
Clinical Services

Annual Report

2006-2007

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Annual Report--Clinical Services Area
University Counseling Service
2006-2007 Academic Year

Mark M. Harris, Ph.D., Area Director

The year 2006-07 again saw the Clinical Services Area of the UCS surpass service totals of the last two years for hours of service delivered to clients. Growth continued to be evident as well in the groups program, with 1,130.5 hours of service delivered compared to 1,065.0 for FY06. Once again, Paula Keeton, Ph.D. served as UCS groups coordinator. Clinical service highlights for the year with comparisons to FY06 and FY05 are summarized in Table 1

Table 1
Senior Staff and Trainees/Adjuncts

Hours from Titanium

From 7/1/2006 through 6/30/2007

Clinical Services Hours	FY07data			FY06data			FY05data		
	Senior Staff	Trainees/Adjuncts	Total	Senior Staff	Trainees/Adjuncts	Total	Senior Staff	Trainees/Adjuncts	Total
Clinical Services Hours	7/1/06-6/30/07	7/1/06-6/30/07	7/1/06-6/30/07	7/1/05-6/30/06	7/1/05-6/30/06	7/1/05-6/30/06	7/1/04-6/30/05	7/1/04-6/30/05	7/1/04-6/30/05
Individual	2,088.8	1,807.2	3,896.0	2,305.0	1,455.4	3,760.4	2,700.8	1,458.5	4,159.3
Couple	281.0	6.0	287.0	186.0	0.0	186.0	225.5	43.0	268.5
Group--Therapy	743.0	387.5	1,130.5	648.0	417.0	1,065.0	444	114	558
COD	1,267.2	348.7	1,615.9	1,270.75	232.25	1,503.0	1,140.0	223.3	1,363.3
Intake	486.8	133.2	620.0	588.25	199.75	788.0	583.5	151	734.5
PE Eval Ongoing	214.2	61.1	275.3	219.75	55	274.75	198.0	62.5	260.5
PE Eval Consult	174.5	10.5	185.0	169.5	9.25	178.25	172.5	2.5	175.0
Totals	5,255.5	2,754.2	8,009.7	5,387.25	2,368.65	7,755.9	5,464.3	2,054.8	7,519.1

Of the 1,681 clients that were seen in the CS area this year, the majority (676) were seen for one session. Most of the rest were seen within the informal agency limit of 10 sessions. Around 13% (162) were seen for 11 or more sessions. This is well within the UCS goal of having no more than 20% of our collective caseloads be longer-term clients (Table 2)

Table 2

Number of clients/percentage of clients

Number of Appointments per Client	2006-2007	2005-2006	2004-2005
1 appointment(s)	676/40%	673/41%	611/39%
2 appointment(s)	233/14%	209/13%	227/15%
3 appointment(s)	134/8%	152/9%	106/7%
4 appointment(s)	107/6%	97/6%	96/6%
5 appointment(s)	87/5%	88/5%	66/4%
6 appointment(s)	81/4%	64/4%	61/4%
7 appointment(s)	56/3%	43/3%	56/3%
8 appointment(s)	48/2%	37/2%	43/2%
9 appointment(s)	58/3%	62/4%	39/2%
10 appointment(s)	39/2%	42/3%	49/2%
11+ appointment(s)	162/13%	165/10%	211/14%
Subtotal for: Number of Appointments per clients	1,681	1,632	1,565

Once again this year, the largest college represented among UCS clients was the College of Liberal Arts and Sciences (1,045 of 1,681). The remaining UCS colleges accounted for lesser percentages of our caseload. Results are summarized in Table 3.

Table 3

Number of clients/percentage of clients

College	2006-2007	2005-2006	2004-2005
Liberal Arts and Sciences	1,045/62.2%	990/60.6%	945/64.9%
Graduate	122/7.3%	103/6.3%	83/5.7%
Business	93/5.5%	98/6.0%	96/6.6%
Nursing	92/5.5%	65/4.0%	60/4.1%
Law	52/3.1%	48/2.9%	57/3.9%
Engineering	50/3.0%	62/3.8%	51/3.5%
Medicine	43/2.6%	53/3.2%	50/3.4%
Pharmacy	31/1.8%	28/1.7%	24/1.6%
Public Health	16/1.0%	18/1.1%	16/1.1%
Dentistry	13/0.8%	6/0.4%	13/0.9%
No response	81/4.8%	101/6.2%	172/11.0%

Consistent with previous years' data, the UCS was increasingly likely to encounter students as they progressed through educational levels, with graduate students accounting for the highest percentage. Complete data is summarized in Table 4.

Table 4

Number of clients/percentage of clients

Academic Classification	2006-2007	2005-2006	2004-2005
Graduate Student	447/26.6%	451/27.6%	446/30.1%
Senior	336/20.0%	315/19.3%	304/20.5%
Junior	312/18.6%	311/19.0%	282/19.1%
Sophomore	269/16.0%	268/16.4%	242/16.4%
First Year	241/14.3%	187/12.1%	189/12.8%
Other/ Non-Student	56/3.4%	67/4.1%	71/4.6%
No response	20/1.2%	35/2.1%	36/2.3%

Continuing with demographics, the UCS also asked clients to describe their relationship status. The majority of UCS clients described their relationship status as single. Other categories are summarized in Table 5.

Table 5

Number of clients/percentage of clients

Relationship Status	2006-2007	2005-2006	2004-2005
Single	1,075/64.0%	1,012/61.9%	943/60.2%
Partnered	377/22.4%	347/21.2%	384/24.5%
Married	163/9.7%	182/11.1%	144/9.2%
Divorced	21/1.2%	22/1.3%	26/1.7%
Separated	15/0.9%	14/0.9%	18/1.1%
Widowed	2/0.1%	0/0.0%	3/0.2%
Other/no entry	28/1.7%	34/3.0%	49/3.1%

Additionally, the UCS saw clients from a variety of ethnic backgrounds (Table 6), as well as international students from 19 countries. Results are summarized in Table 6.

Table 6 Number of clients/percentage of clients

Ethnicity	2006-2007	2005-2006	2004-2005
Caucasian	1,361/81.0%	1,306/79.9%	1,260/83.1%
Asian	93/5.5%	101/6.2%	87/5.7%
African American	62/3.7%	68/4.2%	53/3.5%
Latino(a)	53/3.2%	65/4.0%	53/3.5%
Multiple	36/2.1%	15/0.9%	12/0.9%
Native American	1/0.1%	3/0.2%	4/0.3%
Other/no response	75/4.5%	76/4.7%	48/3.2%
International Status	2006-2007	2005-2006	2004-2005
International Student	58/3.5%	75/4.6%	62/4.0%
Non-International Student	1,623/96.5%	1,559/95.4%	1,505/96.0%
Countries Represented			
	2006-2007	2005-2006	2004-2005
Argentina	Afghanistan	Afghanistan	S. Korea
Azerbaijan	Brazil	Belize	Turkey
Brazil	China	Brazil	United Kingdom
Canada	Columbia	Canada	Uruguay
China	England	Chile	
Columbia	India	China	
Germany	Japan	Columbia	
India	Korea	Costa Rica	
Iran	Mexico	Czech Republic	
Japan	Morocco	Ethiopia	
Lebanon	Pakistan	India	
Mexico	Paraguay	Japan	
S. Korea	Romania	Korea	
Singapore	Russia	Lebanon	
Sudan	S. Korea	Mexico	
Taiwan	Sudan	Morocco	
Vietnam/Poland	Vietnam/Poland	P.R. China	
Philippines	Taiwan	Poland	
Venezuela	Venezuela	Romania	

Additional demographics reveal that the majority of UCS clients are females (64.2%) who live off campus (79.6%) with roommate(s) (53.2%) and do not report having a disability of any kind (91.2%). Additional demographics are summarized below in Table 7.

Table 7 Number of clients/percentage of clients

Gender	2006-2007	2005-2006	2004-2005
Female	1,080/64.2%	1,067/66.5%	1,035/67.2%
Male	594/35.3%	538/33.5%	506/32.8%

Residence	2006-2007	2005-2006	2004-2005
Off Campus	1,338/79.6%	1,302/79.9%	1,221/79.5%
Residence Hall	313/18.6%	281/17.2%	289/18.8%
Fraternity/Sorority	14/0.8%	8/0.5%	8/0.5%
Other	16/1.0%	43/2.6%	17/1.1%

Number of clients/percentage of clients

Living With	2006-2007	2005-2006	2004-2005
Roommate(s)	895/53.2%	850/52.0%	818/54.1%
Alone	386/23.0%	332/20.3%	359/23.7%
Spouse	139/8.3%	143/8.8%	127/8.4%
Significant Other	113/6.7%	111/6.8%	118/7.8%
Parent(s)	60/3.6%	60/3.7%	50/3.3%
Children	12/0.7%	15/0.9%	18/1.2%
Other/ No response	76/4.5%	123/7.6%	77/4.9%

Disability	2006-2007	2005-2006	2004-2005
None/No response	1,533/91.2%	1,489/91.2%	1,447/92.3%
Learning	62/3.7%	54/3.3%	61/3.9%
Psychiatric	36/2.1%	37/2.3%	41/2.6%
Multiple	30/1.8%	29/1.8%	8/0.5%
Physical	271/16.1%	25/1.4%	10/0.6%

Diagnostic Prevalence

Once again this year, almost 71% of clients seeking service at UCS reported that their self rated level of severity would be “somewhat” to “extremely” urgent. Results are summarized in Table 8.

Table 8 Number of clients/percentage of clients

Level	2006-2007	2005-2006	2004-2005
7 (extremely urgent)	78/4.6%	91/5.9%	93/5.9%
6	223/13.3%	212/13.6%	247/15.8%
5	435/25.9%	372/23.9%	337/21.5%
4 (somewhat urgent)	452/26.9%	468/30.1%	435/27.8%
3	265/15.8%	259/16.7%	194/12.4%
2	140/8.3%	108/6.9%	101/6.4%
1 (not at all urgent)	33/2.0%	44/2.9%	32/2.0%

As in previous years, the UCS saw clients with a range of diagnostic severity. The majority of our clients (59.4%) were dealing with expected phase of life issues (V codes). In addition to their challenges, our clients also struggled with more severe mental health issues including mood disorders at 25.58% (depression and bipolar disorders), anxiety disorders at 25.47%, and more severe adjustment disorders in 23.59% of our clients. Anxiety disorders increased for the third year in a row. Comparison to previous years are in Table 9.

Table 9 Percentage of clients

Disorder	2006-2007	2005-2006	2004-2005
Mood	25.58%	30.89%	35.22%
Anxiety	25.47%	24.20%	20.62%
Adjustment	23.59%	19.14%	20.04%
V Codes	59.40%	75.91%	72.42%

Additional demographic information is covered next in Table 10.

Table 10 Number of clients/percentage of clients

Sexual Orientation	2006-2007	2005-2006	2004-2005
Heterosexual	1,567/93.2%	1,532/93.8%	1,489/95.0%
LGBTQ	114/6.8%	102/6.2%	78/5.0%
Enrollment Status			
Full-time	1,481/88.1%	1,407/86.1%	1,342/85.6%
Part-time	200/11.9%	227/13.9%	225/14.4%
Academic Probation Status			
Not on Probation	1,591/94.6%	1,558/95.3%	1,507/96.2%
On Probation	90/5.4%	76/4.7%	60/3.8%

Table 10 (continued)

Number of clients/percentage of clients

Previous Counseling	2006-2007	2005-2006	2004-2005
Previous Counseling UCS	323/19.2%	438/26.8%	446/28.5%
Previous Counseling Other	758/45.1%	737/45.1%	676/43.2%
No Previous Counseling	600/35.7%	459/28.1%	445/28.3%
Referred by	2006-2007	2005-2006	2004-2005
Self	977/58.1%	906/55.4%	800/52.4%
Family	142/8.4%	121/7.4%	143/9.4%
Friend	142/8.4%	143/8.8%	176/11.5%
Student Health	126/7.5%	145/8.9%	131/8.6%
Faculty	77/4.6%	60/3.7%	43/2.8%
Academic Services	56/3.3%	48/2.9%	68/4.4%
Other	50/3.0%	72/4.4%	62/4.1%
Other physician	29/1.7%	18/1.1%	19/1.2%
Disability Services	24/1.4%	25/1.5%	15/1.0%
Therapist/Counselor	20/1.2%	23/1.4%	39/2.6%
No entry	18/1.1%	38/2.3%	43/2.7%
Housing	10/0.6%	23/1.4%	23/1.5%
CLAS	6/0.4%	8/0.5%	3/0.2%
Clergy	3/0.2%	3/0.2%	1/0.1%
OISS	1/0.1%	1/0.1%	1/0.1%

The UCS also tracks clients' endorsement of a variety of concerns. This data is summarized in Table 11 below. Of particular note is an increase in the percentage of clients who were experiencing recent suicidal ideation or were experiencing thoughts of harming someone else.

Table 11

Concern Endorsed	2006-2007	2005-2006	2004-2005
Academic concern	50.9%	54.5%	53.8%
Work concern	13.4%	16.0%	16.7%
Taking Psychotropic medication	14.3%	16.2%	20.0%
Taking General Medication	23.6%	26.8%	24.8%
Taking both Medications	7.1%	7.8%	6.4%
Health concerns	20.4%	22.4%	16.6%
Insomnia	42.4%	41.2%	39.5%
Hypersomnia	5.6%	6.7%	9.2%
Other sleep concerns	12.0%	14.5%	11.5%
Anorexia	1.0%	1.4%	1.3%
Bulimia	3.1%	3.7%	3.1%
Loss of Appetite	14.9%	14.5%	13.9%
Obesity	0.5%	1.0%	0.8%
Overeating	7.9%	7.4%	6.6%
Other Eating concerns	11.2%	11.9%	10.6%
Alcohol Abuse	9.1%	15.3%	12.4%
Cocaine Abuse	0.2%	0.2%	0.4%
Marijuana Abuse	2.2%	4.2%	2.4%
Other Drug Abuse	0.4%	0.8%	0.7%
Polydrug Abuse	0.8%	0.3%	1.0%
Recent Suicidal Ideation	18.5%	16.0%	19.8%
Previous Suicide Attempt	7.1%	8.6%	4.4%
Harm Ideation	2.2%	1.4%	1.7%
Violence Toward others	1.5%	1.4%	2.7%
Victim of Violence/Trauma	19.7%	20.8%	18.1%

Client Satisfaction Survey

The UCS once again collected client satisfaction data during a two-week survey period spring semester, 2007. Areas of evaluation remained consistent from last year's survey. Once again the UCS received positive evaluations in all areas. Following in Table 12 are the UCS "grades" on a

4-point scale with the two previous year's "grades" provided for comparison:

Table 12		2006- 2007	2005- 2006	2004- 2005
1	A Having a convenient and accessible location	3.48	3.32	3.43
	B Having a comfortable and attractive setting	3.53	3.13	3.49
	C Providing this service in a timely manner	3.69	3.84	3.66
2	A Receptionist being polite and courteous	3.86	3.84	3.71
	B Receptionist providing accurate information	3.84	3.80	3.64
3	A Counselor respecting you as an individual	3.92	3.90	3.93
	B Counselor understanding you and your concern	3.80	3.80	3.87
	C Counselor being competent and knowledgeable	3.82	3.76	3.86
4	A Give us a grade on quality of services received	3.77	3.67	3.76
	B Give us a grade on helping you meet your goals	3.52	3.51	3.67
5	A Give yourself a grade on being open and honest about yourself	3.57	3.48	3.54
	B Give yourself a grade on being an active participant	3.66	3.54	3.60
	C Regularly keeping appointments	3.58		
	D Implementing your counselor's suggestions	3.45		

This year the UCS also asked clients who had received ongoing counseling to discuss the impact counseling had on various aspects of functioning. This information is summarized below in Table 13.

Table 13

I learned one or more strategies to solve or cope with problems.	78%
I strengthened one or more self-management skills (e.g., managing time, stress).	52%
I made an important decision.	43%
I improved my relationship with another person.	47%
I improved my academic performance.	15%
I gained greater self-understanding or a clearer sense of identity.	67%
I live a healthier lifestyle in at least one area (e.g., get more sleep, exercise more, eat better, use less alcohol or other drugs).	41%
I am more likely to continue my education at the UI.	41%

Satisfaction Comments Survey Questions

The most helpful things my counselor did were:

Help me to figure out exactly what the problem is.

Provide a supportive outlet for my concerns and helping me to focus my thoughts and have more clarity about my problems.

Nonverbal communication. Challenge me (softly). Encourage me.

Help me increase my confidence and self-esteem.

Giving a feeling of control.

She listens and affirms my feelings and concerns and lets me cry without feeling silly or judged. I also appreciate the way she tries to help me keep things in perspective—to think about what is legitimate to be upset about and to help me think about why I get upset so much about stuff.

My counselor was very helpful when I initially met with her for testing. She encouraged me to continue taking my medicine as well as try to stay on top of my work more so I have been implementing that more this semester. In addition, I found that my therapist was very encouraging and genuinely cared about how I was doing both in school and out of school.

Recommend a variety of places to get screening.

Explain everything thoroughly. Was clear about her diagnosis and offered ways to help.

Talking me through the testing process.

Used appropriate tone and voice.

Instill self-confidence. Help me deal with troubling thoughts and self-doubt.

Give me some more phone numbers.

Help me work through questions which I couldn't figure out.

Listened to what the problems and issues were that I was dealing with.

Listen to us, also she seemed very understanding and it seemed like she almost immediately understood what was going on.

Give me referrals and suggestions on healthy living.

Be honest about our problems.

Help give me a sense of some control.

Talk about stress/why.

It's still early, but making me aware of what I think in certain situations.

Lay everything out there 1, 2, 3 ...

Refer me to a support group. He was very knowledgeable and made me feel comfortable.

Evaluate my condition and address how I need to not blame myself.

Explain that it is normal to feel this way.

Explain and understand how I've been feeling.

Thank me for coming.

Asked questions and backed away from certain issues now!

Prod me into doing things that are obviously in my best interest.

Allowing me to communicate and speak freely, completely, and without judgment. My therapist does a very good job of creating a comfortable environment.

Listen to my problems.

Give me good starting points for the conversation. Helping me communicate my needs.

Listen.

Asked good question.

Asked me questions that made me open up.

Recommended several options for counseling. The choice is important. Easy to talk to, understanding, and knowledgeable.

Provided a non-biased outlet for the pressure I was dealing with from other problems. Affirmed positive concepts and mindsets. Encouraged the productive thoughts I had and discouraged the non-productive ones.

Just listen at first and then make suggestions.

Build a trusting relationship where I feel I can really talk to her.

Has helped me to understand and cope with my family dynamics (crises!). Has helped me to develop my own identity and learn to take better care of myself.

Listening to all my problems and helping me see them from different perspectives, giving me a new grasp on things. Giving a lot of helpful analogies and visual characterizations that help me personally. Explain all the options that I have available.

Provide an outside point of view/perspective to give a rational outlook on an issue with no inherent logic or reasoning.

Give me referrals and let me know there is support.

Stick with me at my most difficult.

Just listen. Helped me feel comfortable sharing private thoughts. She was very nonjudgmental. She made me feel understood in the midst of personal turmoil. She just helped me feel supported during a lonely time. She gave me a refuge. She gave me helpful suggestions and things to try in areas of life I am struggling with.

Tell me it takes two people for something like that to happen and it's not all my fault.

Being very respectful and understanding. He is a good listener and pragmatic.

Trying to get me to be more hands off.

Listen!

Being an objective listener who has displayed unconditional positive regard. Help establish what was really going on.

Listen intently. Respond to questions/comments.

He gave me tools to start and restructure, and listened attentively to me.

He helped us to understand where we were both coming from and gave us goals to work with in future.

Listening without interrupting or minimizing.

Seeming to listen very well. Understanding too.

Let me open up and talk about everything although it has been one session.

Make me feel comfortable. Was VERY understanding. Listened well.

Talking and listening while offering honest suggestions to help me.

She listened to me and made me feel comfortable enough to open up as much as I could.

Listen—responding empathetically, but encouraging me to challenge myself and my thinking. Made sure our time was meeting my therapy goals. Recommended books, exercises, etc., to help/work on outside of meetings. Encouraged me to talk about concerns, but also to practice positive thinking.

Get my life back on track and help me be happy with myself.

Be friendly, laugh when appropriate, give me fresh look at situations.

Just talking/professional help. I have been more self-reflective.

My counselor helps me develop and implement strategies to cope with my problems. She provides support.

Be open and help me set small, manageable goals for myself that we knew we could do.

Helping me cope with anxiety and keeping focused on academics.

N/A.

Listen to me and help me with coping skills.

Discuss calming strategies to relieve social anxiety.

Listening to me and helping me figure out what to do next.

Listen! Help me discover what is bothering me and how to handle myself better in certain situations.

Include Jesus in our sessions. It's great that there is a Christian counselor at the UI.

Listening and had an open mind. Gave me suggestions that guided my understanding of myself. Helped me cope with stress by giving me suggestions of how I could reduce the stress and work with its consequences.

Help me figure out what was most stressful in my life.

Listen to my concerns in a nonjudgmental way.

Discuss all aspects of my life.

Listen and force me to look at myself. Make me keep coming. Help me decide where to move after graduation.

Gave helpful ideas for alternative options.

Did not just listen but also made it more of a conversation rather than just me talking about myself.

Listen. I realize this is the point of counseling, but my therapist did an excellent job of letting me say everything I needed. Also, she let me reach any conclusions on my own. I think that's very important if they will have validity to me.

Listen to my concerns. She really cared about the issues that were really hurting me and she wrote out suggestions to help me deal with one aspect at a time. She didn't judge me and I never felt like I was wasting her time. The issues that were hard for me to change, she came up with suggestions to do it a little at a time and that has really helped.

Direct me towards thinking about the things that really bother me.

Talk to me like I was a friend. Tell me things I could do to improve on the decisions I've already made.

Provide a comfortable environment for me to talk about issues in my daily life.

Listen.

Listened. Was available to see me twice a week.

Reiterate what I said.

Affirming the positive work already accomplished.

Challenged my thinking patterns. Offered alternate opinions. Provided information about my disorder.

My therapist has great skill for listening and giving feedback about the important points she perceives from me. She helps me identify positive goals for relating to people and challenges me to actually attain them. My therapist is very supportive of my goals. She also has good time management skills for knowing how to tell me we only have a few minutes left or asking me how I'd like to use my time.

Listened well, provided recognition of a problem, offered good advice and techniques.

Administering needed testing for SDS accommodations.

Listen, provide me insight on those things I could not see clearly. Offered me suggestions/ways to fix the problem.

Skills to put to use in real life situations. Just listening, listening is a huge help. Having someone to talk to about anything. Getting an unbiased judgment on situations.

Researched anxiety disorders and provided me with useful information. Provided lists of suggestions/things to do when anxiety kicks in, to avoid my feeling "at loose ends." Allowed for talk about whatever was concerning me at the moment—as opposed to strictly regimented goal-oriented counseling.

Help me realize self flaws that I needed to see. Being able to be understanding.

My therapist came to my building to represent UCS during a traumatic experience for my community. This helped both the residents and myself decide to seek counseling.

Help me see situations in new ways or from other people's perspectives.

Helped me to realize a couple of things that hadn't before. Gave me some advice on studying.

Listen to me and my concerns.

She showed that she cared and was understanding. She didn't judge me.

Listening to the way I reasoned through my concerns.

She questioned what I said. She respected and questioned and that really helped me try and link my thoughts. Having her not write but sit in front of me while talking made things more comfortable.

Establish a trusting bond between us.

Listen, suggestions, pointing out personal faults which help a lot.

Help process broad concerns of mine. Simply just listening to me.

She gave me strategies to be more mindful of my behavior.

Actively listen.

Listening and helping me through my thought process.

She is an amazing listener and never portrays a judgmental attitude!

Just talking about the problem aloud really helped.

Listen and respond.

Listen intently and take an active interest.

Tried to listen and understand what I was trying to say.

Ask me questions about things I hadn't thought about so I could think about situations from different angles.

She was very empathetic and understanding.

She does a really good job of putting my thoughts and feelings into terms I can talk about more easily—i.e., she listens to what I'm saying and paraphrases it and builds on it in such a way that helps me think about it.

Strategize to maximize time (use):

- personal (couple inventory)
insure goals are met
keep focus on upcoming goals
- reflective thoughts (extrovert)
- reflective patterns (internal)

My counselor helped me to improve my communication with my family and fiancé! She also helped me open up and see where my problem was coming from.

Listening to problems about my relationship. Working with stress. Helping to provide a sense that I'm not "weird."

Presenting a compassionate yet objective view of my behavior patterns and cognitions.

The service is great. Knowledgeable, helpful counselors, and a great staff.

Clearly identify my options. Answered my questions clearly and concisely.

Insinuate we weren't committed to the therapy.

She questioned whether or not counseling individually would be better for us, and I thought that was a good thing to consider.

Be there for me.

Listen and provide an unbiased opinion and a few strategies/suggestions to reach my goals.

When she helped me understand why/how I feel.

Having me fill out the life-history survey. Going to Student Health for antidepressants/keeping track of progress. Listens but often lead discussion when I'm uncomfortable.

Making me feel more comfortable.

Smile, be nonjudgmental, listened.

Listen and understand.

Listen and help me understand myself better through asking the right questions.

Point out goals at how to solve and cope with my problems.

She is very understanding and sweet. She asks questions which I like, as opposed to other counselor that just make you keep talking with no questions.

Talk with me in a respectful manner. Collaborate on possible life changes.

Ask appropriate questions for clarification. Listen attentively. Not write an extreme amount of notes. Assessed/provided prompts when needed.

Listen and hold me accountable to goals we set.

Let me talk openly about everything and never cut me off. She is so kind. If we would have met outside of counseling I'm sure we would have become friends. Either that or she is really good at faking that she likes me.

Help understand myself and respect myself. Offer helpful solutions to communication barriers and misunderstandings.

It is most helpful when my therapist repeats what I have said and makes it more clear. It is nice to hear what someone else thinks I am saying so I can better understand it myself.

Understand me/give guidance and suggest way to alter my behavior in a helpful way.

Listen.

Helped me make the right choices in ending a relationship, keep going and deal with my feelings.

Relaxation techniques and breathing right.

Make sense of my mood swings. Refer me to a psychiatrist to go along with counseling.

Be open and understanding. Provide me with realistic ways to measure and achieve goals.

Responsively listened.

Tell me to write things down, journal at night.

Mostly just listening to me and letting me get feelings out.

Give me advice, listens, and puts situations in different perspectives.

Help me figure out why I might be feeling depressed.

Well, I've only gone to one appointment so far... so, I guess I don't really have an opinion yet.

Really listen to what I have to say. Ask relevant questions. Suggest helpful strategies that are attainable.

Just talk to me.

Told me ways that can further help me.

Give me things to do—how to manage my feelings.

I have only had one session so perhaps listening to me while I talked too much.

Help me identify things that cause me anxiety and encourage me to talk about them with close family and friends.

Listen to me and would repeat what I said to show she understood and was listening.

Listening. Relaying back to me what I was saying to help me get a clearer picture of my thoughts and words.

Taught me how to drink responsibly.

Getting to know me and helped keep the conversation going.

Tell me that a lot of people feel the way I do.

Listen to my concerns and treat me as an equal. He was very friendly and reassuring.

To make me think about my actions and what results I want to see from counseling.

Suggest things outside of this setting to help cope with my stress.

Help me with suggestions. I felt like someone was listening. Understand me, doesn't take "sides" too much, open to opinions.

Listen and provide great insight. Point me in the right direction to get help outside of expertise area.

Understanding why I came to counseling. Also, understanding my individual needs as a patient.

Listen, give unbiased advice.

Offer a different viewpoint and listen to my concerns.

Be respectful and supportive of what I want out of counseling.

Listen ☺. Be honest with me.

To listen and listening well. She's good at making sure she's understanding me by reiterating my words which is helpful in either clarifying my own thoughts or just summarizing my babbling.

Point out helpful issues that I didn't know existed. My therapist is fantastic!!!

Discuss therapies to improve self-image.

Making poignant observations that I myself did not realize.

Offer me suggestions—help to see what I am truly feeling, asking questions.

Recommending me this group.

Help point out behavior patterns.

Help me open up.

Help me to identify behavior and understanding getting in touch with feelings.

Just listening to what we had to say and guiding us.

Make things easier to decide.

Conduct counseling in a more individual manner.

Dedicate time and effort to my needs. ALWAYS finding a way to help me even when circumstances are difficult.

Empathy towards situations and strategies.

Lead discussions toward topics that we may be hinting at but haven't addressed. Challenge comments with questions and restating to clarify.

Challenge me in compassionate ways to rethink less constructive feelings, etc.

They were so thoughtful and excellent listeners. Always tried to keep group on task and challenged us whether they thought we needed it (which we usually did).

Treat me with respect and took me seriously.

My counseling would have been more helpful if:

More time.

Not sure yet.

I was on time more often.

N/A

It's been very good.

Given more specific counseling to my disorder.

Our problems were easy to solve.

I'm not really certain.

Just getting started.

Don't know the answer to this question.

Had more time.

If I were more willing to help myself.

It's so helpful as it is, I truly can't think of anything.

Give me homework.

N/A.

I'm not sure. Part of me wonders how I would have responded if I was challenged more directly... I could have easily not responded as well. I tend to need to figure things out by myself, so, not being direct was likely the best bet. Yet, I still consider the alternative.

Some take home materials or reading suggestions.

No suggestions. It's excellent as it is.

I came sooner.

There were more female counselors and if possible women of color.

Setting is uncomfortable. I am sometimes afraid of seeing students I teach in the waiting room. Also, I am very uncomfortable with occasional videotaping. Lastly, unmet needs such as assistance with employment that are vital are not able to be covered.

N/A

There was close, free parking. Free would be good enough.

We had more time, and the office seemed very dark, for some reason. Coloring, I suppose.

I had begun it sooner.

I just started, so I'm not exactly sure yet if she'll do this, but I would like helpful suggestions and strategies to help me cope with my problem(s).

This is by far the most helpful counseling experience I've ever had and only hope that the services continue to be funded to meet student needs.

Nothing is wrong.

I got more feedback from the counselor.

I have had a great experience.

I had more time in my schedule. Everything my therapist did was wonderful.

It would be helpful if you offered more sessions for longer periods of counseling.

N/A

No suggestions.

I had come to the first day. ☹

N/A. More time maybe.

No comment.

Made suggestions.

I could come twice a week vs. once a week.

Nothing, perfect.

She remembered things better, asked questions with more clarity.

Everything was good.

?

Just a quick note: my therapist sometimes has a noticeable habit of watching my hands when I speak. I don't know if she realizes it, but it's getting better.

I would have arrived on time.

I came in earlier, and quit putting calling off. I didn't think it would help anything and I've proved myself wrong.

We have more time together to explain and discuss issues further in-depth.

One thing that isn't helpful is when she rephrases what I just said into a generic issue—I feel like I've been put into some box or category rather than just going deep into my individual specific circumstances.

The counselor provided more feedback and/or insight into how I could better handle my insecurities—provide more analysis about the roots of my emotional distress.

She asked more specific rather than general questions. It's hard for me to open up and just say everything. Maybe try more out of appointment tasks such as keeping a journal so patient can log ups/downs throughout day.

She's amazing.

Feel my primary reason for seeking aid hasn't been addressed at all.

Even more input, but then it would be more their opinions than my learning so I understand it's better this way.

I could start individual counseling.

Nothing, it was very helpful.

I had more opportunity to see her.

She had more things to say.

I did more in between sessions and did more to prepare for them (e.g., write down my thoughts and questions throughout the week).

It was great! Bottom line ☺

I was more open. I had a consistent plan for what I wanted to talk about.

We've only had one consultation for couples counseling, so not much has happened yet that I would suggest changing.

N/A.

She aided in analyzing my situation with me and suggested more ways for me to deal with it.

Do more of the "why" I feel a certain way and what I could do.

I would open up more. The counseling has been good.

Rooms were more comfortable setting.

Could have talked longer.

My counselor would give me more suggestions of how I can change my thought processes.

Does not apply. Have only seen counselor once.

She eased into the bigger, “scariest” questions. It’s hard for me to open up about some of the things I’m dealing with right away, especially a complete stranger.

I could remember to implement the advice.

Need a more comfortable office setting (space felt “small”).

She has been as helpful as can be.

I think everything is going well and everything we do together is helpful.

I had a clearer idea of what I initially wanted help with.

There were more strategies.

Perfect, no changes needed.

Not sure. Everything has been helpful and I don’t think I could get any more out of it.

It was more based on active conversation rather than me primarily talking.

He would have given me more feedback or help with my main concern.

I didn’t feel pressured to always put my feelings into words.

He gave me things to try.

More talking from counselor? I feel like I talk a lot.

Again, one session, hard to form an opinion.

N/A.

I would have started earlier.

I have only had one session. Doesn’t really apply to me.

None at this point.

N/A.

N/A.

N/A.

I used my journal and had topics to bring up because I don’t always have a lot to bring up.

N/A. Maybe a few more suggestions to solve my problems, although they are very difficult.

I can’t determine what could have been more helpful after one appointment.

Nothing comes to mind.

She would have suggested more ways to help me.

I keep discussing issues. Sometimes I feel as though I talk too much and sometimes wonder what she is thinking.

If we had a smaller group or more time.

Talk to us individually at some point.

More cognitive behavioral based.

Satisfied with my progress—no negative feelings about the experience.

Maybe make the session more structured.

It was individual. Group does not help.

If it had longer sessions.

I could have more 1 on 1--no limit.

More individual attention was devoted.

Maybe sometimes picked topics that she felt we needed to address and haven't yet.

The logistics of getting up and getting to Westlawn are sometimes overwhelming, but I don't have any solutions.

I gave more of myself and let myself be more vulnerable.

I wish group was more guided by counselors and less simply directed by participants. It seems like they could challenge more and give more strategies.

Please make any additional comments that might help this counseling service serve you or others better.

N/A

I found the staff at the front desk to be very pleasant and warm. I also thought the way that my therapist conducted herself was also both professional and friendly. Overall I would say that my experience was generally a positive one.

My therapist has the apparent warmth and compassion of a mathematics exam proctor. She may be well trained, but her "bedside manner" is simply horrid.

Haven't been here long enough.

I really think it's great.

You're great!

N/A.

Valet parking? ☺ Honestly, I think it's a good system. I wish it was more (accessible? utilized? "normalized") common for UI students to have these services provided. I'm sure you feel the same, and therapy/counseling is more mainstream than ever, but perhaps some increased awareness of University Counseling Service across campus would benefit everyone.

It has been very helpful and accommodating so far.

My therapist is outstanding. I really appreciate all that she has done for me, especially her willingness to see me on a long-term basis.

This counseling service is extremely helpful—I am very grateful for the attention and care and help I have received for all this time.

Everything far exceeded expectations.

Thank you!

Possibly having more emergency initial appointments available.

She is probably the best counselor I've ever worked with. I wish I could keep her. She has been great for me and she has helped me very much.

Provide more counselors who are minority, black if possible and more women.

My therapist is good at his job.

N/A.

It's a good agency.

Seems fine.

I wish the hours were different. It is very difficult to get in when there are only 2 time slots that week every week.

My therapist is a great person and she has helped me a lot.

The waiting room could be more inviting.

I thought that everything was wonderful; the people were friendly and my therapist was extremely knowledgeable and helpful and made me feel very comfortable with my issue.

Noticed that the secretaries had taken personal calls the two sessions before today.

A reminder email or phone call about appointments is appreciated immensely!

I think this is the best thing I've ever done for myself.

The receptionists are perfect for this place. They are very calm and seemingly even-keeled. Every time I've called to make an appointment the receptionist has been very helpful. That's important for someone who is seeking counseling—we don't want to be greeted with someone who is rude or angry. So good job, ladies.

Overall, good experience.

Advertise more, so more students realize what is available to them.

My therapist is excellent. I have had _____ in my many years on antidepressant medication and bouts with anxiety and depression. I always feel more myself when I am done talking to her.

I love my therapist!

It's amazing that she never writes anything down but always seems to remember all the details concerning my life. It makes me feel like she cares and isn't just a counselor taking notes.

Keep up the great work!

The room temperature is quite warm, making it difficult to concentrate at times.

I'm a little concerned when I sit in the waiting room and hear receptionists use first names with people on the phone. I would just be careful not to say anything else out loud (e.g., if a patient gives their phone number or student ID over the phone).

Very helpful.

Overall, I've been mostly satisfied with services and appreciate their presence on campus.

I don't like that her office is right next to the front door/receptionist area/and waiting room. I feel like everyone can hear me. I prefer to talk really quietly to the receptionist and have them come up to me so that I don't feel I have to say my name or counselor's name really loud when there are a lot of people in the waiting room. I like to feel that this is confidential.

More publicity. Not a lot of people know about it and that it's free.

It's been so beneficial and I'm very grateful for all of her work.

It's very difficult for people to come in here and talk about what's bothering them. You all made it simple, easy, and comfortable. Thank you.

The counseling has been very helpful. I feel as though it might be helpful to have a suggestion of what sometimes people talk about, or the typical format of counseling because sometimes I feel like I'm rambling on about myself.

Haven't even really started. This survey would be better served by a regularly attending patient.

Voicemail.

Good. ☺

My therapist is great!!!

The location is really far and kind of a hassle to get to. Making it right on campus would be helpful to a lot of students. Also, making the rooms more cozy would be nice. Overall, I really like my therapist.

You may want to modify this form to include N/A or Don't know/Not Care as extra selections to choose from.

The only thing that hasn't been great was the couple weeks between when I first came in and before I was assigned to my therapist. Other than that, it's been very helpful.

Just wanted to say that I love looking at the collection of magazines in the waiting area. They brighten my day as well as the people in the office do. ☺

I think my work here has been very helpful and I am grateful. I don't think anything needs to change.

The only thing I didn't like was I had an initial meeting with one individual. Another initial meeting with someone else and then a follow-up session, and then finally switched to my current therapist. I would have liked to have been able to go to the same person so I didn't have to tell my story over and over.

You probably should've started doing this a few weeks from now. I don't have much to say. Sorry.

I like to be pushed, questioned, and guided to help me better understand myself.

None.

So far I have been pleased with the services.

Nothing... good. ☺

This was a very helpful experience. Please keep up the good work, because you were really there for me when I needed courage, reassurance, and understanding.

Waiting Room should be more lively, seems kind of sad/boring. Get rid of psychological pink island in middle, replace with something fun.

Get Cambus to offer an all-day service from Mayflower to Westlawn.

For some of us who have nowhere else to turn, this is an amazing service.

Would like more counselors to help make the service more accessible to people (e.g., reduce time it takes to get an appointment).

I like how we are in a group with other women of the same concern. Focus maybe more on (way to)/(key steps to) self-esteem. I still don't know how to raise my self-esteem, provided this is only my third meeting. (can/do we have exercises to work on)

An overall enlightening experience.

It's going fine.

Group is an incredibly important part of my recovery process!

Group therapy is awesome. My life has been greatly changed for the better. Thank you.

LAOAP Evaluations

The UCS again assisted the College of Liberal Arts and Sciences in providing reviews for students requesting special consideration for waiving college guidelines for late course withdrawal or registration cancellation due to psychological issues. For clients seen by the UCS during the semester(s) in question a folder review was performed to establish the existence of predetermined criteria. Students who were not seen at the UCS during the semester in question had the option of a face-to-face meeting with the UCS director. Nineteen student requests were evaluated by the UCS during the 2006-07 year. Results are as follows:

Table 13

Status	Course Drop	Cancellation of Registration	Appeal of Dismissal
Approved	5	6	1
Denied	1	1	1
No Recommendation	1	1	2
Deferred	0	0	0

Clinical and Career Testing

Once again the UCS offered a variety of psychological and career tests. Psychological tests (MMPI-2 and Beck Depression Inventory) were available with a counselor's referral. Career tests (Strong Interest Inventory, Myers-Briggs) were available either through a counselor's referral or on a walk-in basis. Clinical and career testing totals for the 2006-07 year were as follows:

Strong Interest Inventory	9
Myers-Briggs	8
MMPI -2	3
Beck Depression Inventory	1