team at AASU-Chair
- f. Biennial Review Alcohol and Drug Policy Committee Member

4. **Community Activities**

- a. Chatham Effingham Tobacco Use Prevention Coalition/PCH
- b. Savannah Vocational Technical College Regional Contest-Judge
- c. American Business Women of America, Inc.-Victory Chapter

5. **Professional Resource/Interviews**

- a. Graduate Students Interview Georgia Southern University-Community Counseling ED
    - b. Memorial University Health Behavioral Health Services
  - 6. **Professional Conferences/Memberships**
    - a. Georgia College Counselors Association
    - b. Licensed Professional Counselors Association of Georgia
- B. John Mitchell
- 1. **AASU Committees**
    - a. Academic Advisement Committee
    - b. Biennial Alcohol and Drug Policy Committee-Chair
  - 2. **Search Committees**
    - a. Office of Recruitment
    - b. Assistant Director of Residence Life
    - c. Coordinator of Disability Services
    - d. Clerk III of Counseling and Volunteer Services
    - e. Director of Campus Recreation and Wellness
    - f. Student Worker for Counseling and Volunteer Services
    - g. Graduate Assistant for Counseling and Volunteer Services
  - 3. **Department/Division Campus Activities**
    - a. AASU Day
    - b. Red Ribbon Week- Co-chair
    - c. CHAOS
    - d. Navigate Armstrong
  - 4. **Community Activities**
    - a. Chatham Effingham Tobacco Use Prevention Coalition
    - b. Partners in Community Health
    - c. Council of Volunteer Administrators
  - 5. **Professional Activities**
    - a. N.A.S.W./C.S.W.A./S annual legislative lunch  
Moderator/Presenter and committee co-chair
    - b. C.D.A. finance committee and administrative committee
  - 6. **Professional Memberships**
    - a. GA Chapter of National Association of Social Workers (NASW)
    - b. Clinical Social Work (CSWA/S) Association of Savannah
    - c. Georgia College Counselors Association (GCCA)
    - d. Center Directors Association (composed of college counseling center directors of the various state colleges and universities in GA) (CDA)

VII. **Resources Needs/Wants**

- A. Next Fiscal Year
  - 1. Equipment/Supplies
    - a. Computer for Graduate Assistant
    - b. Purchase either SASSI or other evaluations in bulk
    - c. New keyed locks on Counselors' doors to provide "double lock" status to clinical records.

d. Laptop and projector for presentations.

B. Long-term Issues/Staffing

1. As the population of freshmen in campus housing increases, the demand for services will increase.
  - a. Mrs. Kirkland has developed The (non) Profiteers program to expand our involvement in the volunteer process. Over time, this could easily evolve into a full-time job at a coordinator level, necessitating a new Clerk III or Staff Assistant position while she devotes herself full-time to Volunteer Services.
  - b. Counseling Services
    - 1.) Increases in our campus population and continued growth in services provided will result in the need for additional counseling staff, and/or additional graduate level interns and graduate assistants.

C. Long-term Issues/Facilities

1. We have no room to grow in our current space and will have to use the group room as temporary/intermittent workspace for our student worker when our graduate assistant is also working on site in the coming year.
2. Additional programs and staff will need space and storage.
  - a. The volunteer program will likely grow to need an office.
  - b. Additional graduate interns or counseling staff will all need offices.
  - c. We will need additional storage space, as we have a limited amount available and few options to grow in this area.

VIII. **Goals for 2007-2008**

- A. Complete interview and hiring process to fill new graduate assistant position by Fall '07.
- B. Explore using SASSI as an assessment tool. Have this or another form of Alcohol and Drug assessment in place by 12/01/07.
- C. Start new Alcohol and Drug Education Program by 08/15/07 and continue to grow, develop, and refine it over the course of the academic year.
- D. Start new Sexual Assault Response Team Program as soon as final legal approval is reached. Projected start date is 08/15/07. Ms. Williams will attend the 2007 National Conference on Sexual Assault in October and return with additional program ideas.
- E. Continue to expand the number and range of presentations made to classrooms, campus organizations, and housing staff. Goal: 16 presentations.
- F. Publicize and grow Volunteer Services to offer easier access to information and volunteer opportunities and keep better records of hours earned.
- G. Upgrade Clerk III position to Staff Assistant by 08/01/08.

- H. Have professional staff attend workshops, seminars, and conferences as needed to maintain licensure and stay current with best practices in the field.
- I. Improve our capacity to assess our work and provide more objective outcome measures.

**IX. Assessment Plans for 2007-2008**

We will continue to use our existing client satisfaction survey but may modify it with the input from Vice President McNeil.

We will explore using the Substance Abuse Subtle Screening Inventory (SASSI) and will give feedback to our Vice President as to our impressions and hope to use this or some other Alcohol and Drug assessment instrument in the coming year.

The whole area of assessing various aspects of our services and looking at outcomes should continue to be a growth area for the 2007/2008 fiscal year.

**X. Department Staff**

A. Administrative/Counseling Staff-John Mitchell

B. Counseling Staff-Julianna Williams

C. Support Staff-Kristy Kirkland

D. Student Worker (19 hours per week)-Savannah Cassanova

**XI. Overall Assessment of the Fiscal Year 2006-2007**

It has been a year of transition and change, going from a temporary interim Student Affairs Vice President to a new Vice President halfway through the fiscal year. We are still in the process of adapting to a new management style and the new expectations that come with it. We continue to do our primary functions well, as per student, faculty, and staff feedback. While students continue to get fast, appropriate, and effective treatment, we did not do a good job of providing data to prove this on paper during the requested report period. This will be an area where we expect to get back on track with previously used measures and put new ones in place as well.

We have started providing services on site at the Liberty Center and expanded the range of presentations offered. We hope to continue to increase the number of presentations there in the next year.

Mrs. Kirkland did an excellent job of updating and expanding our Volunteer Services information and created two new departmental e-mail accounts, one for Counseling, the other for Volunteer Services. She also has the whole “(non) Profiteer” program description written and ready to implement one step at a time.

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John S. Mitchell DCSW, LCSW  
Director of Counseling and Volunteer Services