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**University Counseling Service**  
**Annual Report**  
**2006-2007**

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Director

September, 2007

**University Counseling Service**

The University of Iowa  
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# **Table of Contents**

- I. Executive Summary**
- II. Overview**
- III. Services provided**
- IV. Scholarly and professional activity**
- V. Additional accomplishments**
- VI. Strategic goals**
- VII. Area Annual Reports**

## Executive Summary

The University Counseling Service (UCS) is the primary mental health service for University of Iowa students. Established in 1946, the UCS is a major office within the Division of Student Services and provides key counseling, consultation, training, and outreach services to The University of Iowa campus community as well as to the citizens of the State of Iowa.

The 2006-07 year was characterized by a high client traffic flow, increases in group services, a decrease in the number of students intaken for ongoing counseling, and stability and continuity in staffing. In addition, during the 2006-07 year a comprehensive departmental review was conducted under the auspices of the Division of Student Services. This review was completed and feedback and recommendations were provided to the UCS staff during the spring semester. The UCS was also the topic of a public relations workshop class of the School of Journalism and Mass Communication during spring semester. This class focused on evaluating how the UCS communicates with various target audiences pertaining to our agency mission, goals, and services. Recommendations from four working groups in this class were also received at the end of spring semester. Both of these reviews set the stage for focused work during summer, 2007 that will continue through the 2007-2008 year. The main recommendations of both review projects related to clarifying the UCS services to the University community, in particular faculty and staff; and to modernizing the UCS website. Additional recommendations included adding an additional professional staff member to serve during the two main academic semesters and upgrading physical and space aspects of the UCS (e.g., new carpet, paint, improved signage).

The director of Student Disability Services, Dr. Dau-shen Ju, resigned his position at the end of April, 2007. After discussions with Student Disability Services staff members as well as consultations with the Vice President for Student Services, a mutual decision was reached whereby Student Disability Services would be removed from the UCS administrative umbrella effective July 1, 2007 and re-assigned to the Office of the Vice President for Student Services. Dr. Cochran, UCS Director, will continue in a consultative role with SDS staff and will serve as chair of the search committee that will identify a replacement for Dr. Ju.

The Titanium Schedule program has continued to serve UCS scheduling and clinical file management needs without fail now for three years. As noted in last year's report, this program replaces a previous clinical file management program that was sluggish in operation and that was beginning to be unreliable in functioning. University transition to a different server software package combined with these inefficiencies prompted the UCS to examine in some detail the various products available and we decided to purchase and install the Titanium Schedule program in June, 2004. We have been extremely pleased with the program's capabilities and with the technical support provided by the program developer. Ms. Pauline Harrison, Dr. Mark Harris, and Dr. Julie Corkery continue to provide coordination and staff support on use of the program.

In addition to these continuing achievements, UCS staff this year were actively involved in outreach and consultation services to the UI community (i.e., residence hall liaison and outreach), state organizations (i.e., Diversity Committee and Ethics Committee of the Iowa Psychological Association), and national organizations (i.e., board of the Association of Counseling Center Training Agencies). All these involvements reinforce the UCS' commitment to and involvement in the UI and Student Services' strategic plans and increase the visibility of the UCS as a nationally recognized training destination for graduate students as well as pre-doctoral interns.

The UCS continues to provide a large volume of high-quality service to the University community. These services include individual consultation and ongoing counseling and psychotherapy for individuals and couples, group psychotherapy, training, outreach programs, and consultation services regarding student mental health issues. Of particular note this year is the continuing increase in our group services. UCS staff continued to initiate strategic programming initiatives this year, including programs developed in collaboration with the Department of Intercollegiate Athletics, the Alliance for Graduate Education and the Professoriate (AGEP), the Rape Victim Advocacy Program, the Belin-Blank Center, the Women's Resource and Action Center, the Admissions Office and Orientation program, the UI Cultural Houses, the Center for Teaching, the Office of International Students and Scholars, Health Iowa, the Office of Student Life, the University Diversity Committee, the Newman Center, the College of Education, the College of Medicine, the College of Dentistry, the College of Nursing, the Office of Equal Opportunity and Diversity, the Graduate College, and the College of Liberal Arts and Sciences.. The UCS maintained active participation in the summer Orientation parent information fair by distributing handouts on "Helping Distressed Students" and "Homesickness" and staffing a table that displays a poster board detailing the UCS and our services as well as services and programs offered. A complete listing of all outreach, consultation, and in-house programs is contained in the Program and Consultation Services report.

Some highlights of the year in terms of services delivered include:

- 2,421 students seen for initial consultation visits (decreased slightly 2 % from 2,469 in 2005-06)
- 620 students intaken for ongoing counseling, a decrease of 21% from 788 intakes in 2005-2006.
- 5,286 hours of direct individual, couples, and group counseling (increased 6% from 5,011 in 2005-06)
- 9,793 participants served through 325 outreach programs, regularly scheduled programs, and campus consultations, an increase of 8% from 9,061 participants served in 2005-06.

- 11,957 program participant hours delivered (decreased slightly from 12,053 participant hours in 2005-06)
- UCS staff guest-lectured in 37 academic classes during 2006-07
- 15 trainees received a total of 1,737 hours of training services from UCS staff during 2006-07.

## Overview

UCS staffing during 2006-07 included the following categories of administrative staff, support staff, senior staff, adjunct staff, and trainees.

### **Administrative Staff:**

Sam V. Cochran, Ph.D., Director  
Julie M. Corkery, Ph.D., Assistant Director, Director of Training  
Mark M. Harris, Ph.D., Assistant Director, Director of Clinical Services  
Kathleen H. Staley, Ph.D., Assistant Director, Director of Program and  
Consultation Services  
Pauline Harrison, Project Assistant

### **Support Staff:**

Susan Haffner, Clerk III  
H. Diane Bates, Secretary II  
Sally Robbins, Clerk II

### **Senior Staff Psychologists:**

Audrey S. Bahrack, Ph.D., Senior Staff Psychologist  
Helen Vogel Brady, Ph.D., Senior Staff Psychologist  
Emmanuel E. Enekwechi, Psy.D., Senior Staff Psychologist  
Paula M. Keeton, Ph.D., Senior Staff Psychologist  
Huan-Chung Scott Liu, Ph.D., Senior Staff Psychologist  
Eva G. Schoen, Ph.D., Senior Staff Psychologist  
Kelly L. Willson, Ph.D., Senior Staff Psychologist

### **Pre-Doctoral Psychology Interns:**

Julie Jenks Kettmann, Psychology Intern  
Lisa Kinderman, Psychology Intern  
Joy Moel, Psychology Intern

### **Adjunct Staff:**

Saba Rasheed Ali, Ph.D., Adjunct Senior Staff Psychologist  
Joy Hudson, M. D., Adjunct Staff Psychiatrist, Student Health Service  
Paul W. Natvig, M.D., Adjunct Staff Psychiatrist, Student Health Service

**Practicum Students:**

Alice Fridman, Practicum Student, Counseling Psychology  
Sarah Haag, Practicum Student, Counseling Psychology  
Jennifer Hill, Practicum Student, Counseling Psychology  
Robyn Hagberg Howarth, Practicum Student, Counseling Psychology  
Jessica Lohnberg, Practicum Student, Counseling Psychology  
Justin O'Rourke, Practicum Student, Counseling Psychology  
Jessica Schultz, Practicum Student, Counseling Psychology  
Tamara Shafer, Practicum Student, Counseling Psychology  
Sam Shepard, Practicum Student, Counseling Psychology  
Benjamin Tallman, Practicum Student, Counseling Psychology  
Torrii Yamada, Practicum Student, Counseling Psychology

**Post-Doctoral Supervisees:**

None

The remainder of this report summarizes the services delivered in each of the three UCS service areas, additional UCS staff accomplishments during 2006-07, UCS strategic goals that will guide our work during 2006-07, and area annual reports from the three service areas of the UCS. As noted in previous reports, adoption of a new record-keeping system typically has an affect on the continuity of certain kinds of data the UCS is able to archive. The adoption of the Titanium Schedule has resulted in a loss of some data we have typically collected for past annual reports but has yielded an increased confidence in the accuracy and reliability of the data presented in these reports. Where appropriate, this is noted for clarification.

## Services Provided

### Clinical Services

- Number of contact hours delivered:

	<b>COD Contacts</b>	<b>Intakes</b>	<b>Total</b>
<b>2006-07</b>	1,801	620	2,421
<b>2005-06</b>	1,681	788	2,469
<b>2004-05</b>	1,538	735	2,273
<b>2003-04</b>	1,179	851	2,030
<b>2002-03</b>	1,174	837	2,011

	<b>Individual</b>	<b>Couples</b>	<b>Group</b>	<b>Total</b>
<b>2006-07</b>	3,896	287	1,130	5,313
<b>2005-06</b>	3,760	186	1,065	5,011
<b>2004-05</b>	4,159	268	558	4,985
<b>2003-04</b>	5,004	102	275	5,382
<b>2002-03</b>	5,111	143	211	5,465

### Program and Consultation Services

- Outreach programs

	<b>Fall</b>		<b>Spring</b>		<b>Total</b>	
	<b>2005</b>	<b>2006</b>	<b>2006</b>	<b>2007</b>	<b>2005-6</b>	<b>2006-7</b>
<b>Programs</b>	93	122	109	104	202	226
<b>Participants</b>	3,017	4,067	4,818	4,854	7,835	8,921
<b>Part. Hours</b>	4,154	5,450	6,115	4,455	10,260	9,905

- Consultations

	<b>Fall</b>		<b>Spring</b>		<b>Total</b>	
	<b>2005</b>	<b>2006</b>	<b>2006</b>	<b>2007</b>	<b>2005-6</b>	<b>2006-7</b>
<b>Consultations</b>	51	35	27	34	78	69
<b>Participants</b>	207	198	159	160	366	358

## Training

	<b>Fall</b>	<b>Spring</b>	<b>Total</b>
<b>Beginning Practicum</b>	7	7	7
<b>Advanced Practicum</b>	4	3	4
<b>Intern</b>	3	3	3
<b>Post-Doctoral Trainee(s)</b>	0	0	14

## Scholarly and Professional Activity

- Csoka, A. B., **Bahrnick, A. S.**, & Mehtonen, O.P. (In press). Persistent sexual dysfunction after discontinuation of selective serotonin reuptake inhibitors. *The Journal of Sexual Medicine.*
- Bahrnick A. (2006, August). The less well-known sexual side effects of SSRIs. Invited presentation to Division 55 of the American Psychological Association hospitality suite, annual convention of the American Psychological Association, New Orleans, LA.
- Bahrnick A. (2006, September). Post SSRI Sexual Dysfunction. *American Society for the Advancement of Pharmacotherapy Tablet*, 7(3), 2-3, 10-11.
- Bahrnick, A. S. Persistent sexual dysfunction after discontinuation of selective serotonin reuptake inhibitors. (Manuscript under editorial review).
- Chrisler, J. C., & **Cochran, S. V.** (2007). The muscular ideal: Future directions and closing comments. In J. K. Thompson & G. Cafri (Eds.), *The Muscular Ideal: Psychological, Social, and Medical Perspectives.* Washington, DC: American Psychological Association.
- Cochran, S. V. (2007). Men, masculinity, and depression. In M. Flood , J. K. Gardiner, B. Pease, and K. Pringle (Eds.), *International Encyclopedia of Men and Masculinities*, Volume 1. London: Routledge.
- Cochran, S. V. (2006, August). Qualitative and Clinical Perspectives on Depression in Men. Symposium presented at the Annual Meeting of the American Psychological Association, New Orleans, LA.
- Corkery, J. M. Thome, J., Liu, W. M., & Davis, L. Training in social class. In J. E. Cornish, B. Schreier, & E. Rodolfa (Eds.), *Multicultural Competencies Resource Handbook.* (Under editorial review)
- Westefeld, J. S., Range, L., **Jenks Kettmann, J.**, & Greenfeld, J. (in press). Assessing suicide risk in multicultural populations. In F. Leong & M. Leach (Eds.), *Suicide among racial and ethnic groups: Theory, research, and practice.* New York: Brunner-Routledge.
- Jenks Kettmann, J. D., Schoen, E. Cochran, S. V., Moel, J. Greenberg, S. T., & Corkery, J. M.** (in press). Increasing severity of psychopathology at counseling centers: A new look. *Professional Psychology: Research and Practice.*

- Westefeld, J. S., **Jenks Kettmann, J. D.**, Lovmo, C., & Hey, C. (2007). High School suicide: Knowledge and opinions of teachers. *Journal of Loss and Trauma*, 12, 31-32 (second authorship shared equally)
- Jenks Kettmann, J. (2007, Fall). Identifying mentors: How training sites can help. The Association of Psychology Postdoctoral and Internship Centers Newsletter, 11.
- Jenks Kettmann, J. (2007, Spring). The buck stops.....where? The Association of Psychology Postdoctoral and Internship Centers Newsletter, 13.
- Jenks Kettmann, J. (2007, April) Re-sequence of supervision needed for licensure. Invited presentation conducted at the Iowa Psychological Association spring conference, Amana, IA.
- Jenks Kettmann, J. (2006, August). The latest in campus suicide prevention, intervention, and postvention. In J. S. Westefeld (Chair), College and University Student Suicide: An Update of the Literature. Symposium conducted at the American Psychological Association annual convention, New Orleans, LA.
- Jenks Kettmann, J. Moel, J. E.**, Greenberg, S. T., **Schoen, E.**, **Cochran, S. V.**, & **Corkery, J. M.** (2006, August). Counseling center client psychopathology: More severe or just more complex? Poster session presented at the Society of Counseling Psychology Social Hour, American Psychological Association annual convention, New Orleans, LA.
- Jenks Kettmann, J. (2007). Psychological challenges in college students with learning disabilities or attention-deficit/hyperactivity disorder. Unpublished doctoral dissertation, University of Iowa, Iowa City, IA.
- Beckham-Chasnoff, S. & **Keeton, P. M.** (2007, February). QueerSpace: Real Life Challenges of Being a True LGBT Ally in a College Counseling Center. Presented at the Big Ten Counseling Centers Annual Conference, Northwestern University, Evanston, IL.
- Keeton, P. M. (2006, November). Stress and Expectations. Presented at *Pursuing Victory with Honor: 2006 Summit*. University of Iowa, Iowa City, IA.
- Burroughs, M., **Harris, M.**, Hirsch, G., Servin-Lopez, S., & Stachowiak, T. (2007, May). Facilitating positive organizational culture change within counseling centers. Presented at the Association for the Coordination of Counseling Center Clinical Services annual conference, San Antonio, TX.
- Greenberg, S. T., & **Schoen, E. G.** (2007). *Males and eating disorders: Gender-based therapy for eating disorder recovery*. Manuscript under editorial review.

Schoen, E. G., Altmaier, E. M., & Tallman, B. (in press). Coping after bone marrow transplantation: The predictive roles of optimism and dispositional coping. *Journal of Clinical Psychology in Medical Settings*.

Editor, *Psychology of Men and Masculinity*. (Sam Cochran)

Ad-hoc reviewer, *Journal of Counseling Psychology*, *Psychology of Men and Masculinity*, *Journal of Clinical Psychology in Medical Settings*, *The Counseling Psychologist*. (Eva Schoen)

Ad hoc reviewer, *Sex Roles*, *Professional Psychology: Research and Practice*, *International Journal of Men's Health*. (Sam Cochran)

Board of Directors, Association of Counseling Center Training Agencies. (Julie Corkery)

Diversity Committee, Iowa Psychological Association (Eva Schoen, Kelly Willson)

Membership Chair, Iowa Psychological Association (Eva Schoen)

Ethics Committee, Iowa Psychological Association (Sam Cochran)

## Additional Accomplishments

- Continued consultations with the Office of Academic Programs and Services of the College of Liberal Arts and Sciences regarding course drops and withdrawals after collegiate deadlines.
- Staff participated in various staff search committees conducted by the Department of Residence Life and Student Disability Services.
- Several UCS staff were actively involved in committees of the Iowa Psychological Association, including the Diversity Committee, Membership Committee, Ethics Committee.
- Further expanded group offering to include International Student support group, Graduate Student support group, Men's therapy group, two eating disorders groups, a women and self esteem group, and two new therapy groups.
- Assisted again with the "Boxes and Walls" diversity program offered by the Department of Residence Life.
- Facilitated an Eating Disorders network in collaboration with Student Health Service.
- Assisted with writing a Catalyst Grant for the Office of International Students and Scholars that resulted in a \$1,500 award to fund efforts to assist in expanding cross-cultural leadership training.
- Hosted a total of 11 beginning and advanced practicum students for the academic year.
- Provided 14 staff continuing education programs for a total of 16 hours of continuing education credit to UCS staff.
- Continued to provide staff assigned as consultants to the residence halls.
- Continued to provide summer programming for Orientation.
- Continued regular UCS Research Team meetings that included students from the Counseling Psychology program.
- Conducted joint case conferences on a monthly basis with Dr. Paul Natvig of Student Health Service.
- Continued offering counseling services in Chinese and Spanish.
- Conducted a joint UCS/SDS staff meeting to develop areas of collaboration.

- Active participation in presentations at the Big Ten Counseling Centers annual conference.
- Participated in Research Consortium of Counseling and Psychological Services in Higher Education data collection project examining student suicidal ideation.
- Developed proposal for data collection in conjunction with participation in the Big Ten Suicide Research Project.

## Strategic Goals

### 2006-2007

Based on the UCS mission and the mission and priorities of the Division of Student Services, the following strategic goals were set for the 2006-07 year. Attainment is detailed. Following the attainment ratings of the 2006-07 strategic goals, strategic goals for 2007-08 are presented.

- **Maintain, enhance, and develop new strategic program alliances with other UI offices and units.**

Consistent with past activity, UCS staff have continued to provide a large number of outreach programs. New offices and units (e.g., AGEP, First Nations program, MBA Career Services, Department of Health and Sport Studies) have increased this year. The PCS annual report details these connections.

Attainment rating: Very good

- **Complete the UCS review process and integrate recommendations into area plans for 2007-2008.**

UCS staff participated in all aspects of the departmental review process. The review committee completed its work in early spring, 2007, and provided a comprehensive report with feedback and recommendations to the UCS director at the close of spring semester. UCS staff have been working on implementation plans that address each of the recommendations offered in the review report.

Attainment rating: Excellent

- **Identify strategies the UCS could utilize to augment general education funding and to supplement the UCS general expense fund.**

The UCS administrative team has discussed strategies to augment our general expense funding. This has included providing the beginning practicum class for the counseling psychology program in the College of Education and charging participants in our continuing education for psychologists offerings. Additional revenue streams that we have explored include establishing a ProMetric testing center on campus (ProMetric is no longer offering franchise sites) and using honoraria and other donations for staff presentations to augment the general expense fund.

Attainment rating: Very good

- **Participate actively in sexual assault prevention programming through involvement with the Women's Resource and Action Center and the Rape Victim Advocacy Project.**

The UCS staff have worked with both the Women's Resource and Action Center and the Rape Victim Advocacy Project to further efforts for sexual assault programming. Currently, the UCS director participates in a Sexual Assault Prevention grant steering committee, collaborates with staff of the RVAP for outreach programming on sexual assault prevention and working with male clients, and is actively involved in a committee whose goal is to bring speakers to campus to address sexual assault prevention programming. Other UCS staff members and interns also participate in various aspects of these efforts.

Attainment rating: Excellent

## **Strategic Goals**

### **2007-2008**

- Complete redesign of UCS web site per recommendations from UCS review committee and public relations workshop class.
- Develop outreach and educational materials designed to clarify distinction between Faculty and Staff Services and the University Counseling Service.
- Conduct a series of continuing education programs for psychologists housed in the UCS and open to the community of psychologists in the local area.
- Develop a strategy for replacing carpet and repainting walls in the UCS per recommendations from the UCS review committee.