Section 1. Goals and Accomplishments

Goal 1: Access and Diversity: Enhance student mental health and retention through increased visibility of Student Counseling Center services for all students.

- Continued around-the-clock crisis response for the TTU campus community including Residence Hall and administrative personnel, police and student crises, e.g., accidental deaths, suicide attempts.
- Increased web-based information and services through the addition of information about the Center's Safe Zone Program for GLBT students & Allies.
- Added two staff psychologists, one of whom is a foreign national, with hope of creating a more diverse and welcoming environment for all students and others.
- Established on-site evening drop-in services for students one evening per week in the Chitwood/Weymouth Residence Hall.
- Expanded outreach programming of preventive mental health information to more classes, residence halls and national observance days.
- Initiated GLBT Allies Support Group for faculty and staff.
- Initiated GLBT Awareness Week campus event.
- Initiated Curb Your Anxiety Day campus event.
- Created and coordinated campus-wide Feed Your Body and Soul Week aimed at body image education.
- Expanded partnership with XL program providing 30 classes on personal development and decision-making, relationships, communication, stress management, and learning styles to maximize student retention and academic success.
- Conducted personal development workshops for McNair Scholars Program.
- Presented 50 programs to residence halls, classrooms, faculty and staff, affecting approximately 7,000 students, on topics related to eating disorders, sexual assault, depression, anxiety, grief gender issues, stress management, sexuality and healthy relationships.

Goal 2: Academic Excellence: Promote academic excellence through provision of mental health services and through meaningful out-of-classroom learning experiences.

- Provided psychological services related to academic success (e.g., test anxiety, stress management, decision-making and self-efficacy) through individual therapy and outreach programming.
- Provided clinical supervision for psychologists-in-training to 15 graduate students from the TTU Psychology Department and Education Department and 4 pre-doctoral interns selected through a competitive process from universities across the country.
- Provided psychological services for mental illness and adjustment concerns (e.g., depression, anxiety, eating disorders, relationship issues), stressors that affect adjustment to college and academic success, through individual therapy and outreach programming.

Goal 3: Technology: Upgrade technology to maximize efficiency and effectiveness in the delivery of programs, services, and marketing.

- Continued to revise and utilize on-line evaluation of SCC services.
- Established computerized shared document database (e.g., SCC forms, outreach program outlines/handouts) with access for all staff members in order to improve efficiency of services.
• Researched and purchased scheduling and record database program (Titanium) as an improvement over previous software system.

**Goal 4:** Partnerships: Promote internal and external partnerships that enhance services for students and the professional growth of counseling psychologists.

• Developed training programs for Residence Hall staff, i.e., Assistant Area Coordinators and Community Advisors, in recognizing students in emotional distress and making appropriate referral decisions.
• Continued partnerships with Student Health Services (SHS) Recreation Center, Women's Studies, and Athletics Department to provide educational programming on topics of eating disorders, depression, anxiety, alcohol screening and sexual assault.
• Initiated weekly consultation with SHS psychiatrist to improve care of shared clientele.
• Partnered with Student Mediation Center, Campus Life, and Housing Departments to create suicide/self harm guidelines for Code of Student Conduct Handbook.
• Participated on bi-monthly Assessment and Response Team (ART) with other Student Affairs Departments and representative from Police Department.
• Participated with TTU and TTUHSC Departments and community agencies on Mental Health Task Force.
• Participated in University information-giving/marketing events e.g., summer orientation, University Day, new faculty orientation.

**Goal 5:** Human Resources and Infrastructure: Maintain a quality work force and work environment.

• Two professional staff positions have been added in order to improve the student/therapist ratio and keep better pace with enrollment growth.
• Office procedures have been reevaluated and streamlined with more experienced support staff.
• Progress has been made toward providing salaries equivalent to Big XII, APA-accredited counseling centers in Texas, particularly at the assistant and associate director levels.
• Maintain budget autonomy for coordinators of service programs, e.g., outreach.
• Participate in planning of new building to house SCC and Student Health Services.

**Goal 6:** Accountability: Provide cost-effective, quality psychological services that will meet the needs of Texas Tech students and adhere to American Psychological Association ethical standards for training and services.

• Initiated monthly individual meetings with Director for all professional staff in order to ensure positive work environment, facilitate communication, and maintain highest quality of services.
• Improve response rate to client satisfaction surveys.
• Develop standardized intake questionnaire.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
### Section 3a. Quantitative Information

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Section 3b. Qualitative Information.

- Dr. Richard Lenox served as a representative of the American Psychological Association's Committee on Accreditation for site visits to three university counseling centers across the country who were in the process of re-accreditation for their Pre-doctoral Internship Programs.
- Dr. Garima Lamba successfully passed Examination for Professional Practice in Psychology, as well as the state oral examination for psychologists, and is awaiting licensure by the state board of psychologists.
- Dr. Stacey Moore successfully completed the doctoral program in Counseling Psychology from the University of Akron and is completing post-doctoral requirements for licensure as a psychologist.
- Conducted national search and hired two license-eligible psychologists.
Section 4. Strategic Planning Update.

Goal : Goal 1: Access and Diversity: Enhance student mental health and retention through increased visibility of Student Counseling Center services for all students.
- Progress has been accomplished under both Objectives 1.1 and 1.2 e.g., web-based information has been enhanced. However, these strategies will remain in place for further evaluation.
- Additional strategies will be developed to attract a greater diversity of students, including walk-in hours at the Student Counseling Center for Students of Color and LGBT Students.
- Programs and services will be developed for the first year Raider Experience initiative.
- Outreach programming will expand further.
- Improve data collection of electronic surveys.

Goal : Goal 2: Academic Excellence: Promote academic excellence through provision of mental health services and through meaningful out-of-classroom learning experiences.
- All strategies have been accomplished but remain on-going services and activities.

Goal : Goal 3 Technology: upgrade technology to maximize efficiency and effectiveness in the delivery of programs, services, and marketing.
- Primary strategy to update database program was accomplished. The effectiveness of this program will be assessed.
- Need for independent server will continue to be evaluated.
- Technical support has improved.

Goal : Goal 4: Partnerships: Promote internal and external partnerships that enhance services for students and the professional growth of counseling psychologist.
- Both Critical Success Factors using all strategies have been accomplished again this year. These remain CSF for the next year.

Goal : Goal 5: Human Resources and Infrastructure: Maintain a quality work force and work environment.
- Conduct Needs Assessment of TTU Students to determine prevalence of mental health concerns of current TTU Students, perception of Student Counseling Center services, and ideas for services and programming to more effectively serve students.
- Continue refinement of OP Manual.
- Continue refinement of office practices.
- Continue monitoring of the professional environment.

Goal : Goal 6: Accountability: Provide cost-effective, quality psychological services that will meet the needs of Texas Tech Students and adhere to American Psychological Association ethical standards for training and services.
- Monitor progress toward each staff member's goals at regularly scheduled meetings.
- Continue evaluation of professional activities to ensure the highest ethical standards are maintained.

Commentary:
The Student Counseling Center has continued its exciting growth in the past year. A year of integrating two additional license-eligible staff psychologists, two new secretaries, accommodating three personnel reclassifications, and completing extensive decorative renovations culminated in our hosting a campus-wide Open House and tour of our facility. Students now report coming to our Center with time to spare prior to or after their therapy appointments because the environment is "the most relaxing spot on campus." Numerous goals aimed at access and diversity have been met, partnership opportunities have been expanded, and as a result, the number of students contacted through outreach programming regarding mental health issues and therapy for psychological needs has risen. The acquisition of an updated computer database program has paved the way for more accurate data collection and program planning. This new system is more dependable and ensures greater accountability in record-keeping,
facilitates continuity of care, and has created a paperless system for storage of records required by law for ten years. As the staff size has grown, establishing monthly meetings between the Director and each staff psychologist as well as bi-monthly meetings with the support staff has facilitated more effective communication and office practices.

Implementation Plan:
The Student Counseling Center continues to enjoy a period of ascension with additional staff members, streamlined office practices, and a professional physical environment. More staff has made it possible to expand outreach services, which in turn have increased the demand for counseling services. However, greater pathology within the college population is widely documented and thus the need to further expand the number of psychologists remains. Ideally, we would like to hire a psychologist to parallel the ethnic diversity of our student population. In the short run, we will be hiring a half-time graduate assistant with an eye toward developing this into a full time position. Within the next year our psychology internship program will undergo a re-accreditation review by the American Psychological Association (APA). Our Center's training program is one of less than 100 counseling centers in the country to hold this prestigious accreditation which attracts high quality psychology interns to our Center and the highest caliber psychologists to our staff. Finally, a lot of time and thought has been devoted to the planning of our new building scheduled for completion in two years. This new building will require funding for custodial and other services heretofore unbudgeted and will present additional financial challenges.