**Department Name**  Psychological and Career Counseling

**Location**  214/211 Wilder Tower

**Phone Number**  678-2068

**Web Site**  saweb.memphis.edu/cclt/HTML/pcu.HTM

**Department Annual Report web link**  not applicable

**Director Name**  Robert Maichrowicz

**Director Email**  rmchrwcz@memphis.edu

**Number of Full-Time Staff**  12

**Mission**  The Career and Psychological Counseling Center's (CPCC) mission is to provide students with services that promote and enhance development in the areas of career and life planning, emotional well-being, and effective decision making. This mission is accomplished through providing comprehensive counseling, consultation, outreach, crisis intervention, and assessment/testing services. As part of our mission, the CPCC is committed to the training of students who are working towards becoming mental health professionals.

**Major departments/functions/offices/responsibilities - brief listing**  The CPCC provides career counseling, vocational assessment, career outreach and job shadowing services through its career counseling component. Services provided through the psychological component include: individual, group, and couples counseling, crisis intervention, outreach and consultation, personality and learning disorder/ADHD assessment. CPCC staff are involved each year with the training of four, full-time pre-doctoral level interns and six-eight counseling/clinical practicum students.
3 main departmental goals and related accomplishments/results for 05-06

**Goal #1**  Students will apply information and real-world experience needed to make informed career choices.

**Results/Accomplishments #1A**  The number of students utilizing our Career Encounters Job Shadowing program increased by 45% in its second full year of operation. Students reported greater than 90% satisfaction with their career counseling experience at our center.

**Goal #2**  More students will use our group therapy services.

**Results/Accomplishments #2A**  There was not a noticeable difference in use of our group services. A group consultant presented a one-day workshop which has resulted in the reconfiguring of our group services for the upcoming academic year.

**Goal #3**  Promote knowledge of mental health disorders and positive coping skills.

**Results/Accomplishments #3A**  Our center was very active again in providing numerous outreach programs to diverse groups on campus as well as providing a high volume of counseling sessions. Feedback from center evaluation forms indicated that students and staff gained helpful information from our service provision.

**Initiative #1:** CPCC staff were trained to use a new electronic scheduling and data management program called Titanium. The use of this new program has resulted in more efficiency in terms of data entry and report generation. This is part of our center's continuing initiative to be highly skilled in the use of computer/electronic programs and to be highly efficient in the documentation of our service data.

**Initiative #2:** CPCC staff were involved in the preparation for and participation in two national accrediting organization site visits during 2005/2006. The International Association of Counseling Services (IACS) and the American Psychological Association (APA) visited our center as part of the reaccreditation process for the Center for Counseling, Learning, and Testing and for our Pre-doctoral Internship Program, respectively.

**Initiative #3:** CPCC staff gained further training in the conceptualization and promotion of group services through the hosting of a one-day workshop by an outside presenter. This is part of an ongoing initiative by CPCC to increase student participation in our group therapy program.

**Up to 3 student learning objectives and outcomes for 05-06**

**Student learning objective #1**  Students will increase their knowledge and skills related to career exploration.

**Assessment Method #1:**  Center's use of "Snap" (brief) evaluation forms, termination evaluation form ratings, and Career Encounter Job Shadowing Evaluation form.

**Outcome #1**  Overall, students expressed satisfaction with the career information and career
planning activities offered at our center. For example, data from the Career Encounters Evaluation Form indicated that all of the students who went on a career encounter this past year gave the highest rating possible on the evaluation form when rating their experience and the knowledge they gained.

**Student learning objective #2**  Students will learn the value of group therapy participation through increased use of our counseling groups.

**Assessment Method #2:** Comparison of group participation numbers with the previous year's data to assess participation frequency. Assessment of group members' valuing of group therapy done through center evaluation forms.

**Outcome #2**  There was not a significant increase in students' participation in our group therapy program. However, data indicated that those who participated in our groups were "highly satisfied" with their participation.

**3 main bragging points for department - Optional**

**Bragging point #1**  CPCC staff members are proud of the feedback we receive from students on our center's evaluation forms: E.g., "This center has helped me very much. I just wanted to thank you all for the excellent service you have provided." E.g., "The counseling experience was very helpful. It helped me to get over my problems."

**Bragging point #2**  CPCC staff members are proud of our outreach programming to other departments and groups on campus. The CPCC provided more than 150 outreach and consultation programs and services last year which resulted in over 6000 student and staff contacts.

**Bragging point #3**  CPCC staff members are proud of our commitment to and delivery of training to students who are in the process of becoming mental health professionals. Our Predoctoral Internship Program has been fully accredited by the American Psychological Association since the inception of the program in 1987.

**Revenue Producing Initiatives and Results:**  None. The CPCC charges minimal fees for our career and some of our psychological assessments. These fees cover the cost of materials only. We are fortunate to be able to provide these valuable assessment services to students at very reasonable rates.

**Community Involvement and Partnerships:**  Our four pre-doctoral interns were involved with the Shelby County Employee Assistance Program (EAP) this past year. Our interns provided counseling and other psychological services to clients referred through this EAP. Our Career Encounters Job Shadowing Program formed partnerships with 71 Memphis-area businesses to provide realistic job-site career experiences for our students.

**Collaborative Efforts:**  The CPCC co-hosted the Fourth Annual Student Health Fair with Student Health Services. We have continued our collaboration with the Psychology Department on a counseling research project that involves our counselors and our students. We also provided a series of ongoing developmental workshops for students enrolled in the Student Support Services (SSS) Program.
What students learn from Student Affairs: Our students learn: career and academic major choice information, effective career planning strategies, interpersonal skills, life enhancement strategies, stress management tips, performance improvement skills

If applicable, 3 major 05-06 events/programs/etc. with description, attendance info, money raised

Event #1  Co-hosted the Fourth Annual Student Health Fair with Student Health Services. Evaluation forms were received from approximately 1000 students with an estimated attendance of 3,000 students.

Event #2  Conducted annual Depression Screening for students. More than 100 students were provided with information about depression and/or screening services by our staff.

Event #3  Provided a week of information tables and programming as well as ongoing counseling following Hurricane Katrina. More than 500 students and staff attended these related service programs.

Contact summaries for the 05-06 year as applicable - headcount counseling sessions, cases, programs help, students housed, children housed, children cared for, tests administered, interviews hosted, etc.

Counseling hours: 3,511
Outreach: 150 programs serving over 6000 students/staff
Crisis intervention: 100 hours
Career Encounters Job Shadowing: 57 students went on a career encounter
Learning Disability/ADHD testing: 55 completed evaluations

06-07 Initiative #1:
CPCC will offer a larger selection of counseling groups to students. All CPCC counseling staff will be continuously involved in the provision of groups. Additional training in group therapy will be provided to our staff through a workshop to be offered by a group therapy consultant who worked with us last year.

06-07 Initiative #2:
CPCC will continue its efforts to increase students' use of our Career Encounters Job Shadowing Program. Additional promotion of this service will be made as well as increased efforts to add additional shadowing job sites to our listings for students.

06-07 Initiative #3:
CPCC will increase our predoctoral interns' knowledge and skill base in the area of sexual orientation diversity by adding additional professional development training on this topic during the coming year. Additional workshops for non-intern staff members also will be added.