



MESSAGE FROM THE COUNSELING CENTER DIRECTOR

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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-

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-

2021-2022 Executive Summary

We continued to serve a diverse group of students

USFCC staff have

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

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:

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.

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

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-
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



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.