



**COUNSELING &  
TESTING CENTER**  
2106 Centennial Hall  
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**2022-  
2023**

## **Annual Report**

Submitted by: Dr. Crystal Champion, Counseling Services Director  
with assistance from

Bec Johnson, LPC, interim Asst Director and Training Coordinator

Criss Gilbert, Testing Center Coordinator

Selected CTC committee chairs: Dr. Teresa DePratt; Ashley  
Jochimsen, LPC; Katelyn Longmire, LPC

# UWL Counseling & Testing Center Annual Report 2022-23

## ANNUAL REPORT

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## **Mission, Vision, Values for Counseling services and Testing Center**

### **Vision: Counseling**

The CTC strives to foster a connected, accessible, compassionate campus community.

### **Mission: Counseling**

Our mission is to promote students' psychological, academic, social, and cultural growth through professional and confidential counseling services. We accomplish this by maintaining an environment of compassion, collaboration, and inclusivity. We strive to foster a connected, accessible, compassionate campus environment where students can grow and attain their personal and academic goals.

### **Values: Counseling**

Compassion

Collaboration

Inclusion

Access

### **Vision: Testing**

The CTC strives to provide a welcoming testing space which provides secure, confidential and dependable assessment services to all.

### **Mission: Testing**

Our mission is to meet the needs of any examinee by providing access to professional and efficient testing services that adhere to nationally recognized standards.

### **Values: Testing**

Professionalism

Dependability

Knowledge

## Counseling Scope of Service Statement

### Services We Provide:

The UWL Counseling & Testing Center (CTC) utilizes a brief, solution-focused and strengths-based counseling model founded in our staff's diverse theoretical orientations and disciplines. Therapy is focused on helping students resolve or effectively manage a specific problem or challenge, or to make a desired change. Frequency of therapy sessions is most often every other week, and the average number of sessions per student is 4.

Specific services include:

- Initial assessment (triage) appointments
- Short-term individual counseling
- Crisis counseling through our Urgent Care
- Group counseling
- Workshops
- Outreach programming
- Referral services
- Couples counseling (if both individuals are eligible for services)

Examples of concerns that we commonly treat:

- *Personal concerns:* stress, anxiety, depression, anger, loneliness, low self-esteem, grief, social anxiety
- *Relationship concerns:* romantic relationship difficulties, interpersonal conflicts, family concerns
- *Cultural and Identity concerns:* impact of oppression, power, privilege, identity and intersectionality; empowerment and identity development/exploration
- *Developmental concerns:* adjustment to college, life transitions, identity (e.g., personal and cultural)
- *Academic concerns:* performance anxiety, perfectionism, low motivation
- *Trauma or Interpersonal/Relationship Violence:* Assessment, stabilization and treatment within a brief therapy model
- *Self-harm and/or suicidality:* Acute and/or manageable suicidality and/or self-harm thoughts, urges and behaviors
- *Other concerns, which may include:* effects of a recent trauma, spirituality and/or religious identity, body image, food preoccupation, wellness concerns (e.g., sleep), financial stressors, concerns related to mild or moderate alcohol or other drug use/abuse

### Services Outside of our Scope:

In keeping with the brief therapy model of the CTC, students whose needs require long-term and/or intensive support will generally be referred to community resources for ongoing treatment. Students whose needs fall outside the scope of services or scheduling availability of the CTC are also referred to community resources. The CTC provides referrals after the initial visit or as reasons for referral become more apparent over time. The CTC's clinical case manager assists students in finding appropriate and available resources as needed.

Some of the concerns and/or needs that are commonly addressed through a referral to an off-campus provider may include:

- Students with concerns which a brief therapy model of treatment will not appropriately address.
- A need, or request, for uninterrupted individual services over multiple semesters.
- A need, or request, for treatment modality or area of expertise not provided by CTC staff.
- A need, or request, to be seen differently than what is clinically recommended. For example, a student requests weekly individual therapy sessions when this may not be recommended by the clinician.
- Students with active eating disorders requiring extensive medical monitoring.
- Students who need services other than what is offered at the CTC. Reasons may include:
  - Students seeking psychological assessments or evaluations for selection, performance prediction or forensic purposes.
  - Students who have not complied with treatment recommendations.
  - Students who are already receiving concurrent ongoing therapy with another mental health provider. This does not include when students are receiving mental health care during breaks when they cannot be receiving care from CTC.
- Students seeking therapy for the sole purpose of obtaining documentation for another office (e.g., Social Security disability evaluations, court-mandated substance use treatment, evaluations for emotional support animals).
- Presence of one or more of the following, such that the best treatment would be a higher level of care, such as an intensive outpatient program (IOP):
  - Alcohol and Other Drug Addiction
  - Eating disorders
  - Chronic thoughts and/or attempts of self-injury and/or suicide
  - Obsessive-compulsive disorders requiring more intensive care
  - Personality disorders warranting a DBT program
  - Extensive history of childhood sexual trauma

### **Statement on Inclusive Excellence**

At the University of Wisconsin-La Crosse, diversity and inclusion are integral to the achievement of excellence. As part of the university's implementation of Inclusive Excellence, the Counseling and Testing Center is committed to:

- Forging thoughtful relationships with groups of students who are traditionally underserved by mental health services.
- Making our office-based services as comfortable and inclusive as possible, so that all students feel our services fit their needs.
- Using our existing knowledge and expertise to benefit the cultural competence of the campus community.
- Continuing growth and development of our own cultural competence: personally, professionally, and as a staff.

### **Accreditation**

Since 1979 the International Association of Counseling Services, Inc. (IACS) has accredited the University of Wisconsin–La Crosse Counseling & Testing Center. Accreditation by IACS certifies that the CTC meets or exceeds certain criteria and standards that are applied exclusively to college and university counseling centers. The CTC is the longest standing IACS accredited Center in the UW System.

## Notes of acknowledgement

The 2022-23 academic year continued to be marked by change for the Counseling and Testing Center (CTC), most notably challenges with retention and recruitment of staff in all areas of the Center. The nature of our work is most often private and gradual, which can make it also seem thankless. At the same time, CTC underwent its first significant leadership transition in 9+ years, with the departure of Director Dr. Gretchen Reinders in July 2022. Despite these challenges, the staff of CTC have truly gone above and beyond to continue to deliver high quality services to our students, colleagues, and community throughout the year, as demonstrated in the report that follows. I extend my thanks to our entire staff for their feedback, patience, and willingness as we entered a new chapter together during a time of uncertainty. I am honored to be a part of this team, and even more honored to lead it.

Special appreciation goes to Criss Gilbert, CTC Office Manager and Test Center Coordinator, for his guidance and leadership of our testing program, which have each been invaluable to me during this transition.

Bec Johnson, LPC, recent Training Coordinator and interim Assistant Director, now permanent Assistant Director, also deserves special recognition for their service to the department this past year. While Bec was aware of a change in role for 2022-23, none of us anticipated two new roles, both of which were demanding and essential for CTC's daily operations. Thank you, Bec, for your consistency, your persistence, and your passion for our team and our work.

Changes have also meant that new team members have joined us to contribute to our mission, join our vision, and share in our values. These exciting additions would not be possible without those staff (both within CTC and elsewhere on campus) who have contributed valuable time to help with recruitment, onboarding, clinical and administrative supervision, mentoring, and consultations. All of us thank you for your investment in CTC.

One of my goals this year was to help our staff feel that they are engaged as a team in a meaningful way, not only within CTC, but also as a part of the larger UWL community. Mental health is a significant contributor to student success, and we have attempted to reach out to share our valuable services across campus while also hoping others will invite our expertise to collaborations. We would not have been able to develop these relationships without the support of our campus partners across all divisions of the university. We appreciate the opportunity to work with you and hope to continue to do so.

In service,

Crystal Champion, PhD, LP

Counseling Services Director

**2022-23 Staff**

Crystal Champion, PhD, LP; CTC Director

Bec Johnson, MS, LPC; Training Coordinator and interim Assistant Director

Criss Gilbert, MS; Testing Center Coordinator, Office Manager

Teresa DePratt, PhD, LP; Psychologist, Diversity & Inclusion Liaison

Jenna Erickson, MS.Ed., LPC-IT; Counselor (through January 2023)

Ashley Jochimsen, MS, LPC; Counselor

Katelyn Longmire, MS, LPC; Counselor/Outreach Coordinator

Hannah Sedlacek, MS, LPC-IT; Counselor (through January 2023)

Jess Shattuck, MSW, LCSW; Counselor (through January 2023)

Iam Valdez-Espinoza, MS, LPC-IT; Counselor (from December 2022)

Chad Walters, MS, LPC; Counselor

Ana Mendoza, BS, Counseling Practicum Student (from January 2023)

Andrea Matson, BS; University Services Associate 2, Front Office Coordinator

Ashley Noelke, MBA; University Services Associate 2, Front Office Associate (through February 2023)

Rachel Friedl, BA; Administrative Assistant 2, Front Office Associate (from May 2023)

Sallie Coron, BS; Testing Center Associate (through December 2022)

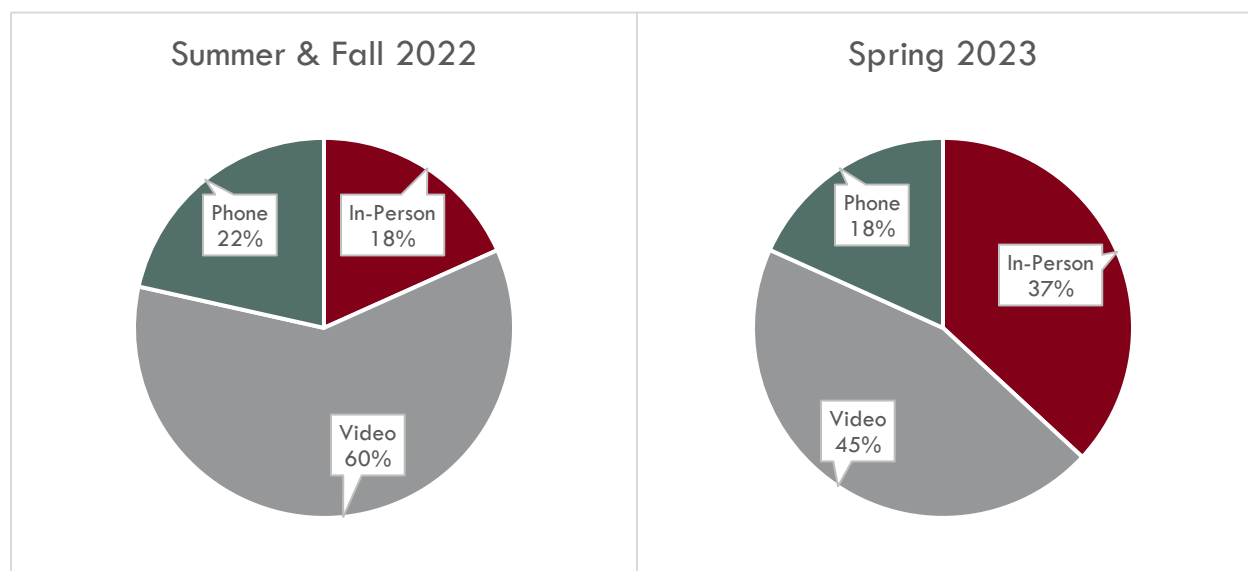
Richard Athey, MA; Testing Center Associate (from February 2023)



## Direct Services

The primary goal of the CTC is the provision of direct counseling services to UWL students. Direct service includes clinical assessments, counseling appointments (individual, group, and occasional couples), consultations, and crisis intervention. CTC services continue to be contextualized using a Stepped Care Model, which can be viewed in **Appendix A**.

In Fall 2022 as the impact of COVID-19 was appearing more manageable and emergency public health guidelines were softened, CTC clinical staff started to offer an increased percentage of in-person appointments, primarily individual follow-up counseling sessions. Challenges remained with in-person counseling as CTC continued to require face masks in our office, consistent with ACHA recommendations and local healthcare system policies. Mask use limited nonverbal expression and interpretation on the part of both clinicians and clients, and a preference was identified to establish care via telehealth to mitigate those factors, with a transition to in-person services as clinically recommended. Clients were recommended to a treatment modality based on a number of factors including presenting concern, symptom severity, and risk assessment. In Spring 2023, as public health concerns continued to improve, and clinicians gained more experience with masked in-person services, clinicians offered more in-person sessions based on client and clinician preference. CTC stopped requiring mask use in April 2023 when our partners at the UWL Student Health Center, consistent with Mayo Clinic Health System policy, ended their mask requirement. The charts below show proportion of individual counseling appointments delivered virtually versus in-person, for appointments that had a recorded location in the electronic schedule.



CTC previously offered specific non-clinical Academic Skills appointments, however, with staffing challenges for general clinical services and the departure of staff members with specific expertise in this area, these appointments were not offered in the 2022-23 academic year. In the future, CTC will continue to support students on aspects of academic performance directly tied to mental health concerns, and primary resources for study strategies and test taking will be coordinated by UWL's Murphy Learning Center.

The table below summarizes in number the broad and varied outpatient services that we conduct as a Center, and includes a calendar year of service, specifically, utilization from June 1, 2022 through May 31, 2023. (Every effort is made in this report to identify the date ranges of data presented, as CTC uses data from various sources that may include academic year, calendar year, fiscal year, or custom dates.) Because of a change in modality for Let’s Talk visits (from virtual to in-person), data for Let’s Talk is reported by semester. Summer services are limited due to both demand and staffing. Single Session visits are limited and groups and Let’s Talk are not offered during summer terms.

Please note that when considering data on services presented in this year’s report, it is important to consider that demand for counseling services continues to rise comparable to pre-pandemic levels, but available CTC services have been limited by recruitment and retention challenges. (See **Challenges During 2022-23.**)

During this year, June 2022 through May 2023, 831 students received direct services. The CTC conducted almost 3000 direct service appointments during this calendar year (see more detailed data below) for a total of almost 2700 hours of client services.

Service	Unique Clients who attended	Appointments made	Appointments kept	No show rate
Individual Therapy Sessions	395	1448	1398	3.3%
Intake and Returning Intake Sessions	470	512	490	4.1%
Triage Screenings	522	557	524	5.4%
Urgent Care	108	128	N/A	N/A
Consultation w/ Client	102	130	123	5.4%
Referral Visit	30	37	35	5.4%
Group Screening	24	25	24	4%
Single Sessions	114	132	119	9.8%
Post-Pathways Consultation	35	39	36	7.7%
Let’s Talk Fall 2022	41	50	41	9%
Let’s Talk Spring 2023	17	17	N/A	N/A

The number of appointments booked and students served decreased for almost every appointment type this year, presumably due to staffing and availability of appointments. Two appointment types maintained similar frequency: Urgent Care and Single Session visits. Urgent Care availability was maintained at 4 hours daily (12:00-4:00 pm on days CTC is open) throughout the year regardless of staffing, and clinicians covered an increased number of shifts compared to 2021-22. Staffing of Urgent Care by necessity reduced the number of clinical hours available for scheduled treatment services. Single Session visits were increased in availability as all staff members were trained in this appointment type and there was increasing familiarity among staff and students regarding this option for treatment.

Previous years' demand and staffing had allowed for rapid access to services, with Triage appointments generally being scheduled within 1-4 business days. With reduced staffing and clinical FTE, available triage appointments were reduced, and the wait time for initial appointments increased. During the 2022-23 academic year, the average wait for triage visits was around 7 days, and up to 14 days at the highest-demand period of the Spring semester.

We continued to offer web-booking through the MyHeath Portal for selected appointment types (triage, Single Sessions, and Let's Talk virtual sessions-Fall only) and use of this method of scheduling almost doubled from 6.2% of appointments being web-booked in 2021-22 to 11.9% in 2022-23.

In terms of demographics, the most common identities among student-clients who received services in 2022-23 were cisgender woman, White, single, heterosexual, and 19 years of age. Please see **Appendix B** for more comprehensive demographic information.

Need for mental health supports continues to be a primary concern across higher education, and in recent years, CTC has implemented service changes and streamlined procedures to respond to student needs. Consistent with our value of Access, CTC services are designed to serve as many students as possible, as quickly as possible. In 2022-23, the response to student needs included expanding access to Single Session Clinic (SSC) by offering sessions with all clinicians, training of all clinicians to manage referral and case management needs, and resuming reserved priority access triage appointments during high-demand periods. UW System also increased access to mental health resources during the 2022-23 academic year through implementation of a 3-year grant for telehealth services to augment on-campus resources. Because these services are auxiliary to CTC services but provided in partnership with CTC, a brief summary of the UW System telehealth grant, implementation, and utilization at UWL are provided in **Appendix C**.

The next sub-sections offer highlights of specific direct and indirect services offered this year.

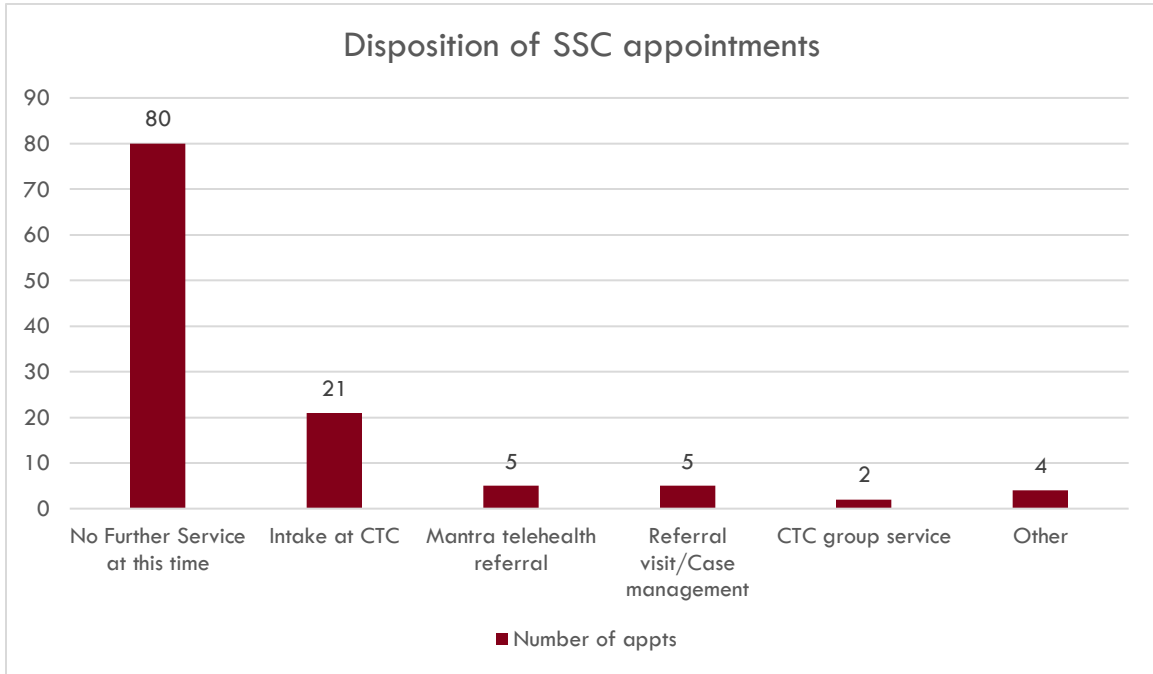
#### Initial points of contact (non-crisis)

At the CTC, new clients access (non-crisis) services through triage, single session clinic (SSC), and Let's Talk consultation visits. Together, these three visit types accounted for 24% of the appointments held at CTC this year. At triage and SSC visits, students complete a Client Information Form (CIF), and the most frequently reported presenting concerns were similar to last year. The most commonly reported presenting concerns included anxiety, depression, stress, relationship concerns, and problems in school. Almost every presenting concern was reported with the same or slightly lower frequency than last year, with percentages approaching the pre-pandemic data from 2018-19. The largest changes included academic problems (decreased from 48% to 41%) and procrastination/motivation (decreased from 36% to 30%). See **Appendix D** for a summary.

#### Single Session Clinic (SSC):

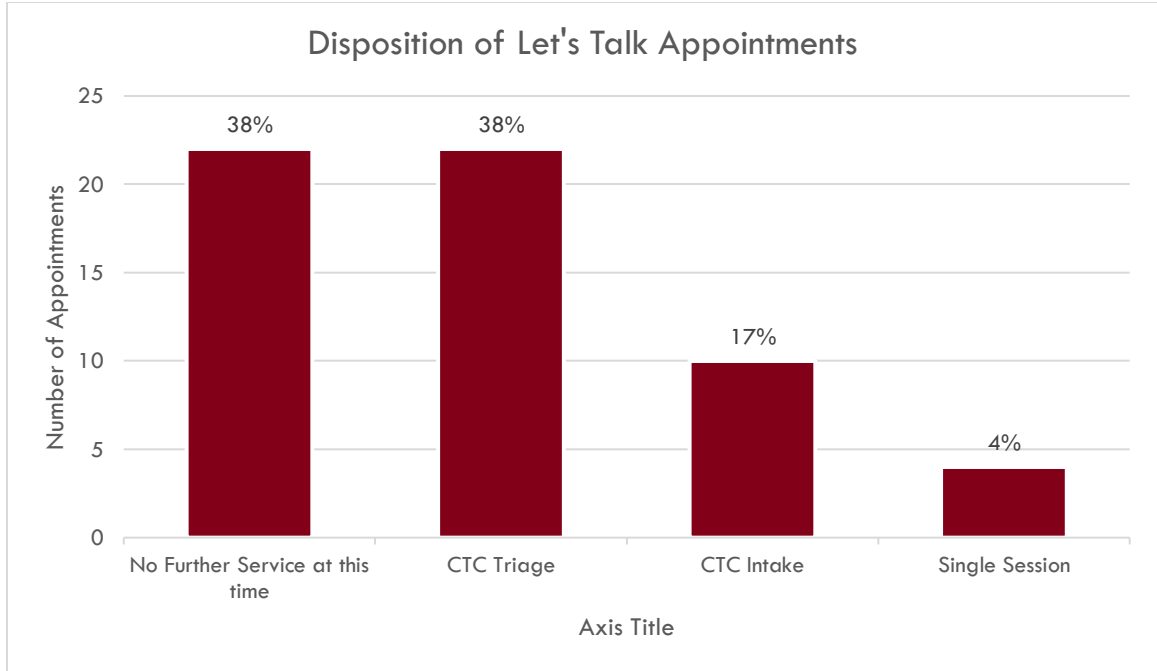
- Single Session Clinic (SSC) availability was expanded after pilot and year-one data suggested that this was an effective access point for students. SSC visits were attended by 114 unique students, across 119 visits. Most SSC visits were scheduled online (54%), and 24% were scheduled via contact with the front desk. The average time between scheduling and attendance for SSC was 8 days, with 49% being scheduled within a week of the visit.

Most (76%) of clients attending SSC were new to the CTC (never seen before), thus illustrating the success of this being a first point of contact. An increased number of returning students may be attributed to returning students who accessed SSC in the past, or students who previously received counseling services and were made aware of SSC as an option for future treatment. Finally, the students all self-selected this visit type, and the majority of those students assessed their needs for one session accurately, with 68% stating they needed no further service following SSC. About 20% of SSC clients were referred to another CTC service, and about 10% were provided with a recommendation or referral support for a community provider or Mantra telehealth services.

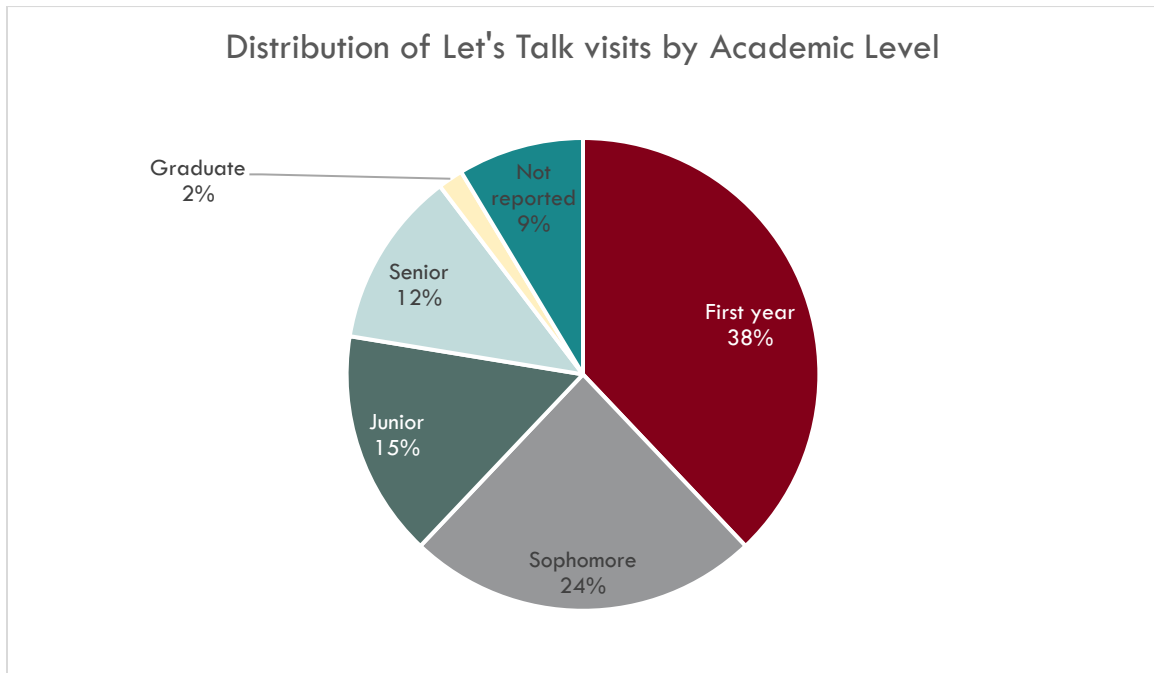


**Let's Talk:**

- Consistent with the CTC value of inclusion, CTC has established the Let's Talk consultation program. Based upon the model developed at Cornell University, this program attempts to reach underserved populations at UWL who might be unlikely to seek traditional mental health services. Let's Talk visits were offered on a scheduled basis and virtually during the Fall 2022 semester and transitioned to drop-in and in-person in Spring 2023. A greater number of appointments were seen in the Fall (41) compared to the Spring (17), undoubtedly due to the change in how this service was delivered. Let's Talk is anticipated to remain in-person and drop-in for the 2023-24 academic year, so increased marketing and outreach will be necessary to make this option known to students.
- 88% of students at Let's Talk had never utilized CTC services before; this was their first point of contact/access. As a result of their Let's Talk visit, 62% of students were referred to a CTC counseling service (See graphic below).

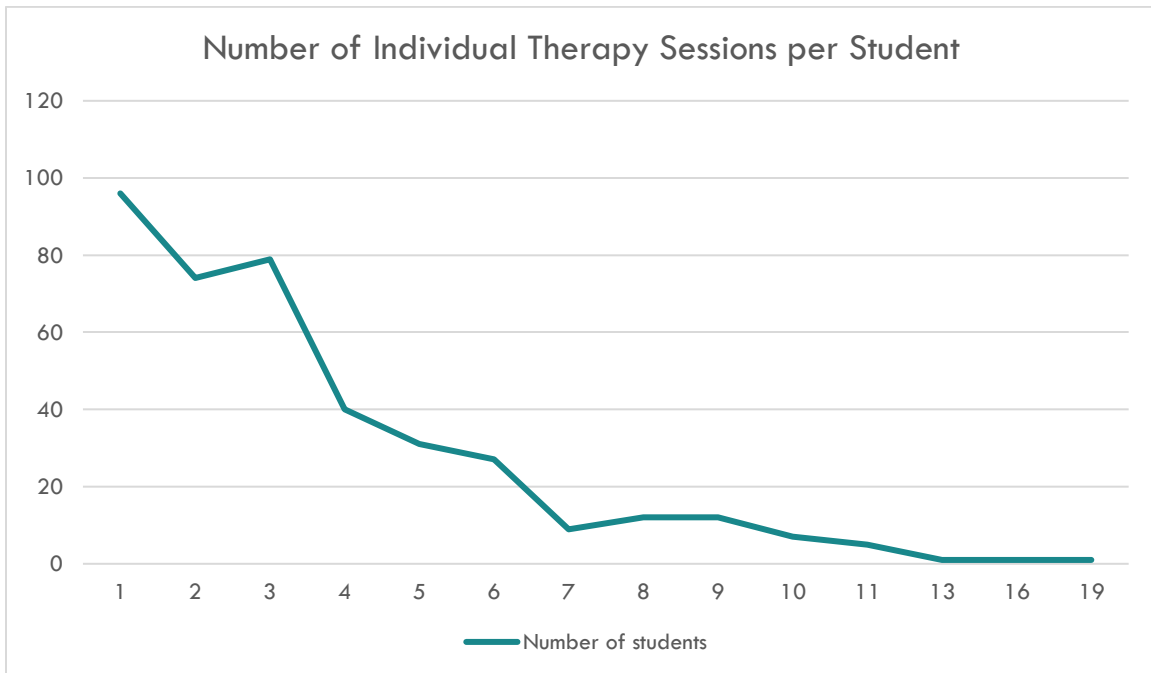


- When demographic information was available, individuals who used Let's Talk resources over the 2022-23 academic year identified similarly to other CTC clients in many aspects. 21% of the students accessing Let's Talk this year identified as male/men. The distribution of students by class standing included a greater percentage of first-year students (38%) compared to the percentage accessing any CTC services (15%; see graphic below).



Intake and Individual therapy

- Intake sessions serve the purpose of continued assessment and treatment planning, generally to establish individual counseling services at CTC. They are scheduled most often from triage, or may be scheduled directly to a provider’s schedule if they are a returning client (seen for counseling at the CTC within the last calendar year). Intake visits represent almost 17% of CTC sessions this year.
- Our most frequent session type is the individual therapy session, representing 47% of our attended visits. Individual sessions were reduced from last year by 47%, primarily due to reduced staffing at CTC. The average number of individual therapy sessions per client was 3.5, with a range between 1 and 19 individual therapy sessions per client.



Ninety percent (90%) of clients in individual therapy were seen for 7 or fewer sessions. The brief model of CTC treatment no longer indicates a specific session limit, but clinicians are encouraged to use case consultation for treatment planning before a student is seen for the 8<sup>th</sup> individual therapy session, as the student accessing the amount of treatment at CTC may be better suited for another treatment modality. Only 8 clients were seen for more than 10 individual therapy sessions in the calendar year, representing 2% of the clients seen in individual therapy. These statistics are important because they demonstrate that the majority of clients are seen within a brief therapy model, even in the absence of a session limit. They also indicate that CTC clinicians are, even more often than in past years, treating students within a brief model.

Urgent Care

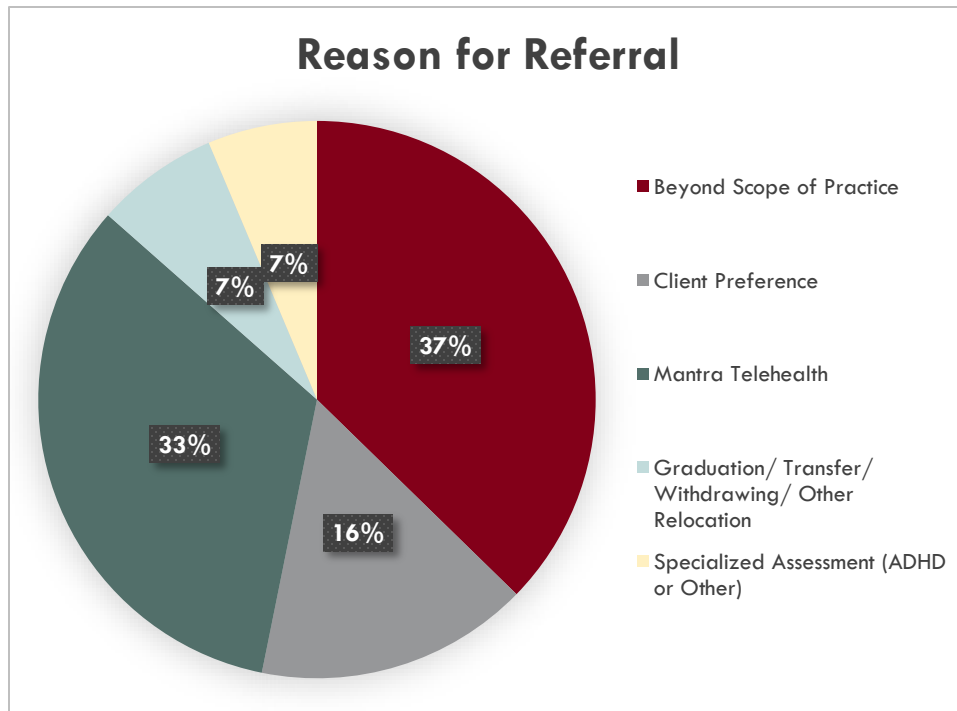
Students can access a same-day crisis session every day that the CTC is open. As noted above, Urgent care visit numbers were consistent with last calendar year, and comparable to pre-pandemic

levels. They represented 4% of overall visits. Notably, time spent in Urgent Care visits in 2022-23 was about 25% less than in 2021-22 (109.4 total hours versus 146.2 total hours), which may indicate that visits were more focused on immediate-term intervention and connection to resources.

Referral visits

CTC was unable to fill the vacant Counselor/Clinical Case Manager position for the 2022-23 calendar year, resulting in a need for all clinical staff to assist students with case management and referral support. The referral visit type frequency decreased this year, by about 80%. Without a dedicated clinical case manager, self-referrals (students scheduling online without first going through triage) were not allowed, and case management services were often included within other appointment types (individual therapy sessions, for example). Finally, a number of students were able to self-refer to extended services through Mantra health without assistance of CTC staff.

During the 2022-23 calendar year, 126 referral cases were recorded in PNC, and 35 referral visits were completed specifically to facilitate care with a community provider. The chart below summarizes the reasons for referral for each case. Note that “beyond scope of practice” represents clinical recommendation for longer-term care due to the presenting concerns (see CTC scope of services document on our website for more information), while “client preference” represents those students choosing that option for themselves wanting to establish care in the community. A facilitated referral to Mantra telehealth services was a new option this year, and referral from a CTC provider offered a more streamlined screening process to students wishing to access care with a Mantra provider, compared to self-referral. Mantra referrals may have occurred because of client preference for extended scheduling (evenings or weekends), exclusively telehealth services, out of state services, or specific counselor identities available. (No referrals to Mantra telehealth would have occurred due to scope of services, as Mantra services are similar in scope.)



### Group counseling

In addition to individual direct service contacts, the CTC offered group counseling options this academic year which were underutilized. First, clinicians found it challenging to find students willing to participate in groups, willing to commit to weekly group meetings, and able to attend groups at times planned. Second, reduced staffing in Spring 2023 resulted in a reduction in group offerings in order to divert treatment resources into crisis coverage and coping with clients being transferred from departing counselors.

Our 3-session structured group workshop, Pathways, ran for 10 series in Fall and only once in Spring. Forty-four (44) students took part in Pathways workshops. Pathways was held in person all year.

Despite a variety of group offerings, only one therapy group accumulated enough participants to run each semester. "Living Social" with a social anxiety focus took place in Fall 2022 in virtual format, with 7 participants and 6 meetings. "Coping to Calm" with a general anxiety focus took place in Spring 2023 in person, with 8 participants and 9 meetings. We are hopeful that a recommitment to our groups program through increased focus during staff training will result in greater use of this unique treatment resource.

### **Indirect Services**

#### Outreach

Outreach programming activities are the most diverse programming function of the CTC. The outreach goal is the delivery of preventive, consultative, educational, and developmental programs to the UWL campus' students, staff, faculty, parents, as well as various civic, health, and educational institutions in La Crosse and surrounding areas. The formats range from classroom presentations, speaking at conferences, workshops, tabling events, and community networking. All of the CTC clinical staff participate in outreach in some capacity.

CTC staff provided a total of 73 outreaches this academic year, and we reached 4656 individuals. This number is a dramatic increase from previous year's reports, and likely reflects two significant changes. First, data was collected automatically through PNC this year, with a headcount associated with each scheduled outreach meeting. Previous years' count would not have included "headcounts" for tabling or other passive outreach efforts. We do believe that including these counts in our outreach reporting better reflects our impact on campus. Second, the screenings for UWL student athletes, a new program for CTC, resulted in contact with about 800 additional students. As these were screening contacts, if no clinical intervention was required (the vast majority of the contacts), the interaction was determined to be outreach-related and not a clinical service. The reported number does not include the summer 2022 START program, which reaches all incoming students and many families.

Our most requested programs are related to learning about the CTC services, but also include academic skills, eating disorders, general mental health awareness, stress management, and suicide prevention. Outreach also includes crisis response and supportive presence at potentially distressing



events. UWL experienced the deaths of two instructors (who were teaching at the time of their death) and a student during this academic year. The impact of campus tragedies requires response and processing. CTC staff members were involved in going to spaces on campus most impacted, were a supportive presence at processing spaces with a focus on students, but also assisted affected faculty members.

Finally, with help from a UWS mini-grant, CTC successfully launched an Instagram account (@uwlctc) to provide timely and accurate information about our services and increase mental health literacy. Grant funds allowed CTC to hire a student worker in Fall 2022 to specialize in the development and rollout of our social media presence. The Instagram account went live on September 21, 2022, and by May 30, 2023 had 160 followers. In total, 89 posts were created, and social media collaborations took place with Wellness and the Pride Center.

### Relaxation Room

The CTC Relaxation Room continued to be a resource for students this academic year, though with a slow roll-out. Due to continued health concerns and a location within CTC that is less easily monitored by staff, the Relaxation Room remained a single-user experience. In 2022-23, 46 unique students used the Relaxation Room for 84 sessions. In total, UWL students utilized the Relaxation Room for almost 60 hours.

### **Outcome Data**

Counseling Impact, Learning Outcome, and Client Satisfaction data is solicited from every student who receives services at CTC. UWL participates in a UW System-wide initiative through Catalyst at UW-Stout to assess learning outcomes and client satisfaction in a standardized fashion. The Learning Outcome Survey (LOS) is comprised of three subscales: Intrapersonal Learning Outcomes, Academic Outcomes, and Client Satisfaction.

At the end of each semester, clients are sent an email with an invitation to access the LOS survey at a protected website. Data from this survey are combined with information from Client Information Forms (CIFs) completed by each student who accesses counseling services, into Counseling Impact Assessment Project reports for the overall UW System and each participating institution. These reports are completed and shared with each participating Director in late summer every year. Therefore, at this time, data from the 2022-23 academic year are not available.

Information from the 2021-22 academic year was reported in September and October 2022, and can be accessed at <https://www.wisconsin.edu/student-behavioral-health/get-the-facts/>. The data suggested that counseling services are effective and help to retain students. Highlights of this report include:

- 84% of students who accessed UWL counseling services improved on the issue for which they sought counseling.
- 83% of UWL students reported an increase in their well-being from the time they started counseling to the end of the academic semester.
- Of UWL students who used CTC, 92% would recommend CTC to a friend.

- Of students who identified at the start of treatment that they were thinking of leaving UWL, 81% said that counseling helped them stay at school.
- Across all UW System campuses, counseling services helped to retain an estimated 20,000 students in 2021-22, accounting for more than \$19 million in saved tuition revenue.

### **Supervision and Training**

The CTC continues to offer supervision and training to both CTC staff members (who are post-graduate and seeking hours toward licensure) as well as practicum/internship Master's-level clinicians-in-training. During the 2022-23 academic year, the CTC staff provided supervision to 6 staff members. To support these efforts, supervisors maintained the Supervision of Supervision group meeting. Three CTC clinical providers completed their required supervised hours and achieved independent licensure status this year: Ashley Jochimsen, LPC; Katelyn Longmire, LPC; and Chad Walters, LPC.

In addition to formal clinical supervision, CTC clinical staff all participate in weekly case consultation meetings, as an opportunity to engage in peer supervision and consultation.

After a brief pause in the Master's-level training program, CTC was joined by Ana Mendoza, BS, as a practicum student, from January 2023. Her clinical training and institutional knowledge (as a UWL alumna, recent staff member in various UWL student services departments, and current staff member at UWL ACCESS Center) have served as an asset to CTC and UWL students. Ana will continue as a Master's-level intern during the 2023-24 academic year.

### **Testing Services – section authored by Criss Gilbert, Testing Coordinator**

#### **MISSION, VISION, AND VALUES**

The UW La Crosse Testing Center endeavors to offer a superior testing experience. We remain the longest-serving testing center in the Coulee Region. Outstanding customer service and a knack for discovering and delivering niche exam programs that serve our students and the community have contributed to our longevity and high esteem amongst our peers. We draw from a candidate pool in the tri-state area and beyond. Candidates occasionally travel from across the state to participate in testing programs we offer. It is our genuine desire to create an environment where each candidate can fully participate in learning and demonstrate their knowledge and strengths through assessment. We administer exams for admission, certification, licensure, employment screening and UW course placement. The Test Center embodies the *WISCONSIN IDEA* that education should impact people's lives beyond the classroom.

We continue to collect and summarize data on a daily basis about our operation to inform decisions that influence how we operate, the exams administered, incoming earned, and populations served. With this information we can gauge which tests to offer, days and hours of operation, safety protocols, and how to resourcefully serve our target populations.

#### **VENDOR BASED TESTING**

##### **EDUCATIONAL TESTING SERVICE**

ETS converted their Computer Based Testing Center with a dedicated on-site server to the cloud based Strategic Testing Network in February 2022. This has allowed us the flexibility to continue

offering exams such as GRE, Praxis, and TOEFL. Room 2115 Centennial Hall is devoted exclusively to ETS exams.

Demand for exams delivered in an established test center have declined due to several factors. Many programs are now test-optional, remote proctoring allows testing from home, and changing requirements for certification and licensing have all impacted the number of tests delivered. For those who find they still require these exams, we are here to meet that demand.

#### **PEARSON, PSI, IQT. MEASURE LEARNING, PROMETRIC**

Our mixed-testing lab offers an extensive variety of exams from over a dozen test providers. These exams include those needed by UW La Crosse and area students for licensure, as well as employment screening and certification exams for professionals.

Demand for Pearson exams continues to be strong. Foundations of Reading, WI Real Estate Licensure, Pharmacy Technician and Minnesota Teacher Licensure exams make up the bulk of Pearson offerings.

PSI continues to experience high volume offering WI Insurance, WI DNR Water Quality and numerous exams for nurses and other health professionals. We added a second seat daily for PSI to meet this demand. The CHES exam has returned to the UW La Crosse test center after a five-year absence when the contract for Certified Health Education Specialist was awarded to PSI.

ISO Quality testing has also experienced high demand for Cosmetology, Wound Care, Alcohol and Drug Counselor certification, and Certified Nuclear Medicine Technologists. We are the only ISO Quality test center in western Wisconsin and draw candidates from across the state.

Measure Learning, formerly Scantron, offers a wide variety of exam programs, including several required by UW La Crosse students: ACE Personal Trainer & BOC Athletic Trainers, in addition to Sign Language Interpreters, and Certified Nurse Educators.

The corporate-owned Prometric test center in La Crosse closed during the pandemic and we were approached to deliver select exams through their platform. ASE is offered each Friday to area auto mechanics who desire ASE certification. Volume is slowly building for this exam program.

#### **OTHER TEST VENDORS**

We also offer exams for CLEP, DSST, ProV, National Testing Network, Kyrterion, Miller Analogy, ACTFL, and PSI True Talent. These lower-volume vendors rotate daily so that we offer exams from each vendor at least once a week.

#### **VIDEO SURVEILLANCE SYSTEM**

Our video surveillance system was upgraded in spring 2022 to a March™ 1216S DVR which incorporates nine cameras covering all our testing spaces, including our two private testing rooms for those candidates needing special accommodations or a reduced-distraction testing environment.

#### **UW PLACEMENT TESTING**

The UW Center for Placement has continued to offer UW Placement as online exams for English, Math and World Languages. A few UW campuses require the Math exam to be administered in a proctored setting. UWCPT has designed a hybrid system with two modalities for satisfying the proctored requirement. Students can take the paper/pencil exam offered on UW System campuses on select Saturdays or opt for a test-from-home option with remote proctoring for an additional fee. UW La Crosse continues to accept the online, unproctored exam for Math, English and World Languages.

### TEST CENTER STAFFING & HOURS

Sallie Coron left the Test Center in December for a full-time job with Residence Life. A search was undertaken in January. We hired Richard Athey as a Test Center Associate in late February. Richard has extensive experience in international education, having taught most recently in Thailand and previously in Korea and China. Richard has quickly learned multiple testing platforms and is an asset to the Test Center.

### PAPER/PENCIL TESTING

Paper/pencil testing has continued to decline post pandemic. GRE Subject exams will convert to computer-based testing in Fall 2023. Mathematics, Physics and Psychology will be offered as computer-based exams in the UW La Crosse Test Center. The GRE Subject exam in Chemistry Test has been discontinued.

Only ACT and SAT remain as paper pencil programs and registration tends to be much lower than previously. SAT will go to a digital delivery in Spring 2024, and UW La Crosse will participate.

### DATA WE GATHERED IN 2022 – 2023

The Test Center continues to gather data monitoring the work we do which influences the larger picture of providing the best service possible to as many potential candidates as feasible. Our survey asks candidates if they are UW La Crosse students, staff, or alumni, if they are students or alumni from another institution and if they reside in the Coulee Region. Daily income is tracked from all testing programs. See **Appendix E** for a table showing test volume over the past several years for the computer-based tests

#### CANDIDATE AFFILIATION

Responses to our survey, based on 1759 responses:

- 27.40% are UW La Crosse students.
- 39.90% are students at another school.
- 41.33% are residents of the La Crosse area.
- 5.40% no show rate.

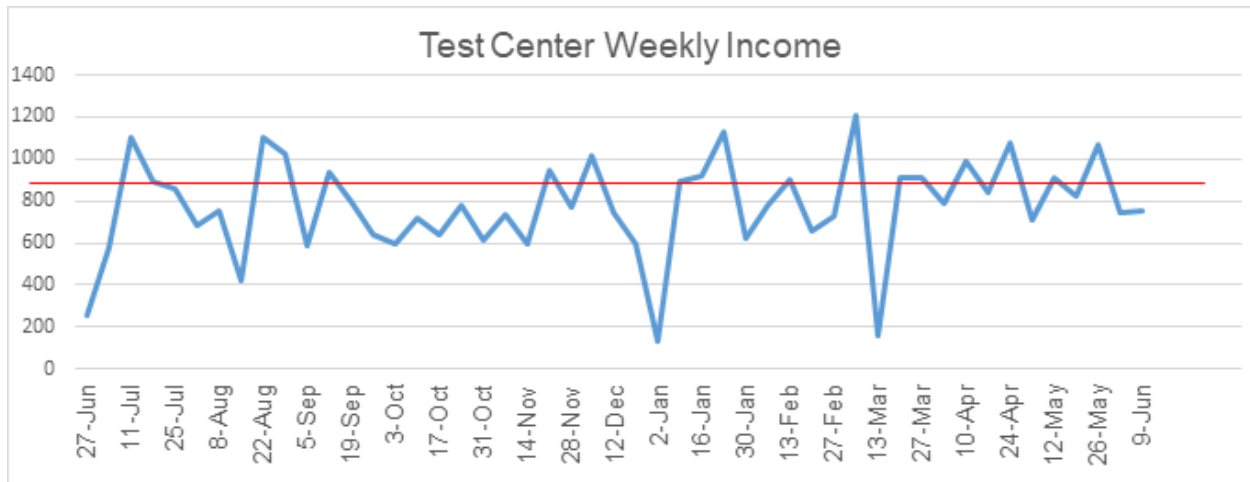
#### TEST CENTER INCOME

Income July 1, 2022, to June 9, 2023 = \$38,021.36  
 Average Daily Income = \$171.26  
 Average Weekly Income = \$856.33  
 Average Monthly Income = \$3303.20  
 Highest Full Week income = \$1,205.50, week of March 6, 2023  
 Lowest Full Week income = \$593.88, week of Oct 3, 2022

#### INCOME BY DAY OF WEEK

Tuesday remains the weekday with the highest income followed by Friday, with Wednesday having the lowest daily income.

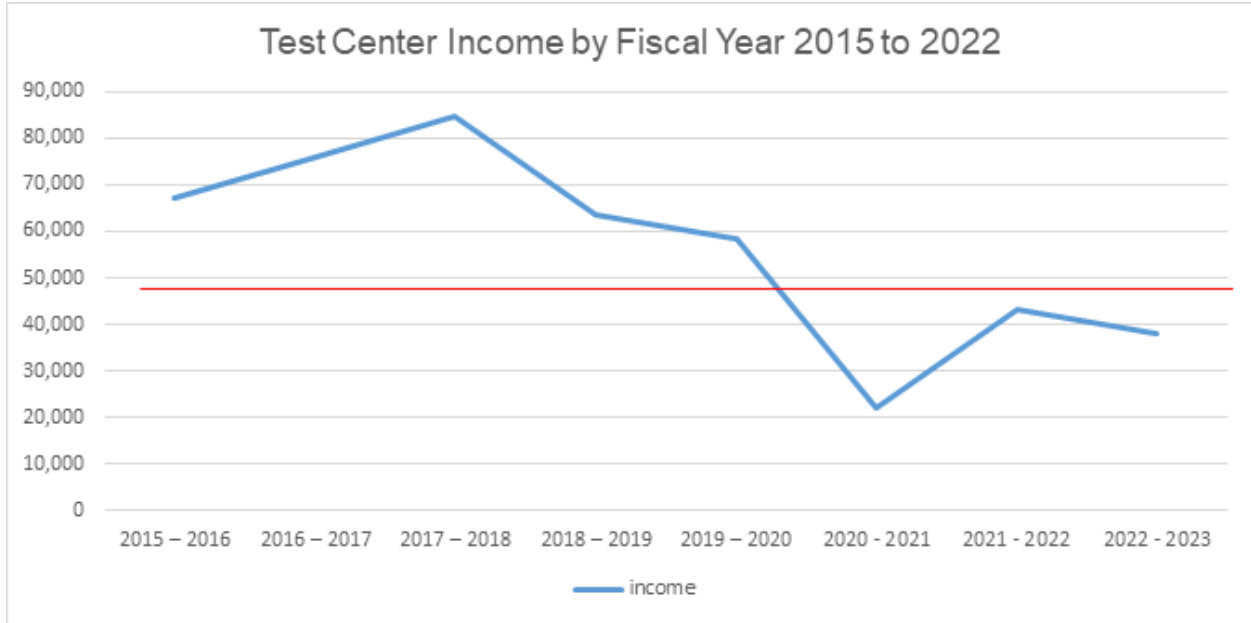
Monday	\$7,142.61
Tuesday	\$9,366.42
Wednesday	\$6,816.62
Thursday	\$7,218.75
Friday	\$7,476.96



Red line represents the average weekly income of \$856.33 for 2022 – 2023.

**INCOME TRENDS**

Test Center income is slowly recovering from the impact of being closed for six months (March - August 2020) during the height of the Covid 19 pandemic. We predict a continued recovery as we open more seats, tests come back online, and we add new exam programs. Average income over the past 8 fiscal years is \$56,614.76, represented by the red line in the chart below. With two weeks remaining in fiscal year 2022 – 2023 we expect to reach nearly \$40K by the end of June 2023.



2015 - 2016	\$66,949
2016 - 2017	\$75,821
2017 - 2018	\$84,704
2018 - 2019	\$63,687
2019 - 2020	\$58,284
2020 - 2021	\$22,255
2021 - 2022	\$43,197
2022 - 2023	\$38,021

### Diversity and Inclusive Excellence Efforts

CTC' Diversity Committee, chaired by Dr. Teresa DePratt, Psychologist and D&I Liaison, focuses on coordinating CTC's D&I efforts because, consistent with our mission, vision, and values, D&I efforts are the responsibility of all CTC staff. CTC staff consistently engage in training for all staff and clinical staff (see Professional Development section). In addition to this professional development, our office engaged in the following:

- Collaboration & Outreach with the Office of Multicultural Student Services (OMSS), CTJ (Center for Transformative Justice), International Education & Engagement (IEE), Multicultural Student Orgs (MSOs), and the UWL Eagle Mentoring Program (EMP)
- Marketing and attendance of D & I Department and Multicultural Student Org Events
- Training and Outreach for Diversity & Inclusion departmental staff at retreats and other events

- Ongoing *Mobile Satellite Pantry* location specializing in stocking hygiene products free of charge for students and community members
- Representation within the UW System on a panel presentation for DEI coordinators at the WACCC conference in April 2023
- Representation of the CTC and the importance of mental health within the D & I Division (Mantra and YOU@UWL services, Self-Care Planning for Staff)
- Let's Talk drop-in consultation service returned to in-person services at CTJ
- Ongoing management and strategic goals of CTC Diversity Committee
- Return to in-person counseling services option for students at Diversity & Inclusion Division Suite in Graff Main Hall
- Continued participation in the university-wide Equity Liaison program. The CTC Equity Plan can be viewed in **Appendix F**.

### **Professional Development**

During the 2022-23 year, the entire CTC staff engaged in professional development opportunities across a range of topics and modalities. For the fourth year in a row, we facilitated two all-staff diversity trainings, in August and January, focused on implicit bias and disability justice. In addition, CTC staff had the opportunity to participate in UW System-sponsored training focused on neurodiversity and autism.

Regularly scheduled clinical staff training time, coordinated by Bec Johnson, LPC, and facilitated by clinical staff as well as external, guest speakers, gave CTC staff members the opportunity to learn from one another and learn together. In Spring 2023, the training schedule was transitioned from three, one-hour meetings per month to two, 90-minute meetings per month, to allow for deeper discussion of the topics offered.

Examples of staff training topics included, but were not limited to: Brief Therapy and Stepped Care Model, AUDIT and BHM-20 use, Nutrition Challenges on College Campuses, Risk Reduction and Interventions, Internal Family Systems Therapy, Substance Use Interventions, Clinical Documentation, EMDR, Persistent Depressive Disorder, and Clinical Growth and Development. Clinicians also took part in "Case Study" presentations, in which an illustrative case was presented for discussion of a specific topic, such as ethical concerns or risk management.

Consistent with CTC's value of Inclusion, several of our clinical staff trainings focused on mental health as it related to ongoing CTC diversity initiatives. Topics included training on ACCESS Center accommodations and documentation, Adverse Childhood Experiences, and Letter Writing for Gender Affirming Care.

All clinical staff members participated in individual continuing education training, deepening their knowledge and skills in several areas of interest. This included presenting to professional organizations, such as the Wisconsin Psychological Association (WPA) and Wisconsin Area College Counseling Conference (WACCC). Four CTC clinicians attended WACCC together, hosted by UW-Eau Claire. Two clinicians attended national conferences (American College Counseling Association-ACCA, American Counseling Association-ACA).

## University and Other Professional Service

The CTC staff has a strong commitment to the service mission of the University. The following is a sample listing of the service contributions by the CTC staff: Violence Prevention Advisory Committee, CARE Team, Multicultural Student Scholarship Golf Outing Committee and Volunteering, Student Affairs Division Mentorship Committee, Student Advising Registration and Transition (START), Residence Hall Move-In Volunteering, Alcohol Working Group, and various Search and Screen Committees. Criss Gilbert continues to be a strong leader among the National College Testing Association (NCTA) and serves as the Centennial Hall Building Manager. Finally, CTC staff consistently engage in mutual consultation with fellow members of national organizations (ACCA, Association for University and College Counseling Center Directors) and their counterparts at other UW System institutions.

Many clinical consultations were provided to the staff, faculty, parents and students throughout the year. The clinical staff consults about counseling services, student problems, and questions regarding resources. Discussions are always governed by confidentiality standards. This type of indirect contact is not associated with a clinical visit and is not easily recorded statistically, but still warrants recognition of the time for a clinician to provide the consultation, follow up, and document.

### Goals from 2022-23

A final version of the CTC strategic plan goals, with outcome information on all of the action steps taken this year to meet the goals is available in **Appendix G**. Goals for 2022-23 included the launch of a social media presence for CTC, implementation of the UW System telehealth initiative for UWL, implementation of the athlete screening project (Equity Plan goal), and a test center continuity goal.

### Accomplishments, 2022-23

*Bec Johnson, LPC, in their role as Training Coordinator, applied for and TC was successfully granted a QTT Expanding Agency Grant in the amount of \$20,000. The Qualified Treatment Trainee (QTT) Grants Program is intended to increase the number of high quality QTT positions available to post-graduate QTTs across Wisconsin. The QTT grants program is funded by the Wisconsin Department of Health Services, Division of Care and Treatment services (DHS/DCTS) with authority under Wis. Stat. § 146.618. The program is administered by DHS/DCTS in coordination with University of Wisconsin – Whitewater's Center for Inclusive Transition, Education and Employment (CITEE). CTC used QTT grant funds to offset current budget year costs, and free funds to provide EMDR (see below) training to an additional staff member, provide expanded summer clinical services, and pilot a walk-in access program for interim periods. These funds served to allow one of our QTTs to access supervised clinical hours toward licensure over the summer, and they aided additional staff members with the financial viability of working at CTC.*

*An anonymous donor provided \$3900 in Fall 2019 for two staff members to be trained in Eye Movement Desensitization and Reprocessing (EMDR) therapy, a specialized treatment for trauma and other mental health concerns. Pandemic-related delays prevented this training from taking place*



right away, but two CTC staff, Ashley Jochimsen, LPC, and Jess Shattuck, LCSW, attended intensive training and specialized supervision during the Fall 2022 semester. Jess unfortunately chose to depart CTC in January 2023. Ashley was able to use EMDR treatment with 12 students on her caseload, for a total of 56 treatment hours. Anecdotal data suggested that these students made significant and rapid improvements in their presenting concerns, which were often longstanding symptoms associated with past traumatic events.

*UWS has provided mini-grant funding in the past two years, and CTC has successfully applied for two grants that were enacted during the 2022-23 academic year. First, CTC was awarded a grant to fund a “Social Media Jump Start” that allowed CTC to hire a student worker to specialize in the development and rollout of our Instagram account. Second, with the input of senior student staff from Residence Life, CTC was awarded a grant to fund the printing of magnets for each UWL residence hall room mini-fridge, including emergency resources and a QR code directing to our “Where to Start” web page.*

*CTC providers collaborated with staff in the UWL Athletics Department, specifically Athletic Training staff, to provide NCAA-required mental health screenings to all UWL student athletes participating in 2022-23 seasons. Around 800 athletes were screened over nine scheduled events. As noted in Strategic Plan Goal progress for 2022-23, in 2021-22, 97 or 9.9% of the students surveyed at initial contact reported they were athletes. After the athletic screening project, in 22-23, 87 or 11.6% of the students surveyed at initial contact reported they were athletes, an increase of 1.7%. This project was well-received by all constituents. Athletics staff shared appreciation for the expertise of CTC providers in providing these assessments. CTC staff stated enthusiasm about the opportunity to meet students before mental health needs became apparent. Many UWL student athletes screened expressed gratitude for the services provided at CTC and the renewed awareness of mental health services on campus.*

*Three CTC clinical providers achieved independent licensure status this year: Ashley Jochimsen, LPC; Katelyn Longmire, LPC; and Chad Walters, LPC.*

*Staffing challenges resulted in the need for clinical staff to maintain flexibility in their capacity to provide a variety of CTC services. In Fall 2022, all clinical staff were trained to provide Single Session (SSC) visits, Pathways workshops, and referral support.*

*CTC was presented with the Outstanding Department award at the Student Affairs Division end of year recognition ceremony.*

### **Challenges during 2022-23**

Recruitment and retention of staff continue to be a concern across campus. CTC has experienced challenges with the retention and recruitment of both clinical and non-clinical staff members.

In terms of CTC leadership, Dr. Reinders’s departure as Director in July 2022 and the subsequent failure of the search for a new Director resulted in interim leadership from Dr. Champion and her later direct appointment to the Counseling Services Director role. Dr. Champion’s new role vacated

the Assistant Director position. Some AD responsibilities were undertaken on an interim overload basis by new Training Coordinator, Bec Johnson, LPC. Bec was appointed to AD in May 2023. The Training Coordinator position is planned to be posted for recruitment.

CTC experienced the departure of three other staff members (in addition to the Director) at the end of the 2021-2022 academic year, and was able to recruit Chad Walters, LPC, for one of the open Counselor positions. Unfortunately, the Fall 2022 semester began with three open positions (Director, Counselor/Clinical Case Manager, Counselor), resulting in a total Clinical FTE equivalent of 6.9, compared to 9.5 in Fall 2021. (Total Clinical FTE equivalent reflects the workload of the counseling center as if all clinical services were provided by staff who had no other responsibilities (e.g., an administrative role) that reduced their direct service responsibilities. It is calculated by taking into account the percentage of each staff member's direct service responsibilities compared to their entire appointment. For example, a counselor whose position description indicates 60% direct service has a .6 Clinical FTE equivalent.) In Fall 2022, compared to Fall 2021, 132 fewer triage appointments and 114 fewer intake appointments were available to schedule.

Three counselors also chose to leave CTC in January 2023 while one counselor, Iam Valdez-Espinoza, LPC-IT, was successfully recruited to start in December 2022. These staffing changes resulted in only 5.3 Clinical FTE equivalent to start the Spring 2023 semester. In Spring 2023 compared to Spring 2022, 243 fewer triages and 172 fewer intakes were available to schedule. In addition, ongoing clients were affected, as these three counselors had met with 108 students for treatment in the Fall 2022 semester. Though some of these students had discontinued care prior to their counselor's departure, many were required to change providers mid-academic year.

At the front desk, Ashley Noelke, Front Desk Associate, who had joined CTC in Spring 2022, departed in February 2023. It was determined that a position could be shared between CTC and another department (Multicultural Student Services) with the advantages of recruiting for a full-time, benefitted position for candidates and meeting the financial constraints of both departments. Rachel Friedl joined CTC and OMSS in May 2023 in this new combined support position. CTC is grateful to staff and leadership at OMSS for their continued collaboration and flexibility as we share this position in departments with different needs.

In the CTC Test Center, Sallie Coron had been working as both Test Center Associate 27 hours per week and support staff for the Exercise Science program 13 hours per week. She departed our office in favor of a full-time position in another Student Affairs department in December 2022. After a search, Richard Athey joined CTC in a .75 FTE position in February 2023.

Turnover of staff affects our students and examinees, our campus and community partners, and our remaining staff. We have been fortunate to retain and recruit staff who maintain a strong commitment to the mission, vision, and values of CTC, resulting in the maintenance of a base level of professional and competent services. However, a continued lack of continuity in our positions may eventually result in the need to reduce the scope and quantity of services.

## Initiatives and Goals for 2023-24

CTC's strategic plan goals for 2023-24 are still in development, awaiting the valuable input of our 10-month staff and new staff members. However, future directions are likely to include:

1) Communication:

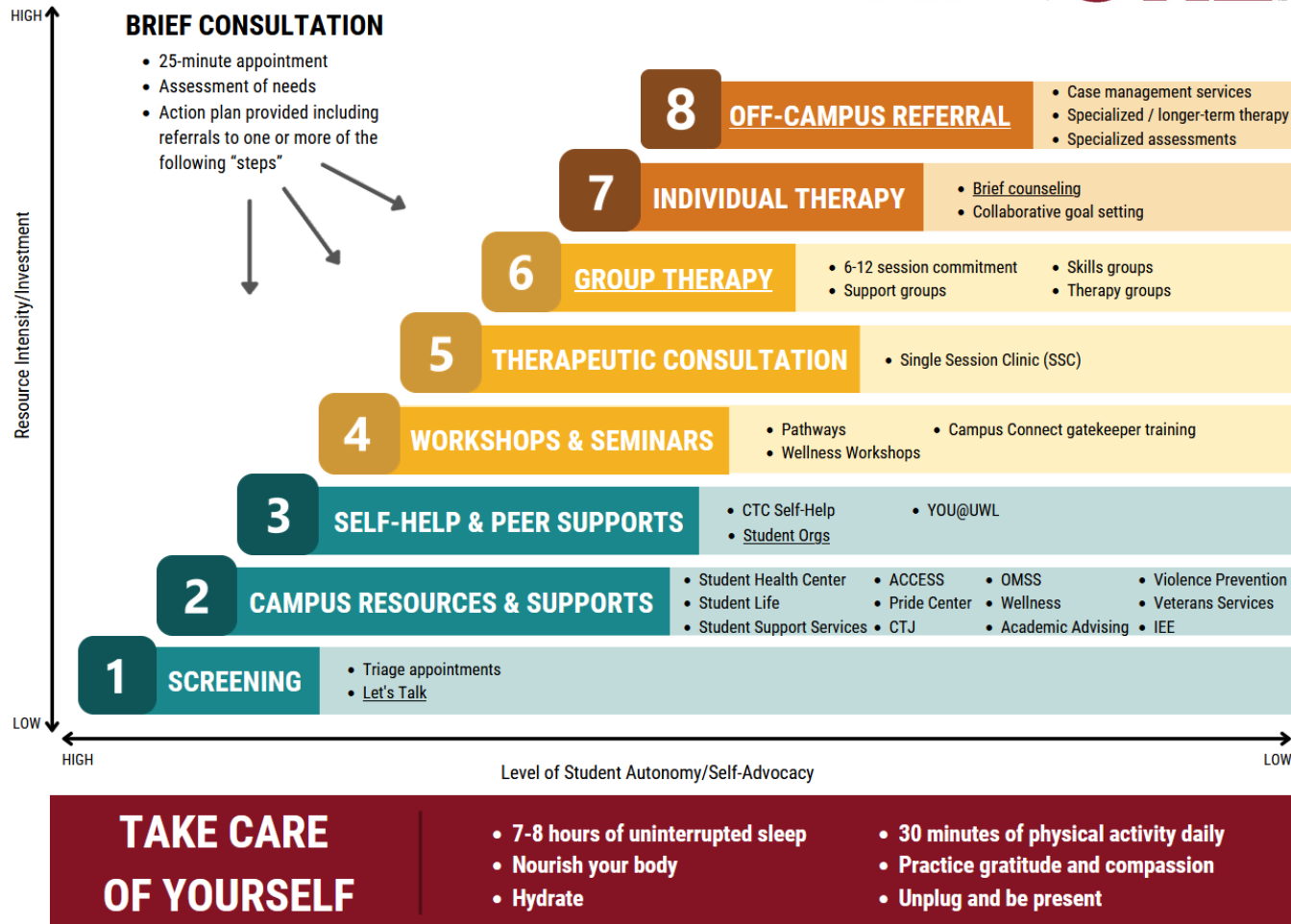
- Onboarding a Clinical Case Manager new to the role, who can develop improved communication with local mental health resources.
- Maintenance and continued development of our social media presence.
- Collaboration with the Minds Matter initiative to promote mental health literacy through media and social media campaigns.
- Development of a "subscription-only" email newsletter highlighting accurate and timely information for campus stakeholders including wait times, outreach programming, and trends.
- Improved collaboration and communication with UWL Student Health Center, mindful of upcoming changes to medical record systems.
- Increased marketing of CTC services to specific populations, such as Spanish-speaking students.

2) Staff development:

- Training of an additional staff member to provide EMDR treatment.
- Development of a protocol for ADHD testing, including training of staff to complete these assessments.
- Training regarding medical record transition.
- Professional development focused on groups program, including renewed training regarding referrals to group services and group facilitation.

Appendix A – CTC Stepped Care Model

# STEPPED CARE MODEL



## **Appendix B – Summary of Direct services and Client Characteristics**

### Overall summary of direct services

During the calendar year, June 2022 through May 2023, 831 students received direct individual services. The CTC conducted almost 3000 direct service appointments during this calendar year. In terms of demographics, the most common identities among student-clients who received services in 2022-23 were cisgender woman, White, single, heterosexual, and 19 years of age.

CTC receives demographic data from various sources that may change over the course of a student's time at UWL or time in treatment, and we recognize that reporting is limited by the objective responses provided. The client information form (CIF) includes both selectable responses and the opportunity for clients to self-identify on a variety of identities. Because of the necessity of keeping consistency with other UWS institutions using the CIF, CTC cannot change the options provided on demographic questions, but we do encourage students to self-identify when desired. Our electronic medical recordkeeping system, Point and Click (PNC) automatically pulls demographic data at the time of the student's first appointment based on the WINGS registration system at that time, often information which has been provided from the student's application for admission. Students can also change some information in the MyHealth patient portal, such as gender identity. The CTC is committed to gathering self-reported data as often as possible, as well as that entered through university registration, though some discrepancies may result in reporting.

### Counseling & Testing Center Client Characteristics

#### **Gender Identity (self-identified by client on CIF)**

Woman	72.4%
Man	21.9%
Transgender	0.86%
Self-identified (written response)	3.08%
Not reported	1.72%

(The most common self-reported gender identity was nonbinary.)

#### **Age (from registration at time of initial appointment)**

Range: 18-50; Mode: 19

#### **Sexual Orientation (self-identified by client on CIF)**

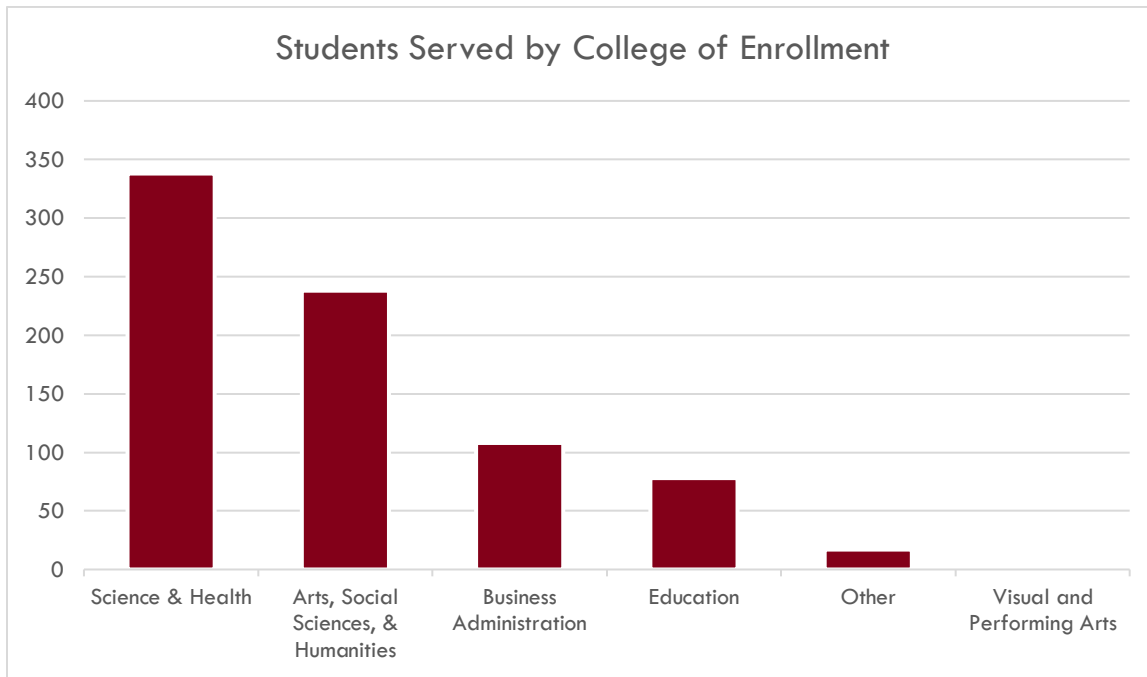
Heterosexual	70.0%
Lesbian	2.1%
Gay	1.0%
Bisexual	14.0%
Questioning	2.7%
Self-Identity or no response	10.2%

(The most common self-reported sexual orientation was pansexual.)

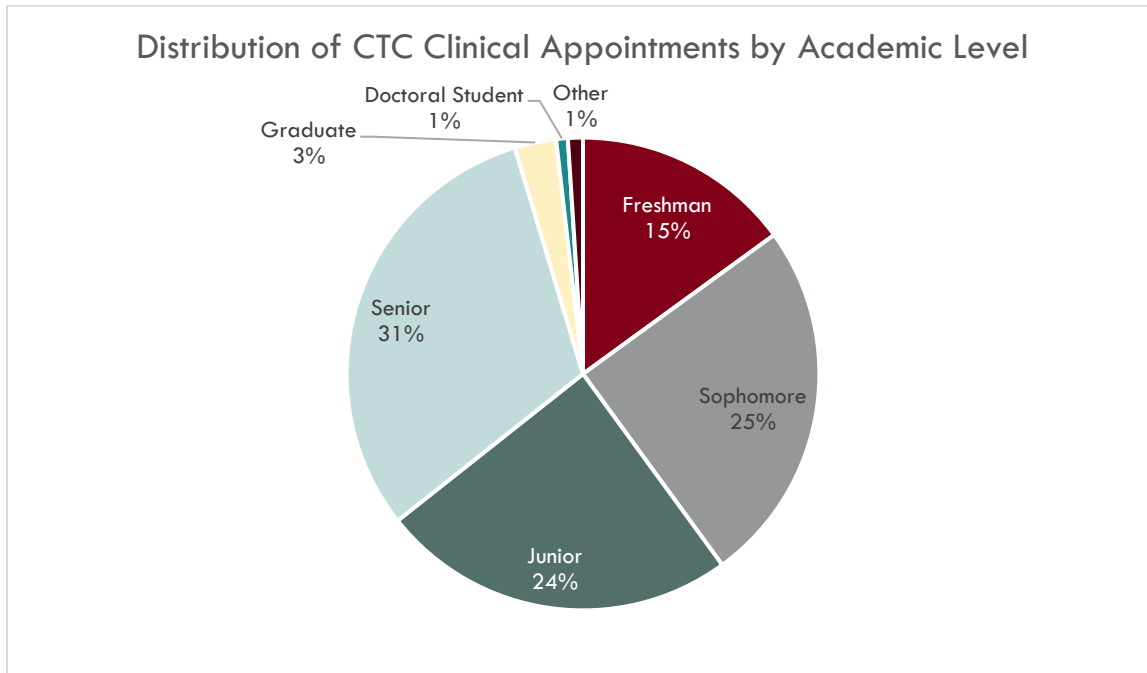
**Race – (self-identified by client on CIF) NOTE: Given the small number of enrolled students with certain racial identities (i.e., Native American, Pacific Islander, etc.) we have collapsed data to protect confidentiality, not to dismiss identity by subsuming into more generalized identities or use of an other-type category.**

African American/Black	1.2%
Asian American/Asian	4.2%
Latinx	3.0%
Multiracial	1.8%
White	85.8%
Other racial minorities	0.5%
Race unknown/unreported	3.4%

**College of Enrollment (student self-report from CIF)**



**Academic Level (appointment count by registration-assigned academic level)**



CIF = Client Information Form

PNC = Point and Click

## **Appendix C: UWS Telehealth Grant for Extension of Mental Health Resources**

### Background

Tele-mental health and well-being services were expanded for 12 UW System campuses (excluding UW-Madison, where another telehealth vendor was in use) through a systemwide contract signed in October. Services are covered through the 2024-25 academic year thanks to American Rescue Plan Act funds allocated to the UW System by Governor Tony Evers. The program consisted of three components:

- Mantra Health - Telecounseling and telepsychiatry services that serve as a supplement to, and coordinate with, campus-based counseling and psychiatry services.
- UW Mental Health Support 24/7 – Phone, text, and chat services with trained counselors, available 24/7. This service can be used for general support as well as crisis.
- YOU at College – A personalized well-being platform that directs students toward campus-based and online resources to promote academic and career success (Succeed), purpose and connection (Matter), and physical and mental well-being (Thrive). YOU serves as the digital “front-door” connecting students to the right resources at the right time.

### Implementation

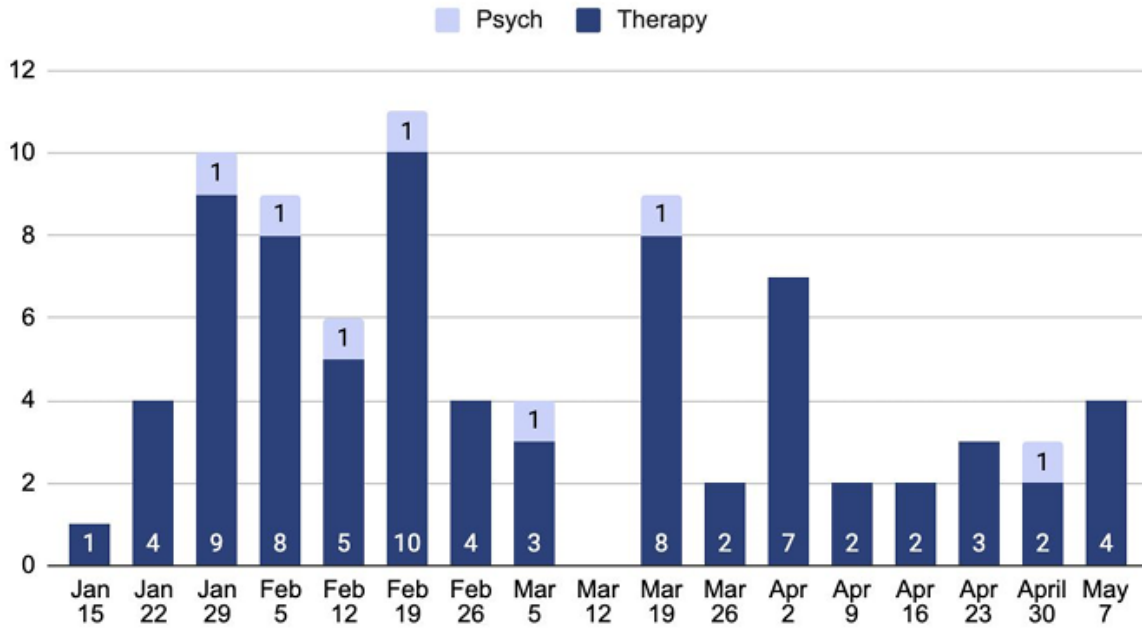
Each counseling center created their own protocols in cooperation with the vendors, taking into account the specific needs and resources on their own campuses. UWL was part of the last cohort to implement the expanded services. We went live with Mantra and UW Mental Health Support 24/7 on January 9, 2023. YOU@UWL went live on March 6, 2023, but due to the proximity of Spring Break, a campuswide announcement and social media campaign started for YOU@UWL on March 20, 2023. UWL has marketed YOU@UWL as the main resource-to-know for faculty and staff, given that the crisis and treatment resources can be accessed from the YOU site, and the philosophy that the general campus community can benefit most from general wellness resources.

### Mantra Health

Between January 9, 2023 and May 15, 2023, 74 UWL students signed up or were referred to counseling services through Mantra, and 7 signed up or were referred to psychiatry services. Of those students, 49 actually completed their counseling intake appointment and 40 scheduled additional follow-up. All 7 students completed psychiatry intakes and 6 scheduled psychiatry follow-up.



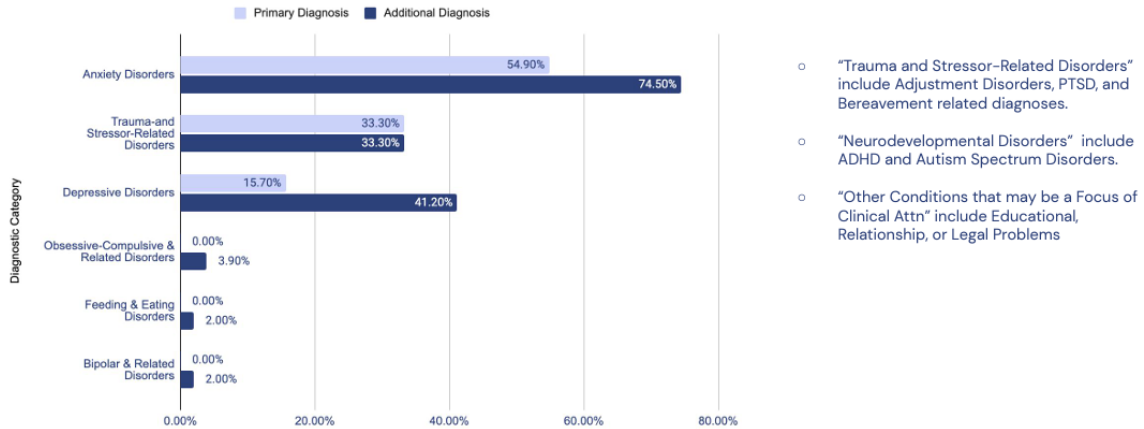
## Referrals by Week by Care Type



Students could self-refer to Mantra services, and 62% of students who created accounts self-referred (“Portal” referrals). The remaining students were referred by CTC staff (42 students; “MCP” referrals). Student Health Center providers were added as potential referrers in April, and an additional resource, Chapin Wehde, Director of Athletic Training Services, was added as a potential referral source.

Presenting concerns treated by Mantra providers were similar to those seen at CTC, with the most common diagnoses being Anxiety Disorders.

# We've supported a wide array of student needs

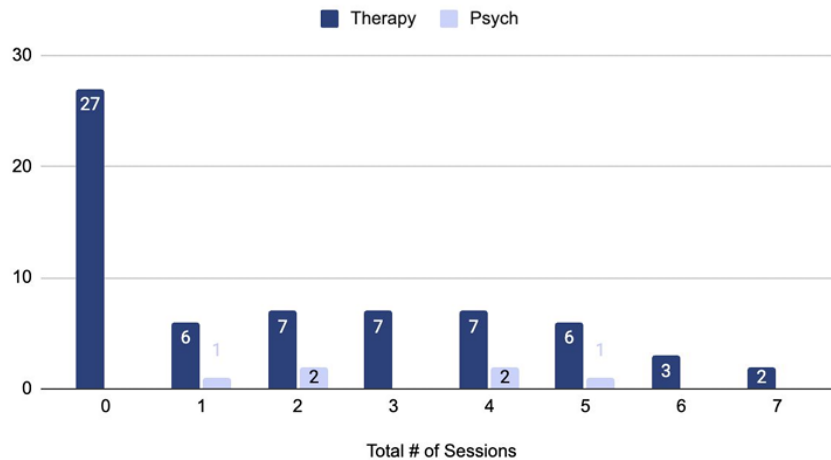


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Mantra providers saw UWL students for counseling for an average of 3.4 sessions, with a range from 1 (most frequent) to 7.

## Session Counts by Care Type

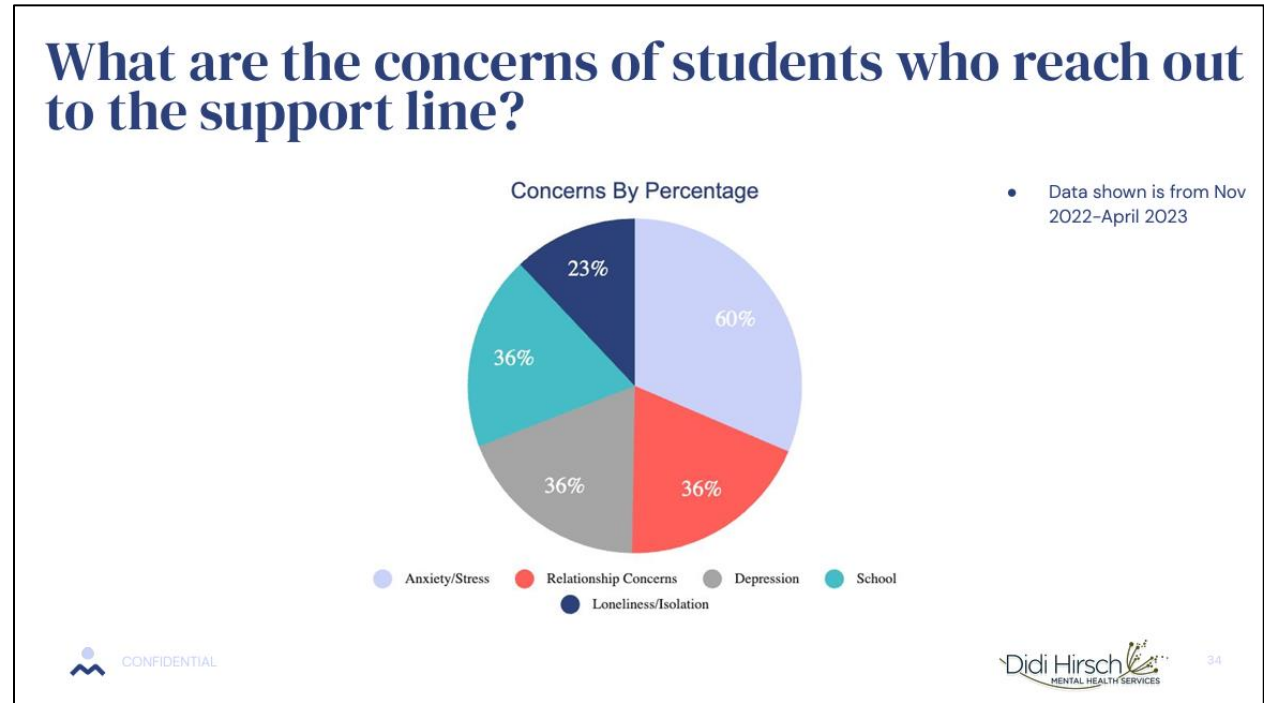


## YOU@UWL

Between March 2023 and May 31, 2023, YOU@UWL accumulated 389 unique account registrations (322 students) and 792 logins to the system. UWL was the campus with the largest number of registrations and logins, despite delayed implementation in the fourth cohort. The most commonly accessed resources were related to healthcare on campus, academic stressors, and first-generation student resources. YOU@UWL includes both universal and campus-specific resources created in collaboration with campus partners. 41% of the resources accessed by UWL users were UWL-specific.

UW Mental Health Support 24/7

There were challenges with accurately identifying which UW campus crisis resource users were affiliated with, but 14 contacts were assigned to La Crosse between November 2022 and April 2023. Across all campuses, the most commonly identified concerns are included in the graphic below.



**Appendix D – Most common client-reported presenting concerns**

<b>Self-reported Concern (from CIF)</b>	<b>% of clients who reported this concern</b>
Anxiety/fears/worries (non-academic)	80%
Depression/sadness/mood swings	63%
Stress/Stress management	53%
Friends/roommates/dating concerns	42%
Problems related to school or grades	41%
Low self-esteem/confidence	36%
Attention/concentration	35%
Procrastination/motivation	30%
Sleep difficulties	23%
Eating behavior/weight/body image	23%
Choice of major/career	16%
Anger/irritability	16%
Shyness/social discomfort	15%
Grief/loss	10%
Suicidal thoughts/urges	9%
Physical symptoms/health	9%
Family/marital/couple concerns	9%
Childhood abuse	7%
Sexual assault/dating violence/stalking/harassment	5%
Alcohol/drug use	4%
Sexual Orientation	3%
Self-injury	3%
Gender Identity	3%
Cultural adjustment	3%
Bullying/Harassment; Seeing/hearing things others don't; Prejudice/Discrimination; Urge to injure/harm someone else	0.25%-1% each

**Appendix E – Testing Center exams delivered, 2015-2023**

<b>COMPUTER EXAMS</b>	<b>2015 - 2016</b>	<b>2016 - 2017</b>	<b>2017 - 2018</b>	<b>2018 - 2019</b>	<b>2019 - 2020</b>	<b>2020 - 2021</b>	<b>2021 - 2022</b>	<b>2022 - 2023</b>
ACTFL	12	20	18	5	18	3	7	8
ACE	74	75	54	53	25	24	15	5
ASE	179	199	119	156	166	299	54	25
BOC AT	25	30	42	36	4	11	7	5
CLEP	37	54	42	24	39	41	31	30
DSST	21	25	11	2	6	6	16	5
FBI	0	3	3	12	8	6	7	2
FORT	186	237	200	226	153	123	192	115
Kryterion	19	33	33	30	34	21	38	33
GRE	513	573	548	572	351	231	195	124
ISO Quality	0	0	0	0	3	99	123	124
MAT	41	35	39	56	35	23	52	43
MTLE	154	134	169	225	107	53	35	18
NTN	0	0	0	0	30	10	18	16
PAN other	123	32	31	27	23	29	123	66
Pearson other	105	122	161	159	134	47	28	44
Praxis	616	439	169	182	125	103	144	97
Proctored	0	0	104	105	29	0	60	59
Prov	8	22	36	21	14	0	0	4
PSI other	41	106	139	177	152	164	249	287
Scantron Other	75	132	16	31	14	18	11	11
TOEFL	9	5	9	6	4	7	10	7
TSA	0	114	83	56	26	44	56	30
USPS	537	401	453	395	1	0	11	5
WI DRN Water	0	0	0	0	0	0	0	148
WI Real Estate	0	0	0	0	0	78	94	80
WI Insurance	0	0	0	0	0	244	359	368
<b>SUBTOTAL</b>	<b>3059</b>	<b>3062</b>	<b>2541</b>	<b>2587</b>	<b>1534</b>	<b>1687</b>	<b>1935</b>	<b>1759</b>

<b>PAPER/PENCIL EXAMS</b>	<b>2015 - 2016</b>	<b>2016 - 2017</b>	<b>2017 - 2018</b>	<b>2018 - 2019</b>	<b>2019 - 2020</b>	<b>2020 - 2021</b>	<b>2021- 2022</b>	
ACT	180	284	249	334	282	0	0	41
GRE Subjects	22	29	44	50	4	0	21	5
LSAT	77	98	96	92	77	0	0	0
SAT	133	153	158	176	147	0	10	53
UW Place	2065	2122	2108	2461	144	0	0	99
WI Dept of Ag	0	47	90	148	48	0	42	0
<b>SUBTOTAL</b>	<b>2791</b>	<b>3045</b>	<b>3051</b>	<b>3296</b>	<b>877</b>	<b>28</b>	<b>73</b>	<b>198</b>

<b>GRAND TOTAL</b>	<b>5650</b>	<b>6107</b>	<b>5592</b>	<b>5883</b>	<b>2411</b>	<b>1715</b>	<b>2008</b>	<b>1957</b>
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## Appendix F – CTC Equity Plan

### University of Wisconsin-La Crosse Equity Liaison Initiative

#### Counseling & Testing Center Equity Plan for 2022-2023

Equity Liaison: Crystal Champion, PhD  
Department Director: Crystal Champion, PhD  
D & I Coordinator: Teresa DePratt, PhD

### 1. Guiding Principles

#### **Vision: Counseling**

The CTC strives to foster a connected, accessible, compassionate campus community.

#### **Mission: Counseling**

Our mission is to promote students' psychological, academic, social, and cultural growth through professional and confidential counseling services. We accomplish this by maintaining an environment of compassion, collaboration, and inclusivity. We strive to foster a connected, accessible, compassionate campus environment where students can grow and attain their personal and academic goals.

#### **Values: Counseling**

Compassion  
Collaboration  
Inclusion  
Access

#### **Vision: Testing**

The CTC strives to provide a welcoming testing space which provides secure, confidential and dependable assessment services to all.

#### **Mission: Testing**

Our mission is to meet the needs of any examinee by providing access to professional and efficient testing services that adhere to nationally recognized standards.

#### **Values: Testing**

Professionalism  
Dependability  
Knowledge

#### **Departmental statement re: equity, diversity, and inclusion:**

At the University of Wisconsin-La Crosse, diversity and inclusion are integral to the achievement of excellence. As part of the university's implementation of Inclusive Excellence, the Counseling and Testing Center is committed to:

- Forging thoughtful relationships with groups of students who are traditionally underserved by mental health services.

- Making our office-based services as comfortable and inclusive as possible, so that all students feel our services fit their needs.
- Using our existing knowledge and expertise to benefit the cultural competence of the campus community.
- Continuing growth and development of our own cultural competence: personally, professionally, and as a staff.

### **Training Program Diversity Statement**

The University of La Crosse-Wisconsin Counseling and Testing Center is committed to providing culturally- and trauma-informed services to the UWL campus community. Our staff recognizes the inherent importance of intersectionality across gender, sex, race, ethnicity, sexual orientation, ability status, immigration status, citizenship status, body size and body image, age, generation, nationality, political affiliation, spirituality, religious affiliation, socioeconomic status, military affiliation, education, and family system, among other facets of diversity and identity, to one's health and experience of being in the world.

We strive to promote inclusion and to affirm and celebrate diversity in its broadest sense across all areas. We recognize that our commitment to diversity and inclusivity is an active, life-long journey. We know that only through an awareness of ourselves as cultural beings can we hope to hold space for the experiences of others. Therefore, clinical training, discourse, and action in topics of diversity and multiculturalism are essential to our staff culture and integral to the CTC training program.

### **Key department-level efforts connected to *Sustaining Excellence* strategic plan:**

1. In addition to our semesterly surveying of CTC clients, we are consistently looking to evaluate and assess our services, and especially to gain knowledge about the general UWL student's awareness and opinion of the CTC. This has included the following: *questions on the EBI survey sent out to students living on campus, mental health specific questions sent to students who did not re-enroll at UWL (survey sent by Academic Advising), and additional items added to the 2018 Campus Climate survey related to mental health.*
2. Annual examination and reporting of how the CTC client demographics compare to the general UWL student population. In doing so, we gain a better understanding of those students we may be reaching well, and those where we may need targeted outreach and/or non-traditional approaches to access.
3. For the fourth year in a row, we facilitated two all-staff diversity trainings, in August and January, focused on implicit bias and disability justice. In addition, CTC staff had the opportunity to participate in UWS-sponsored training focused on neurodiversity and autism. Consistent with CTC's value of Inclusion, several of our in-house clinical staff trainings focused on mental health as it related to ongoing CTC diversity initiatives. Topics included training on ACCESS Center accommodations and documentation, Adverse Childhood Experiences, and Letter Writing for Gender Affirming Care.
4. CTC staff collaborate with other campus offices to offer training, outreach, and supportive spaces when current events impact students with diverse identities, including a recent student death by suicide, pushback toward student advocates, nationwide attention to impact of police violence and other hate and bias targeted at BIPOC communities, and election-year rhetoric. We have also posted a statement of support on our homepage that reflects our

awareness of the impact of local, regional, and national events on students' lives, and our awareness of our own identities and positionality.

5. CTC staff contribute to health prevention efforts across campus, improving the support available to students from multiple sources. Our services are integrated into required orientation programming (START). We have coordinated with the UWL Wellness and Health Advocacy Office on social media programming to promote mental health and wellness. We offer yearly training for Residence Life student staff, faculty and staff, and interested students on suicide prevention through the Campus Connect program.

## 2. Areas of Focus

### Primary areas of focus for improving equity for students and employees:

- Access to services by historically underrepresented groups.
- Professional development of all staff.
- Recruiting and retaining a more diverse professional staff more representative of the student body.
- Addressing salary inequities, as evidenced by CUPA and UWS data sources.
- Dedicate resources for the education and training of the greater Campus community in an effort to diversify and expand resources for promoting student well-being.

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## 3. Goals & Action Steps

### Specific goals the department has set for itself in the above focus areas:

1. One of the CTC's strategic plan goals for 2022-23 includes collaborating with partners in UWL's Athletic Department to provide the NCAA-required mental health screening to all athletes. As student athletes at UWL are a population underserved by CTC, and represent a diverse range of identities, this goal is presented as our equity plan goal for 2022-23.

By May 31, 2023, the Counseling & Testing Center (CTC) will collaborate with Athletics Department to successfully screen 80% of student athletes prior to sport participation, and provided athletes with information regarding available services and referrals, if appropriate.

Action Step	Key person(s)	Complete By	Outcome
Coordinate logistics of athletic screening events, including dates of required meetings and private locations.	Crys Champion Chapin Wehde	July 30, 2022	Completed, screening events were completed at CTC and UWL Stadium boxes, over several dates, responsive to staff availability, sizes of teams, and practice schedules.
Determine efficient method for identifying student athletes within electronic medical record, Point	Crys Champion Courtney Thomas (IT)	<b>August 10, 2022</b>	Completed, BHM-20 was used for screening. Protocols for



and Click (PNC), and enter data if necessary.	Erin Hansen (Athletics) Andrea Matson		screenings were developed. CTC front desk staff classified students as athletes in PNC.
Screen athletes according to scheduled required meetings, and provide resources to each student who is screened, including crisis intervention if indicated.	All CTC clinical staff	October 31, 2022	Completed. About 780 student athletes were screened in the Fall, and about 20 more in the Spring.
Determine baseline data regarding number of athletes served in recent years, according to self-report on Client Information Form, completed when initiating services.	Crys Champion <del>Ashley Noelke</del>	December 15, 2022	Completed. In 2021-22, 97 or 9.9% of the students surveyed at initial contact reported they were athletes.
Assess change in number of students self-identified as athletes on CIF after Fall screening.	Crys Champion <del>Ashley Noelke</del>	May 15, 2023	Completed. In 22-23, 87 or 11.6% of the students surveyed at initial contact reported they were athletes, a in increase of 1.7%.

**4. Resources and Data to Support Action Steps**

Briefly describe the existing assets of the department and additional resources that will be needed to achieve the above goals.

Assets:

- Data from UWS survey on our client population.
- Support for Let’s Talk services.
- Campus partnerships with D & I offices.
- Strong staff group with high levels of expertise and dedication to ongoing personal and professional education.
- Staff who are invested in our Center’s vision, mission, values and goals, especially regarding inclusivity.
- Strong working relationship with Student Health Center.
- Current UWS Board of Regents support for system-wide evaluation of behavioral health current status and needs on our campuses.
- Newly expanded and updated physical offices, including accessible electric entry door, expanded group spaces, and more accessible waiting area layout/seating.

- Responsible and competent transition to telehealth services and online collaboration during pandemic.
- Continuous accreditation by IACS since 1979.

Additional resources needed:

- Autonomy and ability to advocate for needs as we, those with expertise in college mental health, see fit.
- Competitive salaries.
- Professional development funding not only for CTC staff but all faculty and staff.

**Appendix G – CTC Strategic Plan Goals, Action Steps, and Outcomes 2022-23**

**CTC Strategic Plan 2022-23 Goal #1**

By May 31, 2023, the Counseling & Testing Center (CTC), will successfully implement a “Social Media Jump Start” initiative. Funded mostly by a UWS mini-grant, this will establish a social media presence of the CTC, with a goal of providing regular, timely, and accurate information about the center as well as mental health as a whole. As a new initiative, the first year will focus on establishing content and garnering followers, and will use the applications to track those data.

Action Step	Key person(s)	Complete By	Outcome
Update and post for student worker, a Social Media Coordinator; interview and hire.	Outreach Coordinator, Director	October 1, 2022	Completed by K. Longmire.
Review and generate a monthly timeline of possible posts.	Outreach Coordinator, OPE Committee, Front Desk Staff, Student Worker	October 30, 2022	Completed by K. Longmire and student worker.
Establish primary and secondary oversight of the student worker, set regular meeting times and communication expectations.	Outreach Coordinator, Director	October 15, 2022	Completed by K. Longmire
Promote the CTC sites and channels on digital signs and outreach events.	Outreach Coordinator, Student Worker	May 31, 2023	Completed throughout academic year.
Consider giveaways at events (Eagle Fest, Wellness Weekend) for subscribers.	Outreach Coordinator, OPE Committee	May 31, 2023	Completed giveaways based on engagement and self-care scavenger hunt.
Evaluate initial utilization numbers; set a goal for end of academic year.	Outreach Coordinator, Director, Student Worker	December 1, 2022	Completed. 89 posts, 160 followers by 5/30/2023.
Establish meetings to explore partnerships for posting in coordination with student orgs, Wellness, SHC, D&I units	Outreach Coordinator, OPE, Student Worker	May 31, 2023	Completed collaborations with Pride Center and Wellness.

**CTC Strategic Plan 2022-23 Goal #2**

By May 31, 2023, the Counseling & Testing Center (CTC), will have increased campus awareness of existing and new mental health and other supportive services via collaboration with the UW system telemental health initiative.

NOTE: Without knowing specifics about the company providing these services until later this summer, this goal cannot be fleshed out yet but will certainly have an impact on CTC services this coming year.

Action Step	Key person(s)	Complete By	Outcome
Participate in feedback process regarding how proposed vendors will meet needs at UWL.	Director	July 31, 2022	Completed Summer 2022 by interim Director Champion.
Participate in implementation team and decision making at campus level regarding which services UWL will opt in for.	Director Campus stakeholders	October 31, 2022	Completed October 2022, Champion lead for Mantra, crisis; Wellness Coordinator Beach lead for YOU@College.
Complete training of CTC staff regarding interface with telehealth services.	All CTC staff	November 31, 2022	Completed January 9, 2023 (per system cohort-level implementation timeline) by Mantra Health.
Generate language that clarifies distinction between CTC services and UWS telehealth services.	Director OPE Committee UComm	November 31, 2022	Completed. Added to CTC website January 2023, updated February 2023.
Promote and differentiate services using social media platforms, digital signage, websites for relevant offices/initiatives.	OPE Committee Front Desk Staff UComm Campus partners	November 31, 2022	Completed (and ongoing) during Spring 2023 semester via CTC website, outreaches, social media.
Determine how referrals/contacts with telehealth vendor will be tracked/followed up upon at CTC.	Director (Case Manager) Clinical Staff	November 31, 2022	Completed December 2022 as part of implementation planning, and January 2023 as part of all-staff training.
Take part in ongoing meetings to evaluate implementation of telemental health initiative.	Director (Case Manager)	May 31, 2023	Completed (ongoing). Monthly cohort meetings and UWS director meetings attended by Director Champion during Spring 2023 semester.

**CTC Strategic Plan 2022-23 Goal #3 – Equity Plan goal**

By May 31, 2023, the Counseling & Testing Center (CTC) will collaborate with Athletics Department to successfully screen 80% of student athletes prior to sport participation, and provided athletes with information regarding available services and referrals, if appropriate.

Action Step	Key person(s)	Complete By	Outcome
Coordinate logistics of athletic screening events, including dates of required meetings and private locations.	Crys Champion Chapin Wehde	July 30, 2022	Completed, screening events were completed at CTC and UWL Stadium boxes, over several dates, responsive to staff availability, sizes of teams, and practice schedules.
Determine efficient method for identifying student athletes within electronic medical record, Point and Click (PNC), and enter data if necessary.	Crys Champion Courtney Thomas (IT) Erin Hansen (Athletics) Andrea Matson	<b>August 10, 2022</b>	Completed, BHM-20 was used for screening. Protocols for screenings were developed. CTC front desk staff classified students as athletes in PNC.
Screen athletes according to scheduled required meetings, and provide resources to each student who is screened, including crisis intervention if indicated.	All CTC clinical staff	October 31, 2022	Completed. About 780 student athletes were screened in the Fall, and about 20 more in the Spring.
Determine baseline data regarding number of athletes served in recent years, according to self-report on Client Information Form, completed when initiating services.	Crys Champion <del>Ashley Noelke</del>	December 15, 2022	Completed. In 2021-22, 97 or 9.9% of the students surveyed at initial contact reported they were athletes.
Assess change in number of students self-identified as athletes on CIF after Fall screening.	Crys Champion <del>Ashley Noelke</del>	May 15, 2023	Completed. In 22-23, 87 or 11.6% of the students surveyed at initial contact reported they were athletes, a in increase of 1.7%.

**CTC Strategic Plan 2022-23 Goal #4 – Testing Center goal**

By May 31, 2023, the Counseling & Testing Center (CTC) will engage in a variety of activities to ensure the fiscal and operational sustainability and continuity of the Testing Center, as evidenced by continued support of a Test Center Associate at .75 or greater, a completed Policies and Procedures document, and progress toward certification by NCTA.

Action Step	Key person(s)	Complete By	Outcome
Meet with Academic Advising and Student Support Services to promote option for UWL students to take CLEP exams.	Criss Gilbert	October 31, 2022	*
Advertise on digital signs about CLEP the two weeks prior to registration periods opening.	OPE Committee	October 31, 2022	*
Continue tracking daily/weekly income of testing services. Update Vice Chancellor quarterly with a summary.	Criss Gilbert	Ongoing	Completed (Ongoing)
Consult with Prior Learning Experience Credit Policy Committee <sup>1</sup> (Eileen Narcotta-Welp, Jane Brannan, Patrick Barlow, Meredith Thomsen) to update UWL Credit by Exam policy	Criss Gilbert	July 30, 2022	*
Keep Director, Vice Chancellor, Provost and dept chairs aware of new exams available through UWL Test Center that benefit UWL Students.	Criss Gilbert Crys Champion	Ongoing	Completed (Ongoing)
Determine the best modality of Test Center P&P, and create outline	Criss Gilbert Crys Champion	September 30, 2022	*
Generate content for Test Center P&P	Criss Gilbert <del>Sally Coron</del>	May 1, 2023	*
Review P&P content for clarity and generalizability to other staff in case of emergency	Criss Gilbert Crys Champion	May 31, 2023	*
Review NCTA requirements regarding certification and create budget, timeline, and subtasks.	Criss Gilbert Crys Champion	January 31, 2023	*

\*Due to staffing considerations, including the CTC leadership transition and turnover in the TCA position, most of the action steps in this goal were deferred in favor of daily operational needs of the Test Center.