



Annual Report 2022–2023

Counseling Center

Student Wellness and Support | Student Affairs



Clinical Mental Health Services

Eligibility

Free & confidential clinical mental health services are available to all currently enrolled SUNY Fredonia students.

Faculty/staff, family, and peers concerned over the well-being of a Fredonia student are encouraged to consult with counseling staff to determine appropriate supportive actions.

Staff

Our diverse clinical staff are licensed by the State of New York Office of Professions to provide mental health services within the scope of their training and expertise.

Our counselors utilize a variety of trauma-informed, brief-strategic treatment models, recognizing research-based practices, which promote dramatic improvements during the early stages of a therapy experience.

Services

The Counseling Center's clinical staff work collaboratively with clients to identify concerns and treatment goals in an effort to determine which counseling services are most suited to address each client's unique needs.

Counseling interventions may be provided individually in-person, via therapy group/workshops, and/or through remote tele-mental health services.



Counseling Center Overview

Mission

In support of Fredonia's strategic plan and institutional learning goals, the Counseling Center promotes student's mental health, wellness, growth and development.

Vision

Cultivating a resilient and compassionate community.

Values

Accessible

Skilled

Connected

Creative

Responsible



Value: Accessible

The SUNY Fredonia Counseling Center continues to prioritize access to services as a central focus of our mission in support of student well-being and success.

- ★ 2975 Clinical Interventions
- ★ 576 Unique Clients (17% students)
- ★ Average wait time for initial appointment: 3.62 days (44% 24hrs)
- ★ 73% students utilizing services reported being “satisfied” or “very satisfied” with *being able to access counseling services in a timely manner*.
[FCC Student Satisfaction Survey- 88 responses]



Removing Barriers to Access of Services

Let's Talk

An informal, drop-in service that offers no-commitment consultation with a Fredonia counselor. Speak with a counselor about concerns, get help problem-solving, and learn more about support services available at Fredonia.

Wednesdays at the FREDwell Lounge- Williams Center S212

BetterMynd

SUNY Fredonia is partnered with BetterMynd, an online therapy platform, to offer students access to free teletherapy sessions from a diverse network of licensed mental health counselors.

Teletherapy sessions are available during the day, at night, and on weekends.



Psychiatric Services

The Counseling Center provides free psychiatric evaluation and medication monitoring services through a partnership with the SUNY Tele-Counseling Network (STCN) at SUNY Upstate Medical.



Who We Serve

The diverse student population utilizing counseling services is consistent with campus demographics with the exception of males who remain underrepresented over the 2022-2023 academic year.

Efforts to hire diverse staff and reach out to populations of students typically under-represented in counseling are proving successful.

Diversity Measure	Fall 2022 Counseling Center Client Demographics	Fall 2022 Campus Demographics (Undergraduate)	Spring 2023 Counseling Center Client Demographics	Spring 2023 Campus Demographics (Undergraduate)
<i>Race/Ethnicity</i>				
African American	10.8%	7.3%	6.1%	7.0%
Asian	3.9%	2.4%	3.6%	2.0%
Hispanic	8.7%	10.8%	9.7%	11%
Multi-racial	5.4%	3.9%	3.6%	4.0%
White	64.4%	73.5%	68.8%	74%
<i>Gender</i>				
Female	57.8%	58.1%	60.6%	58%
Male	27.8%	41.8%	25.8%	42%
Non-binary	9.9%		8.5%	
International Student	1.8%	1.6%	1.2%	2%
FOP/EDP	9%	8.1%	6.0%	8%
<i>Year in School</i>				
First Year	27.5%	28.0%	31.2%	20%
Sophomore	19.8%	18.8%	24.2%	20%
Junior	21.3%	23.1%	19.7%	23%
Senior	27.5%	30.1%	22.4%	37%
Graduate Students	2.7%	8.7%	1.8%	9.0%

	On-Campus Residence	Off-Campus Residence	First Generation College Student	Student Athlete	Military Affiliation	Transfer Student
Fall	59%	36.5%	20.4%	4.2%	0.3%	15%
Spring	65%	29%	19.6%	2.5%	1.1%	17%



Value: Skilled

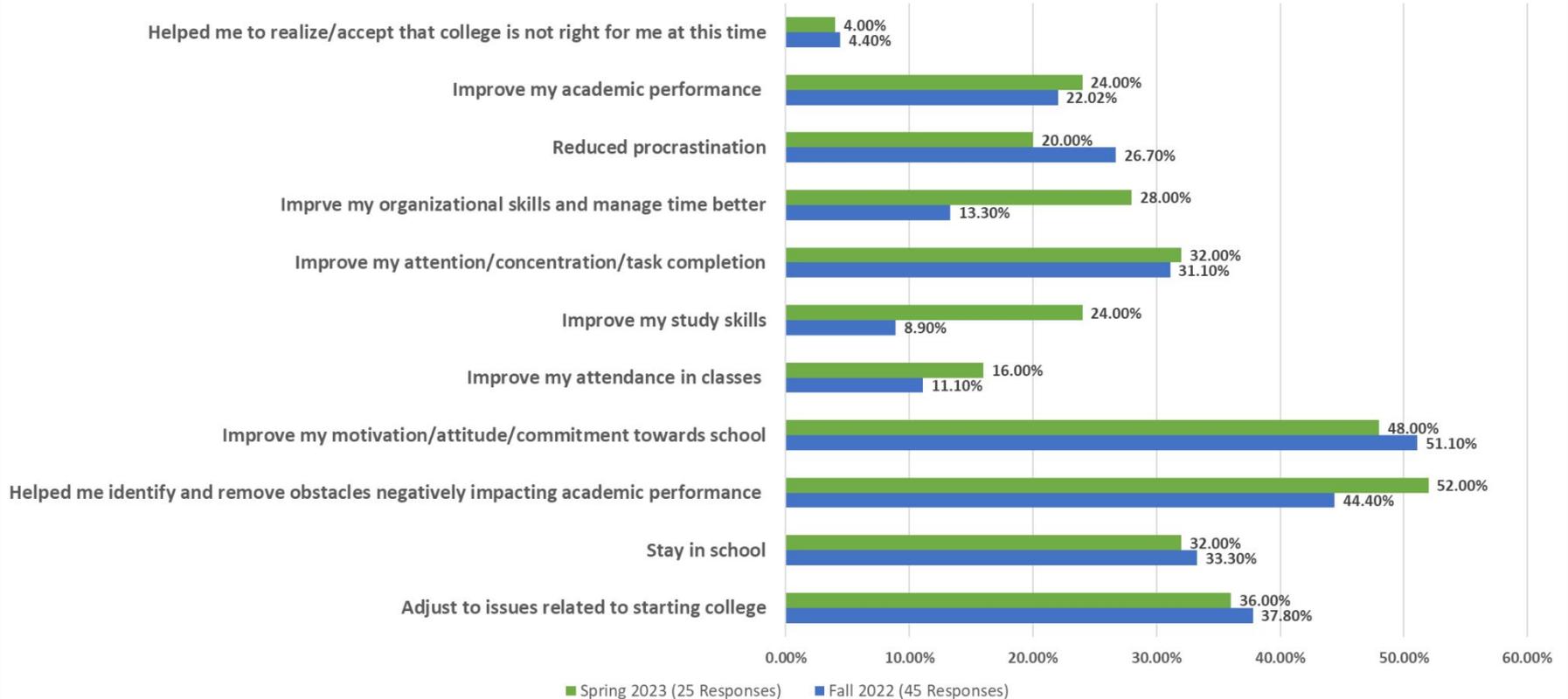
The Counseling Center endeavors to provide high quality services. We adhere to the highest professional standards, embrace innovative clinical services, engage in ongoing professional development, and remain current with new developments in research based clinical practice.

Counselor rapport – Research indicates that rapport is the strongest predictor of positive therapeutic outcomes. The FCC collects rapport data after each clinical intervention as part of our outcomes informed practice.

- ★ 98% *“I felt understood and respected.”*
- ★ 95% *“We worked on and talked about what I wanted to work on/talk about.”*
- ★ 96% *“Overall, last session was right for me.”*
- ★ 96% *“The counselor’s approach was a good fit for me.”*
- ★ 90% students utilizing services reported being “satisfied” or “very satisfied” with *their counseling experience.*
[FCC Student Satisfaction Survey- 86 responses]

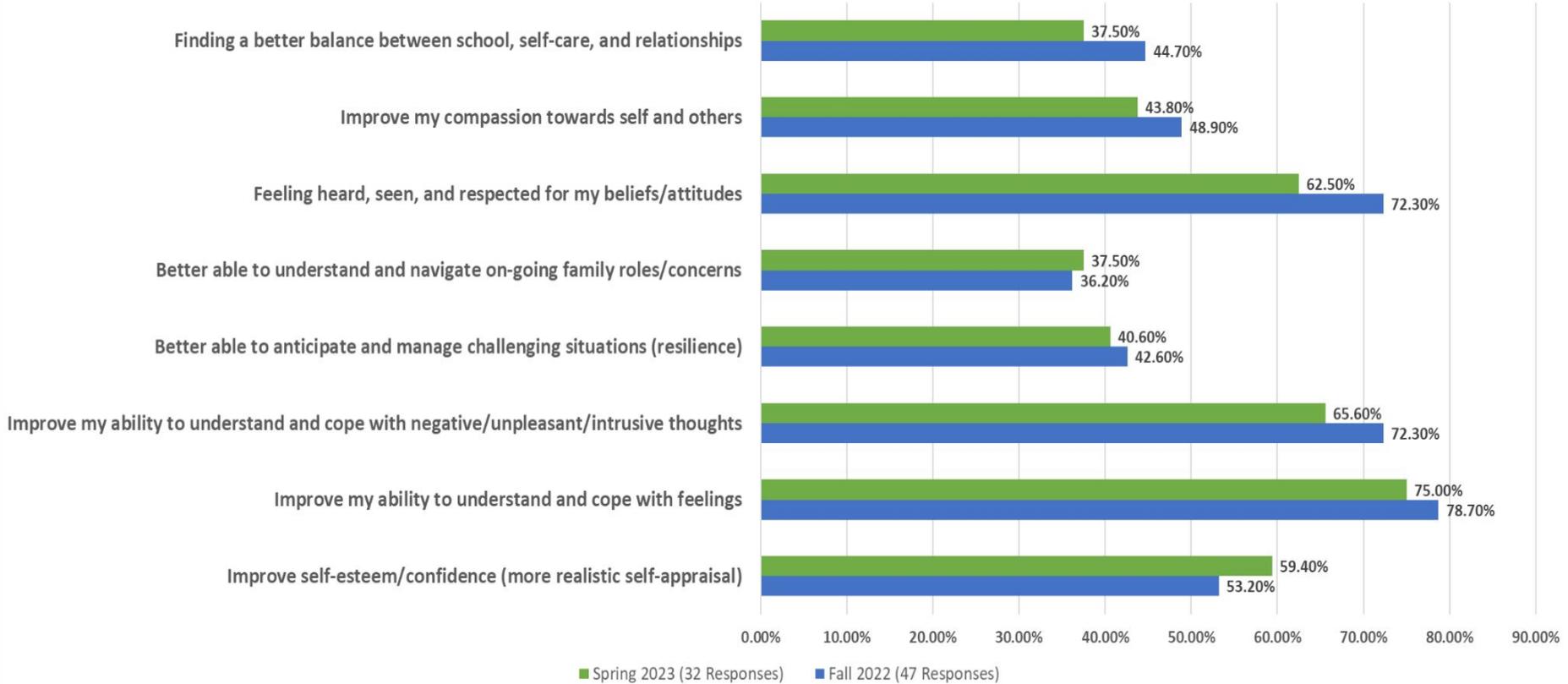
Student Learning Outcomes in Support of the Counseling Center Mission

Has Participation in Counseling Helped You Academically in any of the Following Ways?



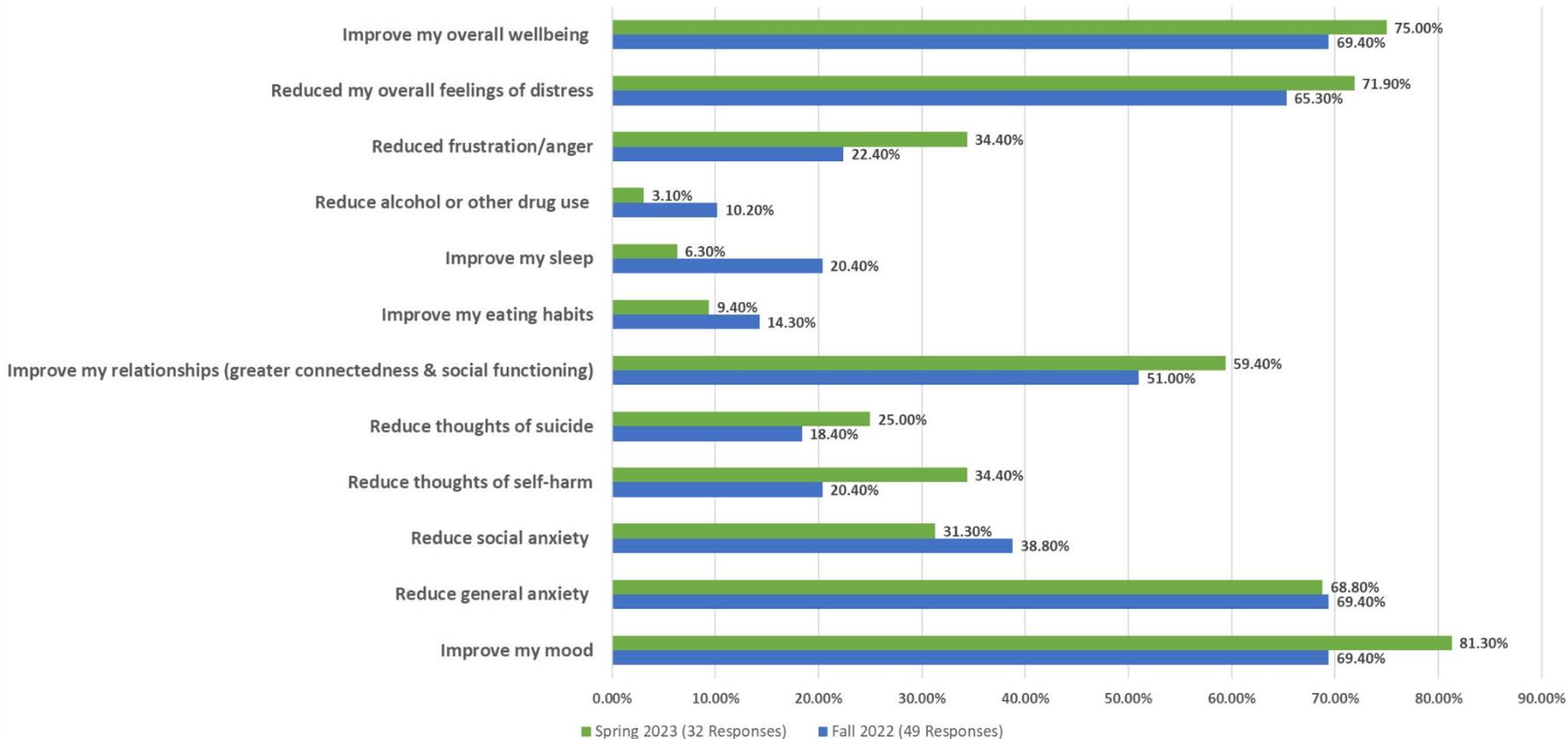
Student Learning Outcomes in Support of the Counseling Center Mission

Has Participation in Counseling Helped You Grow as an Individual in any of the Following Ways?



Student Learning Outcomes in Support of the Counseling Center Mission

Has Participation in Counseling Helped You with any of the Following?





Value: Connected

The Counseling Center values collaboration within the center, the Division of Student Affairs, Academic Affairs, the University, and the broader community. We seek partnerships and opportunities to work with our colleagues in support of enhanced service to our students.





Outreach & Visibility Initiatives

PDC Teaching Learning
Conference & New
Faculty Orientation

Student Teacher
Candidate
Training

Residence Life
Staff Training

Intercultural Center
Leadership Retreat

Let's Talk Roller Skating

09.2022

12.2022

03.2023

05.2023

NSO Wellness
Carnival

**World Mental
Health Day**

Domestic Violence
Awareness Day

Let's Talk Random Acts
of Kindness & Self Care
for the Senses

Student Contacts: 2343

Faculty/Staff Contacts: 59

Events: 67





Value: Creative

The Counseling Center values creativity as a gateway to innovation at both individual and organizational levels. We support and encourage creative innovation to foster excellence, to enhance inclusiveness, and to provide dynamic services that are relevant to the ever-changing needs of a diverse student population.

Counseling staff worked diligently throughout the 2022-2023 academic year to develop a population level [THRIVE](#) campaign to promote wellness initiatives in support of the [True Blue Transformation](#) | SUNY Fredonia 2023-2028 Strategic Plan.

The THRIVE campaign is a weekly wellness challenge for personal growth. The centerpiece of this initiative is a personal wellness journal that will correspond to weekly pop-up events and social media marketing designed to increase awareness towards establishing a culture of wellness on campus.

“My mission in life is not merely to survive, but to thrive and to do so with some passion, some compassion, some humor, and some style.” -Maya Angelou



Value: Responsible

The Counseling Center is committed to sustaining a healthy organizational climate characterized by honest, direct, and respectful communication and conflict resolution. We endeavor to create a diverse multidisciplinary staff that values different perspectives and professional views. We manifest compassion, mutual trust, and humor in our interactions; actively creating a sense of community that is supportive and respectful of individuals finding balance in their personal and professional lives.

“College student mental health has consistently been the among top concerns of college presidents in the American Council on Education’s (ACE) Pulse Point surveys. This concern has led to not only a remarkable increase in demand for mental health services, but also subsequent turnover and burnout from the counselors endeavoring to provide these services.” [\[Let’s Talk: Senior Leadership, Student Mental Health, and Counseling Centers. 2023.\]](#)

Concerns related to the impacts of vicarious trauma experienced by mental health providers are of great concern. Trauma informed supervision practices and professional development opportunities were more intentionally incorporated into our practice as a means to monitor and address staff well-being. Over the 2022-2023 academic year, the FCC staff conscientiously engaged in weekly “Trauma Stewardship” discussions to ensure that the staff continues to care for self while caring for others. Additionally, IFS-informed interventions were introduced to staff as a means to build “self-leadership” in relation to establishing personal and professional goals, mitigate burnout, and promote staff satisfaction/retention.

Dr. Tracy Stenger
Interim Vice President of Student Affairs

Executive Director of Student Wellness & Support

Jeffrey Janicki
MS, NCC,
LMHC
Clinical Director
of Counseling
Services

STCN- Upstate
Medical
Psychiatric
Services

Darleen
LiVecchi
Administrative
Assistant

Julie Bezek
Prevention,
Advocacy &
Wellness
Coordinator

Ivory Brooks LMFT
Licensed
Counselor | Let's
Talk Counselor

Kimberly Gallivan LMHC
Brandon Drummond LMHC
Jermaine Kenner LMHC
Licensed Counselors

Counseling
Interns

Sally Diegelman LMHC-P
Provisionally Licensed
Counselors/Associate
Counselors/Part-Time
Counselors

Student Voices

"Counseling encouraged self-care, allowed me to reduce stress, and changed my perspective on a few relationships in my life. It invited introspection in a safe environment, free of judgment."

"Whenever I leave my appointment, I always feel better, like a weight has been lifted from my shoulders. Although my problems might still be present, they don't bother me as much and I can breathe a little easier."

"My counselor changed my life. I felt incredibly respected and listened to."

Student Satisfaction Survey

A large graphic featuring the word "Thrive" in a white, cursive font, enclosed in a blue rectangular frame. The background is a dark blue, splattered paint-like texture. Below the frame, the word "FREDONIA" is written in a bold, white, sans-serif font, followed by "STATE UNIVERSITY OF NEW YORK" in a smaller, white, sans-serif font.

Thrive

 FREDONIA
STATE UNIVERSITY OF NEW YORK

Contact Information

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<https://www.fredonia.edu/student-life/counseling>



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