



Marshall B. KETCHUM UNIVERSITY

University Student Counseling Services

University Student Counseling Services Annual Report

2023-2024 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 focusses on wellness, maintaining a healthy school-life balance and prevention. Research and student reporting continues to identify high numbers of students with anxiety, fatigue and feelings of inadequacy. Graduate students in healthcare often face intense academic demands, including rigorous coursework, frequent exams, and clinical training. The pressure to excel academically can lead to significant stress and anxiety. 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) Resource Room and online Moodle page. The development of additional resources is ongoing, and resources are shared with students on a regular basis.

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 and 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 individual, couples, and family counseling for \$5 per session. Students in need of long-term therapy are referred to their health care providers, HCC, or other outside agencies.

Educational Initiatives

This year Student Wellness Ambassadors were hired to offer fun, low stakes activities to increase student engagement and create student connections. Activities included guided walks to the Fullerton Arboretum, arts and crafts type activities, and scheduled lunches where students were randomly matched with other students to meet new people.

Seminars were offered during University Hour on topics related to wellness with a focus on providing students with practical skills. The seminars were well attended and well received. Topics included *Creating Calm in Chaos* and *From Procrastination to Productivity*. Training for Peer Advisors was given on *Identifying and Managing Students in Distress*. Seminars served as a springboard for some students to seek assistance. Seminar outlines, handouts, and referral information were made accessible to students and faculty. Resources on critical topics such as suicide awareness and addiction were shared with students.

This year we added a new service which allowed faculty to reach out and speak with the Director regarding students they were concerned about or requested consultation on how to respond to difficult student situations. Response has been positive with faculty expressing gratitude.

University Student Counseling Services Data

Students from all programs 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, graduation year, number of initial and follow-up sessions, issues of concern, referrals, and resolution. Demographic information is collected to ensure all students receive support.

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.

During the 2023-2024 AY, 73 students (15 SPAS, 50 SCCO, and 8 COP) scheduled an initial counseling session. The class year break down was 10 fourth year, 19 third year, 18 second year, and 22 first year students. 94% (69 of 73) completed the intake questionnaire. Approximately 143 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			SCCO			COP		
Initial	Session 2	Follow-Up	Initial	Session 2	Follow-Up	Initial	Session 2	Follow-Up
15	14	8	50	21	18	8	5	4

The bar graphs below represent the responses of the students who completed the intake questionnaire. Counseling was sought for a variety of reasons (see Figure 1). Significant behaviors and physical symptoms reported by students are illustrated in Figures 2 and 3.

Figure 1: Intake Questionnaire: Feelings and Emotions Reported (n=69)

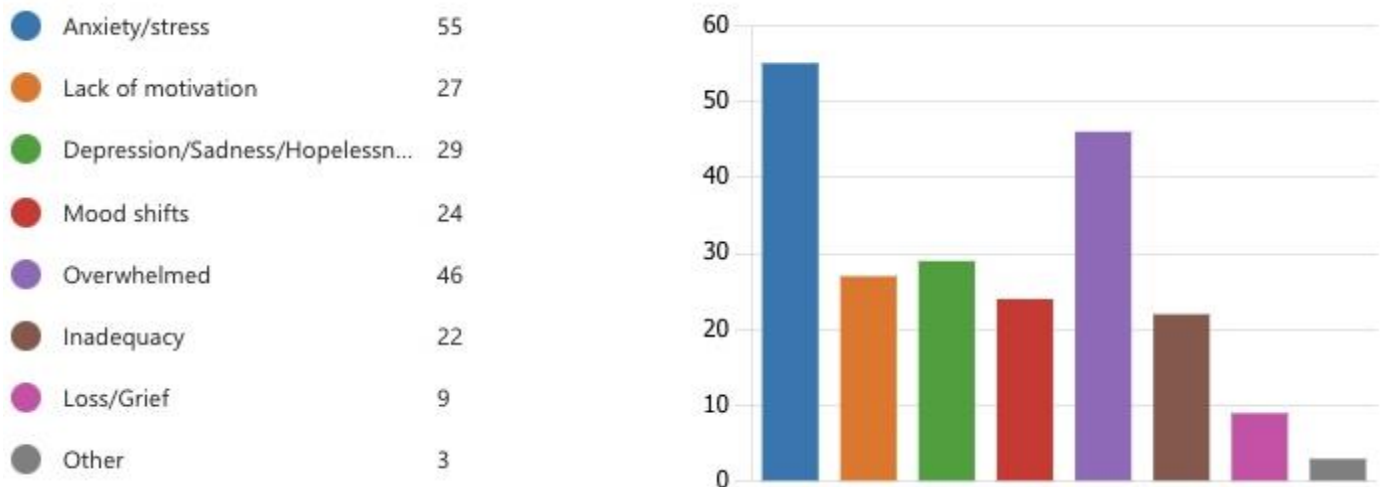


Figure 2: Intake Questionnaire: Behaviors Experienced (n=69)

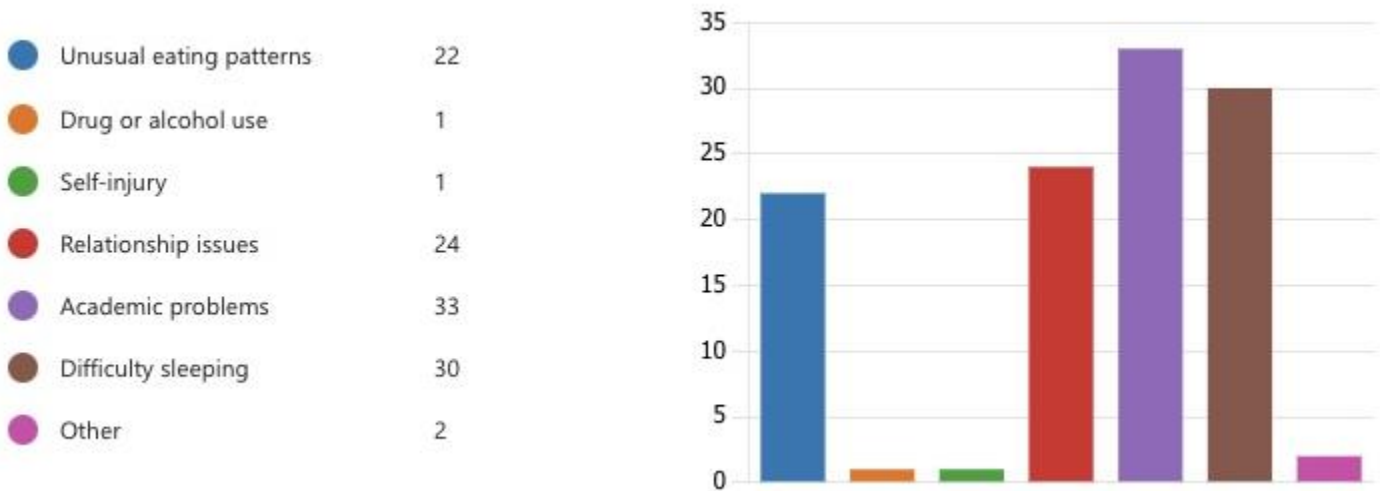
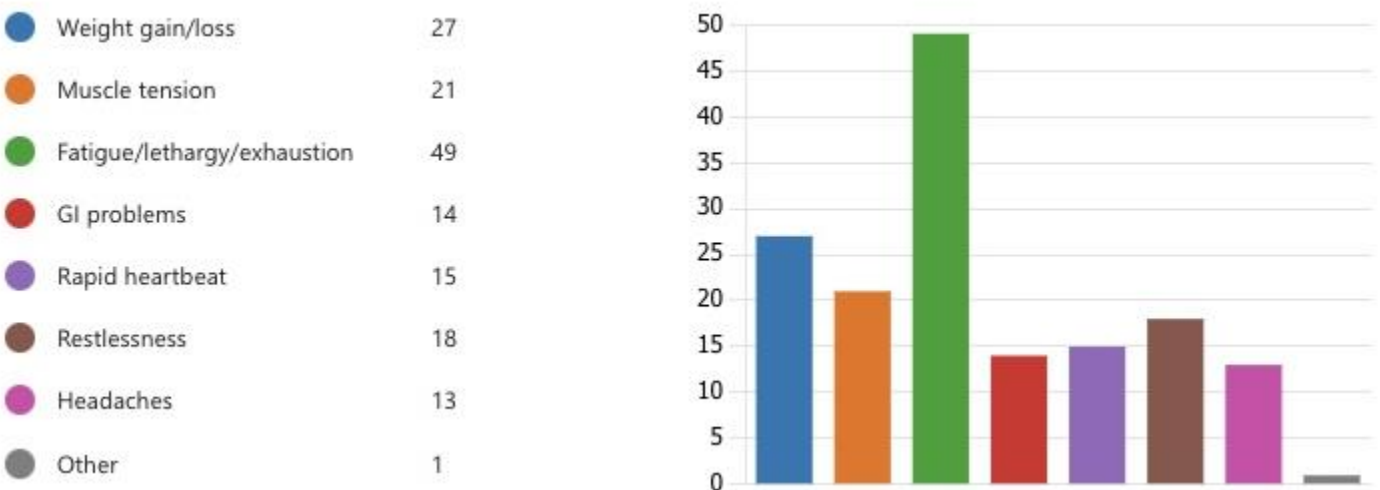


Figure 3: Intake Questionnaire: Physical Symptoms Reported (n=69)



Demographic Information

The demographics (i.e., race/ethnicity, gender, veteran status, and disability status) collected from students receiving counseling services closely mirror the overall student demographics at the university.

Executive Summary

MBKU strives to provide inclusive, confidential, and stigma-free mental health services for a diverse student body. MBKU aims to enhance overall well-being by providing a supportive environment where students can explore and address personal and academic concerns. Counseling, messaging, 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.