Departmental Strategic Plan Goals

- Promote access to services by decreasing potential barriers to seeking counseling.
- Provide trainees with comprehensive training experiences to develop professional skills, refine and integrate clinical competencies, and to cultivate the skills needed for effective and ethical practice as a professional clinician.
- Maintain records to ensure continuity of care, ensure ethical practice, and assess utilization of services and ongoing need.

Progress & Accomplishments

- Maintained evening hours at our new Wilkerson office, expanding our availability to meet student needs.
- Created a new fee for students to access services even if they are not currently enrolled in the summer session.
- Remodeled Titanium, our electronic record system, to streamline documentation and increase efficacy.
- Provided direct Outreach Services to over 4,216 UND students last year.
- UCC training graduates took the influence of their learning at UND far across the nation and the world, as shown on this map showing the current locations of UCC trainees 2006-2016. (Red = Doctoral Interns, Blue = Practicum grads)
Program Evaluation Results

UCC continues to parallel National averages in terms of utilization and presenting concerns. However, we did experience an increase in severity of symptoms. Students from every college of enrollment and nearly every major accessed services, and while 46% of students state self-referral, UND internal referrals make up another 31% of our clientele. The UCC saw 8.8% of the student body (1,273 students with 7161 appointments), not including Outreach.

Use of Results

- Initiated a new system of scheduling called Hawkeye, in efforts to ensure that a counselor is available at all times for a crisis situation.
- Continued to meet regularly with Student Health Services to staff clients and coordinate care when students are seen in both offices.

Challenges

Numbers of incoming students remains consistent; however, as with the rest of the nation, the severity of cases has increased. Average number of students hospitalized for mental health related issues is seven per school year; this semester alone, there have been nine to date.